

# 2025 - 2026 ANNUAL REPORT



Senior  
Connection  
Aging Well Together

2026 WINNER  
THE EXCELLENCE AWARD  
IN ADVOCACY

Presented by  
MCN  
Massachusetts  
Council of Nonprofits

## MEASURING IMPACT



# 52

## YEARS STRONG

The leader in connecting older adults and caregivers in Central Massachusetts to innovative services that promote health, well-being and independence since 1974 in collaboration with our community partners.



**35 Million**

Meals on Wheels Delivered



**1,200+**

Senior Dental Visits



**12,000+**

Senior Homes Repaired



**600+**

Served in Grandparents Raising Grandkids Resource Center



**\$125 Million**

Funding for Senior Services Over 52 Years

## LEADING WITH PURPOSE. CONNECTING WITH HEART.

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As we reflect on another remarkable year at Senior Connection, I am filled with gratitude for the people, partners, and communities who continue to make our mission possible. At the heart of our work is a simple but powerful belief: connection changes lives.

Throughout 2025 and 2026, Senior Connection strengthened its commitment to helping older adults, caregivers, and families across Central Massachusetts live healthier, more connected, and more independent lives. From expanding access to supportive services such as the Computer Learning Lab and Healthy Homes Program, to being designated a Medicare Benefits Enrollment Center, launching innovative initiatives like Barber Connect and advancing the Grandfamily Village of Worcester, we remained focused on meeting people where they are—with dignity, compassion, and care.

This year also demonstrated the power of partnership. Together with municipalities, healthcare providers, businesses, foundations, and community organizations, we addressed critical needs ranging from healthy housing and food access to caregiver support and chronic disease management. Every collaboration strengthened our ability to create lasting impact.

Senior Connection is actively spearheading solutions to eliminate rural care deserts by deploying innovative mobile fleets, such as the Care Express and mobile wellness units, to deliver vital health screenings and remote patient monitoring directly to underserved communities. By leading the idea for municipal blueprints for town-funded caregiver programs and championing the needs of rural grandfamilies, the organization is building a sustainable, permanent infrastructure to support the accelerating migration of older adults into rural Massachusetts.

Thank you for standing with us and believing in a future where every older adult and family has the opportunity to thrive. Together, we are building stronger connections and healthier communities for generations to come.

With gratitude,



**Dr. Moses Dixon**  
President & CEO

# NEW INNOVATIVE PROGRAMS. EXPANDED REACH.

In 2025–2026, Senior Connection expanded its impact through innovative programs designed to meet the evolving needs of older adults, caregivers, and families across Central Massachusetts.

From bringing services directly into neighborhoods to strengthening support for grandfamilies and healthier living environments, these initiatives reflect our commitment to creating meaningful connections and removing barriers to care.

To learn more about our programs that support older adults and caregivers, visit: [seniorconnection.org/services](https://seniorconnection.org/services).



Medicare  
Benefits Enrollment

Senior  
Connection

ncoe  
national council on aging

Designated a Benefits Enrollment Center (BEC) by the National Council on Aging in 2026, Senior Connection helps older adults and adults with disabilities to access the full range of Medicare benefits available—all in one convenient location.



Grandparents  
Raising Grandkids  
Resource Center

Through our team of Grandfamily Community Health Workers (GFCHWs), we are increasing access to resources for grandparents raising grandkids across Central Massachusetts, including advocacy, housing, rental assistance, legal aid, nutrition, healthcare and more.



Barber Connect

Barber Connect provides haircuts and trims, Medicare benefits enrollment, and mental health screenings to older men, an overlooked population, right in their neighborhoods throughout Central Massachusetts.

**NEW INNOVATIVE PROGRAMS.  
EXPANDED REACH.**



**Family Caregiver Support Program** |  **Senior Connection**

Caregivers need care, too. To reduce stress, boost well-being and sustain care at home, the Family Caregiver Support Program provides free support to family and informal caregivers of older adults and adults with disabilities.



**Computer Learning Lab** |  **Senior Connection**

The Computer Learning Lab empowers older adults by teaching essential digital skills such as email management, internet browsing and online safety.



*Care* **EXPRESS**

Care Express provides mobile health screenings, medication management and grandfamily support to older adults throughout 61 cities and towns in Central Massachusetts, with a focus on rural towns where services for older adults are lacking.



The  
**John A. Hartford**  
Foundation

In 2025, Senior Connection was named **Runner-Up for The John A. Hartford Foundation Business Innovation Award** for Care Express—a national recognition celebrating the mobile health service as an outstanding program advancing healthy aging, social connection, and innovative healthcare partnerships.

# Caregiver SUMMIT 2025

RECOVERY. RESILIENCE. RENEWAL.

Supporting Caregivers Starts With Coming Together

- ✓ For Caregivers
- ✓ For Older Adults Needing Care
- ✓ For Senior Service Providers

September 29, 2025  
8:30 AM - 4:00 PM  
Clark University

Sponsored by



## KEYNOTE SPEAKER

**Sandy Markwood**  
CEO, US AGING



Sandy Markwood is a national advocate for aging issues and a champion for ensuring that older adults have the best supports to age well at home and in their communities.

## SUMMIT SESSIONS

Session 1

### Healthcare & Law

**KEYNOTE: Secretary Edward Augustus, Massachusetts Housing & Livable Communities**

**Understanding Dementia: A Dementia Friends Session** Patty Hainsworth & Vanessa Ramos

**The Law and Your Loved Ones: Preparing for Life's Legal Transitions** Community Legal Aid

**Navigating Healthcare Through a Caregiver Lens** Dr. Valdman & Dr. Gallant

Session 2

### Culture & Care

**KEYNOTE: Sheriff Lew Evangelidis, Worcester County Sheriff's Office**

**Honoring Identity, Story and Connection in the Care of Others**

Monnalisa Viana, Sarai Rivera, Teresa Cruz Foley, Paulette Piñero, Tara Hamberger

Session 3

### Caregiving in Action

**KEYNOTE: Secretary Robin Lipson, Executive Office of Aging & Independence & Sandy Markwood, CEO of US Aging**

**Navigating Hospice: Compassion & Resources for Caregivers** Debra Goodsell

**Caring in the Age of AI: A Personal Story of Support, Struggle, & Hope** Tara Hamberger

**Grandparents Raising Grandchildren** Brenda Jenkins, Joanne Calista, Cassandra Bensahih, Zena Bottom

**Bridging the Gaps: Housing, Healthcare, & Community Resources for Older Adults in Crisis** Betsey Crimmins, Leah Bradey, Evan Weeden



COMING SOON



## A VILLAGE THAT LIFTS GENERATIONS

In June 2026, Senior Connection purchased land at 264 Stafford Street in Worcester, marking a major milestone in the development of the Grandfamily Village—an innovative residential community designed to support grandparents and other relatives raising children. Construction is scheduled to begin in 2027/2028, powered by a \$20 million capital campaign.

## A GROWING POPULATION

A grandfamily is a household in which grandparents or other relatives are the primary caregivers for children and serve as the legal guardians or informal caregivers. Grandfamilies step in during moments of crisis—often with little support—due to a parent’s death or serious illness, substance use disorder, incarceration, military deployment, economic hardship or other family crises.

**55%**

of these grandparents are in the labor force, meaning they juggle caregiving with paid employment\*\*

**>50%**

of grandparents who are responsible for their grandchildren are age 60 or over\*\*

**1 in 10 children**

in U.S. is being raised by a grandparent\*

**87%**

of 636 families served by Senior Connection in 2023 reported needing housing for grandparents & grandchildren

\* 2019 American Community Survey, \*\* Grandfamilies & Kinship Support Network

## FIRST-OF-ITS-KIND HOUSING

This innovative community will offer:

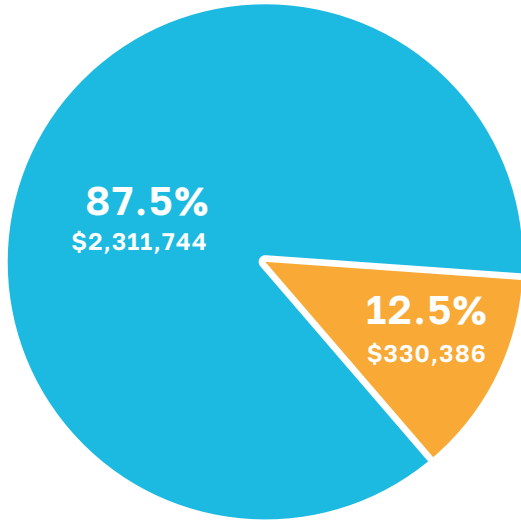
- ✓ Safe, affordable & supportive housing for grandfamilies
- ✓ Trauma-informed supports for children of deceased or addicted parents
- ✓ Live-in grandfamily community health workers
- ✓ On-site medical clinic
- ✓ Cafe providing youth jobs and revenue to support operations
- ✓ Transformative services to enable children to age-out to a workplace



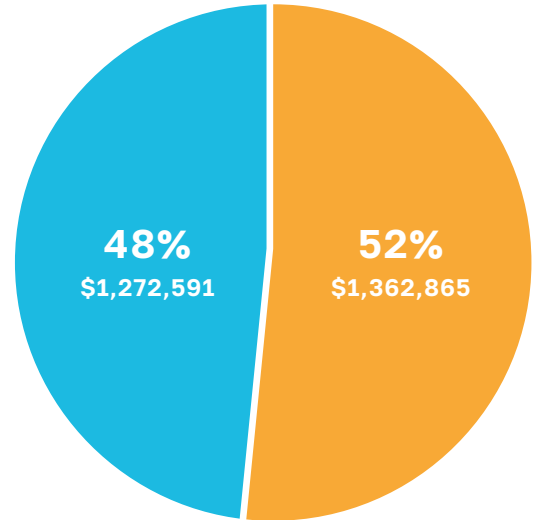
# FINANCIALS

**TOTAL REVENUES: \$2,642,130**

**TOTAL EXPENSES: \$2,635,456**



- Government Grants
- Philanthropic & Private Funding



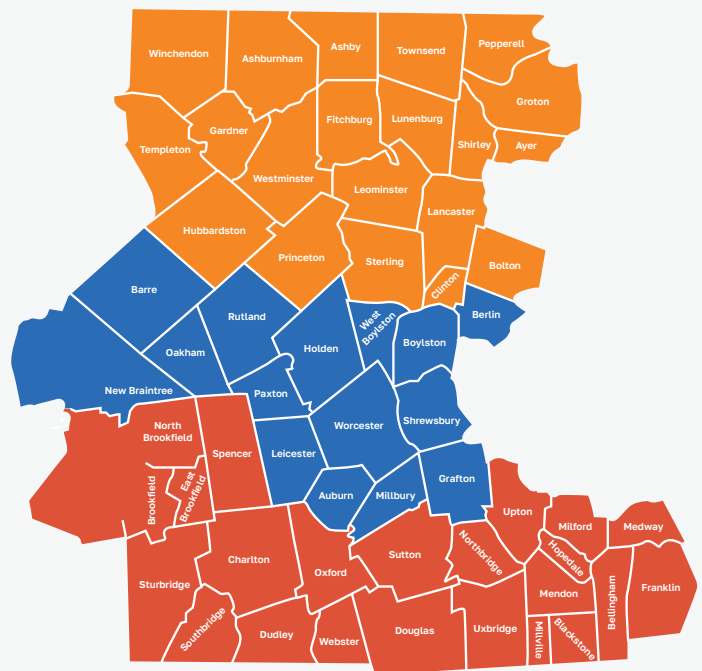
- Sub Grant Expenses
- Administrative Expenses

Figures do not include the \$3 million Congressional earmark for the Grandfamily Village of Worcester.

## SERVICE AREA

Senior Connection is the largest of the twenty-three Area Agencies on Aging (AAAs) in the Commonwealth of Massachusetts — both geographically, serving a region of more than 1,500 square miles across 61 municipalities, and numerically, supporting over 200,000 older adults.

We work in close partnership with three independent Aging Services Access Points (ASAPs), 61 local Councils on Aging and Senior Centers, and dozens of human service organizations to strengthen and expand the elder services network. To view Senior Connection's Area Plan, please click [here](#).



# FUNDER PROFILES

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The impact of Senior Connection's work is made possible through the generosity and partnership of foundations, corporations, government agencies, and community supporters.



Point32Health Foundation

**Point32Health Foundation** is the philanthropic arm of Point32Health, the parent organization of Harvard Pilgrim Health Care and Tufts Health Plan. The Foundation invests in nonprofit organizations addressing systemic inequities that impact older adults and underserved populations.

Senior Connection is grateful for Point32Health Foundation's partnership and commitment to supporting essential health and medication management services on the Care Express bus, enabling older adults to age where they live.



**Next50** is a national foundation based in Colorado that supports efforts to increase the economic stability of adults and their caregivers.

Senior Connection appreciates Next50's generous support of the Care Express bus, helping expand access to health screenings, medication management and grandfamily support for older adults in underserved communities.



Preserve Assets | Protect Benefits | Live Well

**Planned Lifetime Assistance Network (PLAN) of Massachusetts and Rhode Island** is a nonprofit organization that manages Special Needs Trusts and provides compassionate social service support for people with disabilities and their caregivers.

PLAN's holistic, long-term case management is specifically designed to bring peace of mind to seniors by ensuring their loved one is cared for and supported financially. Senior Connection is grateful to PLAN for providing funding to help Senior Connection get the word out about these critical services to seniors who care for those with disabilities.

# FUNDERS

Agnes M. Lindsay Trust	The Labcorp Charitable Foundation
Avidia Bank Charitable Foundation	The Ruth H. & Warren A. Ellsworth Foundation
DCU for Kids	Tufts Health Plan
Fallon Health	UMass Memorial Health
Greater Worcester Community Foundation	United Healthcare
John A. Hartford Foundation	United Way of Central Massachusetts
Life Science Cares Boston	USAging
NCOA's Center for Economic Well-Being	Walmart Spark
New England Food Foundation	Webster Five Foundation
Next50	UniBank
PLAN of MA & RI	
Point32Health Foundation	
Reliant Foundation	
Robert J. Mullen Charitable Trust	

# GRANTEES

Effective October 1, 2025 through September 30, 2026, 12 grants in the amount of \$1,853,429 were awarded to 10 organizations serving elders and caregivers throughout Central Massachusetts. These federal grants, authorized under the Older Americans Act, are targeted to meet the highest priority needs of persons 60 years of age and older.

## Aging Services of North Central Massachusetts

Crisis Intervention	\$25,000
Family Caregiver Program	\$49,749

## Community Legal Aid

Senior Citizen Law & Advocacy Project	\$134,060
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## Elder Services of Worcester

Crisis Intervention	\$25,000
Nutrition Project	\$627,727
Family Caregiver Program	\$66,332

## MCPHS University

Medication Management	\$15,489
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## Making Opportunity Count

Nutrition Project	\$399,292
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## Tri-Valley, Inc.

Crisis Intervention	\$25,000
Nutrition Project	\$416,031
Family Caregiver Program	\$49,749

## Quinsigamond Community College

Encouraging Access to Oral Healthcare for Central MA Seniors	\$20,000
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# OUR TEAM

## EXECUTIVE TEAM

<b>Dr. Moses S. Dixon</b>	President & CEO
<b>Ethan Belding</b>	VP & Chief Strategy Officer
<b>Anne Schmitt</b>	VP of Finance
<b>Dr. Claudia Bejarano Zambrano</b>	Chief of Staff & Compliance Officer
<b>Kimberly Martinez</b>	Director of Family Caregiver Programs
<b>Sharon Melia</b>	Director of Long-Term Care Ombudsman Programs



## BOARD OF DIRECTORS

<b>Cecilio Gonzalez</b>	President	<b>Alex Rose</b>	Board Member
<b>Linda Rinaldi</b>	Vice President	<b>Dianne Sandman</b>	Board Member
<b>Patricia Berthiaume</b>	Advisory Council Chair	<b>Robert Layne</b>	Board Member
<b>Charles “Chuck” Cooper</b>	Treasurer	<b>Rocco Marino</b>	Board Member
<b>Rebecca Benoit</b>	At-Large Member	<b>Thomas Conroy</b>	Board Member
<b>Una Rice</b>	Emeritus	<b>Joanne Calista</b>	Board Member
<b>Dorothy Wright</b>	Emeritus		

Senior Connection is supported by a dedicated network of volunteers and consultants who help advance our mission.



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