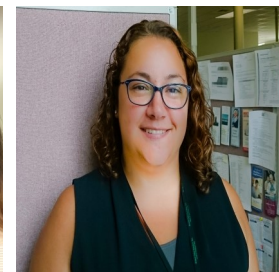


# **Bristol Elder Services, Inc.**

## **1973—2023**



***Annual Report 2023***



**A Message from  
the  
Chairperson and  
Chief  
Executive  
Officer**



Bristol Elder Services, Inc.'s (Bristol) is proud to be celebrating 50 years of providing quality services to older adults, disabled individuals and their families. As the focal point for innovative action, we provide and advocate for community-based services that promote independence and dignity. The agency makes it possible for older adults and their families to access a comprehensive system of health and supportive services so that they can remain living in their homes. Our employees take pride in their work and are dedicated to meeting the needs of older adults in the community.

Our employees have persevered through the COVID-19 pandemic and a shortage of workers to provide home care services. The staff continues to fiercely advocate for those living in the 15 communities of Bristol's Planning and Service Area.

Bristol began in 1973 with a \$42,000 budget and has grown to \$42,000,000 in revenue. We have had many accomplishments over the past year including adding more departments and reaching 157 full time employees, 15 Home Delivered Meals drivers and 8 Ombudsman volunteers.

We have always collaborated with local agencies and throughout the pandemic we have continued to build strong relationships with those agencies to further increase the health and well-being of our consumers, their families, caregivers and our staff. We look forward to continuing these partnerships so that we can expand our programs, services and supports.

We look forward to the next 50 years!

Bruce A. Thayer, MD  
Chairperson

Sandra Frechette, BSN, RN  
Chief Executive Officer

## ***Dedication to Judy Klein by Diane Thomas and Christine Boisvert Chief Operating Officers***



**Judy Klein**

***“A life is not important  
except in the impact it has  
on other lives” – Jackie***



*This is dedicated to our beloved Judy Klein. They say that those who touch our lives, stay in our hearts forever.*

*Judy was the Chief Executive Officer of Bristol Elder Services, Inc. (Bristol) from March 2022 to December 2022. Although her time as the CEO was brief, the impact she had was hugely felt throughout the community and our agency. Judy was deeply passionate about her career in social services. She loved the work that she did each day and worked late into the evening most days. She was a persistent, dedicated and devoted leader. She spent her entire career advocating for others.*

*Judy began working at Bristol in the 1980s working in various positions. She left Bristol for several years and held positions at South Shore Elder Services, the Executive Office of Elder Affairs and Senior Whole Health. She always remained active within the Elder Network by completing work as a consultant for various agencies, including Bristol. After several years, Judy returned to Bristol full time. She always held Bristol near and dear to her heart. Upon returning, she exclaimed, “I’m finally home”. She had a diverse career, but she knew that Bristol was where she belonged.*

*Judy was the Client Services Director for several years but transitioned into the role of Chief Operating Officer in 2013. She was influential in shaping many of Bristol’s policies and contributed greatly to the growth of the agency. Her contributions included opening the Nutrition Distribution Center, expanding the SCO Department, integrating the Home Care Department and strengthening the Protective Services and Nursing Units. She also wrote numerous grants that benefited the agency immensely. She should also be credited for successfully guiding and managing the staff and all departments through the COVID-19 pandemic. It was an unprecedented and challenging time for everyone, but Judy was strong through it all. She always led by example.*

*She was a strong advocate for the staff at Bristol. Her influence with the staff shall always be remembered. Judy loved engaging and connecting with everyone. She had the best story telling ability, remembering even the slightest details. The staff enjoyed being in her presence because of her affable personality and positive energy. She was extremely intelligent and was an excellent business woman, but it was her humility and natural charm that connected her to others.*

*Amongst her many attributes, Judy was a wonderful teacher and mentor. She mentored every member of Bristol’s current Executive Leadership team. She taught us how to manage the internal agency operations, how to become effective leaders and to lead with compassion. The lessons we learned from her enabled us to navigate through difficult times, especially after her sudden passing. Because of the knowledge and experiences she shared with us, we were able to continue to lead and strengthen the agency in her absence. Her lessons, words, stories and humor live on in our hearts and shall continue to influence the work we do each day.*

*Judy was devoted to her career, but she truly loved her family the most. Her husband, Joe and her sons, Christopher and Matthew meant the world to her. She enjoyed watching the New England Patriots, cooking dinner, eating pizza, watching reality tv shows and listening to music. She also loved spending time with her cats. She always took time to appreciate the people and simple comforts in her life. She created many formal policies and procedures at Bristol, but her personal attributes are the things everyone will remember. We are thankful for the work she did on behalf of our consumers, staff and agency. She will live in our hearts forever as we proudly carry her legacy and everything she stood for into the future. Judy Klein loved Bristol Elder Services and we loved Judy Klein.*



## The Board of Directors

Bristol Elder Services, Inc.'s Board of Directors is comprised of community volunteers who offer their time and talents to help guide us in a positive direction. As Bristol Elder Services, Inc.'s governing body, the Board of Directors sets policy and carries out the functions of the agency. The corporation must operate within the framework of laws that authorize its existence, and the Board of Directors is legally responsible for ensuring that it does.



Thayer, MD



Chaitali Patel



Joanne Roque



Ashley Cartwright

Bruce  
A.

### **2022-2023 Board of Directors**

Bruce A. Thayer, MD, Chairperson

Chaitali Patel, Vice Chairperson

Ashley Cartwright, Secretary

Joanne Roque, Treasurer

Judith Aubin

Sandra Christoun

Jim DeArruda

Renee M. Howayeck

Richard Kelsay

Eileen P. Beaulieu

Brittany Lynch

Debra Maltais

Barb Maynes

Kathleen Pearle

Margaret Riley

Claire Sullivan

## The Advisory Council

The Advisory Council is comprised of representatives of community based organizations. The group advises the Board of Directors regarding the development of a comprehensive and coordinated service system for older adults. Members provide feedback on identified community needs, offer ideas for improvement in services; assist with public hearings and suggest ways that we can best serve seniors and persons with disabilities.

### **2022-2023 Advisory Council**

Beverly Bisch, Chairperson

Rhonda Partridge, Vice Chairperson

Bradley Marshall, Secretary

Carole Fiola

Pamela Hunt

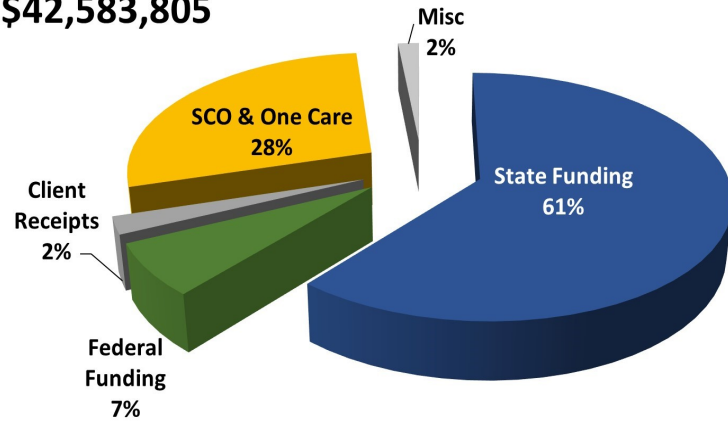
Victoria Greco

Michelle Poirier

Bristol Elder Services, Inc. is an open and affirming agency with a mission to improve the quality of life for elders, disabled individuals, and their families. All of our services revolve around the goal of maintaining independence and dignity. We achieve this by making it easier for individuals and their families to access a comprehensive system of long-term services and supports.

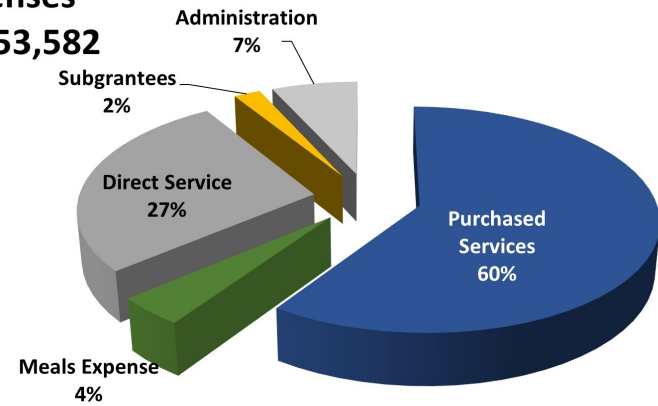
## Federal Fiscal Year 2023 Report

### Revenue \$42,583,805



FFY23 Revenue	
State Funding	\$26,030,281
Federal Funding	\$2,928,353
Client Receipts	\$986,401
SCO & One Care	\$11,952,054
Misc	\$686,716
	<b>\$42,583,805</b>

### Expenses \$40,253,582



FFY 23 Expenses	
Purchased Services	\$23,959,702
Meals Expense	\$1,680,135
Direct Service	\$11,042,264
Subgrantees	\$846,464
Administration	\$2,725,017
	<b>\$40,253,582</b>

## Employee Service Awards

### **35 Years of Service**

Patricia A. Duphily

### **30 Years of Service**

Linda A. Langevin

### **25 Years of Service**

Carol Lemos

### **10 Years of Service**

Danielle Bowen  
Cheryl Fontaine  
Peter O'Beirne Jr.  
Rosa Armentano  
Sandra Santos  
Debora Avila-Carreiro  
Frank Santos  
Jane Estrela  
Bethanny Millett  
Randilynn Catalogna

Bristol is successful in our mission because of loyal, dedicated staff. We are grateful to all our employees for their service to the agency and congratulate those celebrating milestone anniversaries this year.

### **15 Years of Service**

Christine A. Boisvert  
Juliana Moreno  
Karan M. Pereira  
Jamie Cowen

## Employee of the Year

Bristol believes that individuals who contribute to the mission and goals of the agency should be recognized for their outstanding performance. Since 1995, the Employee of the Year Award has been given to an individual who demonstrates consistent job competency, is persistent despite challenges, and is an effective team player.



Joyce Vangel was nominated and named Employee of Year by her peers for her professionalism, calm demeanor under pressure, and her tireless commitment to ensuring the Agency runs in a seamless manner. Joyce has been the face of Bristol for years greeting visitors and answering calls with a smile. She consistently goes above and beyond assisting with all administrative needs and in turn is an integral part of Bristol's success to its mission. She is truly an asset. Joyce was also just recently promoted to Nursing Unit Clerk.

Joyce is a dedicated employee and the Agency recognizes her hard work and commitment. Congratulations, Joyce, on a job well done!

## Every Contribution Counts

Bristol would like to thank the following foundations and organizations for their generous gifts that truly help and continue to make a difference in the lives of those less fortunate. Thanks to your gifts of time, energy, and personal connections—the opportunities for our consumers are endless.

### ***DONATIONS***

Blackbaud Giving Fund-Newport Shipbuilding  
 Berkley Brewing Company  
 Borden Freeman Trust  
 Bradley Marshall  
 Bristol County Estate Planning Council  
 Bruce A. and Susan Thayer, MD  
 Dominican Sisters of the Presentation  
 Gerald Hall  
 Humana  
 James and Staci Darragh  
 James DeArruda  
 Joy Rodrigue  
 Lori Stone  
 Nancy Munson  
 O'Sullivan & Connolly, PC  
 Representative Pat Haddad  
 Paul and Anita MacPherson  
 Ronald Cote  
 Shannon Garber  
 Stop and Shop Community Bag Program  
 Taunton Lodge of Elks #150  
 Two Roads Brewing Company  
 William and Heather Costa

### ***50th YEAR SPONSORS***

Platinum:  
 Senior Whole Health  
 All at Home Health Care  
 Anodyne  
 BankFive  
 Home Resources  
 Law Offices of Jane Sullivan  
 Jivan Adult Day Health Center  
 Seraphic Springs Health Care  
 Somerset Federal Credit Union  
 Southeastern MA home Health Aides,  
 Inc.  
 Taunton Federal Credit Union

## Donors

One of the most meaningful ways to acknowledge the passing of a family member or friend is by offering a gift. We thank all the families and friends who contributed gifts throughout the year in memory of loved ones.

### **GIFTS IN MEMORY OF**

#### ***Judy Klein***

Genevieve Healy  
 Diana DiGiorgi  
 Bryan Price  
 Susan Temper  
 Catherine Hastings  
 Somerville-Cambridge Elder Services, Inc.

#### ***Howard Cooper***

Joanne Everett

#### ***Gilbert F. DeMello***

Mario Carreiro and Caroline DeMello

#### ***Rev. Harold J. Goldzung, Sr.***

Grove Reformed Church

#### ***Raymond J. Haberstroh***

John Reed

#### ***Alfred J. Morin***

Tammy Shine

#### ***Ethel O'Brien***

Leon Cudworth, Jr.

#### ***June Teixeira***

Cynthia Osborne

## Bristol Timeline 1973—2023

1973-Opened under the name of Fall River Home Care for Elderly on Pine Street in Fall River. Service area included Fall River, Freetown, Somerset, Swansea, and Westport. Budget of \$42,000 for the first 2 contracts of Home Making and Chore. 250 elders

1975-Elizabeth Bielawski appointed Chief Executive Officer

1976-Service area expanded to include Attleboro, Berkely, Dighton, Mansfield, N. Attleboro, Norton, Raynham, Rehoboth, Seekonk, and Taunton. Name change to Bristol County Home Care For Elderly, Inc.

1980-Initiated supportive housing for elderly at Fitzsimmons Arms in Taunton and Mitchell Heights in Fall River

1980-Pilot program to offer skilled services to client's in two Fall River housing authority sites

1986-Carol Nagel appointed Chief Executive Officer

1988-Budget-\$6,297,576 - 3,070 clients in total. Bristol Elder legal services began to service any Bristol Elder Services, Inc. client.

1989-James Flanagan appointed Chief Executive Officer

1990's-Started partnership with SHINE

1991-Sumner Hoisington appointed Chief Executive Officer

1991-Budget drastically decreased, July 1990 - 2,029 clients and had to decrease to 1,500. In June 1991, budget was \$5,245,428. Registered Nurse's (RN's) started screening for nursing facility clients

1993-Nancy Munson appointed CEO

1993-Budget of \$5,425,575 for 20 contracts to provide 13 different Home Care services. 2,138 elders

1994-1,927 clients, Home Care RN's begin completing screens for Medicaid clients. Ethel S. O'Brien Employee of the Year Award started with Lisa Ouellette Kurowski as the first recipient. Budget of \$6,271,481

1997-Became an Aging Service Access Point (ASAP)

1999-Brown Bag Program- providing free groceries on a monthly basis. Expansion of HC services to include medication management system, home based wandering alert system, short distance medical transportation for elders in the Greater Fall River area. Budget of \$9,264,357



## Celebrating 50 years of providing services

2003-Initiated PCA program, Consumer Directed Care, Choices. Participated in Making the Link project to identify Care Givers and refer them to appropriate services. Provide respite in nursing facilities, assistive devices, and home modifications. Budget- \$11,176,424

2006-Wait list for HC services implemented

2007-Senior Care Options (SCO) starts at Bristol just with Senior Whole Health

2008-August moved to new building: 1 Father DeValles Blvd., Fall River

2012-Bristol joins the Caring Force

2013-Distribution Center opened for Nutrition

2013-2016 Second Floor Suite and Conference Rooms added

2015-Nancy R. Munson named CEO of the Year by Mass Council of Human Service Providers

2015-Quality Assurance Unit was created

2017-Veterans Independence Program began

2018-Alzheimer's Disease Support Services Program started

2018-One Care Program started

2020-Began working remotely due to the COVID-19 Pandemic

2021-July- return to the office began. New hybrid schedule developed

2022-Judy Klein appointed Chief Executive Officer

2022-Cardiac Meals offered

2023-Sandra Frechette appointed Chief Executive Officer

2023-February- Executive Office of Elder Affairs Secretary Elizabeth Chen visits Bristol Elder Services

2023-Community Liaison Transition Program started (CTLP), Benefits Support Specialists hired

## Programs-Supportive Housing Events, Ombudsman Volunteers, Nutrition Department



15 Meals on Wheels Drivers



Average of 7,500 HDMs per week



354,131 Home Delivered Meals (HDM) delivered from July 2022 to June 2023



8 Ombudsman Volunteers



17,671 congregational meals provided from July 2022 to June 2023

### **Programs and Services Provided**

- Caregiver Support Program
- Clinical Assessment Eligibility
- Community Transitions Liaison Program
- Healthy Aging Programs
- Home Care Program
  - Frail Elder Waiver
  - Consumer Directed Care
  - Choices
- Enhanced Community Options Program (ECOP)
  - ECOP Independence Plus
- Respite Care
- Long-Term Care Ombudsman Program
- Nutrition Program
  - Congregate Meal Sites
  - Home Delivered Meals
- One Care
- Options Counseling
- Protective Services
- Senior Care Options (SCO)
- Supportive Housing
- Veteran-Directed Care Program
- Other services provided by sub-grantees funded in part by Title III grants

## Bristol Staff



157 Full-time Employees



2,494 consumers receiving home care services



3,215 Senior Care Options Members



Bristol's Protective Services Unit has the 2<sup>nd</sup> largest volume of intakes and reports received in the State covering 23 cities and towns



235 One Care Members





*Thank you to all our sponsors!*

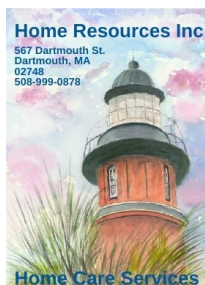
Platinum Sponsors



Gold Sponsors



Silver Sponsors



Seraphic Springs Health Care

Southeastern MA Home Health Aides, Inc.



1 Father DeValles Boulevard, Unit 8  
Fall River, MA 02723  
Tel: 508-675-2101 Fax: 774-425-0445

*Bristol Elder Services, Inc. is a not-for-profit organization funded in part through contracts with the Massachusetts Executive Office of Elder Affairs. For more information regarding elders and their families call 1-800-243-4363 or visit the AGE INFO website at [www.800ageinfo.com](http://www.800ageinfo.com)*