

MEMBERSHIP MONDAY: AgeSpan

Highlighting AgeSpan's Impact on the Community

At the Providers' Council, we are proud to highlight the impactful work of our members who are strengthening communities across the Commonwealth. This week, for Membership Monday, we are featuring AgeSpan, a nonprofit organization dedicated to supporting older adults, people with disabilities, and caregivers through community-based services and resources that promote independence and quality of life.

Who is AgeSpan and What Do They Do?

Founded in 1974, AgeSpan is a nonprofit organization that supports older adults, people with disabilities, and caregivers as they navigate aging and care decisions. Their work focuses on helping people stay safe, healthy, and independent, especially in their own homes and communities.

As a Massachusetts Aging Services Access Point (ASAP), Area Agency on Aging (AAA), and designated protective services provider, AgeSpan serves as a trusted resource for individuals and families who may be unsure where to turn or how to access support. Their team helps people understand their options, connect to services, and plan for both immediate and future care needs.

AgeSpan offers a wide range of programs designed to reduce isolation, support aging in place, and ease the challenges that often come with caregiving. These include:

- Care options counseling and referrals to help individuals and families explore care and support options.
- In-home and community-based services, including home care, personal care assistance, and consumer-directed care programs.
- Nutrition and food security support, such as home-delivered meals and access to nutrition counseling.
- Caregiver support programs that offer education, guidance, and resources for family caregivers, grandparents, and kinship families.
- Health and wellness resources, including Medicare counseling through SHINE, dementia-related supports, and healthy aging programs.
- Behavioral health care management for older adults living with mental health challenges.
- Protective services for adults age 60 and older who may be experiencing abuse, neglect, or financial exploitation.

- Equity-focused initiatives, including LGBTQ+ senior social connection groups and digital access and literacy support.
- Financial resources programs that help older adults manage finances and remain independent.

Across all of this work, AgeSpan's focus remains the same. Helping people feel informed, supported, and confident as they age.



When Did AgeSpan Join The Providers' Council and Why?

AgeSpan became a Provider Member of the Providers' Council in 2020. Their membership reflects a shared commitment to strengthening the human services sector and supporting the organizations and professionals who deliver care across Massachusetts. Through the Council, AgeSpan engages with peers, professional development opportunities, and advocacy efforts that support both their workforce and the communities they serve.



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A voice from AgeSpan

AgeSpan's impact is reflected in dozens of programs that serve thousands of older adults and caregivers across the Merrimack Valley and North Shore. It can also be found in the small moments, like when an older adult feels less lonely after sharing a meal at a housing site, or when a caregiver discovers in a support group that they are not alone.

— Joan Hatem-Roy Chief Executive Officer



Looking Ahead: AgeSpan's Continued Commitment to Support and Innovation

In addition to their ongoing services, AgeSpan recently shared updates on several new programs, opportunities, and resources for older adults, caregivers, and families:

New Program to Improve Dementia Care

AgeSpan is proud to announce a new program designed to improve care for people with dementia across Massachusetts and support their caregivers. The GUIDE Program (Guiding an Improved Dementia Experience) pairs participants with a personal care navigator who can connect them with local community resources. Family caregivers receive training and may qualify for respite services so they can rest and recharge.

Funded by the Centers for Medicare & Medicaid Services (CMS), the GUIDE program is offered by AgeSpan in partnership with CCS Health and Healthspan Partners. The program is free for those who qualify. Learn more about the GUIDE Program on the AgeSpan website: <https://agespan.org/solutions/health-wellness-medicare/>

Family Caregiver Support Program Welcomes Volunteer Mentors

AgeSpan is recruiting veteran caregivers for our Family Caregiver Support Volunteer Mentor program. Because they know the challenges family caregivers can face, mentors who have previous caregiving experience can offer guidance, support, and hope to fellow caregivers. Volunteer mentors can provide one-on-one assistance, lead support groups, or help out at events. This volunteer position can be done remotely or in person, as little as one hour a month. Visit the AgeSpan website to learn more about this volunteer opportunity: <https://agespan.org/volunteer/family-caregiver-support-program/>

Medicare Advantage Open Enrollment – SHINE Counselors Available.

If you're already enrolled in a Medicare Advantage plan, you can review your coverage and make a one-time change during open enrollment. Serving the Health Insurance Needs of Everyone (SHINE) counselors are available to help you review your options.

Open enrollment ends **March 31st**. Call 978-946-1374 to schedule an appointment with a SHINE counselor. To learn more about the SHINE program, visit <https://agespan.org/solutions/health-wellness-medicare/shine-medicare/>

Interested in learning more or getting involved? Explore the links below to learn more about AgeSpan, their programs and services, and upcoming opportunities to support their work and connect with the Providers' Council.

[Providers' Council](#)

[AgeSpan](#)
[GUIDE Program](#)
[Volunteer Opportunity](#)
[SHINE Program](#)