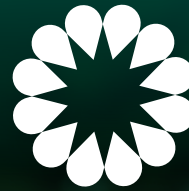


# Annual Community Report

Fiscal Year 2024



*Southern Maine*  
**AGENCY**  
*On* **AGING**  
EMPOWERING OLDER ADULTS  
AND THEIR CAREGIVERS







## 2023-2024 Board of Directors

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Vice President  
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Alfredo Vergara, PhD

## 2023-2024 Advisory Council

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Terry Bagley  
Lisa Becker  
Shawna DellaMonica  
Don Harden  
Sheriff William King  
Ann C. Milliard  
Tara Paradie  
Candice Simeoni  
Beverly Soule

SMAA Served  
**19,223**  
individuals in 2024

**“I want to express my appreciation and thanks to SMAA. You are a beacon of caring and trustworthiness in such a frustrating and confusing system. THANK YOU for being there over the years!”**

- Bette, SMAA client

## Our North Star: By 2035, all older adults in Maine will have a source of social connection.

*Given the significant positive impact of social connection on the well-being of older adults, SMAA believes that providing socialization is critical to fulfilling its mission for older Mainers and improving their physical, mental, and emotional health.*

At Southern Maine Agency on Aging, we are committed to programs and services that not only address the urgent needs of older Mainers, but that deliver the health benefits and life-saving elements of social connection.

From the friendly wellness checks that take place during more than 28,000 direct Meals on Wheels deliveries to the warm friendships that are built over 1,506 Phone Pals chats, we are finding new avenues to combat loneliness every day.

Generous community support has helped SMAA reach 19,223 individuals in 2024, and we aim to reach even more older adults and caregivers in the coming year. To that end, we are beyond proud to have opened a new location in Springvale this year – a new community space where older adults can gather and form new friendships in Western York County. It’s a space that older adults and their caregivers can rely on for resources and services when they need them. In the coming year, we will open a new space in Portland as well. We know that combating loneliness is cornerstone to the health of older adults, helping to combat dementia, heart disease, and even premature death. Our answer is more community, more connection. Simply because it is the right thing to do.

As a nonprofit organization, we believe it is our duty to provide inclusive, person-centered, and culturally relevant services to all older Mainers. SMAA works to eliminate health disparities by working with older adults of the greatest social



and economic need, including individuals who have low incomes, those residing in very rural areas, who are part of BIPOC and LGBTQIA+ communities, and who are living alone. Creating community spaces in Biddeford, Springvale, and Portland means that we can strengthen our partnerships and create more accessible spaces for everyone who needs them. And we will continue to work closely with dozens of community partners, ensuring our services complement and enhance what is already available in local towns and communities.

Older Mainers are not only an incredibly valuable part of our community, they are the centerpiece of the great state of Maine. And caring for older adults and family caregivers truly takes a village.

It is thanks to SMAA’s generous individual donors, corporations, foundations, towns and municipalities that we can continue to do our work. And we applaud our incredible staff, our passionate board and advisory council members, and our dedicated volunteers, without whom our work would not be possible. We all grow and learn from our interactions with one another. Each year - each day - my heart is warmed to see the person-to-person connections that are built through this organization.

Thank you for being a part of our mission and for helping us ensure that older adults in Maine don’t face life alone. SMAA will continue to be there through all of the ups and downs and twists and turns that lie ahead.

With gratitude,

**Megan M. Walton**  
CEO





# Meeting aging Mainers where they are

In 2024, we opened a new SMAA center in Sanford/Springvale at the Anderson Learning Center that mirrors our Sam L. Cohen Center in Biddeford. We're excited to share that we're opening another center in Portland in 2025 as well! By establishing sites throughout Southern Maine, we can ensure older adults and caregivers have access to curated services in their own communities.

Each location serves as a "one stop shop" for older Mainers and caregivers looking for assistance. Working with each client and their family, Resource Specialists help build a personalized plan of care that often involves SMAA programing in coordination with other resources and services in the state.

## On site programming also includes:

- Adult Day Program for individuals with Alzheimer's and other dementias
- Nutrition services such as Meals on Wheels and Community Cafés
- Falls Prevention exercise classes
- Medicare Counseling

“SMAA has a critical role in our community and provides the support and engagement that is enhancing people’s lives. Through their purpose driven work, they are helping to build a more equitable community in which older adults and adults with disabilities can feel empowered, cared for, and valued throughout their life journey.”

- Rebecca Hatfield  
Former CEO, Avesta Housing



Rebecca Hatfield  
Former CEO,  
Avesta Housing



# SMAA named one of Maine’s 2024 Best Places to Work!

This recognition is due in no small part to our skilled and committed team of employees. SMAA staff show up every day with compassion and the motivation to empower older adults and caregivers to live to their fullest potential.

Investing in our staff is integral to the work we do. Two of our core values as an agency are to foster a sense of belonging and to remain team-oriented at all times. We know that when our employees feel valued and have the opportunity to grow, they can provide the best support to the older adults and caregivers we serve.



Leadership Team at BPW event

## Celebrating Our Diverse Partnerships

In 2024, in partnership with Immigrant Resource Center and the Masjid Balil, a mosque in Portland, we were able to collaboratively host community meetings to better understand the diverse needs of community members, organize vaccine clinics, and identify key focus areas for future collaboration.

“At Khmer Maine, we see firsthand how access to community-based services makes a real difference in the lives of older adults. Through our partnership with the Southern Maine Agency on Aging, we host monthly health and wellness classes specifically designed for Cambodian elders. These sessions connect them to critical resources—from Medicare education to nutritional support—helping them age in place with dignity and security.”

- Marpheen Chann,  
Executive Director,  
Khmer Maine



Marpheen Chann,  
Executive Director, Khmer Maine





# We couldn't reach our mission without our volunteers!

SMAA volunteers are often the face of our programs, and each of them represent what it means to give back to your community. Their friendly smiles, helpful hearts, and talented souls truly make a difference to thousands of Mainers every year.

- A **Meals on Wheels** driver delivers more than food, they also provide a wellness check and friendly visit for individuals who often may not otherwise have a chance to socialize.
- **Agewell** instructors take a whole-person approach to well-being, offering social engagement in addition to the beneficial effects of physical activity and stress management.
- **Phone Pals** provide social connectedness, and weekly calls are often described by clients as the highlight of their week.
- **Medicare Counselors and Money Minders** volunteers provide guidance and expertise on their respective topics, bringing ease, calm, information, and education to hundreds of individuals each year in Southern Maine.



Volunteer Ambassadors



Tai Chi instructors at 2024 Volunteer appreciation

“Right now I’m isolated and I don’t feel like I have much support. That’s why the call from my Phone Pal is key! She is wonderful!”

- Phone Pal client

“I so look forward to my Phone Pal Gerri calling me once a week. I feel like we’ve been friends forever. We are close in age and have so much in common. She always asks how I’m doing, and also asks about my husband. I always feel better after talking with her. I don’t feel so all alone anymore.”

- Phone Pal client

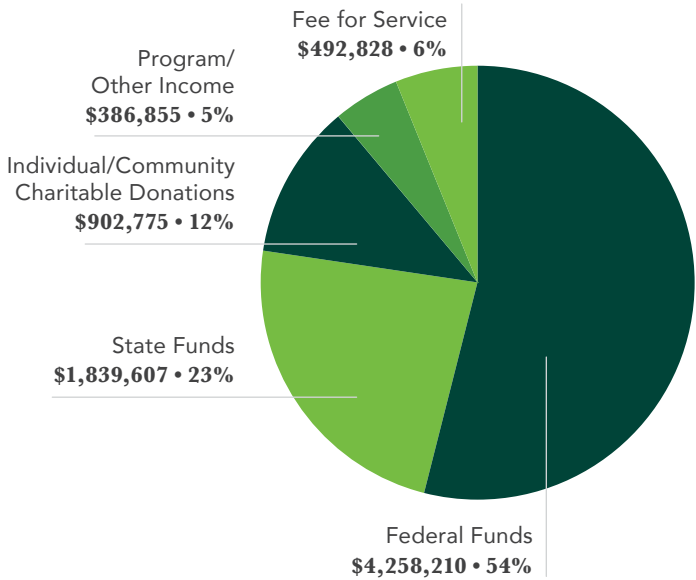
**443** SMAA volunteers  
Over **23,216** volunteer hours served



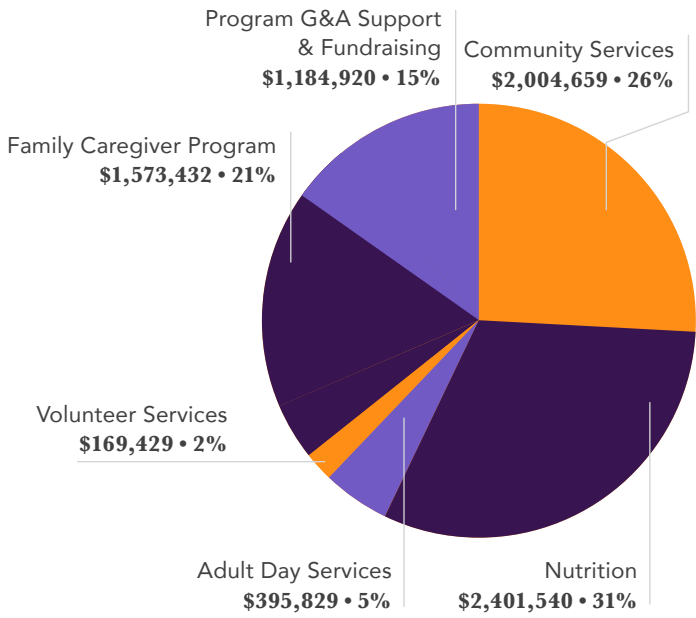
Volunteer, Barb, packing Meals on Wheels

## Financials and Impact

Revenue for the Fiscal Year Ending 9/30/24:  
**\$7,880,275**



Expense by Program for the Fiscal Year Ending 9/30/24:  
**\$7,729,809**



## SMAA's Impact in 2024

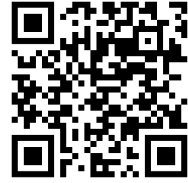
19,173	hours of care at our Adult Day Program	27,749	hours of caregiver respite
237,454	hearty home delivered meals	297	members served through Agewell classes
1,506	friendly chats through Phone Pals	2,004	guests at monthly Congregate Meals/Community Cafes
1,408	Medicare Counseling sessions	323	hours of finance and budget support through Money Minders
8,378	people received support from our Information & Referral team		





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**Southern Maine Agency on Aging  
at the Sam L. Cohen Center  
30 Barra Road  
Biddeford, ME 04005**



**For more stories about the impact of Maine's Agencies on  
Aging, visit [youtube.com/@AgeWiseMaine](https://youtube.com/@AgeWiseMaine) for new videos!**