AgeSpan

Choices for Life's Journey







ANNUAL REPORT 2023

A year of making connections and being connected

MESSAGE FROM OUR CEO

If we've learned anything in the last three years, it's that making connections and being connected to others has a positive impact on health, safety, independence, and wellbeing.

Every day, our dedicated employees across the agency work with community partners to meet the needs of those we serve. Whether its improving access to healthy foods, addressing housing insecurity, or integrating other social supports into health care, we can't do this work alone. Community connections with businesses, health care, other nonprofits, municipalities, and volunteers have helped us this past year to:

- Place staff in local hospitals to better coordinate patient discharges and reduce readmissions
- Launch a pilot program so Latino and Southeast Asian older adults with food insecurity can eat out at local restaurants, socialize with others, and support minority-owned businesses
- Expand LGBTQIA+ programming at community councils on aging
- Open and operate a mobile market with the Greater Boston Food Bank and the Boys & Girls Club of Lawrence that's open to people of all ages

Meeting people where they are at, in their communities, and providing them with services to support their health and safety is at the heart of what we do. The individuals that we serve, across all ages and their caregivers, deserve high-quality programs and services that meet their changing needs.

We have also invested in the community by signing another 10-year lease in Lawrence with plans to maintain our office in Danvers as we look ahead to celebrate our 50th anniversary in 2024.

We celebrate our partners, volunteers, and donors who share this vision and help us meet those needs. As we build to our upcoming golden anniversary, it is my honor to say thank you for helping us fulfill our mission.



Joan Hatem-Roy
Chief Executive Officer

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ABOUT US



Established in 1974, AgeSpan is a private, nonprofit agency that serves as a trusted, impartial resource connecting people of all ages and abilities and their caregivers with impartial information, quality services, and vigorous advocacy. AgeSpan is a Massachusetts Aging Services Access Point (ASAP), an Area Agency on Aging (AAA), and designated Protective Services Provider.

Mission

To ensure everyone's choice to lead fulfilling lives as they age.

Vision

A future where everyone can choose to live and age well, in communities that support them.

Values

- Respect
- Choice and Self-determination
- Independence
- Diversity, Equity, and Inclusion
- Innovation
- Impartiality
- Compassion
- Community

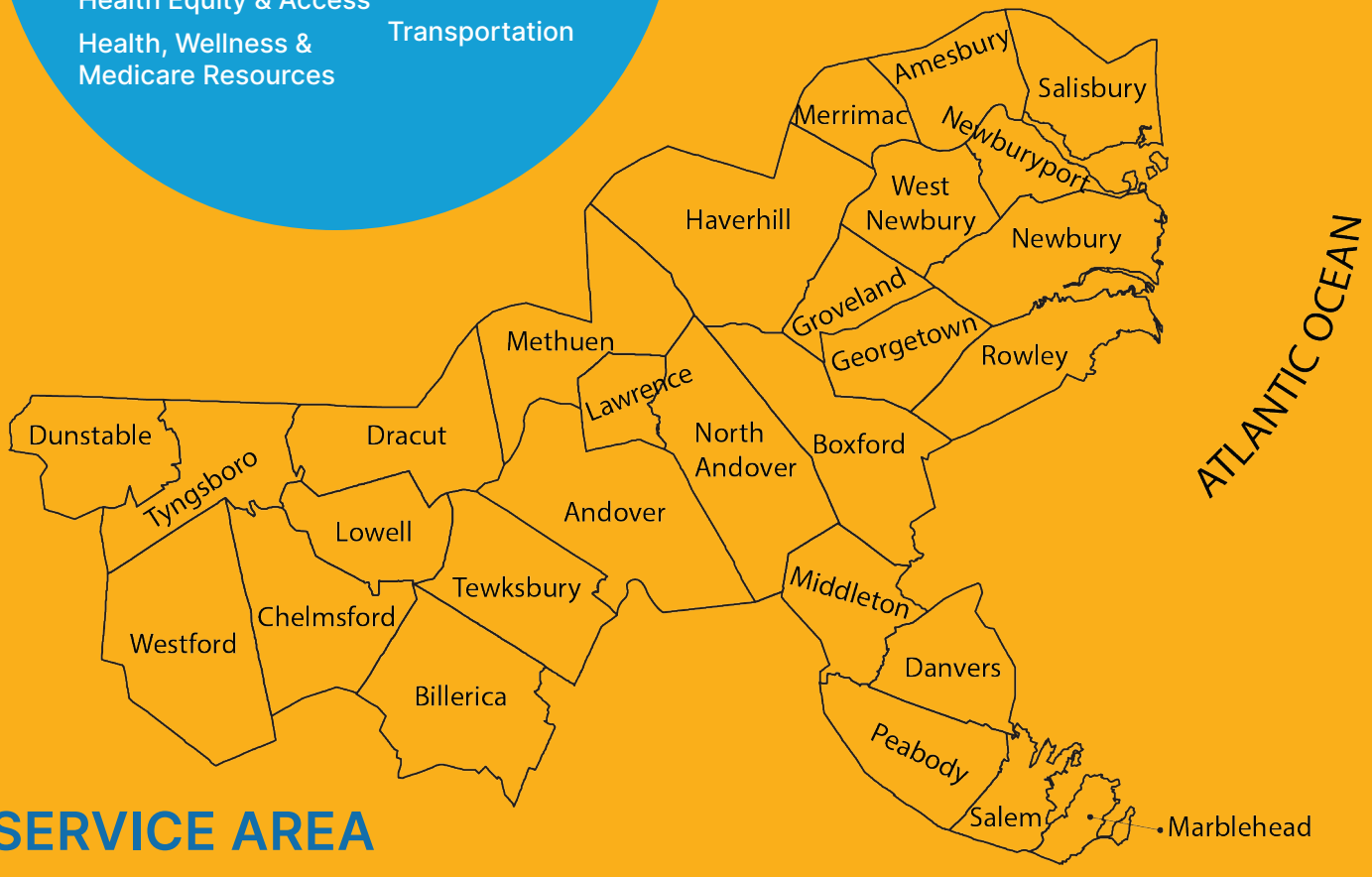




PROGRAMS AND SERVICES

- Behavioral Health
- Care Options & Services
- Caregiver Support
- Financial Resources
- Health Equity & Access
- Health, Wellness & Medicare Resources
- Housing Support
- Information & Referral
- Nutrition & Meal Services
- Protective Services
- Transportation

SERVICE AREA





INFORMATION & REFERRAL TEAM ANSWERED:

25,579 calls and emails

12,557 referrals were provided

HOME CARE STAFF PROVIDED SERVICES TO:

7,000 individuals

PROTECTIVE SERVICES RECEIVED:

5,099 reports of abuse

2,909 cases were investigated

MANAGED CARE PROGRAMS PROVIDED SERVICES TO:

14,265 individuals

(includes: Senior Care Options, Personal Care Attendants, & One Care programs)

FAMILY CAREGIVER PROGRAM

296 caregivers were supported



HOUSING SUPPORT WAS PROVIDED TO:

642 individuals

AgeSpan Helped Over 80,000 Individuals in FY 2023

NUTRITION OUTREACH

814,342 meals were home-delivered via Meals on Wheels to

5,294 individuals daily

- **155,258** Congregate and Grab & Go meals were served
- **243,921** medically-tailored meals delivered
- **38,117** cultural meals delivered
- **2,300** farmers market coupons distributed
- **1,666** people attended congregate meals

COMMUNITY PROGRAMS MANAGED THREE MOBILE MARKETS

1,200 individuals were served

OMBUDSMAN SERVED:

8,250 individuals

and made **3,148** visits to **76** nursing homes, assisted living, and rest homes

2023 SERVICES BY THE NUMBERS







CARERIDE

1,357 individuals used the service

5,800 rides were provided

REFRAMING AGING PROGRAM TRAINED:

916 individuals

AGESPAN'S OUTREACH TEAM PROVIDED INFORMATION AT:

174 community events

THE HEALTHY LIVING CENTER OF EXCELLENCE HAD:

1,737 individuals participate in its programs

SHINE (SERVING THE HEALTH INSURANCE NEEDS OF EVERYONE) HELPED:

6,980 individuals by providing:

- **5,311** counseling hours
- **4,676** calls
- from **73** counselors (staff, volunteer, in-kind)

MA SENIOR MEDICARE PATROL PROGRAM ASSISTED:

4,787 individuals

via opening **174** cases and
presenting **123** information sessions

509 DONORS HELPED RAISE:

$398,140

300 VOLUNTEERS GAVE:

74,323 hours
of their time to our consumers



Changing the Way We Talk About Aging

We've all seen the "over the hill" birthday cards and the ads for "anti-aging" products. Ageist language and images are commonplace.

"You can hear it in the words we choose to talk about getting older and in the way we talk to older adults like calling them 'cute' or 'young man' – it's called elderspeak," says Melissa Donegan, AgeSpan's Director of The Healthy Living Center of Excellence.

In her work as a Reframing Aging facilitator, Donegan empowers people to not just think about aging differently but to reframe their thoughts, words, and actions around aging.

"It's one thing to integrate reframing aging into our program language, community presentations, and outreach work, but it also involves doing the work within ourselves."

Reframing Aging is an initiative from the National Center to Reframe Aging. Donegan has trained more than 1,500 people since she began the reframing work less than two years ago.

Donegan trains AgeSpan employees on their first day as part of our diversity, equity, and inclusion work with the goal of changing the way aging is viewed across the organization.

She regularly presents to staff and board members at other aging services agencies as well as employees and older adults at senior centers and assisted living centers across the region. Donegan also partners with Massachusetts colleges and universities to provide this training to students.

"Aging is living. Getting older is sometimes hard, and yes there are bad days, but how you view aging and talk about aging can have a huge impact on your quality of life," she says.



Melissa Donegan facilitating a recent Reframing Aging workshop for employees at Simply Khmer restaurant in Lowell.

"IT'S ONE THING TO INTEGRATE REFRAMING AGING INTO OUR PROGRAM LANGUAGE, COMMUNITY PRESENTATIONS, AND OUTREACH WORK, BUT IT ALSO INVOLVES DOING THE WORK WITHIN OURSELVES."

Growing Our LGBTQ+ Outreach

Safe, welcoming spaces and inclusive programs are at the heart of our efforts to offer services to those who identify as LGBTQ+, their caregivers, and providers.

In 2023, we celebrated a milestone with the 10th anniversary of the Merrimac LGBTQ+ Senior Social Connection group.

AgeSpan co-sponsors LGBTQ+ Senior Social Connection groups with local senior centers in Merrimac, Tewksbury, and the newest one at The Robb Center in Andover. The groups offer support, education, and resources to increase social engagement, and reduce anxiety and isolation.



Sandy and Cil celebrated their wedding at the newest social club at The Robb Center in Andover in January.

CONNECTING WITH OUR COMMUNITY

This past year was another milestone with a record number of attendees – 317 people from 29 states – at the 12th annual LGBTQ+ Elders in an Ever-Changing World Conference.

This one-day virtual conference was presented by AgeSpan in collaboration with Good Shepherd Community Care, the LGBTQIA+ Aging Project at Fenway Health, Over The Rainbow Social Group, and Salem State University.

The conference focuses on interdisciplinary practice and community engagement for people working with, and for, older adults who identify as LGBTQ+ and caregivers underscoring the need for strong, community-based partnerships.

It featured a theme of "Forward is a Fluid Motion: Aging with Hope, Positivity, and Resilience," with nine workshops and keynote speaker Dr. Imani Woody, founder & CEO, Mary's House for Older Adults, Inc., Washington, D.C.

Here is what some attendees had to say:

"Very organized, thought-provoking, interesting presentations."

"This conference offered a wide range of workshops ...I gleaned many new resources for consumers as well as best practices for professionals."

IN AN EVER-CHANGING WORLD
LGBTQ+ ELDERS

SAFE, WELCOMING SPACES AND INCLUSIVE PROGRAMS ARE AT THE HEART OF OUR EFFORTS.

CONNECTING WITH HEALTH CARE PARTNERS

Addressing the Gap in Behavioral Health Care for Older Adults



In the last year, referrals to AgeSpan's Protective Services team for suicidality have increased 52 percent. AgeSpan was awarded $200,000 by Point32Health Foundation to fill a gap in behavioral health care for adults aged 60 and older to increase health equity and access to care, especially within the local Latino populations.

AgeSpan is using a team-based pilot program to assess, counsel, and refer to treatment older adults who are experiencing anxiety, depression, and suicidal ideation.

"Depression and anxiety are not a normal part of aging, however, there may be underlying conditions that can bring on or worsen depression or anxiety," says AgeSpan CEO Joan Hatem-Roy. "Both conditions may look different in older adults and require a tailored approach to care."

Mental Health Interventionist Jeanilda De La Cruz and Clinical Manager Caroline Sims (above) lead our Mental Health Intervention Team. They are part of the agency's behavioral health department which includes Karen Sullivan, Clinical Hoarding Specialist and Brenda Conlon, Behavioral Health Clinician.

Point32Health

New Program Builds Health Care Partnerships

AgeSpan was one of the Massachusetts Aging Services Access Points (ASAP) to receive funding for the Hospital to Home Partnership Program, which builds partnerships between ASAPs and hospitals to strengthen communication and coordination and improve patient outcomes.

AgeSpan, in partnership with Lawrence General Hospital, was awarded a two-year grant for $300,000 by the American Rescue Plan Act. We have also partnered with Malden-based Mystic Valley Elder Services, which was awarded a grant for $300,000, in partnership with Tufts Medicine Melrose Wakefield and Lowell General Hospitals.

AgeSpan employees Evelyn Del Rosario and Luz Leonard (below) work as liaisons in Lawrence General Hospital to connect patients and their families with resources and services to make sure



appropriate supports are put into place upon discharge. The goal is to prevent readmission and help patients stay in their homes.

"We are closing the gap after a person is discharged," says Annemarie Beauparlant, AgeSpan's Director of Long-Term Services and Supports Programs. "Our liaisons are part of a team coordinating that continuum of care and follow through."

Beauparlant says the program builds trust so if someone should return to the hospital, a relationship with staff and AgeSpan liaisons has already been established.

CONNECTING WITH ELECTED OFFICIALS



Legislative Outreach Breakfast

In March, we invited elected officials, councils on aging directors, Advisory Council members, and our Board of Directors to a Legislative Outreach Breakfast.

Our CEO Joan Hatem-Roy and Billerica Council on Aging Director Jean Bushnell, who is also on the AgeSpan Board of Directors, talked about the organizations and their roles in the community.

AgeSpan employees then gave presentations and fielded questions from the audience.

Crystal Polizzotti, Director of the Family Caregiver Support Program, discussed the critical role of family caregiver services.

Kirk Woodring, Director of Behavioral Health Integration, talked about the intersection of elder abuse and neglect with behavioral health initiatives.

Derek Anderson, Director of Nutrition Services, spoke about health equity through nutrition services.

Meredith Fisher, Director of Managed Care Programs, discussed how AgeSpan works with a variety of local partners after the Moody Street flooding in Lowell that displaced 190 older adults and people with disabilities in City View Towers.

Elected Officials Join Our March for Meals Event

Local elected officials teamed up with AgeSpan employees to deliver meals and a smile during Community Champions Week (March 20-24) as part of the national March for Meals campaign during Nutrition Month.

"It's a way to spread awareness about the Meals on Wheels program, and it's a great way for these elected officials to connect with their constituents," said AgeSpan CEO Joan Hatem-Roy.

The elected officials came out in force to assist staff and local senior center employees, and included State Rep. Vanna Howard, State Senator Edward Kennedy, State Rep. Adrianne Ramos, Dracut Assistant Town Manager/Finance Director Victor Garofalo (below), State Senator Pavel Payano, State Rep. Estela Reyes (below), Amesbury Mayor Kassandra Gove, State Rep. Kristin Kassner, Dracut Town Manager Ann Vandal, and Georgetown Town Administrator Orlando Pacheco.

Also joining was "Officer" Derby with K-9 handler Officer Jessica Rondinelli of the Salem Police Department.

This year's celebration came at a time when eight out of ten local Meals on Wheels programs were still delivering meals to older adults than they were prior to the pandemic, and operational and food costs were soaring while inflation slowed.

Community Champions Week marks the anniversary of when a national nutrition program for seniors was added to the Older Americans Act. This legislation supported the rapid growth of the Meals on Wheels network which now collectively serves nearly 3,100 older adults a day and 850,000 annually in our coverage area.





Let's Go Out to Eat! Making Connections Through Meals







Six months ago, Pheng, a 62-year-old Cambodian immigrant living alone on a limited income in Lowell, found herself lonely, isolated, and stressed.

Today, Pheng enjoys two trips a month to a local Cambodian restaurant, where she is able to talk with friends and feel both supported and less stressed.

Pheng is one of over 150 Southeast Asian or Latino older adults benefiting from AgeSpan's Reunir Restaurant Program. Reunir, which means to gather in Spanish, is a partnership between AgeSpan, the Cambodian Mutual Assistance Association, and local restaurants in Lowell and Lawrence.

"Part of the idea is there aren't a lot of nutrition programs providing culturally tailored meals for older adults of Latino or Southeastern Asian descent," said Jean Lussier, a community nutritionist at AgeSpan. "We know there is a high degree of food insecurity in older adults of this population. This is especially challenging for those who already feel lonely and isolated.

The three-year pilot program is possible through an Administration for Community Living grant. The goal is to improve access to healthy meals, reduce food insecurity, and increase social engagement for older adults in immigrant and refugee communities. The goal of the pilot is to enroll 200 people in the first year and 600 by the end of year three.

CONNECTING WITH LOCAL BUSINESSES

Sizzling Kitchen is one of three restaurants in the program. The other two are Simply Khmer of Lowell and El Taller/Café Azteca of Lawrence. Additional restaurants will be added to the program.

To participate, applicants must be at least 60 years old and undergo a screening process. Those who qualify receive two free meals a month at one of the designated restaurants for a dine-in meal.

Veterinarians Help Make a Difference Through the Power of Pets Program



Crumb, a 15-year-old Chihuahua mix, is enjoying life to the fullest after surgery to remove a softball-sized tumor from her abdomen.

Her owner, Dee, couldn't be happier. "I can see how happy her little face looks," she says. "She's feeling so good she acts like a pup again."

Dee couldn't afford the surgery to remove the tumor, but through our Power of Pets program, Crumb had the procedure and was spayed at Nevins Farm in Methuen.

Nevins Farm of Methuen has been a partner of AgeSpan since 2019, so when the Power of Pets Program began, the Farm was on-board 100 percent.

"We want to help build bridges to pet care to individuals who can't access them on their own," said Anastasia Saia, the Farm's community outreach manager.

The Power of Pets Program provides up to $300 in veterinary care per year. It covers veterinary services such as rabies shots, spaying/neutering expenses, inoculations, flea and tick care, annual checkups, and grooming.

Studies show interacting with pets can reduce loneliness, boost people's mood and feelings of social support, decrease stress, and lower blood pressure.

To qualify, people must either be receiving AgeSpan services or be 65 and older, live in our service area, and meet financial requirements.

Nevins Farm is part of the Massachusetts Society for the Prevention of Cruelty to Animals. Participating in Power of Pets is another way for the Farm to give back to the community.

Meals On Wheels America and PetSmart fund the Power of Pets Program.

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2023 Financials

REVENUE	AMOUNT	PERCENTAGE
State & Federal Contract Revenue	$68,474,668	58.9%
Other Contracts & Grants	$44,894,281	38.7%
Contributions & In-Kind Donations	$2,429,430	2.1%
Other Income	$151,776	0.1%
Investment Income	$213,120	0.2%
Total Revenue	$116,163,274	100%

EXPENSES	FY23	PERCENTAGE
Programs	$107,327,383	93.9%
Management & General	$6,777,927	5.9%
Fundraising	$254,381	0.2%
Total Expenses	$114,359,691	100%

Net Surplus - $1,803,583 Source: FY 2023 unaudited statements

Longtime Donor Keeps Paying it Forward



Team Captain Don Smeriglio (3rd from left) with teammates Cliff Currier, Andrew Morrisette & William Bonanno

For 30 years, Don Smeriglio has been a staunch supporter of AgeSpan and a sponsor of the agency's Golf Classic for the past 17 years. All this stems from the care the agency provided to his mother when she had dementia in the 1990s.

"Ever since then, I've had a soft spot in my heart for (AgeSpan)," Smeriglio said.

Smeriglio is the former owner of Borrelli's Italian Deli in Methuen. He sold the business in April, but during his 30 years as owner, he looked for ways to help the AgeSpan cause.

"Whenever we could donate food, we'd donate food," said Smeriglio, who regularly plays in the annual tournament. "As a small-business owner, I would do what I could do."

The generosity isn't limited to the Golf Classic. Smeriglio has also supported AgeSpan past events such as the former Winter Gala and Walk for Elders.

This year was a little different. Since he no longer owns the deli, he sponsored a hole in the name of himself and his wife, Gail.

"(The tournament) will always be near to my heart," Smeriglio said.

North Shore Business Giving Back in a Big Way



Crane Aerospace & Electronics L-R: Principal Matt Harris,Engineering Manager; Karl Peterson, Electrical Engineer; Lucas Reinger, Mechanical Engineer; Bonnie Sisson (AgeSpan), & Sharon Charest, Admin/Assembler

AgeSpan is very fortunate to have a neighbor like Crane Aerospace & Electronics, Inc. in Danvers, Massachusetts.

It's a relationship dating back to 2016 when Crane Charitable Funds made its first donation.

Crane Charitable Funds has a long history of giving back to the communities where their associates live and work. Matt Harris, principal RF engineer, and his team at Crane recommended AgeSpan because they felt passionate about the agency's mission to provide access to services and programs that promote healthy aging.

Crane Charitable Funds proudly supports organizations that provide needed assistance to the under-served, a philosophy they embrace to ensure improving the lives of others is a top priority.

"AgeSpan is a wonderful organization that is dedicated to giving back to the North Shore elder community," Harris said. "We are very proud to support these efforts through the Crane Fund for Widows and Children, with a gift of $5,000, that will make a difference in someone's life."

Thank you to Matt and his team at Crane Aerospace & Electronics for your generosity, and to all the businesses and individuals who help support older adults.

AgeSpan
Choices for Life's Journey

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