

INFORMATION

on community resources and services for those 60 and over, their caregivers and other interested individuals.

INTAKE

of referrals for Home Care, Adult Protective Services, Home Delivered Meals, Money Management, Nursing Facility and Adult Day Health screenings. Anyone can make a referral.

OPTIONS COUNSELING

provides consultation visits by trained Options Counselors to elder and/or caregivers regarding programs and resources available to help them meet their identified goal(s).

FAMILY CAREGIVER PROGRAM

is a range of services designed to support the needs of family caregivers.



Highland Valley
ELDER SERVICES

Services & Resources



Call Monday through Friday, 9am to 5pm for
information or to make a referral

413-586-2000

info@highlandvalley.org



www.highlandvalley.org

Home Care Services OMBUDSMAN SERVICES

MONEY MANAGEMENT PROGRAM

assists low-income elders who have difficulty managing their financial affairs by community volunteers who have had extensive training.



BENEFITS SUPPORT PROGRAM

through this program a Benefits Support Specialist can assist individuals in accessing Medicaid, SNAP, Fuel Assistance, and other public benefits.

SUPPORTIVE HOUSING OPTIONS

at the Washington House residence in Westfield, where residents take charge of a Resident Quality of Life Council, to manage service delivery and all aspects of daily life.



COMMUNITY TRANSITION LIAISON PROGRAM

A Community Transition Liaison identifies and reaches out to interested residents in skilled nursing facilities to encourage and coordinate discharge to the community with services.

FRAIL ELDER WAIVER

is a Home and Community Based Waiver Program to make in-home services and supports available to frail elders who meet the level of care for a nursing facility but prefer to remain in the community.

CLINICAL ASSESSMENT & ELIGIBILITY

provides pre-admission nursing facility screenings for Mass Health members or applicants, and screenings for Adult Day Health and Home Health Services.

*Nutrition, Ombudsman, Transportation Concierge, and Family Caregiver Programs funded in part by the Older Americans' Act – Title III.

Home Care Services

are available to eligible elders 60 and over who meet income and need-based eligibility and may include those listed here.



SHINE

(Serving Health Information Needs of Everyone)

Program provides free health insurance information and counseling to all Massachusetts residents with Medicare and their caregivers. Those with Medicare or who are about to become eligible for Medicare can meet with a trained counselor to learn about benefits and options available.

CARE ADVISORS

offer consultation for individualized assessment, care planning, and follow-up to elders and their family caregivers as part of their service plan.

CONSUMER DIRECTED PROGRAM

offers people the choice of hiring and supervising their own Home Care workers.

HOMEMAKER/ PERSONAL CARE SERVICES

housecleaning, menu planning, laundry, shopping, meal preparation and personal care are available.

OUR JOB IS TO HELP YOU FIND THE HELP YOU NEED

*Nutrition, Ombudsman, Transportation Concierge, and Family Caregiver

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Highland Valley
ELDER SERVICES

ADULT DAY PROGRAMS

Adult Day Health provides care through an organized program of recreational and social activities in a supervised setting. Dementia programs provide activities for elders with memory impairment.

COMMUNITY DINING CENTERS

serve hot meals and offer socialization at area locations including Councils on Aging. The weekday noon meal is available to elders age 60 and over.

PERSONAL EMERGENCY RESPONSE SERVICE

provides a medical communications alerting system which is monitored 24 hours per day.

CHORE SERVICES

include heavy household cleaning and home maintenance.

TRANSPORTATION CONCIERGE

can assist with identifying, providing information, and scheduling transportation for seniors throughout the HVES service area, specific to the needs and location of the senior.

RESPIRE SERVICES

provide brief periods of planned relief to individuals who give daily care to an elder.

HOME HEALTH SERVICES

provide skilled nursing, home health care and physical therapy.

HOME DELIVERED MEALS

provide well-balanced, nutritious meals to people over 60 who meet eligibility guidelines. Lunch, supper and frozen weekend meals are available. Partially funded by Title III & a Westfield CDBG.

PROTECTIVE SERVICES

offers short-term counseling, intervention, legal assistance, advocacy and information and referral for elders who are abused or neglected in their homes, or unable to care for themselves.

To Report Suspected elder abuse, call the statewide ELDER ABUSE HOTLINE: 1-800-922-2275