



20  
25

Annual Report

# Serving

all people, all incomes

## What We Do

OCES welcomes everyone without exception! Whether you are looking for help or are interested in helping others, **we are here to support you.**

We proudly serve greater Plymouth County and surrounding communities. OCES is a private, non-profit organization headquartered in Brockton and designated as one of 23 Aging Services Access Points (ASAP) in the Commonwealth of Massachusetts. We are governed by a Board of Directors that includes representatives from all 23 communities in our ASAP service area.

## Who We Are

OCES provides a variety of services to those individuals most in need. Our programs offer significant life-supporting care, contributing to an individual's ability to live within the community as independently as possible while preserving dignity and quality of life. OCES is the largest provider of these in-home and community-based services for older adults and people living with disabilities in Southeastern Massachusetts.



## FY25 Board of Directors

Richard Young,  
President  
Paula M. P. Schlosser, Vice President  
Nancy G. Hill, Treasurer  
Joanne Moore Secretary/Clerk  
Jane Carthas  
Mary P. Collins

Caitlyn Correa  
Barbara Curtis  
Victoria Deibel  
Lori Fahey  
Janice Fitzgerald  
Mary Holland  
Connie Kelly  
Ellen Lash  
Tracie Levene

Dorothy Martel  
Tammy A. Murray  
Beverly Pavasaris  
Ken Pike  
Sharon Rice  
Marie Vitalie  
Ann Welch

## Dear OCES Community

Despite the strain of a tight budget in FY25, OCES continued to meet demands of a growing consumer base and increasing service needs. We thank our elected officials who secured a Supplemental Budget to mitigate rising care costs. We also thank our donors whose generosity allowed OCES to assist individuals facing financial barriers and limited access to food, prescriptions, and other needs.

Everyone deserves the care necessary to remain living in the setting of their choice, regardless of age, race, ethnicity, or income. OCES deeply appreciates those who support our efforts. We sincerely thank our staff, board directors, providers, and community members for their collaboration that enables us to address the evolving needs of consumers.

Sincerely,

Nicole M. Long,  
MSW, LICSW  
Chief Executive Officer

Richard Young  
President of the  
Board of Directors



## Core Values

OCES Core Values reflect a commitment to CARE

**C** Commitment to staff, consumers, and the community

**A** Accountability, collaboration, and adaptability

**R** Respect, decency, and concern for others

**E** Equity, justice, and inclusion for all



## Our Mission

Through the talents of an experienced and diverse workforce, OCES supports the independence and dignity of older adults and individuals with disabilities by providing essential information and services that promote healthy, safe living which positively impacts our community.

## Our Vision

OCES aspires to be a culturally diverse and inclusive agency that removes barriers creating equity for all by empowering individuals and communities to thrive, age in place, and reach their highest potential.

# Just the Data

## Nutrition\*



599,472  
Total Meals Served



513,841  
Home Delivered Meals



74,279  
Community Dining Meals



11,172  
Grab & Go Meals Provided at Local Councils on Aging



180  
LGBTQIA+ Lunches at Bridgewater COA

## Volunteer\*



864  
Total Volunteers



29,245  
Total Volunteer Hours

## OCES Behavioral Health Outreach\*



238  
Counseling Hours Provided



112  
Consumers Served



76  
New Consumers



## Services include

1-on-1 Counseling, Care Management, Information about Behavioral Health (BH) programs, Referrals to Community BH Centers and BH Helpline

\*Program Statistics for fiscal year 2025, July 1, 2024–June 30, 2025.

## Rising Needs: Advocating for Sustainable Home Care Funding

In FY25, the ASAP Network faced growing concerns over funding shortfalls that threaten the essential Home Care services that older adults rely on. With OCES helping **22,000** individuals, we continue to see demand that far exceeds current funding levels.

Statewide, as of June 2024, **48,528** older adults were enrolled in the Massachusetts Home Care Program, a 9% increase from the previous year. Projections indicate continued growth through FY26, underscoring the urgency for sustainable funding.

Those we serve are among the **most vulnerable**:

- 65%** have annual incomes less than \$26,582
- 56%** live alone
- 80%** are at high risk for falls
- 42%** are MassHealth recipients

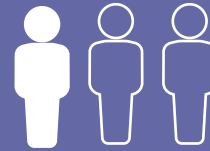
At an **average age of 80**, many are facing **significant health issues** and reside in communities with **few services and resources**.

Together with our community partners, OCES remains committed to advocating for increased support to ensure all older adults can age with dignity, independence, and safety in their homes. Sustained investment is critical to meet this growing need and maintain the quality of care all people deserve.

**Take Action!**  
[agingaccess.org/take-action](http://agingaccess.org/take-action)

## Did You Know?

**1 in 3 Consumers** served by the Home Care Program would otherwise be in a nursing facility



## Annual Average Cost per Individual for Facility Care vs. Home Care\*\*

Facility - Private Pay	\$177,000
Facility - MassHealth	\$77,000
At Home - State Home Care	\$3,650-\$10,244

\*\*Source: Massachusetts Executive Office of Health and Human Services. (2024)

*As a 63-year-old woman from Bridgewater living with the effects of Stage 3 cancer, open-heart surgery, and kidney failure, I've faced major mobility challenges. OCES services have been life-changing. Their care is compassionate, well-organized, and truly effective, helping me with tasks that would otherwise be overwhelming.*

*As a longtime teacher in Massachusetts, I know how important it is to support our disabled and elderly. Funding programs like OCES it's financially smart. I urge legislators to continue and increase support for these vital services.*

**—63 Year-Old Woman**  
Bridgewater, MA



# Community Events and Awards

## 2024 Dan Crane Award

**Rick Alvarnaz**  
Richard J. Alvarnaz, OCES' Community Transition Liaison, was honored with the 2024 Dan Crane IMPACT Award by the OCPC Area Agency on Aging for his 25 years of dedicated service and positive impact on local residents.

Since 1999, Rick has played a vital role in helping individuals transition from long-term facility care back into the community.



## World Elder Abuse Awareness Day

At the World Elder Abuse Awareness Day Marches we honored advocates with the Pat Foley Advocacy Award

### Pat Foley Advocacy Award

Firefighter Peter Reardon  
Officer Steve Valerio  
Sergeant Emiliann Melo  
Kevin Manuel  
Elmer Robinson

### Thank you to our sponsors

AbbottCare, Inc., Plymouth County District Attorney, Home Health Resources, Bluestone Bank, HarborOne Bank, Plymouth County Sheriff, Rotary Club of Brockton, Almeida & Carlson Insurance.



**1 in 10**  
older adults aged 60+ have experienced some form of elder abuse.

**1 in 14**  
cases are estimated to be reported.

**43,617**  
elder abuse reports were received during FY24

Source: National Center on Elder Abuse

## Staff Milestones

OCES recognized staff for their years of service at an awards luncheon on November 20, 2024, at Hotel 1620 Plymouth Harbor. Thirty-three employees were honored for their dedication.

### 35 Years

Glenda DeVincentis

### 25 Years

Richard Alvarnaz

### 15 Years

Frances Cruise  
Miriam Monteiro  
Valerie Winters

### 10 Years

Vicky Beauregard  
Alisa DeLage  
Randolph Ellis  
Michelle Fontes  
Tremeda Martin  
Stefanie Tournon  
Lora Goodman  
Elizabeth Nolan  
Balbina Pereira  
Diana Rodrigues  
Samantha Sousa  
Jillian Schrems

### 5 Years

Christina Andrade  
Sandra Gomes  
Jennifer Munroe  
Renee Washington  
Lori Drobek  
Brandhi Gunderway  
Vanessa Wade  
Eileen Perrone  
Tanja Upton  
Shirley Valente



OCES was named Cape & Plymouth Business Marketing 2024 Best Places to Work honoree for the second consecutive year.

## OCES Achieves Women Non-Profit Organization (WNPO) Certification

OCES is proud to be certified as a Women Non-Profit Organization (WNPO) by the Massachusetts Supplier Diversity Office (SDO). This certification enhances opportunities to expand partnerships with public and private entities and provides a competitive edge in securing government contracts. Being recognized as a WNPO reflects OCES' ongoing commitment to diversity and leadership in the nonprofit sector.

More info: [www.mass.gov/sdo](http://www.mass.gov/sdo)



## Juneteenth Event

On June 24, 2025, the Cultural Competency Committee hosted its annual Juneteenth Celebration for staff. The event featured soul food from a local Black-owned caterer, interactive games, and prizes sponsored by Black-owned businesses. It was a joyful gathering celebrating freedom, culture, and community.

## Giving Back to the Community

This past holiday season, OCES staff supported local families by providing gifts, grocery cards, and essential items through partnership with My Brother's Keeper and Father Bill's & MainSpring. The Cultural Competency Committee helped five families with gifts and \$50 gift cards, and the Protective Services Department organized a drive for essentials for our older adults in the community.





# Community Events and Awards



30

Average consumers per month that receive services



Developed a pilot initiative with Protective Services to support complex financial cases, expanding the program's impact and collaborative efforts

## Money Management Advisory Council

Hugo A. DeMatos  
*HarborOne Bank*

Lawrence Fernandes  
*Mechanics Cooperative Bank*

Kathleen Hayes  
*Bridgewater COA*

Teresa Kourtz  
*OCES*

Shawna Medeiros  
*Brockton Housing & BAMS!*

Joseph Mitchell  
*Bluestone Bank*

Paula Schlosser,  
Attorney at Law  
*Paula Schlosser Law Office*

Ari Strock  
*US Bank*

Dan Trout  
*North Easton Savings Bank*



## Annual Volunteer Luncheon

On May 13, 2025, OCES honored 12 outstanding volunteers at a luncheon sponsored by Abbott Care.

### Money Management Program

John Durnan  
Ellen Jacobs  
Ellen Lash

### Meals on Wheels Program

Tom Adduci  
Donna Blaschke  
Sandra Ivers  
Beth Kelley  
Bob Kelley  
John Melchin  
Mike Pauley  
Rita Pope  
Edward Sore

## Pride Month, June



In honor of Pride Month, OCES participated in BAMS!'s 2nd Annual Pride event, Duxbury Council on Aging Drag Queen Bingo, and the Plymouth Pride Festival, showcasing our commitment to inclusion and equity.



OCES stands for respect, dignity, and support for all, regardless of gender, identity, race, or sexual orientation. There is "No Wrong Door" in providing care and supporting our diverse community.

## National Caregiver Month

OCES celebrated National Caregiver Month in November with a special luncheon, honoring caregivers nominated by family and peers for their dedicated service.

### The Caregiver Appreciation Awardees

Linda Caissie	Delia Ferreira
Paula Cenac	Ana Garcia
Myong Deeter	John McCue
Tory Devonshire	Joanna Staples

*A 95-year-old woman living alone was hospitalized in April 2024 and diagnosed with Alzheimer's dementia. Frail and confused, she struggled with daily tasks and would often skip meals unless prompted to eat.*

*With the support of the OCES Hospital-to-Home (H2H) liaison she received, she received vital in-home care, including homemaking, home health aide, meal delivery, and a personal emergency response system. Enrolled in the Enhanced Community Options Program (ECOP), she is now safely living at home without further hospitalizations. These services have been essential to maintaining her independence and quality of life.*

**—95 Year-Old Woman**  
Plymouth, MA



# Our Donors

## In Honor Of

Hollis Adam Morton  
The Amazing Staff at OCES  
Florence McNeilly  
Robert Ward  
Andrew Nolan

## In Memory Of

Millard & Eileen Cassady  
Dorothy Carrozza  
Carol Christmann  
Avelino De Aguiar  
James A. and Sarah Dow  
Blanche Dubrowski  
Linwood Dunkum  
Shirley Garrett  
Christopher & Eric Holman  
Margaret LaFleur

David Lofstrom  
Francis X. McCabe  
Anna McNaught  
Tom Nadeau  
Violet Olsen  
Nancy Palhete  
Al and Grace Piquette  
Howard and Mary Roberts  
Barbara Silva  
Una Walsh

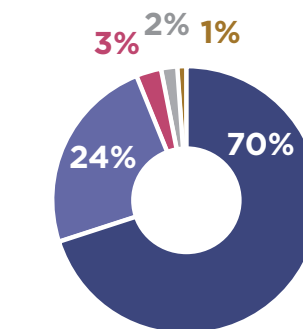
## Individuals

Charles Adams	Angelina Carvalho	Helen Ferguson	Teresa Kourtz	Donna Monroe	Gary Shuffain
Emily Adams	Joan Colon'	Andrea Fox	Danielle Kovac	Joanne Moore	Patricia Silva
Dennis Ahern	Kevin Cummings	Jonathan Freeman	Joanne La Belle	Patricia Morris	Daniel Silva
Rebecca Ambrose	Barbara Curtis	Maria Freitas	Lisa Landolfi	John and Julie Murphy	Shirley Smith
Yolanda America	Steve Davidson	Carole Gross	Ted Lang	Jamie Mutschler	Debra Smith
Paul America	Julie Davis	Stephen and Jean Guarino	Ellen Lash	Barbara Nadeau	Susan Spates
Maria America	Charlene Dearden	Sherry Hammel	Paul LaVerghetta	Richard Nastasia	Timothy Valentine
Richie Anderson	Anna Dee	Marcus Hannick	Nicole Leonard	Kathi Nguyen	Caesar Varfley
Deborah Antonelli	Robert Deely	Conor Hannick	Kirsten Likes	Lisa Nocera	Elaine Walker
Janet Baird	Joseph Demaggio	Grainne Harte	Nicole Long	Karen O'Brien	Nancy Walker
Barbara Bartone	Glenda DeVincentis	John Hill	Nick Loring	Koren O'Donnell	Shauna Walsh
Marybeth Baumgardner	Craig and Diana DiGiorgi	Nancy Hill	Rachel Mann	Richard Oetheimer	Carolyn Walsh
Janet Bellefeuille	Nicole Dillon	Mary Holland	Jon Mayhew	John O'Keefe	Kevin Welch
Tina Bissett	Rosaleen Dillon	Ingrid Holman	Karen McCabe	George Palhete	Ann Welch
Sarah Blais	Lu Drummey	Laura Horton	Helen McCabe	Beverly Pavasaris	Susan Welch
Stephen Bowen	John Dubrowski	Julie Hutcheon	Jill McNeilly	Tom and Sue Reardon	Sarah Wendell
Guilherme Brasidio	Eugenia Dunn	Chris Johnson	Irene McNulty	Amy Reddington	Catherine Whitney
Claire Bratz	John Durnan	River Jones	Steven Meissner	Gerard Regan	Roger and Susan Willis
Leah Brome	Paula Dusablom	Penelope Keyl	Jess Miner	Richard Rodrigues	Kerry Zingaro
Lorraine Carrozza	Randolph Ellis	Lucille King	Tina Moniz	Irma and Ronald Sankunas	

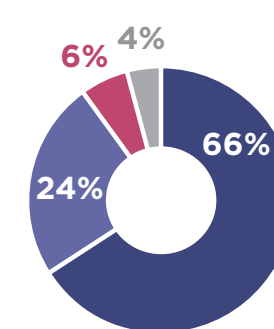
## Organizations

Abbott Home Health Care and Abbott Senior Care  
Benevity  
Bluestone Bank  
Brockton Rotary Club  
Cape Cod 5 Charitable Endowment  
Dow Inc / Visual Consulting LLC  
Diman Laundry  
District Attorney Timothy Cruz  
Eastern Bank  
Priscillia Fiore Estate  
Friendly Care, Inc.  
George E. Curtis Charitable Trust  
George Washington Toma  
Give Lively  
Graham Chiropractic Center Inc  
HarborOne Bank  
Hotel 1620  
Howard Home Trust  
Katharine C. Pierce Trust  
Law Office of Paula M. P. Schlosser  
Marshfield Senior Center  
Meissner & McGrath Insurance  
S & M Transportation  
Seaside Club of Plymouth  
Senior Services Network of Boston South, Inc.  
Stonewell Care, LLC  
Stop & Shop Bloomin' for Good Program  
Stop and Shop Community Bag Program

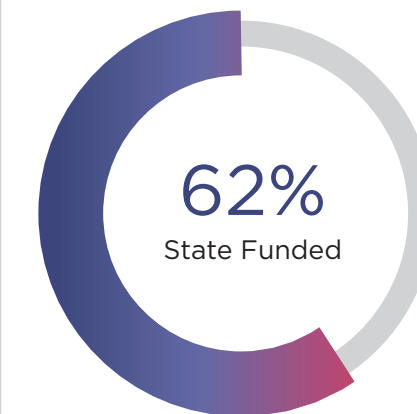
# Our Financials



- Purchased Services
- Care Management
- Grants
- Co-pays & Donations
- Other



- Purchased Services
- Personnel
- All Other
- Nutrition



FY25 financial figures are unaudited and subject to change.

## OCES Staff and Consumers



272

Staff Members as of 6/30/25



22,000

FY25 Total Consumers Served

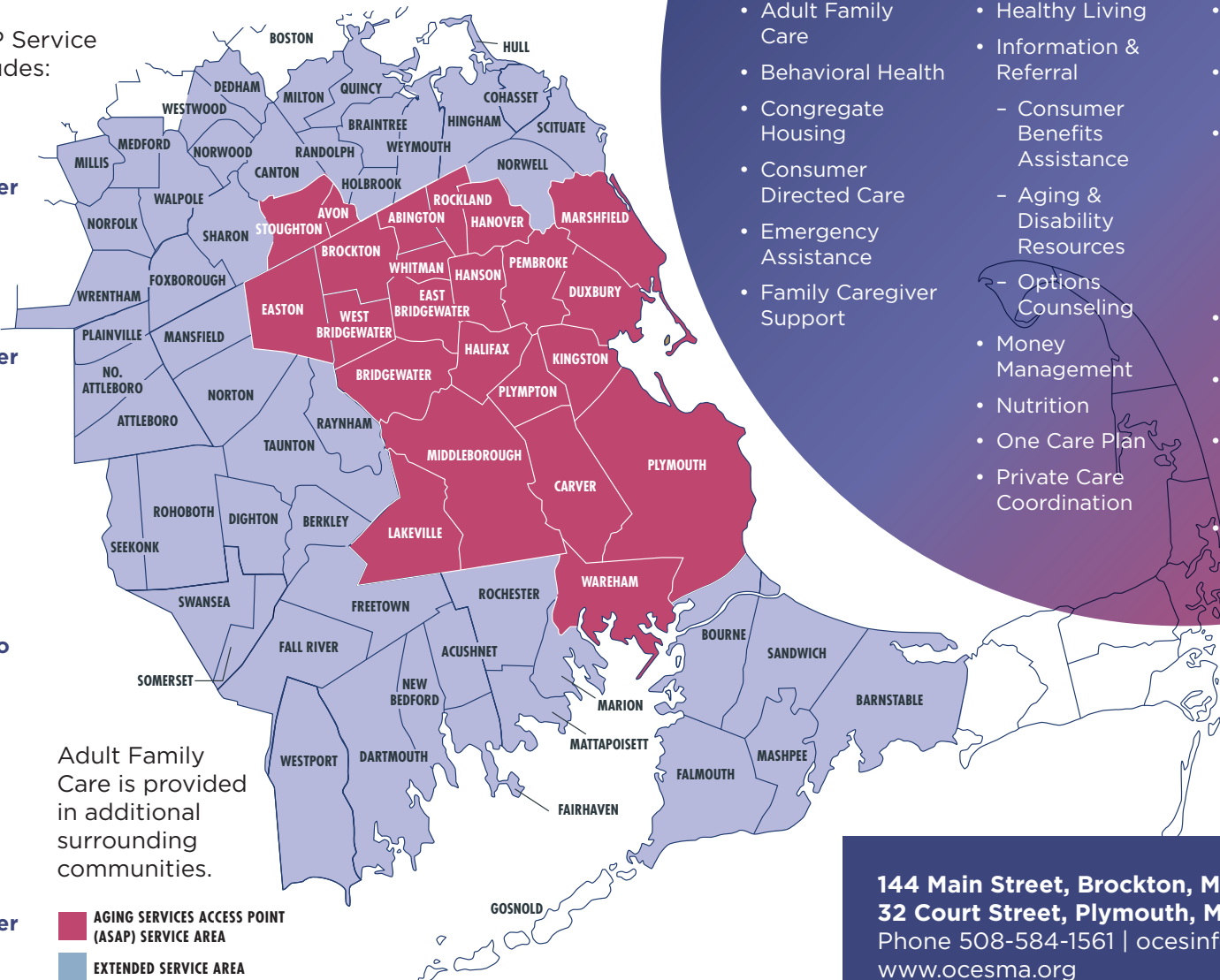
# Communities We Serve

Our ASAP Service Area includes:

- Abington**
- Avon**
- Bridgewater**
- Brockton**
- Carver**
- Duxbury**
- East Bridgewater**
- Easton**
- Halifax**
- Hanover**
- Hanson**
- Kingston**
- Lakeville**
- Marshfield**
- Middleboro**
- Pembroke**
- Plymouth**
- Plympton**
- Rockland**
- Stoughton**
- Wareham**
- West Bridgewater**
- Whitman**

Adult Family Care is provided in additional surrounding communities.

- AGING SERVICES ACCESS POINT (ASAP) SERVICE AREA**
- EXTENDED SERVICE AREA**



## OCES Services

- Adult Family Care
- Behavioral Health
- Congregate Housing
- Consumer Directed Care
- Emergency Assistance
- Family Caregiver Support
- Healthy Living
- Information & Referral
  - Consumer Benefits Assistance
  - Aging & Disability Resources
  - Options Counseling
- Money Management
- Nutrition
- One Care Plan
- Private Care Coordination
- Protective Services
- Senior Care Options
- State Home Care
  - Care Management
  - Nursing Services
- Supportive Housing
- Transition Support
- Veteran-Directed Home Care
- Volunteer Programs

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**32 Court Street, Plymouth, MA 02360**

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