

# Annual Report

## 2025



*50th Anniversary Edition*



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## Dear Friends,

As we celebrate our 50th anniversary, all of us at Mystic Valley Elder Services, Inc. (MVES) are proud of the progress we've made — not just over the past year, but over the past fifty. This milestone anniversary has allowed us to look back on five decades of dedication and reflect on our vision for the future.

Over the past 50 years, Americans have continued to redefine their expectations for aging and living independently. We're proud that MVES has been able to respond and adapt by recognizing each person's aging journey and building age-friendly communities. This proactive approach has been a hallmark of MVES.

When we were founded in 1975, MVES had just a handful of staff and focused almost exclusively on Home Care. Our team blossomed to 50, then 175, and now to more than 300 to address the needs of our communities with new services and programs. During our first 25 years, we introduced Protective Services to address complaints of neglect and abuse and added the SHINE (Serving the Health Insurance Needs of Everyone) Program to demystify Medicare and other healthcare benefits. We also expanded our volunteer services, such as implementing our Money Management Program to help our population manage their personal finances.

In the new millennium, we established a behavioral health program, added wellness classes that promote healthy aging and improved access to technology, training and support. We implemented award-winning modernizations to caregiver support and helped innovate care coordination as one of the first agencies to launch a Senior Care Options (SCO) program. We also increased our bilingual offerings, established new partnerships with key community-based partners, and added tailored programming for vulnerable populations.

The programs we have introduced over the years have become part of our core services. Preserving them remains as important as ever, underscored by our Nutrition Department. This program has grown exponentially from an informal food supplement in our early days into a comprehensive service. MVES now provides nearly 800,000 meals per year, supplying essential nutrition and reducing isolation. By offering medically tailored meals and Meals on Wheels for individuals who are homebound, we bridge a critical gap in Greater Boston's food security network. We also offer cultural meals, extending our reach within the diverse communities of our footprint. Government funding cuts of nearly \$200,000 threaten this program today. The loss comes just as older adults and people with disabilities are struggling with inflation. Our leadership is committed to safeguarding this service, which is critical to the well-being of nearly 3,000 of our neighbors. To support our mission, please [click here](#).

Our fundamental goal — helping people to live independently regardless of age or ability — endures after 50 years. Today, we've expanded our definition of independence and raised our expectations for living with dignity. As we celebrate our Golden Anniversary, Mystic Valley Elder Services strives not just to support older adults and people with disabilities, but to also empower them. We look forward to our next 50 years working with our team, our partners, our supporters, and our communities as we strive to ensure individuals and families can continue to turn to our organization for the essential services and supports they need to age well.



LISA M. GURGONE  
Chief Executive Officer



BRIAN SNELL, ESQ.  
Board President





## Founded in 1975,

Mystic Valley Elder Services is a non-profit agency that provides essential home and community-based care and resources to more than 20,000 older adults, people with disabilities, and caregivers annually who live in 11 communities north of Boston and beyond. Services include coordination of home care support, transportation, Meals on Wheels, and information and advice.

## Our Mission

Mystic Valley Elder Services' mission is to support the right of older adults and people with disabilities to live independently and with dignity in a setting of their own choice, by providing information, advice, and access to quality resources and services.



## Our Core Values

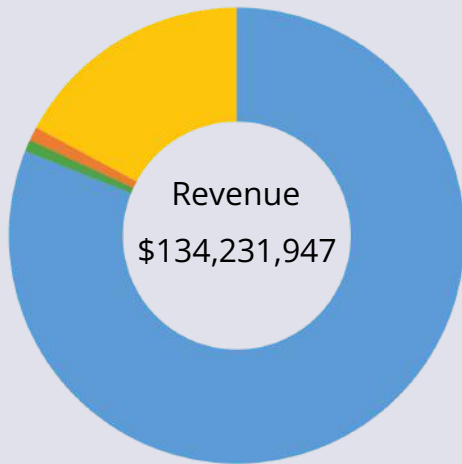
- Empowering people by providing quality choices
- Offering professional, compassionate care
- Encouraging excellence and innovation
- Recruiting, supporting, and retaining the best staff and volunteers
- Embracing all voices
- Fostering collaborations with consumers, professionals, and organizations
- Expecting individual responsibility within a team environment

We are grateful for the continued support of the communities we serve:

Chelsea  
Everett  
Malden  
Medford  
Melrose  
North Reading  
Reading  
Revere  
Stoneham  
Wakefield  
Winthrop



# FY25 Financials

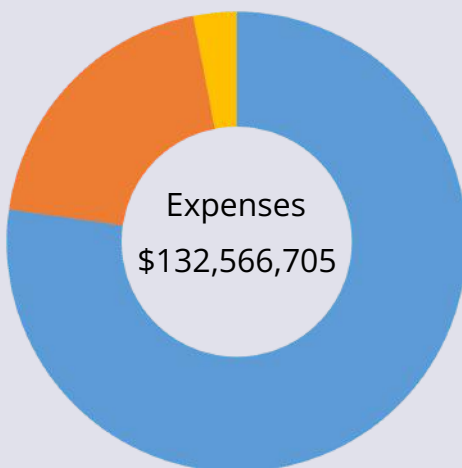


State and Federal Funding  
\$108,973,945

Consumer Cost Sharing  
\$1,092,333

Contributions and Grants  
\$1,125,530

Other Income / Investment Income  
\$23,040,139



Client Services  
\$102,407,111

Staff Salary & Benefits  
\$26,131,589

Other Expenses  
\$4,028,005

MVES is funded in whole or in part by contracts with the Executive Office of Aging & Independence under the direction of the Governor and the Legislature.



*Members of our FY25 Board are shown at MVES events.*

## FY25 BOARD OF DIRECTORS & ADVISORY COUNCIL

### BOARD OFFICERS

Brian C. Snell, *President*  
 Pamela L. Kelly, *Vice President*  
 Saritin Rizzuto, *Treasurer*  
 Janice Donatelli, *Clerk*

### ADVISORY COUNCIL

Mary Prenney, *Chair*  
 Kristen Spence, *Board Liaison*  
 Celia Campbell  
 Vandna Cartales  
 Claudia Chung for  
 Rep. Steven Ultrino  
 Alfred Donatelli  
 Susan Downs-Cripps  
 Jill Perlmutter  
 Stephanie Ramy  
 Suresh Rao  
 Bob Repucci  
 Neal Schmitt  
 Anne Sullivan  
 Kerry Valle

### BOARD MEMBERS

Kristin Ahlman  
 Allan I. Alpert  
 Kathleen M. Beaulieu  
 Susan Buckley  
 Kathryn L. Dixon  
 Janice T. Houghton  
 David Kelley  
 Carolyn E. Lightburn  
 Jon Norton\*  
 Tracy Nowicki  
 James E. Oosterman  
 Joanne M. Puopolo  
 Charles W. Randall\*  
 Edward Rocha  
 Kristen Spence  
 Judith A. Whatley

*\*In Memoriam*

MVES operates on a fiscal year schedule. FY25 ran from July 1, 2024, through June 30, 2025.

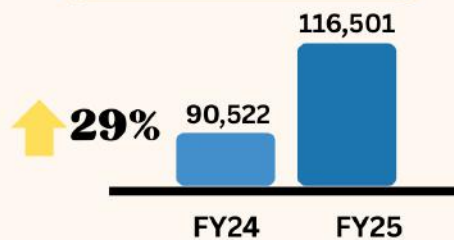


# MVES Data Highlights

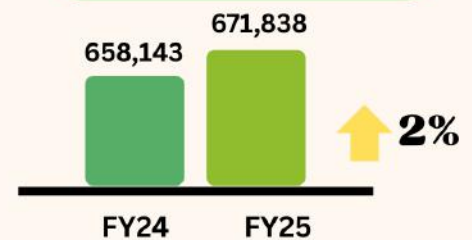
## Serving Up Growth

### Nutrition Program Highlights

#### Congregate Meals

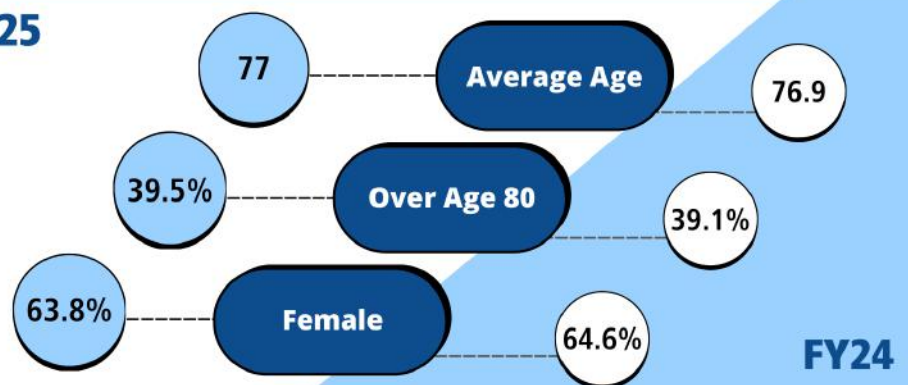


#### Home-Delivered Meals



## Home Care & Integrated Care Consumers

**FY25**



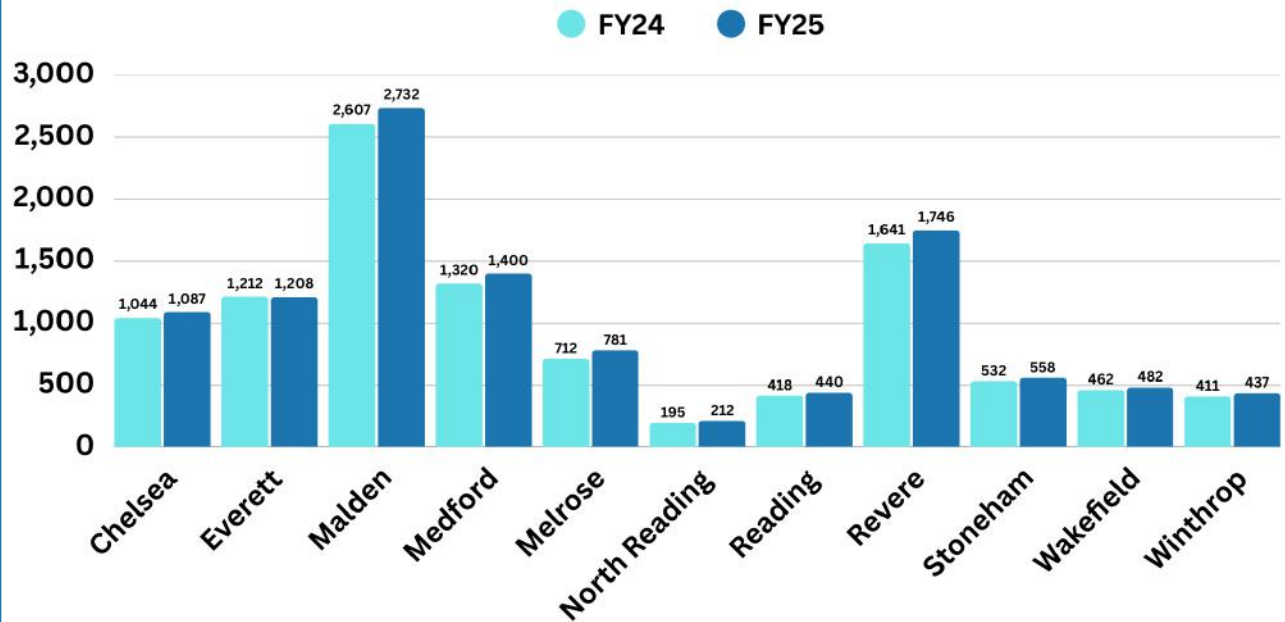
FY25 Average  
Monthly  
Enrollment

Home Care: 4,566  
Integrated Care: 4,789

Increase: 5%  
Increase: + 6.3%




*“My Case Manager has been great! He has introduced me to so many helpful resources. I am grateful to him and MVES. Thank you!”*

# CONSUMERS BY COMMUNITY



## NUMBERS AT A GLANCE

### Service & Program Highlights

 <b>Protective Services</b>	Intakes Completed Investigations	FY25	FY24
		2,197	2,041
 <b>Information &amp; Referral</b>	Number of calls, emails and online referrals	FY25	FY24
		6,806	6,826
 <b>Wellness Nurse Initiative</b>	1:1 sessions Presentation attendees	FY25	FY24
		1,057	943
		1,080	513

*"I am grateful for all of the meals. I am 93 years old — what would I do without them?"*



# Home Care Hours

Over 2 Million Service Hours Provided

Increase of over 10% from FY24



*"The staff have been an excellent resource for me in caring for my husband with Alzheimer's and other medical conditions. They are knowledgeable, kind and very understanding of the illness' impact on individuals, couples and families."*



# Milestones

## *MVES in the Media*

*Click to read our news of note from FY25.*

**More People Will Need Memory Care Soon. Is MA Ready?**  
**GBH**

**A Few Bright Spots: Sandwich-Generation Life is Tough, but MA Offers a Few Bright Spots**  
**Boston Magazine**

**Mystic Valley Elder Services Celebrates 50 Years of Service**  
**Melrose Messenger**

**Cummings Announces Recipients of its \$30M Grants**  
**MassNonprofit News**

**MA Curtails Lifeline Helping Elders Remain Independent**  
**Boston Globe**

**Aging Services is Essential in the State of MA**  
**The Provider**

**Tiny High-Tech Wearable Aims to Prolong Time Older Adults Live Safely at Home**  
**Boston Globe**

**MVES Caregiver Red Carpet**  
**Malden Advocate**



## *Top 100 Women-Led Businesses*



Mystic Valley Elder Services is honored to be named one of the Top 100 Women-Led Businesses in Massachusetts for 2025. Our team has always been inspired by the women who guide our team and our Board of Directors, led by our CEO Lisa Gurgone. We're proud to have their leadership recognized by The Women's Edge and Boston Globe Magazine, and to be named No. 39 on this list of outstanding businesses and nonprofits from around the Commonwealth. Click to view highlights from the Globe Magazine's coverage.

## *USAging Award*



MVES Caregiver Support was nationally recognized this year with the Aging Achievement Award. One of USAging's highest honors for members, we received the award for establishing programs that support family caregivers and their loved ones on-site in the community. This includes our innovation of the classic Memory Café, where we partner with Ironstone Farm to provide equine therapy and a chance for caregivers to build a network of support. Watch the video for more on this unique and moving program.

# Program Spotlight

## Behavioral Health



Mystic Valley Elder Services (MVES) secured a grant from the Commonwealth in response to the unique behavioral health challenges of our aging population. The need is great: Our team currently works with 204 individuals and receives up to fourteen new referrals every month. From January to June 2025, our partners at North Suffolk Community Services and Riverside Community Care provided 800 hours of one-to-one counseling.

Our team participates in monthly meetings with behavioral health colleagues from local agencies and nonprofits, aimed at mitigating high-risk cases in our gateway cities. We convened a Behavioral Health Summit in April with a group of professionals working in this space throughout Greater Boston. Our Clinical Care Team led the dialogue on coordinating care, preventing gaps in service and addressing internal and external stigma.

## Caregiver Support



In the second year of our two-year grant from the Commonwealth, MVES enrolled 205 new caregivers and provided 138 stipends for caregiver respite. We partnered with The Community Family to acquire a Tovertafel (pictured at left). This interactive game table promotes social, physical and cognitive engagement in people with dementia. Our team also spoke at a bilingual Grandparents Group in Chelsea, sharing how MVES supports custodial grandparents.

MVES Caregiver Support continues to host in-person and virtual support groups and Memory Cafés where people with memory loss and their caregivers enjoy an activity or performance in a welcoming environment. Every November, our efforts culminate with National Family Caregivers Month. This fiscal year, we hosted a Caregiver Red Carpet, gathering civic and community leaders to honor the efforts of caregivers, featuring Lisa Gresci of 7News as our MC.

## Tech Literacy



Our Technology Access Program (TAP) continues developing partnerships throughout our 11 communities, including Greater Boston Chinese Golden Age Center, SDM Foundation, Malden Public Library and local housing authorities. This year, TAP extended our reach among groups that historically lack digital access or need specialized support:

- Presenting bilingual classes in Spanish and Mandarin/Cantonese, targeting cities where English is spoken as a second language.
- Partnering with the Massachusetts Association for the Blind and Visually Impaired to offer support and training with assistive technology.
- Assisting veterans with changes to the U.S. Department of Veteran Affairs sign-in process, ensuring veterans don't lose online access to their VA health and benefits information.



# Community Support

Mystic Valley is so thankful to our many supporters – people who give their time and their generosity. Examples include people who volunteer in our money management program to assist people with bill paying tasks; people who send funding to support our Independence Fund; and people who donate new sheets and towels to our Emergency Closet.

There are so many ways that people give to Mystic Valley Elder Services over the course of a year. Thank you for caring about your family, friends, neighbors, and people in your community who need a little help, or sometimes a lot, to hold on to their independence at home.

**DONATE**



## MYSTIC VALLEY ELDER SERVICES ANNIVERSARY LEGACY50 SUMMIT

Be Part of Our 50th Anniversary Milestone  
Reserve Your Tickets & Sponsorships Today!



### Celebrate 50 Years of Impact With Us

Join us for our Legacy50 Summit event on **June 4, 2026** featuring:

- Keynote address
- Luncheon
- Book signing
- Expo Fair

**Click to purchase tickets or a sponsorship!**

### MVES Legacy50 Summit

June 4, 2026 | 11:00 AM - 3:00 PM

Joyce Cummings Center  
On the Campus of Tufts University  
177 College Ave, Medford, MA



**Keynote Speaker**  
Ashton Applewhite

Author of *This Chair Rocks: A Manifesto Against Ageism* and TED mainstage speaker. She is a leading voice in the anti-ageism movement.

## Nominate a Community All-Star

MVES will be honoring those who go above and beyond to make a difference in the lives of older adults and people with disabilities. Please consider nominating someone for the MVES Community All-Star Awards. A winner from each of the 11 communities we serve — Chelsea, Everett, Malden, Medford, Melrose, North Reading, Reading, Revere, Stoneham, Wakefield, and Winthrop — will be honored at our Legacy50 Summit. Click to learn more and submit a nomination.



MYSTIC VALLEY  
ELDER SERVICES

• SINCE 1975 •

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✉ [info@mves.org](mailto:info@mves.org)

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*Independence & Dignity*

Supporting the right of older adults and people  
with disabilities to live independently with dignity  
in a setting of their choice.

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