



Empowering People. Making a Difference.

2025 Impact Report



Minuteman Senior Services is a private, non-profit agency dedicated to helping people of all abilities and backgrounds navigate aging with choice and dignity.

In **2025**, we continued to expand our impact in the **16** communities we serve.

- | | | | |
|------------|------------|-----------|------------|
| Acton | Burlington | Lexington | Stow |
| Arlington | Carlisle | Lincoln | Wilmington |
| Bedford | Concord | Littleton | Winchester |
| Boxborough | Harvard | Maynard | Woburn |

11,685
individuals and family caregivers served

 **231,668**
meals served with **203,465** delivered to homes

 **708**
individuals supported around allegations of abuse, neglect, financial exploitation

 **13,000+**
annual nursing facility visits through our Nursing Home Ombudsman Program

 **43**
languages/dialects (including English) that our consumers speak

 **149**
individuals received counseling on available long-term care options

 **166**
unduplicated individuals supported with nursing home transition assistance

LETTER FROM THE Executive Director & Board President

Minuteman Senior Services is marking our 50th anniversary of incorporation this year. This important milestone is a time for celebration and reflection on our impact and mission—to empower and advocate for older adults, people with disabilities, and family caregivers as they navigate aging and disability. While our agency name, office location, and logo have evolved over the past five decades, our dedication to helping individuals achieve their goals with meaning, choice, and dignity has remained always at our core.

At Minuteman, everything we do is driven by a desire to make a positive difference in the lives of the people we serve. This past fiscal year, we supported more than 11,000 individuals and families—a 10% increase from last year. Together with our extensive network of community and service partners, we addressed a wide range of needs—from home-delivered meals and home care to Medicare benefits counseling and protective services. We supported individuals as they recovered from hospitalization and faced a new diagnosis of Alzheimer’s disease. We helped family caregivers—our unsung heroes—with individual counseling and evidence-based workshops to help them build needed skills and feel less alone. We offered independent, impartial assistance to adults living with disabilities, aimed at ensuring they can make informed care decisions that meet their personal goals.

While it’s been wonderful to reflect on the agency’s accomplishments over 50 years, our focus remains looking forward as the work continues. With increased financial pressures and demographic trends, needs for our services continue to grow at a time when community resources are strained. Despite the challenges ahead, Minuteman Senior Services remains resolute in our mission to strengthen our community. Together with your help, we can lift up our neighbors in their time of need at the time when it’s needed most.



Kelly Magee Wright
Executive Director



Thomas Flannery
Board President



Personalized Support

Case Management and In-Home Services

Minuteman Care Managers meet people where they are, creating personalized plans to help meet their individual support needs. We then connect consumers to in-home services that help them remain at home.

“Being a care manager, I have really loved learning people’s stories. Whether it’s from the consumer themselves or their friends or family, I get to learn so many stories—where they came from and how they got there. That will always be special to me.”

— Jorge Castillo, Minuteman Care Manager

 **3,753**
people received case management and home-and-community supports

 **191**
caregivers received supports in our Family Caregiver Program

 **43%**
of those assisted have a personal emergency response system as part of their care plan



JUDY’S STORY

At 86 years old, Judy was living independently, managing her chronic arthritis, hypertension, and Type II diabetes. She remained active in her church and helped friends by driving them to medical appointments or picking up groceries.

One day, Judy broke her leg when she tripped and fell in her kitchen. Following surgery and three months in a skilled rehabilitation facility, Judy returned home. However, she needed to use a walker, and her decreased mobility was impacting her ability to manage regular household tasks.

Judy’s social worker referred her to Minuteman’s Home Care program. Her Care Manager, Beth, was able to arrange for weekly in-home services to assist with cleaning her home. Beth also coordinated a personal emergency response system in the event Judy needed medical assistance. These small changes made Judy more confident and allowed her to focus on her recovery.

 **37%**
of those assisted receive homemaker services as part of in-home supports

Navigating Healthcare and Finances

SHINE Program

The SHINE (Serving the Health Insurance Needs of Everyone) program helps Medicare recipients, their beneficiaries, and their family caregivers understand and evaluate their health insurance options.



JANE’S STORY

At age 59, Jane’s medical and financial circumstances changed significantly when she was diagnosed with multiple sclerosis. Jane was suddenly unable to work and her disability income did not cover her rent and living expenses. So she met with a SHINE counselor to understand her options. Working together, they found programs and plans to save \$3,000 a year in medical costs, plus direct financial assistance to cover food, home, and heating costs.

“My SHINE counselor in Lexington was extremely helpful providing the answers I needed to determine which prescription drug plan and Medigap plan was the right fit for me. SHINE has so much knowledge to share, thank you for your service!”

— SHINE Consumer

 **3,457**
consumers served through the SHINE program

 **\$500K**
in combined savings by the Medicare Savings Program

Money Management Counseling

Through the Massachusetts Money Management Program, volunteers work with consumers to help with budgeting and bill paying.

JOHN’S STORY

During a home visit, John’s Care Manager, Sarah, noticed a pile of mail, including unopened bills. When asked about it, John expressed that he felt overwhelmed and needed help organizing his finances and ensuring bills were paid. John was matched with Ed, a Money Management volunteer, who helped organize John’s bills, set up payment plans, and helped cancel unused subscriptions. Each month, Ed works with John to pay his bills.

 **52**
consumers received bill-paying support



Honoring Those Who Advance Our Mission

A Dedicated Team

Minuteman Senior Services is able to deliver the critical services and support our consumers need thanks to our dedicated employees and volunteers. Their knowledge and compassion make a real difference for the people we serve, each and every day. We honor their commitment to our shared mission.

“Becoming a volunteer is probably the biggest thing someone can do. It helps you step outside yourself. It also helps you confirm what gifts you have that are available to share. And it highlights places where you can grow.”
— Gloria Payne, Minuteman Volunteer



450
volunteers



137
employees

GENDER
80% women **20%** men

RETENTION RATE
85%

AVERAGE TENURE
7 years

Donors Play a Vital Role

The generosity of our donors enables us to close the gap between government funding and the needs of the communities we serve. The private and philanthropic support we receive is crucial, enabling us to deliver effective programs for people in need.

\$75,629

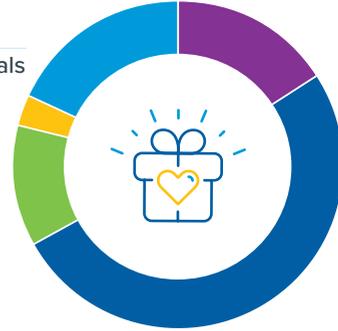
Private individuals

\$12,746

Fundraising events

\$51,884

Corporate donations



\$68,000

Community Chest/
United Way

\$214,874

Foundation support

“Through Minuteman Senior Services and other organizations like it, we have the infrastructure and the services to support people who are aging in the community. But without sufficient funding, we will not be able to maintain these programs going forward. Philanthropy is critical.”

— Molly Doyle, Minuteman Board Director

Revenues and Expenses Fiscal Year 2025

Revenues: \$49,800,605

3%

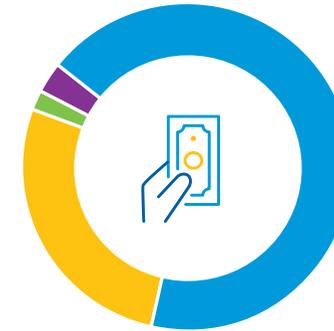
Private contributions

2%

Federal funds

27%

Managed care contracts



68%

State funds

Expenses: \$49,215,877

5%

Management and general

18%

Direct services



77%

Purchased services and sub-grants



Our Board of Directors

Thomas Flannery
President (Bedford)

Amy Cashore Mariani
Vice President (Winchester)

Allan Morgan
Treasurer (Bedford)

Jerome Lerman
Assistant Treasurer (Carlisle)

Lori Cooney
Clerk (Acton)

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Thomas Casey (Lincoln)

Ronald Chester (Lincoln)

Molly Doyle (West Newton)

Marilyn Fedele (Littleton)

Sudhir Jain (Lexington)

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Peter May (Winchester)

Margaret McIndoe (Concord)

Robert McInnes (Arlington)

Bridget Spencer (Melrose)

Theresa Stokes (Concord)

Marjorie Vanderhill (Arlington)

Our Advisory Council

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Jane Murray
Vice Chairperson

Sunila Varghese
Recorder

Kathy Burnes

Thomas Casey

Margaret Hoag

Susan DeRosa

Rita Shah

Since 1975, Minuteman Senior Services has provided older adults, people with disabilities, and their family caregivers with the information and assistance they need to make informed decisions about their care and support. As part of a statewide network operating under the Massachusetts Executive Office of Aging and Independence (AGE), Minuteman serves people throughout 16 towns north and west of Boston. We draw strength from our community partnerships, our extensive network of service providers, and our experienced and compassionate staff and volunteers.

Your source for a wide range of services and solutions

Elder Protective Services

Family Caregiver Support

Health Benefits Counseling

Health and Wellness

Information Center

Home Care

Money Management

Nutrition

Rights Advocacy



One Burlington Woods Drive, Suite 101, Burlington, MA 01803

(888) 222-6171 (toll free)

MassRelay: 711 or (800) 439-2370 (TTY/ASCII)

www.MinutemanSenior.org

For statewide resources: www.massoptions.org (800) 243-4636

