



Dear Friends,

Growth and expansion were the watchwords at Mystic Valley Elder Services in Fiscal Year 2023. We forged new partnerships, honed internal processes and service strategies, extended the reach of successful services, and implemented new programs. The outcome is an agency that is poised to better understand and serve its evolving communities as we enter Fiscal Year 2024.

We were excited to expand our Supportive Housing program, embedding Resident Service Coordinators at Walnut Avenue in Revere and St. Therese in Everett. We also launched our Wellness Nurse Pilot Program, which embeds a nurse on-site to provide weekly office hours, at two of our Malden sites. With an open-door policy, the nurse offers personalized care — from checking vital signs to answering questions about medications to providing referrals. The Wellness Nurse Pilot also provides an on-site Walk & Roll Club and specialized health programming on topics like hydration.

Discharge rates from hospital to home have historically been a challenge for Aging Services Access Points. MVES is proud that we've seen a 47% increase over the past year in consumers discharged from long-term care facilities and returned home with ongoing support from our services. This improvement is thanks in part to the launch of the Hospital to Home Partnership Program, which aims to promote institutional diversion. MVES was one of nine nonprofits chosen to participate in this pilot initiative between aging services and hospital partners. The consumers who benefit from the program embody our agency's fundamental goal — to enable older adults and people with disabilities to remain living with dignity in their homes and communities.

MVES has a proud history of promoting equality within the agency and throughout the 11 communities we serve. We took the next step by launching a yearlong Diversity, Equity, Inclusion and Accessibility (DEIA) initiative, partnering with Diversity North Group to develop strategies and practices that will help our agency keep these values at the forefront of everything we do. This initiative is the centerpiece of our broader efforts to be a force for change in our communities, including:

- Introducing the Technology Access Program (TAP), a volunteer-driven service to bridge the tech divide
- Incentivizing multilingual workers to join our staff
- Increasing translated materials available for consumers and outreach

These are just a few highlights from the past year as we pursued our mission of empowering older adults and people with disabilities to live independently in the setting of their choice. Mystic Valley Elder Services continues to grow and strengthen its efforts because of our dedicated team, Board of Directors, partner organizations, volunteers and donors. With their support, we are excited to embark on another year of advocacy, support and service.



Lisa M. Gurgone
LISA M. GURGONE
Chief Executive Officer



Brian Snell
BRIAN SNELL, ESQ.
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 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.

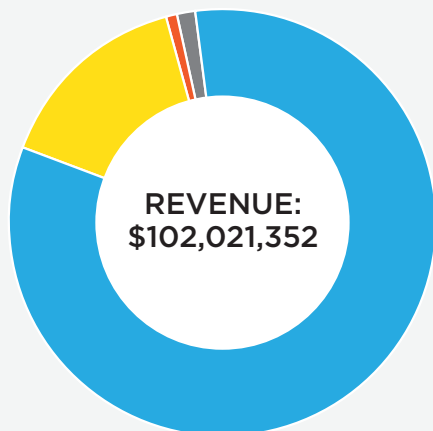


*We are grateful for
the continued support
from our communities
we serve:*

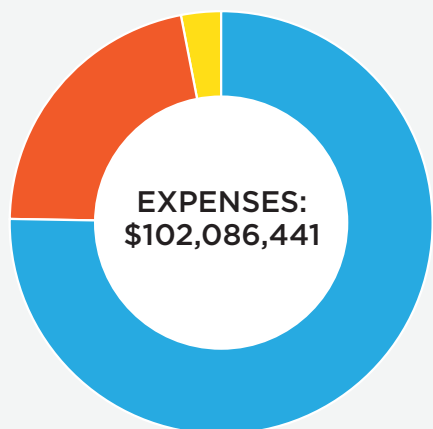
**Chelsea
Everett
Malden
Medford
Melrose
North Reading
Reading
Revere
Stoneham
Wakefield
Winthrop**



FINANCIALS



- **State and Federal Funding**
\$83,677,399
82%
- **Other Income/Investment Income**
\$16,142,084
16%
- **Consumer Cost Sharing**
\$1,034,901
1%
- **Contributions and Grants**
\$1,166,968
1%



- **Client Services**
\$76,825,552
75%
- **Employee Compensation**
\$22,157,911
22%
- **Other Costs**
\$3,102,978
3%



FISCAL YEAR 2023 BOARD OF DIRECTORS

BOARD OFFICERS

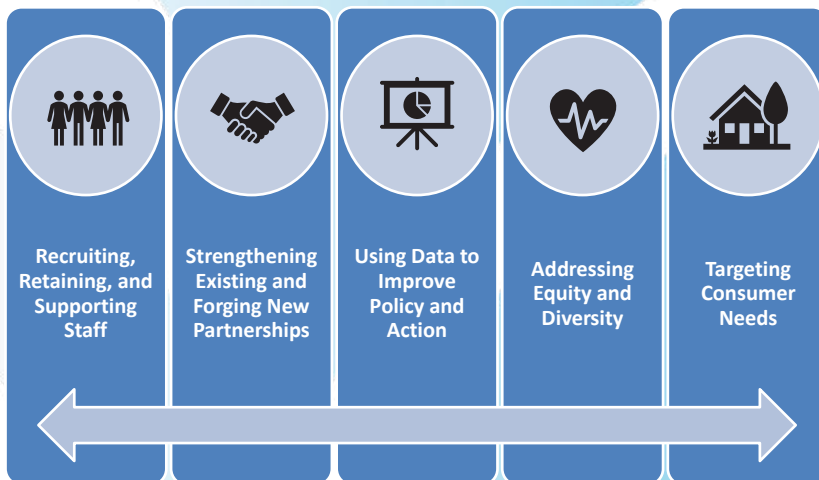
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Mystic Valley Elder Services and its programs are funded in whole or in part by contracts with the Massachusetts Executive Office of Elder Affairs under the direction of the governor and the legislature. For a complete list of programs and services, please visit our website at www.mves.org

MVES Five Strategic Pillars



THE FIVE STRATEGIC PILLARS IN ACTION



WORKFORCE

Increased compensation for all team members, hosted multiple staff appreciation events, launched a new internship partnership with UMASS Boston, and offered new training certificate programs



PARTNERSHIPS

Issued over \$230,000 in Title III Older Americans Act (OAA) grant funding to 15 local community-based organizations including Bread of Life, Housing Families, Boys & Girls Clubs of Stoneham & Wakefield, the Immigrant Learning Center, Mystic Valley YMCA, and the Chinese Culture Connection



DATA AND SYSTEMS

Launched an organization design project to assess current systems and operations at MVES in order to best position our organization to meet future demands, and enhanced our focus on quality through data collection and measurement in order to better evaluate program outcomes and impact



EQUITY AND DIVERSITY

Accessed grant funding to launch several organization-wide initiatives including our new Diversity, Equity, Inclusion, and Accessibility (DEIA) training program in partnership with Diversity North Group, an Elder Mental Health Outreach Team grant to provide training and support to Spanish-speaking consumers in our Gateway communities, and enhanced bilingual marketing through MBTA bus shelter advertisements



CONSUMER NEEDS

Partnered with MassHealth and Health Care for All to provide education and outreach related to MassHealth redetermination and convened an Ad-hoc Board Workgroup on Housing to review existing housing resources for older adults and identify new opportunities to support individuals we serve

Advancements With ARPA Spotlighting new MVES projects supported by the American Rescue Plan Act

Diversity, Equity, Inclusion, and Accessibility



The Goal: MVES develops its internal strategies for diversity, equity, inclusion, and accessibility (DEIA); build on MVES' history as a force for change in the community

The Partnership: Collaboration between MVES and Diversity North Group consultants

The Approach: Team-based learning and skills development that promote equitable resources and opportunities for professional advancement for all staff

Hospital-to-Home



The Goal: Promote institutional diversion and increase discharge rates from hospital to home

The Partnership: MVES serves as lead partner for the initiative between Tufts Medicine – Melrose Wakefield/Lowell General and AgeSpan. MVES serves as a partner for the initiative led by Somerville-Cambridge Elder Services with Cambridge Health Alliance (Cambridge and Everett)

The Approach: Embed two dedicated liaisons at local hospitals to work closely with hospital staff; focus on understanding patients' immediate needs and ensure safe, secure and quick transitions home

Wellness Nurse



The Goal: MVES establishes a Wellness Nurse at multiple housing locations to provide wellness education, conduct weekly office hours, and support healthcare needs

The Partnership: Piloting with Housing Authority programs in Malden, Everett and Chelsea

The Approach: Nurses have an open-door policy, enabling residents to check in for guidance and care ranging from vitals checks to medication questions

Living with independence Viviendo con independencia



**We can help
Nosotros podemos ayudar**

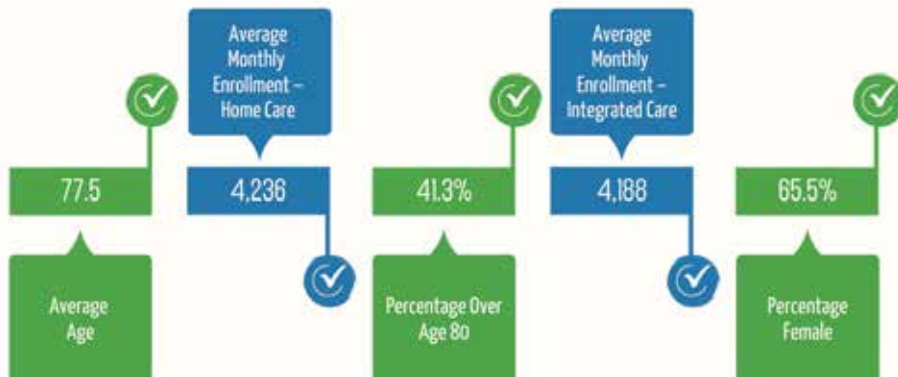
781-873-4439
www.mves.org/independence-at-home

**Mystic Valley
Elder Services**

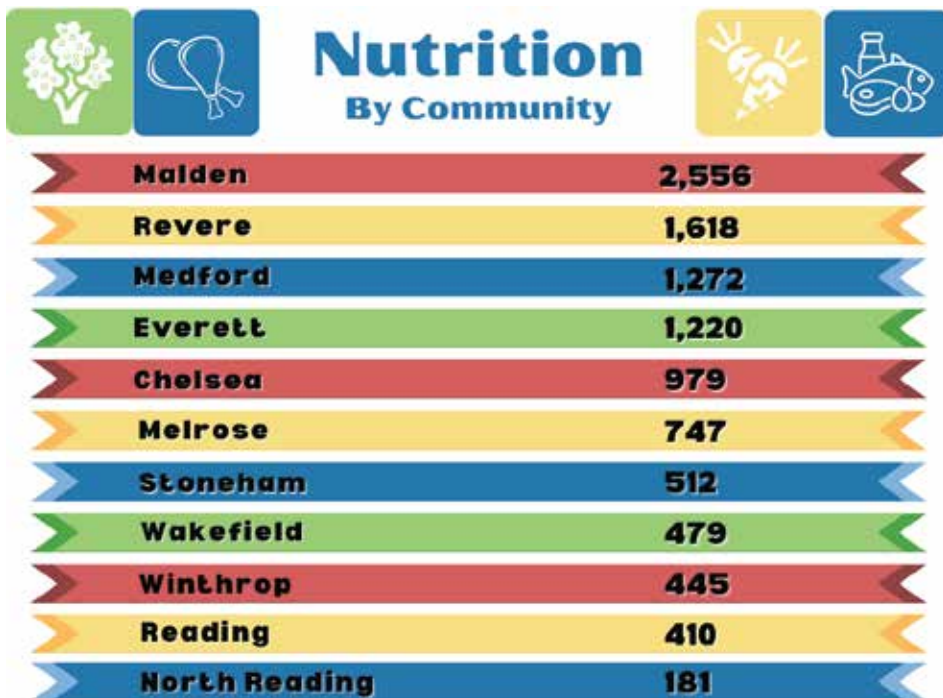


MVES DATA HIGHLIGHTS

Home Care & Integrated Care Consumers



MVES *Impact*



"The meals help me to live independently and to maintain good nutrition, I am not able to cook any more. I would have to find somebody to help me or there is a shortage of food in the house. My driver is such a nice man and always on time. I am very thankful for Meals on Wheels."

Special Initiatives & Grants



Public Health Nurse Initiative

One-on-one sessions between nurse and residents:

269

Attendees of wellness presentations:

174



MassHealth Redetermination Outreach

Number of individuals who received information:

1,300

Outreach events:

22



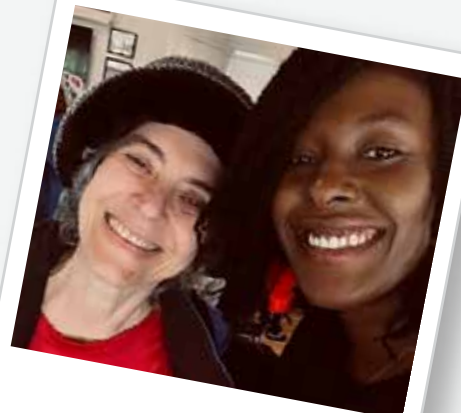
Transitioning Home

Clients discharged from long-term care facilities with services:

113

*Increase of 47% over FY22

MVES *Impact*



PROTECTIVE SERVICES Intakes

1,873



PROTECTIVE SERVICES Completed Investigations

884



INFORMATION & REFERRAL Calls

6,260



MONEY MANAGEMENT VOLUNTEERS Avg. Consumers Served Per Month

66



SHINE VOLUNTEERS

Avg. Consumers Served Per Month **298**



NUTRITION VOLUNTEERS

Meals Served Annually **41,924**

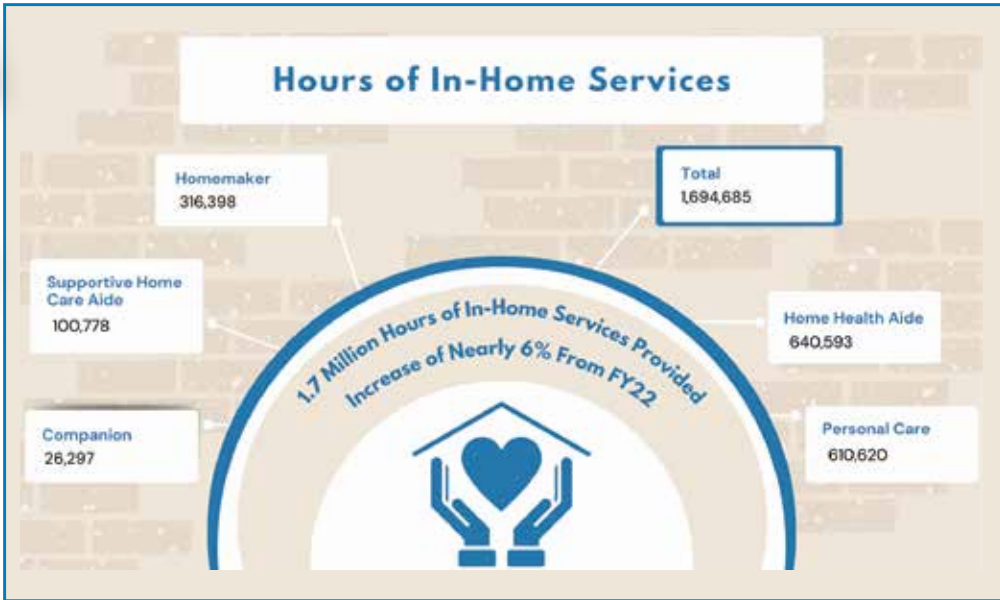
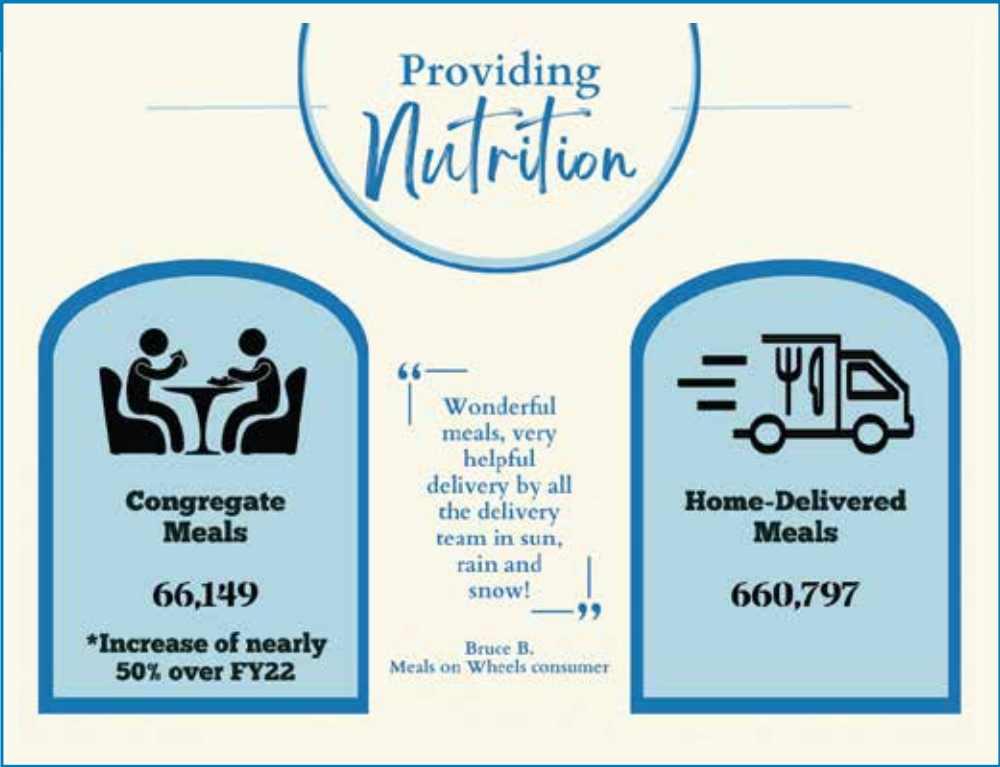


NUMBERS AT A GLANCE

Highlighting
MVES Services
in FY23

"I am very happy with our Care Manager. She has provided support to me in ways that are meeting my needs and offered services that I was unaware of that are available for me. Thank you."

"I love the support group. It helped me put my situation into perspective, it provided me with emotional support when I needed it the most. I received great information regarding assistance programs as well. The best part is knowing I can return at anytime. Thank you!"



"I reached out when I was put in a desperate situation, having to take care of my elderly aunt with no services in place. I was given ideas to proceed, finding care and even a plan if I could not handle it. I was so thankful to have someone to talk to and get support and resources. Thank you for the work you do!!"

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 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 Date!

The poster is for a theatrical production titled "Dial M for Murder". It features a large, black rotary telephone with a large, silver knife blade positioned vertically through its center. The background is a deep red. At the top, it says "MYSTIC VALLEY ELDER SERVICES PRESENTS" in bold, black, sans-serif capital letters, followed by "Spring" in a large, elegant, green script font, and "FOR INDEPENDENCE" in a smaller, red, sans-serif font. To the right of the phone, it says "SPECIAL PERFORMANCE TO BENEFIT OLDER ADULTS WITHOUT RESOURCES" in white, sans-serif capital letters. Below that, it says "THURSDAY, MAY 16, 2024 GREATER BOSTON STAGE COMPANY - STONEHAM" in white, sans-serif capital letters. Further down, it says "RECEPTION 6:00 PM COMPLIMENTARY COCKTAILS & HORS D'OEUVRES SHOW STARTS AT 7:30 PM" in white, sans-serif capital letters. At the bottom, there is a circular logo with a QR code and the text "Scan for Tickets and Sponsorships" and "SPONSORSHIPS AND TICKETS NOW AVAILABLE" in white, sans-serif capital letters.

Mystic Valley Elder Services (MVES) received a legacy gift in 2023 of nearly \$119,000 to be used in support of MVES nutrition services from the estate of an elementary public-school teacher. She made a positive impact in the lives of thousands of children during her 39-year teaching career in Greater Boston and now her legacy will continue to positively impact the food security needs of thousands of older adults and people with disabilities for years to come.



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

EXPRESSIONS OF Generosity

2022-2023 SUPPORTERS

(based on gifts received between July 1, 2022 and June 30, 2023)

STEWARDS (\$5,000+)

ABC Home Healthcare Professionals
The Adelaide Breed Bayrd Foundation
Agero
Anonymous (2)
Arthur S. Reinherz Charitable Foundation, Inc.
Associated Home Care
Best Home Care N' More
Bombas Socks
Boston Evening Clinic Foundation, Inc.
The Boston Foundation
Boston Scientific Foundation, Inc.
Cambridge Savings Bank Charitable Foundation
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Everett Foundation for Aged Persons, Inc.
Everett Small Cities Grant
First Church in Malden, Congregational
The Howard C. Connor Charitable Foundation
James & Sarah Dyer Charitable Foundation
John W. Boynton Fund, Bank of America, N.A., Trustee
Katharine C. Pierce Trust, Bank of America, N.A., Co-Trustee
Kathy Kratz
The M & T Charitable Foundation
Malden Redevelopment Authority
Massachusetts Association of Councils on Aging
Massachusetts Department of Transportation
Massachusetts EOHHS Family Caregiver Respite Innovation Program
Massachusetts EOHHS HCBS and Human Services Workforce Development Program
Massachusetts EOHHS Hospital to Home Partnership Program
Massachusetts Public Health Workforce Expansion Project
Medford Community Fund Committee
Melrose Cooperative Bank Charitable Foundation
MelroseWakefield Healthcare and Shields Surgery Center Medford
Multicultural Home Care

Northern Bank & Trust Company
John & Wendy Pereira
The Piccolo Family Charitable Foundation, Inc.
Preotle, Lane & Associates Ltd.
Revere Community Development Office
Right at Home, Boston and North
Rockland Trust Charitable Foundation
The Scrubbing Board
Stephen J. Roper & Nancy J. Stack
StonehamBank
United Way of Massachusetts Bay & Merrimack Valley
Winchester Hospital - a member of Beth Israel Lahey Health

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

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All Care VNA, Hospice & Home Care
All-at-Home Health Care LLC
Anonymous (3)
Anthony's of Malden
Bob's Discount Furniture Charitable Foundation
The Boit Home Inc.
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The Thursday Fortnightly Club
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Donna Weiss
Whole Foods
Winchester Co-operative Bank
Winchester Savings Bank



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)

110 Grill
Able Home Care LLC
AgeSpan
George & Ann Ahlin
Kristin Ahlman
Akwesasne Mohawk Casino Resort
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Anonymous (23)
The Arbors at Stoneham



Artis Senior Living of Reading
Laurie Barron
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Alia Basso
Robert Bayers
Bayside Resort
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Boston Duck Tours



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 Chen-wan Yen
 Young's Bicycle Shop
 Kim Young-Wright & Barry Wright
 Jian Yu
 Kathleen Zyburu

“Our driver makes mom’s day. The meals are a sure way for mom to have a meal regularly. There would possibly be a shortage of food without the meals.”



“My care manager is a pleasure to work with. I am always confident in her advice and her professionalism.”

CONTRIBUTORS (less than \$100)

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Margaret Fitzpatrick
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Kenneth Fox
Jane Francis
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Junyou Huang
Hugh O'Neill's Pub & Restaurant
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Maureen Indrisano
Sharon Irby
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Venette Jean-Pierre

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 Joanne Strano
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 Joseph Atchison
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 Paula & Bob DeYoung
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Contributors' names listed in this report made donations to Mystic Valley Elder Services between 7/1/2022 and 6/30/2023. We strive for accuracy and apologize for any errors or omissions. Please notify the Development Office at 781-388-4802 of any mistakes so we can update our file.

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 All MVES Meals on Wheels drivers
 All MVES Money Management Program volunteers
 All MVES staff
 MVES Supportive Housing Team H

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