

Is There Help?

A Booklet of Local Resources for
Westfield's Older Adults



Developed by the Westfield Council On Aging
with funding from the
City of Westfield,
Community Development Block Grant
and
Sarah Gillett Services for the Elderly, Inc.

Westfield Council on Aging

45 Noble Street,

Westfield, MA 01085

(413) 562-6435

www.cityofwestfield.org

Hours of operation: Monday through Friday (8:30 a. m. to 4:30 p.m.)

Services and programs provided include:

- Information and Referrals;
- Congregate Meal Site;
- Wellness Nurse;
- Fuel/Nutrition Assistance Applications;
- Medical Equipment Loans;
- Support Groups;
- Educational Sessions;
- *Retire the Fire!* Fire Prevention and Safety Program;
- Fitness, Painting, Craft, Computer Classes;
- Themed Events and Parties;
- Senior Citizen Property Tax Work-Off Program;
- Tax Preparation Assistance (February through April);
- Annual *Holiday Gala* and *Senior Options* Events;
- Brown Bag Food Distribution Program;
- Salvation Army Emergency Vouchers for Food, Fuel, Furniture, (age 60+);
- Health Insurance Counseling:
 - The Senior Benefits Coordinator provides free, one-on-one health insurance information, counseling, and assistance to Medicare beneficiaries;
 - The Senior Benefits Coordinator will review present coverage, review eligibility for financial assistance, provide health insurance plan comparisons, prevent consumers from buying unnecessary or duplicate coverage, and help to prepare health benefit claim forms, appeals and applications.
- Companion Program: Frail, homebound adults aged 60 and older who are considered at risk of institutionalization are provided a variety of services so that they may age in place in their own homes. Services include:
 - Grocery shopping;
 - Errands;
 - Companionship;
 - Hazardous weather check-ups;

- Home assessments to determine the level of safety and convenience in the home for those who are most at-risk;
- Low-cost transportation to medical appointments;
- Spanish-speaking volunteers for those clients who do not speak English;
- Fire and home safety checks and education.

Alzheimer's Association (Springfield Regional Office)

264 Cottage Street,

Springfield, MA 01104

(413) 787-1113

Helpline 24/7: 1-800-272-3900

www.alzmassnh.org

Assistance is provided in the forms of a 24/7 telephone helpline, confidential and individualized care consultation, support groups, educational programs and materials and the 'Safe Return' program.

Baystate Noble Hospital

115 West Silver Street,

Westfield, MA 01085

(413) 568-2811

www.baystatehealth.org

Bay State Noble Hospital, a member of Baystate Health, is a regional community hospital, providing a broad range of expert services to the Greater Westfield area.

- Center for Comprehensive Breast Health;
- Diagnostic Imaging and X-Ray;
- Emergency Department;
- Inpatient Services;
- Orthopedic Services;
- Outpatient Services;
- Patient Transportation Service;
- Primary Care;
- Psychiatric Services;
- Rehabilitation;
- Surgical Center;
- Urology;
- Visiting Nurse and Hospice.

BHN/The Carson Center
77 Mill Street,
Westfield, MA 01085
(413) 568-6141
Westfield Crisis Services: 413-568-6386
www.bhninc.org

A wide range of services is offered for those struggling with addiction, depression, anxiety or other emotional problems, relationship difficulties, traumatic brain injury, and serious mental health issues. Outreach services are available on the phone or in person, in the hospital or in the community. Psychologists, social workers, mental health counselors, and psychiatrists are available for crisis help twenty-four hours a day, seven days a week.

Elder Law Project ~ Community Legal Aid
20 Hampton Avenue, Suite 100,
Northampton, MA 01060
(413)584-4034; TTY/TDD: (508) 755-3260
(413) 774-3747
1-855-252-5342 (toll free)
www.communitylegal.org

Hours of operation: Monday through Friday (9 a.m. to 5 p.m.)

Advocates provide free advice and representation on issues concerning:

- Durable power of attorney and health care proxy documents;
- Government benefits;
- Home ownership;
- Legal issues related to elder abuse;
- Long term care including involuntary transfers and discharges from nursing homes;
- Tenant's rights (private and subsidized).

Greater Springfield Habitat for Humanity
268 Cold Spring Avenue,
West Springfield, MA 01089
(413) 739-5503
www.habitatspringfield.org

Greater Springfield Habitat for Humanity (GSHFH) is a housing ministry dedicated to strengthening communities by empowering low-income families to change their lives and the lives of future generations through homeownership and home preservation opportunities. This is accomplished by working in partnership with diverse people, from all walks of life, to build simple, decent, affordable housing.

Highland Valley Elder Services

320 Riverside Drive, Suite B,

Florence, MA 01062

(413) 586-2000

(800) 322-0551

www.highlandvalley.org

Hours of operation: Monday through Friday (9 a.m. to 5 p.m.)

Provides help with a wide range of needs to adults aged 60 and older who fall within certain need and income guidelines. Services provided include:

- **Caregiver Initiative Grant Program:** The Caregiver Initiative Grant provides support in situations where one person in a family works as the primary caregiver to another family member. The Grant is an award of \$500. The money can be used for transportation to doctor appointments, respite care, medication, or supplies for the person needing care. Applicants can be interviewed in their home or over the phone. There is no eligibility requirement. Applicants can reapply every other year;
- **Family Caregiver Program:** A range of services designed to support the needs of family caregivers;
- **Home Delivered Meals:** Meals are provided Monday through Friday to those 60 and older who are unable to prepare nutritious meals, have no one to assist them with meal preparation, and are unable to attend a congregate meal site. Modified diabetic diets can be accommodated. Frozen meals can be delivered with lunch for the evenings and weekends for those who meet certain eligibility requirements;
- **Homemaker and Personal Care Services:** Housecleaning, meal planning and preparation, laundry, shopping, and personal care;
- **Money Management Services:** Trained community volunteers assist older adults who meet income guidelines with budgeting, managing their checking accounts, paying routine bills, and keeping track of their personal financial matters;
- **Protective Services:** Intervention for older adults who are in abusive situations. The abuse may be physical, psychological and/or emotional, financial exploitation, caregiver neglect, or self neglect. Intervention and assistance may be in the forms of short-term counseling, legal assistance, advocacy, as well as information and referrals to other agencies and programs;
- **Respite Services:** Brief periods of planned relief for individuals who provide daily care for an older adult. Respite care can involve care in the home or in a different location;
- **Take Charge Program:** Older adults are offered the choice of hiring and supervising their home care workers. (Must be a MassHealth recipient).

Massachusetts Commission for the Blind
436 Dwight Street, Room 109, Springfield, MA 01103
(413) 781-1290

Local Office: 1-800-332-2772

Boston Office: 1-800-392-6450

www.mass.gov/mcb

Hours of operation: Monday through Friday (8:45 a.m. to 5 p.m.)

Once a doctor declares and registers an individual as “legally blind” that person is entitled to receive several benefits from Massachusetts Commission for the Blind. Benefits include an assigned case worker available locally, home assessment to make things ‘easier’ around the home at no charge, a legally recognized cane for the blind, and an assessment for oversized sunglasses which come in a variety of colors and tints. State and Federal benefits include:

- Auto excise tax exemption;
- Disabled parking placard/plate;
- Income tax exemptions/deductions;
- Real estate tax exemption;
- Supplemental Security Income (SSI) for eligible persons with limited income and resources;
- Travel/identification card;
- Voting right information.

Massachusetts Commission for the Deaf and Hard of Hearing
(Western MA Regional Office) Springfield State Office Building
436 Dwight Street, Suite 204,
Springfield, MA 01103

413-788-6427 Voice/TTY 413-301-0915 Video Phone

www.mass.gov/eohhs/gov/departments/mcdhh/

Programs include:

- Case management for infants, children, and adults and their families who require complex social service and multi-agency care coordination;
- Referral of interpreters;
- The Deaf and Hard of Hearing Independent Living Services (DHILS) contracted providers assist adult consumers with:
 - Accessing information for informed decision-making about healthcare and safety;
 - Advocating;
 - Emergency preparedness;
 - Managing wellness;
 - Parenting skills.

Mercy Adult Day Health of Westfield
24 Clifton Street,
Westfield, MA 01085
(413) 568-0555

www.mercycares.com

www.mercycares.com/adult-day-care

Hours of operation: Monday through Friday (9 a.m. to 3 p.m.)

(Cost is covered by most insurance, including MassHealth)

Mercy Adult Day Health is designed to help older adults and those with disabilities maintain their lifestyle at home.

Services provided by Mercy Adult Day Health are:

- Assessment of medical and non-medical problems
- Intervention for unstable medical conditions and risk assessment
- Medication management and administration
- On-site lab testing
- Blood glucose monitoring
- Podiatry services
- Personal care assistance
- Education programs
- Nutritious meals and snacks
- Social activities such as arts and crafts, gardening, trivia, card games, movies, manicures, and exercise programs
- Nail care and hair salon services
- Physical, occupational, and speech therapies

Stavros (Springfield Office)

227 Berkshire Avenue,
Springfield, MA 01109
(413) 781-5555

www.stavros.org

Hours of operation: Monday through Friday (9 a.m. to 4:30 p.m.)

The mission is to help individuals with disabilities and those who are deaf develop the tools and skills they need to take charge of their own lives. Programs available include services for the deaf and hard of hearing, housing services, durable medical equipment, building services, options counseling, transition to adulthood program, outdoor access, personal care attendant (PCA) services, and fiscal intermediary services.

Thrive Center in Westfield
Free Financial Help Offered
Episcopal Church
36 Court Street
Westfield, MA 01085
413-333-8365

- Budgets
- Building or Repairing Credit
- Reducing Debt
- Free Tax Preparation
- Money Skills Classes

Trinity Health of New England
Mercy Continuing Care Network
(413) 539-2917

www.mercycares.com

Mercy Continuing Care Network provides a range of services, programs and facilities to meet diverse needs in Western Massachusetts. Their Senior and Continuing Care Network provide the following:

- Hospitalization at Mercy Medical Center
- Independent Living
- Mercy Adult Day Health of Westfield
- Mercy Home Care
- Mercy LIFE, A Program of All-inclusive Care for the Elderly (PACE)
- Residential Care Facilities (Rest Homes) and Respite Care
- Skilled Nursing Facilities (Nursing Homes)
- Supportive Living

Valley Opportunity Council
300 High Street, 2nd Floor
Holyoke, MA 01040
413-552-1548

The Westfield Senior Center's Senior Benefit's Coordinator, Karen Noblit, can assist with the application process; please call 413-562-6435.

Fuel Assistance (also known as the **Low Income Home Energy Assistance Program**) helps eligible households challenged by the high cost of home heating fuel pay a portion of their winter heating bills.

This program provides assistance through a fixed benefit amount for the cost of the primary source of heat, which includes, but is not limited to:

- Oil
- Electricity
- Natural Gas
- Propane
- Kerosene
- Wood
- Coal

Westfield Food Pantry

**101 Meadow Street,
Westfield, MA 01085
(413) 572-0802**

www.westfieldfoodpantry.org

Hours of operation: Monday and Tuesday (10 a.m. to Noon); Thursday (5:30 p.m. to 6:30 p.m.); Friday (10 a.m. to Noon) Closed: Wednesday, Saturday, and Sunday

Open to residents of Westfield, MA who provide proof of address, date of birth for all household members, and basic statistical information. Clients can receive a basic food bag on a monthly basis depending on the number of people residing in the home. Items generally available are: pasta, pasta sauce, macaroni and cheese, canned fruits and vegetables, soup, rice, peanut butter, cereal, meats, drink items, tuna, fresh breads, dessert, and seasonal fresh produce. Weekly items available are bread, dessert, and seasonal produce.

Westfield Housing Authority

**12 Alice Burke Way,
Westfield, MA 01085
(413) 568-9283**

www.westfieldhousing.org

www.affordablehousingonline.org

Hours of operation: Monday through Friday (8 a.m. to 4:30 p.m.)

Older adults and individuals with disabilities may apply for housing at a reduced cost. In order to be considered for housing, an individual must fill out an application and provide a valid social security number, date of birth, and financial documentation such as proof of income and assets. Once information is received and processed, the applicant will be placed on a waiting list. Preference is given to current residents of Westfield, MA. Walk-in appointments are available during regular business hours.

