



Overview of Programs

- Home Care Services
- Options Counseling
- Meals on Wheels
- Congregate Meals
- Ombudsman
- Volunteer Transportation, Shopping, Companion
- Information and Referral
- Family Caregiver Support Program
- SHINE (Serving the Health Insurance Needs of Everyone)
- Berkshire Senior TV and Newspaper
- Senior Care Options (SCO)
- One Care
- Money Management Program (Volunteer)
- Elder Mental Health Outreach Team (EMHOT)

Information and Referrals

Monday through Friday: 8:00am to 5:00pm

Phone: 413-499-0524

FAX: 413-442-6443

Email: I&R2@esbci.org

Home Care Program

Interdisciplinary care management

In-home support services

Access to Case Management

Nursing Assessment and Follow-up for Specific Programs and Services

Eligibility is based on:

age

residence

ability to carry out daily tasks (bathing, dressing and meal prep)

Home Care Services

- Alzheimer's/Dementia Coaching
- Chore Service
- Companion
- Grocery Shopping
- Home Delivered Meals
- Home Delivery of Pre-packaged Medications
- Home Health Services
- Laundry
- Medication Dispensing System
- Personal Care
- Personal Emergency Response System
- Respite Care Services
- Supportive Day Program
- Transportation

Nutrition Program

Meals on Wheels

- Home delivered meals Mon – Fri
- Frozen weekend meals for qualifying seniors
- Bagged supper for supplemental nutrition if eligible
- Daily wellbeing check
- Medically tailored meals

Congregate Meals

14 Meal Sites at various COAs

Works with ESBCI Nutrition

Social dining

Staffed by volunteers

Long Term Care Ombudsman Program

Ombudsman volunteers:

- Meet with nursing home residents
- Advocate for residents
- Reduce isolation and loneliness
- Can provide mediation
- Conversations are confidential

Residents may talk about:

- Rights and responsibilities
- Loss of personal items
- Conflicts with staff
- Facility policies
- Quality of Care

Options Counseling

Providing unbiased information to support empowered decisions

Assists with:

- Long-term planning
- Housing options
- Benefits counseling
- Assisted living
- Nursing facility placement
- Objective, person-centered, flexible

SHINE

Serving the Health Insurance Needs of Everyone on Medicare

SHINE Counselors are trained volunteers who:

- Provide unbiased health insurance counseling
- Assist clients in finding coverage
- Answer questions regarding eligibility, enrollment periods, and benefits
- Assist with appeals and billing issues
- Screen for insurance related public assistance programs

Money Management Program

- free and confidential service
- assists low-income elders with managing their finances
- trained, insured, and supervised volunteers
- the volunteer meets monthly with the elder to pay bills
- the elder has the right to cancel at any time

Caregiver Support Program

- One on one support for caregivers on a regular basis
 - Support groups throughout the County
 - Resources and education
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- Eligibility:
 - Caregiver for a loved one who is 60+ years old
 - Caregiver for someone under the age of 60 who has a physical or developmental disability, mental illness or Alzheimer's diagnosis
 - Grandparent raising a grandchild

Elder Mental Health Outreach Team (EMHOT)

- Assists with: anxiety, depression, grief, isolation, unresolved trauma, overuse of alcohol or other substances
- 1:1 counseling with a licensed clinician
- Help securing benefits and other services
- Support groups and Caregiver support
- Referrals for longer-term behavioral health supports
- Short-term, flexible, person-centered interventions
- NO FEE

Volunteer Services

PLENTY OF OPPORTUNITIES: Driving, Companionship, Shopping, Food Service, Meals on Wheels, Office, Nursing Home Ombudsman, SHINE or Money Management

Have Fun!

Stay Socially Engaged

Be of Service

CALL US TO GET STARTED!!! 413-499-0524