



**Mystic Valley**  
*Elder Services*

# ANNUAL REPORT 2024

781-324-7705 • [www.mves.org](http://www.mves.org)



# Dear Friends,

We are proud to share that Mystic Valley Elder Services is entering a new era of growth as Fiscal Year 2025 gets underway. Today, we are assisting more residents than ever, expanding our program offerings, handling more calls and queries, serving more meals, providing more hours of in-home care — and the list goes on.

It wasn't long ago that MVES, like all non-profits, was in a reevaluation and rebuilding period in the aftermath of COVID. How did we make this transition and how did we gain momentum rather than simply weathering the changes? The answer is simple: You! Our volunteers, donors, partner organizations, allies, leadership and staff remain committed to our core mission of empowering older adults and people with disabilities to live independently and safely in their homes and communities.

Creating age-friendly and disability-friendly communities is not a simple task. Mystic Valley Elder Services is fortunate to have you on our side as we grow and evolve to meet this challenge. With your support, here are just a few ways we have enriched the services we offered during Fiscal Year 2024.

**Expanded Wellness Nurse Program:** This initiative began as a pilot that embedded an MVES nurse at a single Supportive Housing site. Now, it has grown to encompass multiple locations in Chelsea, Everett, Malden, and Melrose. Nurses check vital signs, answer residents' questions about their health and medications, and provide referrals for further care. In addition, our Wellness Nurses offer health education events around the area, support vaccination clinics, and have begun offering "office hours" at senior centers.

**Innovative Caregiver Support Programs:** With a two-year, \$205,000 grant from the Commonwealth, MVES developed creative ways to provide relief and support to family caregivers. New options under this program include: an art therapy course for caregivers; an equine therapy series for caregivers and their loved ones; virtual reality technology that enables care recipients to share special places with their caregiver, such as a childhood home or honeymoon destination; scholarships that provide respite opportunities for caregivers; and a comprehensive guide to innovative organizations, services, and products that support caregivers.

**Extended Successful Programs:** Two of our most impactful programs, which began as limited-term pilots, are now part of MVES' ongoing services. These programs, Hospital to Home and Technology Access Program (TAP), are as different as can be, yet both have a profound impact on the lives of participants. With Hospital to Home, we partner with healthcare providers to reduce discharges to long-term care facilities. Our team creates a plan of services and support designed for each patient's individual needs. This enables residents to return to their homes and communities, and once again live safely and independently. Expanding TAP means our staff and volunteers will continue to offer tech training and troubleshooting that improve the day-to-day quality of life of residents throughout our service area. TAP will continue empowering participants to take advantage of a variety of digital and electronic resources, such as telehealth, managing finances, applying for programs, and staying in touch with friends and family.

As we approach our Golden Anniversary, we reflect on these accomplishments as part of the larger legacy of our agency. We will be hosting a series of events to celebrate each of the communities we serve. These celebrations will culminate with a gala to honor the history of Mystic Valley Elder Services. Please subscribe to our mailing list or follow us on social media to receive details on these celebrations. We look forward to seeing you there, and to serving the community in Fiscal Year 2025.



*Lisa M. Gurgone*  
**LISA M. GURGONE**  
Chief Executive Officer



*Brian Snell*  
**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 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 diversity and inclusion
- Fostering collaborations with consumers, professionals, and organizations



## OUR MISSION

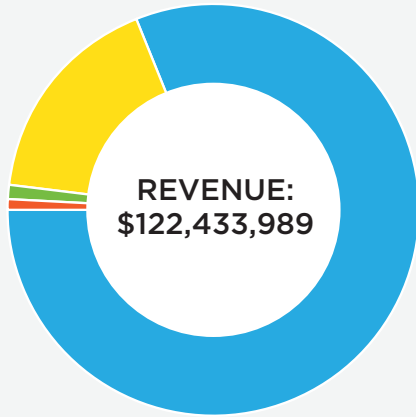
Mystic Valley Elder Services' mission is to support the right of older adults and people with disabilities to live independently and with dignity in a setting of their own choice, by providing information, advice, and access to quality resources and services.

*We are grateful for the continued support from our communities we serve:*

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

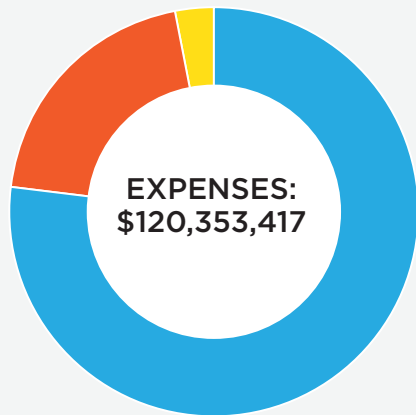


# FINANCIALS



**REVENUE:**  
\$122,433,989

- State & Federal Funding  
\$99,657,280  
81%
- Consumer Cost Sharing  
\$1,158,869  
1%
- Contributions & Grants  
\$990,313  
1%
- Other Income/Investment Income  
\$20,627,527  
17%



**EXPENSES:**  
\$120,353,417

- Client Services  
\$92,643,464  
77%
- Salary & Benefits  
\$24,055,602  
20%
- Other Expenses  
\$3,654,351  
3%



*Members of our Board and Advisory Council are shown at MVES events throughout the year.*

## FISCAL YEAR 2024 BOARD OF DIRECTORS

### BOARD OFFICERS

Brian Snell, Esq.  
*President*

Pamela L. Kelly  
*Vice President*

Saritin E. Rizzuto  
*Treasurer*

Janice Donatelli  
*Clerk*

Joanne M. Puopolo  
Charles W. Randall  
Edward Rocha  
Kristen Spence  
Judith A. Whatley

### ADVISORY COUNCIL

Mary Prenney  
*Chairperson*

Kristen Spence  
*Board Liaison*

### BOARD MEMBERS

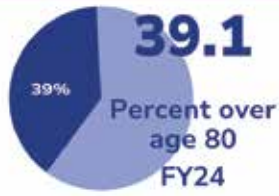
Kristin Ahlman  
Allan I. Alpert  
Kathleen M. Beaulieu  
Susan Buckley  
Debra Peczkka DiGiulio  
Kathryn L. Dixon  
Janice T. Houghton  
David Kelley  
Carolyn E. Lightburn  
Jon E. Norton  
Tracy Nowicki  
James E. Oosterman

Celia Campbell  
Vandna Cartales  
Claudia Chung  
Alfred Donatelli  
Susan Downs-Cripps  
Jill Perlmutter  
Stephanie Ramy  
Suresh Rao  
Bob Repucci  
Neal Schmitt  
Anne Sullivan  
Kerry Valle

*Mystic Valley Elder Services and its programs are funded in whole or in part by contracts with the Massachusetts Executive Office of Elder Affairs under the direction of the Governor and the Legislature. For a complete list of programs and services, please visit [www.mves.org](http://www.mves.org).*

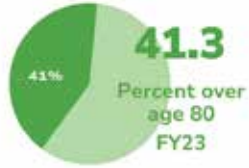
# MVES DATA HIGHLIGHTS

## Home Care & Integrated Care Consumers



**76.9**  
Average Age  
FY24

**77.5**  
Average Age  
FY23



**64.6%**  
Percent Female  
FY24

**65.5%**  
Percent Female  
FY23



Average Monthly Enrollment

**4,346**  
FY24

**4,236**  
FY23

Home Care



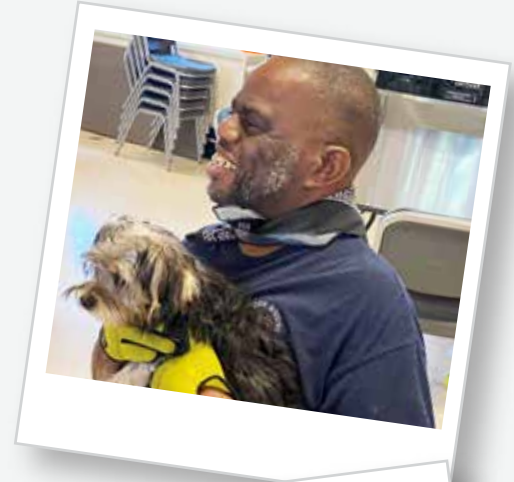
Average Monthly Enrollment

**4,517**  
FY24

**4,188**  
FY23

Integrated Care

MVES *Impact*



## Nutrition: An Essential Service



Home-Delivered Meals

FY23  
660,797

FY24  
658,143



Congregate Meals

FY23  
66,149

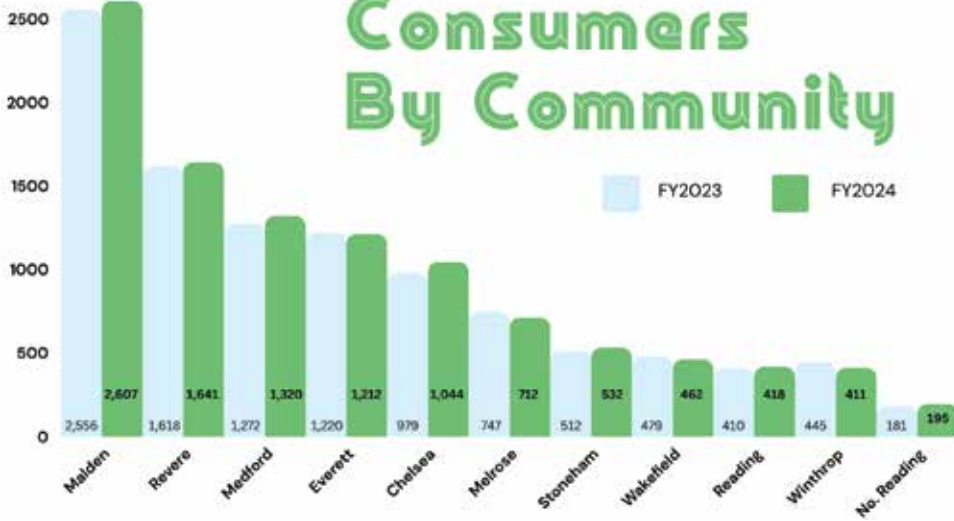
FY24  
90,522

\*Increase of over 36% compared to FY23

*“Our delivery person is an absolute angel. She is always happy, caring, and concerned about my parents’ well-being. We look forward to seeing her smile every day.”*

*“You give us hope, at 99 years. You went the extra mile for us!”*

# Consumers By Community

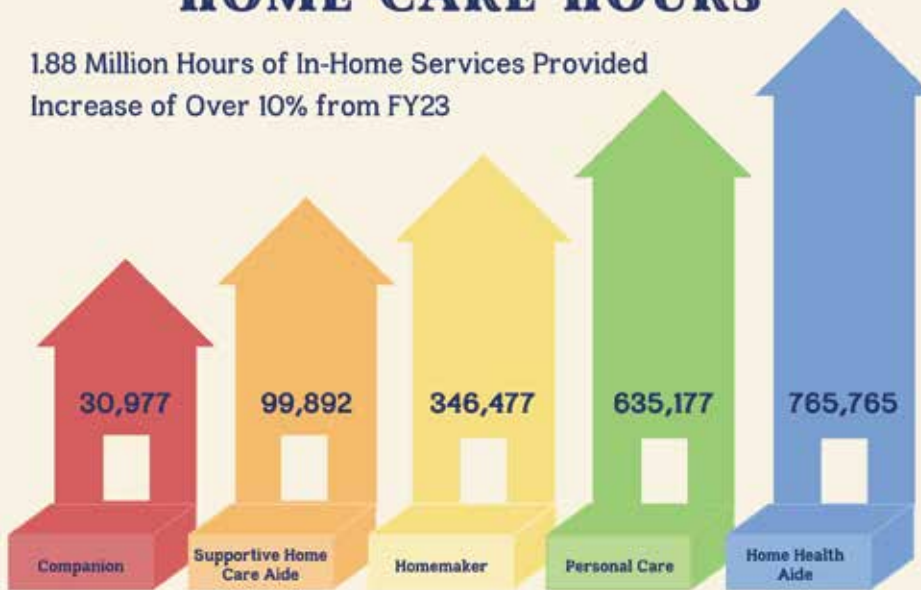


MVES *Impact*



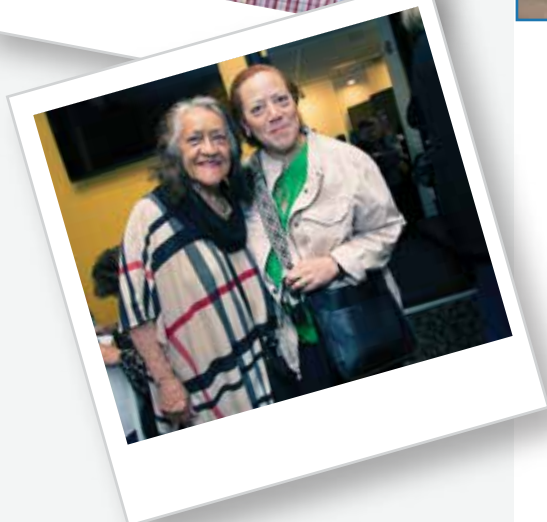
## HOME CARE HOURS

1.88 Million Hours of In-Home Services Provided  
Increase of Over 10% from FY23



*“Our Case Manager has helped my family navigate a very unfamiliar time with information and support. Her dedication has made a difference in my ability to care and support my mom. You could not do anything better!”*

*“While recovering from cancer surgery, I did not have to prepare dinner or even online grocery shop. It allowed me to rest and recover and it allowed me to be independent and not burden my family who work.”*



# NUMBERS AT A GLANCE

Spotlight on MVES Programs & Initiatives



## Protective Services

- Intakes
- Completed investigations

| FY24   | FY23  |
|--------|-------|
| 2,206* | 1,873 |
| 987    | 884   |

\*Nearly 18% over FY23



## Information & Referral

Number of I&R calls, emails, and online referrals

| FY24  | FY23  |
|-------|-------|
| 7,377 | 6,260 |



## Wellness Nurse Initiative

- 1-1 sessions between nurse and residents
- Attendees at wellness presentations

| FY24 | FY23 |
|------|------|
| 943  | 269  |
| 513  | 174  |



*“My Resident Services Coordinator (RSC) is incredibly supportive, patient and caring. She always has a smile, easy to talk to, follows up on matters. Though my children are here for me, I feel like I could always feel comfortable to reach out to my RSC.”*

*“I consider my Case Manager a person who is fully invested in making sure I am well taken care of. I feel very grateful I have her to be a part of my life and have full trust in her.”*

## 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; 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.

*Please visit [www.mves.org](http://www.mves.org) for a complete list of our FY2024 donors.*

## Save *The Date!*

Mystic Valley Elder Services will hold its 2025 Spring for Independence fundraiser on Thursday, April 10, at Greater Boston Stage Company, 395 Main St. in Stoneham. Part murder-mystery, part comedy, this show follows the mishaps of an ill-fated theater company in the 1920s. The night will kick off with a pre-show reception with complimentary cocktails and hors d'oeuvres, followed by the show at 7 p.m.

Please visit [www.mves.org/the-play-that-goes-wrong](http://www.mves.org/the-play-that-goes-wrong) to purchase tickets or to sponsor the show. For more about the benefits of sponsoring Spring for Independence, or for any other questions, please contact our Development Department at 781-388-4802 or [development@mves.org](mailto:development@mves.org).



## A legacy of giving

MVES received a legacy gift last year of over \$32,000 from Peter Hildebrand, a retired educator and MVES volunteer. Peter dedicated his time to assisting older adults with their money management and bill paying needs. Upon his death last year, MVES was notified that Peter had designated MVES to receive the proceeds from one of his retirement accounts. With this bequest donation, Peter continued his legacy of supporting MVES. His generous planned gift continues to provide services to meet the underfunded needs of older adults and people with disabilities.



## What will your legacy be?

Ready to learn more about the impact of planned gifts for people served by MVES, the MVES Independence Legacy Society and how you can leave your legacy to benefit your community? Let us help. Call the MVES Development Office at 781-388-4802. You can find more information at [www.mves.org/legacy-society](http://www.mves.org/legacy-society).