



## Dear Friends,

Fiscal Year 2022 marked a year of transitions for Mystic Valley Elder Services (MVES) and the 11 communities that we serve. With the widespread availability of COVID-19 vaccines, we were able to largely return to a “new normal” and welcome back many in-person activities that were suspended. MVES welcomed our new Chief Executive Officer Lisa Gurgone in January to lead our organization and enhance our ability to support older adults, people with disabilities, and their caregivers.

Over the past year, we have celebrated many new initiatives. As part of our Nutrition program, we added two new cultural meals, Russian and Haitian. MVES also received an Elder Mental Health Outreach Team grant to make connections to behavioral health supports for residents within our Gateway communities. In Everett, we partnered with the Neighborhood Group and East Boston Neighborhood Health Center’s PACE program on a new supportive housing initiative. We collaborated with the Revere Council on Aging to support their new Adult Walking Club which promotes physical fitness and social engagement. We also resumed Mystic Tea which is a monthly affirming and comfortable gathering place for LGBTQ older adults.

As we look forward to 2023, MVES is excited about developing stronger partnerships at the local level and implementing new initiatives to better serve individuals in need throughout our communities. Our organization will focus our work in four strategic areas:

- Strengthening the supports offered to both the frontline staff employed at MVES and our partner agencies
- Supporting diversity, equity, and inclusion for our consumers, their families, our employees, our volunteers, and all members of the community
- Enhancing the ability of our staff and organization to support individuals experiencing behavioral health concerns
- Understanding the housing needs of our consumers and partnering with allies to advocate for policy solutions to advance change

MVES remains committed to our mission of supporting the rights of older adults and people with disabilities to live independently with dignity in a setting of their choice. Our consumers and caregivers are the heart of this organization and why we come to work each day. We continuously strive to ensure that our communities are provided with access to high-quality information and services while being treated with kindness and respect.

Without our dedicated staff, Board of Directors, partner organizations, volunteers, and donors, Mystic Valley Elder Services would not be the organization that it is today. We are so appreciative of everyone who contributes to our mission and look forward to many more successes in 2023.



*Lisa M. Gurgone*

**LISA M. GURGONE**  
Chief Executive Officer



*Janice Houghton*

**JANICE HOUGHTON**  
Board President

 **Mystic Valley**  
*Elder Services*



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 living 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**



## MVES DATA HIGHLIGHTS

MVES supports over 8,000 consumers each month through our home care and managed care case management services

**79.5** Average Age



Over Age 80 **51.1%**

**68%** Female



Eligible for Nursing Home

**33.9%**



**4,281** Avg. Monthly Home Care Enrollment



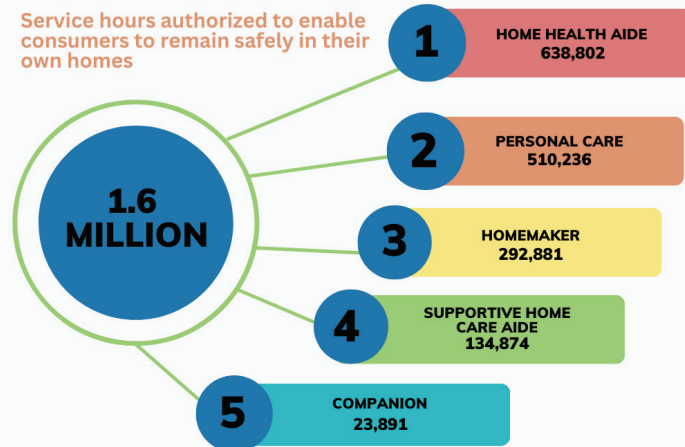
**3,947** Avg. Monthly Managed Care Enrollment



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 our website at [www.mves.org](http://www.mves.org)

### HOURS OF SERVICE

Service hours authorized to enable consumers to remain safely in their own homes



### VOLUNTEER HOURS

Across three of our key volunteer programs: SHINE, Money Management and Social Engagement

**7,814**

### INFORMATION & REFERRAL

Consumer, family, hospital, and other agency calls

**7,118**

### SHINE

Number of individuals who received SHINE health insurance counseling

**6,180**

### PROTECTIVE SERVICES

Reports of abuse, neglect and/or misappropriation responded to by our team

**1,928**

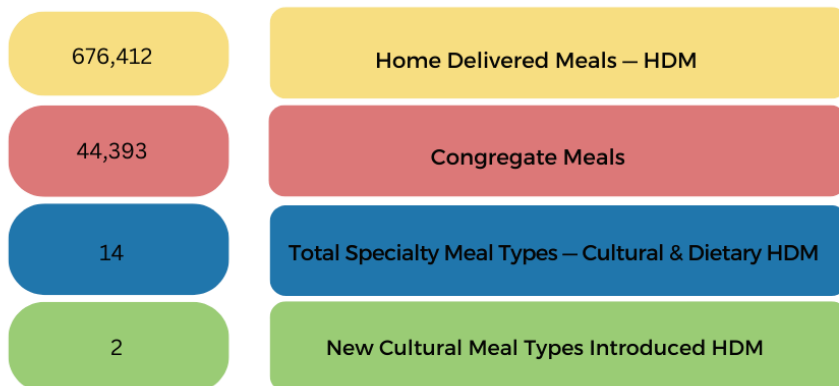
### NUMBERS AT A GLANCE

Spotlight on MVES' services in 2022



## NUTRITION

Serving over 720,000 meals in 2022



### Feedback

From MVES Consumers

"The meals enable me to eat healthier foods that I may not usually get."

"The meals help us to keep our mom at home."

*"Good healthy food, pleasant driver, welcoming phone staff. Overall a variety of food that is good for us and I probably would not get on my own. Helps my health. Thank you for the great meals!"*

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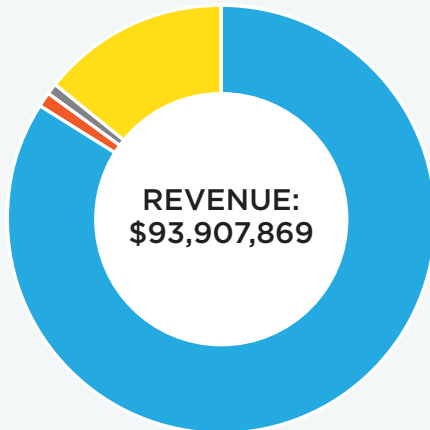
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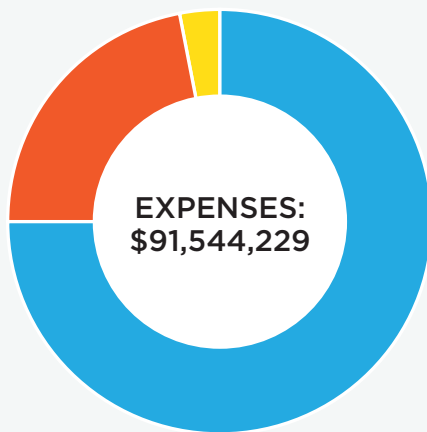
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# FINANCIALS



- State and Federal Funding  
\$79,120,755  
84%
- Other Income/Investment Income  
\$12,674,683  
14%
- Consumer Cost Sharing  
\$1,085,345  
1%
- Contributions and Grants  
\$1,027,086  
1%



- Client Services  
\$68,522,496  
75%
- Employee Compensation  
\$20,267,468  
22%
- Other Costs  
\$2,754,265  
3%

## Overview of Programs and Services



## Comprehensive Screening and Service Model

Through our Comprehensive Screening and Service Model, the MVES team successfully helped 77 individuals transition from a nursing home back to their own home.



# MVES *Impact*



“Katie is the best! She is always very helpful and goes beyond for all the residents and me at Jonathan Cochrane residence.”

“I am grateful for the meals, the wellness visit, the phone calls to make sure I am okay and the wonderful driver!”

“She is wonderful! Very professional, caring and responsive to the needs of her clients! Thank you!”



“Jessica is a delight. She's always happy and personable. My mother and I always look forward to her visits. If we have a problem, I know she'll call back with the solution. Excellent at her job.”

“Mystic Valley Elder Services helps provide me with a safe, clean environment to enjoy wholesome food in the company of others.”



“I feel that meals are a plus in every life for more than one reason (nutrition and money matters) - I really appreciate not only the food but of Mystic Valley - they do a wonderful job.”

“This service has been necessary for me and my family. I was so overwhelmed and scared when I started this process. I couldn't have done this without my care manager and Mystic Valley Elder Services.”





“Lauren has always been extremely helpful, respectful, caring and knowledgeable. She has always explained everything in a way I understand. She is our rock whenever we have a problem or question. She is there to answer. She is extremely professional and so kind and caring and always finds answers to our questions - she has helped us through so many things we never could have figured out on our own. She is awesome. You should be very proud to have her represent you. It has been our honor and pleasure to know her.”

“The support group has helped in many ways. We are learning how to cope and handle situations that occur. Our group leader Kathy has been amazing. We have a wonderful group that has become friends. Caring about each other as we deal with our loved ones and the challenges ahead of us.”

“Knowing that a meal is coming every weekday helps me live independently. Having Meals on Wheels helps me to eat a well-balanced meal each day. Thank you.”

“Rachelle has been a tremendous help for my father and me. She is always very compassionate and is well informed. I appreciate all the hard work she puts into the care of her patients. I don't know what I would have done without her expertise in her field of work. We thank her and all Mystic Valley Elder Services.”

“Tricia has been outstanding toward my father. Her patience, responsiveness and vast knowledge has been so helpful as I navigate this phase of life for my father. I could not imagine doing this without her support.”



## Mystic Valley

is so thankful to our many supporters – people who give their time and their generosity. For instance, people who volunteer in our social engagement program to lift people's spirits; people who send funding to support our Elder 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.



Save  
*the Dates!*



Sponsorships and Tickets now available for our two long-running popular fundraisers: *Bellyful of Laughs* and *Spring for Independence*. You can find more information at [www.mves.org](http://www.mves.org)

# EXPRESSIONS OF Generosity

## 2021-2022 SUPPORTERS

(based on gifts received between  
July 1, 2021 and June 30, 2022)

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Beth Israel Lahey Health

### PARTNERS (\$1,000 TO \$4,999)

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Bob's Discount Furniture Charitable  
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The Thursday Fortnightly Club  
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Vine Homecare, Inc.  
Donna Weiss  
Whole Foods  
Winchester Co-operative Bank  
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Janet Young



*To those listed on the following pages, Mystic Valley Elder Services extends its heartfelt gratitude for the generous support given to our programs for those older adults, people with disabilities, and caregivers in need.*

## FRIENDS (\$100 TO \$999)

Able Home Care  
AgeSpan  
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George & Ann Ahlin  
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 William MacDonald  
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Albert  
Diana Alfama  
Irene Algiers  
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All That Need Help  
Samuel N. Allsopp  
Anna & Joe  
Clayton & Frances Atchison  
Deborah Awan  
Michael Balian  
Bette Baxter  
George Bayers  
Louis Belmonte  
Jean Bennett  
Andrew Benoit  
Barbara Bertone  
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James V. Brophy  
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Emma Buote  
Daniel Cabilo  
Benjamin Calcavecchia  
Remigio Capan  
Francesco & Virginia Cataldo  
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Roseann J. Dasaro  
John & Betty Davis  
Florence DeBenedetto  
Assunta DeGregorio  
Leslie DeMarco  
Ed & Phyllis DelliColli  
Alice DeSimone  
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Rene Deveau  
Paula C. DeYoung  
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Suzanne Dionne  
Immaculata Donatelli  
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Marjorie Grande  
Joseph Grato  
Charlotte C. Green  
Ed & Eddie Greenlaw  
Mary Gritti  
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Alice Hardy  
Marjorie Hery

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Irene Lyons  
Joseph H. Lyons  
Marie MacDonald  
James E. Maguire  
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Frederick McNutt  
Demetra Mirageas  
Marie Monahan  
Anthony Morlani  
Dorothy "Peggy" Morovitz  
Margaret Morris



Lolina Iacopucci  
Elinor Ickes  
Rosalie Indelicato  
Theresa Indelicato  
Lee Ingalls  
Anna Inman  
James  
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Patricia A. Johnson  
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Kathryn Katz  
Jean Kavanagh  
James Kerbel  
Elizabeth Kierstead  
Alice Killilea Kozlowski  
Elmira Komarova  
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Kathleen Lee  
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Janet Leone  
Shek Fong Leung  
James Lightburn  
Mildred Lillis Taddeo  
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 Lia Brodeur  
 Edna Carroll  
 Elizabeth  
 Martha Davies  
 Phyllis DeMarco  
 Mary Edwards  
 Amy Foreman  
 Charles Fusco  
 Bill & Olive Hecht  
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 Frances Mastrorilli  
 Margaret Mitton  
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 Cynthia Nuzzo  
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 Sarah Pollack  
 Charles Randall  
 Anne Rivers  
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 Julie Souliotis  
 Jenny Vanasse

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All my children  
 All MVES staff  
 All volunteers

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