

Impact Report: AgeSpan in Action



A Message from Joan Hatem-Roy



At AgeSpan, our mission is simple: to help everyone live fulfilling, independent lives as they age. Every day, we work to promote health and safety, foster independence, and strengthen the networks that make life better for older adults, people with disabilities, and their families.

Our impact is reflected in dozens of programs that support thousands of individuals and families across the Merrimack Valley and North Shore—and in the small moments that matter most. It's felt when an older adult feels less lonely after sharing a meal, or when a caregiver finds comfort knowing they're not alone.

This year, we partnered with local organizations and community members to conduct a comprehensive needs assessment to better understand the challenges facing older adults and caregivers in our region. Using the results, we developed a new Area Plan that outlines our goals, strategies, and performance measures to address these needs.

We launched a new volunteer initiative through our Family Caregiver Support Program and introduced a free online tool to help assess well-being.

At the same time, we continued the work that defines us: coordinating essential services, delivering nutritious meals, and protecting vulnerable older adults.

Everything we achieve is made possible by our dedicated staff, volunteers, state and federal funders, and generous donors. We are also deeply grateful to our partners—community organizations, healthcare providers, local businesses, and government agencies—whose collaboration strengthens our impact.

Together, we're building communities where people can live and age well, connected to the resources and relationships that help them thrive.

Sincerely,

A handwritten signature in cursive script that reads "Joan Hatem-Roy".

Joan Hatem-Roy
CEO

About AgeSpan

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 reliable 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.

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

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



Family Caregiver Support Program: David's Story

When David Girouard's wife, Jennifer, was diagnosed with Alzheimer's Disease, the neurologist gave them the news and told them to come back in six months. Until then, he was on his own.

"I couldn't believe it," David says. "I was looking at the doctor and thinking, that's it?"

David knew he needed information and support to learn about the diagnosis and care for his wife. So, he turned to AgeSpan and found the resources he needed through the **Family Caregiver Support Program (FCSP)**.

David joined a virtual **Caregiver Support Group** led by Facilitator Cynthia Hession-Richard and started learning from her and group members who were caring for loved ones at various stages. He got practical tips, learned about resources, and bonded with others in the group.

"AgeSpan helped me with resources that I would never have known about otherwise," David says.

"AgeSpan is the key that has unlocked a lot of doors. I have so much gratitude for all they have done for me. And they're still giving."

- David Girouard, Caregiver

"Cindy is always suggesting new things to try."

AgeSpan referred David to a **habilitation therapy** program, where he learned strategies to support Jennifer. He also took part in **One-on-One Counseling** through the FCSP.

To his surprise, Jennifer thrived in a therapy program with horses at **Ironstone Farm** in Andover – another program he learned about through the FCSP.

"The information AgeSpan provides is priceless," he says. "The more you know, the better equipped you'll be to get through it."

Thanks to an AgeSpan referral, Jennifer now goes to an adult day health program in Haverhill for **Respite Care**, where she can enjoy activities outside of the home and David gets a much needed break.

She receives meals through the **Meals on Wheels** program. From support groups to meal delivery to respite care, every step has helped him feel less alone.

"AgeSpan is the key that has unlocked a lot of doors. I have so much gratitude for all they have done for me. And they're still giving," he says. "I'll be very honest, I don't know where I'd be without them."



Interested in Learning more?

Scan the QR code to watch a video on our Dementia Friendly Program!





“Over the past year, I’ve seen Jackie grow. She’s embracing her abilities and learning not to push herself.”

- Joan Gallagher, Care Manager

Home Care: Jackie's Story

At 63, Jackie Spinney is determined to hold onto her independence. Living with Parkinson's disease makes daily life harder, but with the support of AgeSpan, she's finding the right balance to remain at home and in her community.

She's managing this progressive disease and adjusting to the lifestyle changes that it brings with the help and support of her AgeSpan Care Manager, Joan Gallagher.

“We've built a connection,” Joan says about her time as Jackie's Care Manager.

“In the beginning, she was reluctant to accept services, but as we've talked about her goals, she's accepted that she needs support to remain in the community.”

Jackie lives in congregate housing managed by the Peabody Housing Authority. She has her own room and bathroom but shares common living areas with other residents and has access to meals, activities, and the support of an AgeSpan **Resident Service Coordinator**. She had been receiving services through the AgeSpan **Home Care program** three days a week, but she's had a few falls that put her in the hospital. After her most recent hospitalization, Joan had a heart-to-heart talk with Jackie about what she needs to stay independent. Joan and Jackie discussed her needs and determined that she is eligible for more services and Jackie was agreeable.

“So many older adults believe that accepting help means letting themselves down. I try to meet them where they are, and act as an encourager,” Joan says. “Over the past year, I've seen Jackie grow. She's embracing her abilities and learning not to push herself.”

AgeSpan authorizes services for consumers through various provider agencies, selected for cost and quality. In Jackie's case, this means a Lifeline medical alert device and a home health aide who helps her with showering. She also gets regular help with housework and grocery shopping, which had become difficult.

She gets daily help with medication management through her primary care physician, which has also been a critical component of her goal of staying at home.

With the right mix of support, Jackie is able to remain independent, safe, and connected to her community. It's just what she wants and exactly what AgeSpan strives for every day.



When the residents have the chance to get out of their apartments and socialize with people they know, it just gets everyone into a better mental space.” - Liz Speranza, RSC

Housing: Bernie's Story

Sometimes, it's one small thing that opens the door to big changes for the older adults AgeSpan Resident Service Coordinators work with. For Bernie, that small thing was a Tracfone.

A 67-year-old man living with a traumatic brain injury in an apartment managed by the Methuen Housing Authority, Bernie was having trouble managing certain daily tasks, like staying on top of bills, appointments, and routines. He stopped in to see AgeSpan Resident Service Coordinator Liz Speranza when he couldn't get his Tracfone to work. She helped Bernie understand that he needed to add minutes to the phone and got it working. This visit was the first of many interactions that resulted in more stability and community engagement for Bernie.

“As Resident Service Coordinator, my role is to connect residents with programs and services,” Liz says. “But one of the biggest impacts of my role is community engagement. When the residents have the chance to get out of their apartments and socialize with people they know, it just gets everyone into a better mental space.”

When Liz discovered that Bernie's car insurance had lapsed due to non-payment, she helped him get it reinstated and got him connected with volunteers from AgeSpan's **Money Management Program**.

With their support, he set up systems to keep his bills paid and finances organized, reducing stress, and confusion.

Seeing that he might need even more supports, she referred him to the Advocacy and Navigating Care in the Home with Ongoing Risks (ANCHOR) program, which is a state-funded program that gives older adults with behavioral health needs access to home care services with more frequency, support, and advocacy. Bernie enrolled in the AgeSpan **Home Care Services** program, and AgeSpan Care Manager Denise Noonan began to work with him, often visiting in person when she couldn't reach him on the phone to check in and coordinate appointments. He started receiving three hours of homemaking help each week from AgeSpan vendor Supportive Living, who provided other supports, including encouragement with routines like showering regularly, to help him maintain his health and hygiene. He has since graduated from the ANCHOR program but continues to receive Home Care services through AgeSpan.

“Bernie can be hesitant to accept services,” Liz says. “But his home health aide is very kind and patient with him. Now we're seeing him in the community room more often.”

In fact, Bernie is now actively attending more events like coffee hours, the **Traveling Chef**, and Michigan Rummy sessions. He's come a long way in managing his routines and responsibilities and is thriving in his community, with the support of his RSC and the team at AgeSpan.

Impact by the Numbers



5,393 Connected to Home Care Services

5,393 individuals connected to home care services like personal care, meal preparation, and more.



3,329 Ombudsman Facility Visits

3,329 facility visits by our Ombudsman Program, protecting the rights of people living in nursing homes and other long-term care settings.



1,059,994 Nutritious Meals for Older Adults

Meals are provided to older adults through community dining and home-delivered services (Meals on Wheels), helping to reduce hunger and loneliness.



16,619 People Navigated Managed Care Options

16,619 people received guidance in exploring managed care plans, making informed choices, and accessing programs that let them select their own providers.



890 People Received Housing Support

890 people assisted in finding housing that fit their needs, ranging from assisted living and congregate settings to supportive and adult housing.



291 Referrals to the Money Management Program

291 referrals to our Money Management program, where volunteers help older adults manage finances and avoid scams.



185 Older Adults Connected to the Digital World

185 tablets were provided to older adults, helping them stay connected to the internet, access resources, join virtual programs, and stay engaged with their communities.



3,092 Investigated Cases of Elder Abuse

3,092 cases handled to help support older adults who may have been experiencing harm, neglect, or abuse.



16,101 Referrals to Community Resources

Every day, AgeSpan connects older adults with the information and referrals they need to live healthier, more independent lives.



10,674 Older Adults Received Counseling to Navigate their Medicare Options

Through the Serving the Health Insurance Needs of Everyone (SHINE) program, 10,674 older adults received guidance to understand and choose the Medicare coverage that best fits their needs.



512

Family Caregivers

512 Family Caregivers were provided with resources and support to help manage stress and maintain their own well-being while caring for a loved one.



605

Improved their Health & Well-Being through AgeSpan's Healthy Living Center of Excellence

605 participants took part in 16 evidence-based programs to prevent falls, manage chronic conditions, stay active, and cope with depression.



90,593

Volunteer Hours

Over 400 volunteers contributed more than 90,000 hours to support our community programs.



6,842

Educated on Identifying Medicare Scams

The Massachusetts Senior Medicare Patrol (SMP) helps older adults prevent and report Medicare fraud by identifying scams and protecting personal information.



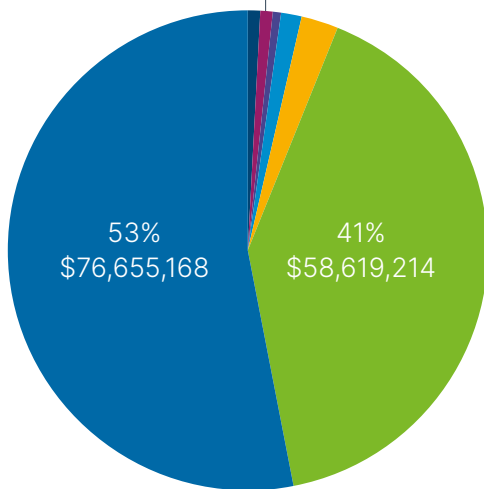
591

Generous Donors Supported AgeSpan's Mission & Vision

FY 2025 Financials

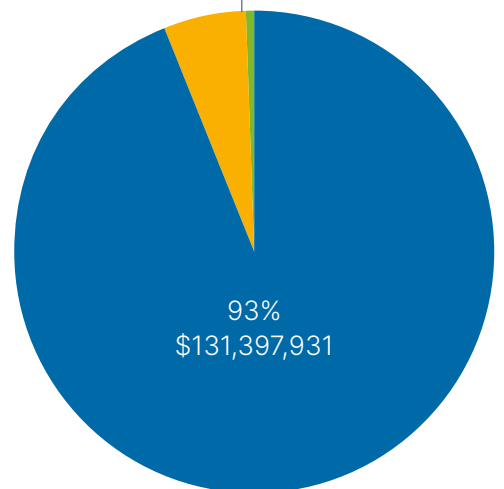
Revenue

0% \$688,649 1% \$967,869 1% \$1,367,858 1% \$1,971,860 3% \$3,617,000



Expenses

6% \$7,712,979 1% \$517,523



- Federal & State Contracts
- Managed Care & Private Contracts
- Other Revenue
- Contributions
- Investment Income
- In-kind Revenue
- Grants

- Program
- Fundraising
- Management & General

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Support Our Mission

To help AgeSpan continue its efforts to serve older adults in our communities, please consider making a gift online at agespan.org/donate or by mailing a check to:

AgeSpan, 280 Merrimack Street, Suite 400, Lawrence, MA 01843

For information on giving opportunities or future bequests, please contact:
Maria Gudinas, Chief Development Officer, 978-651-3051, mgudinas@agespan.org

