



Tri-Valley
HOME WITH YOU

2025 Annual Report

49 Years of Giving People

DIGNITY • INDEPENDENCE • CHOICE

Message from the President

In Massachusetts, the demographic shift toward an older population continues to grow. Today, approximately 17% of residents are age 65 or older, and nearly one in four residents is age 60 or older. This change highlights the importance of strong community-based supports that allow people to age with dignity, safety, and choice. Tri-Valley, Inc. is prepared to meet this need with compassion and a deep commitment to those we serve.

Our mission remains clear. We help older adults, people with disabilities, and caregivers maintain independence in the home or community setting of their choice. “Home With You” continues to reflect our promise to work with individuals and families, offering guidance, connection to services, and support to make everyday life more manageable.

Rising costs for food, energy, housing, and healthcare continue to affect many households. If you or someone you know needs help, please call Tri-Valley, Inc. or dial 211 for information about available resources. We also encourage you to check in on loved ones, neighbors, and friends to ensure they are safe and feel supported this season.

Caregivers continue to be essential partners in providing daily care and emotional support. Many caregivers balance this role with work and family responsibilities. We just want to say THANK YOU for all that you do each and every day. If you are caring for someone, please know that support is available and you are not alone.

Tri-Valley, Inc. remains financially strong. We are grateful for the generosity of our donors, community partners, and volunteers. Whether it is a major contribution, a memorial gift, or the time given by more than 300 volunteers who deliver meals, provide Money Management support, assist in the office, or help at special events, every contribution strengthens our mission.

As we look ahead, we do so with optimism. Together, we can ensure that every person has the opportunity to age in place with dignity, independence, and hope. *Tri-Valley is Home With You.* Thank you for being part of our work and our community.

Submitted by Brian J. Perry, Board President



Brian J. Perry, President

Fiscal Year 2025 Board of Directors

Officers

President

Brian J. Perry, Webster

1st Vice President

Theodore A. Bartlett, Southbridge

2nd Vice President

Josephine L. Veglia, Oxford

Treasurer

Anjena Kuzdzal, Webster

Secretary

Virginia Rapo, Southbridge

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Gregory Bazinet, Webster

Michael Caplette, Sturbridge

Gary Goldberg, Paxton*

Evelyn Grovesteen, Dudley

Richard Majercik, Webster

Barbara O'Brien, Southbridge

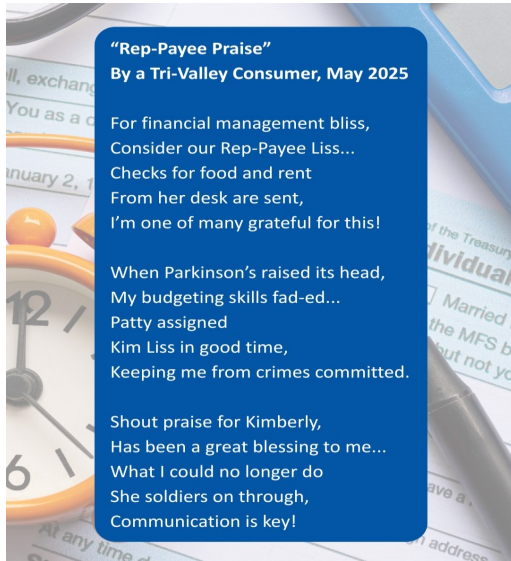
Paul Virgadamo, Webster

Francis White, Spencer

** Resigned during Fiscal Year 2025*

Stories of Strength and Support

Behind every program is a person, someone whose life has been strengthened through compassion, advocacy, and care. These stories reflect how Tri-Valley's programs promote independence, uphold dignity, and empower individuals.



Tri-Valley's Money Management Program empowers aging adults to stay in control of their finances and continue living independently by offering trusted, compassionate help with budgeting and bill payment.

When Tri-Valley first connected with a 63-year-old Veteran who had been living in his car for two years, he was working full-time in hotel maintenance but struggling to regain stability. Through a referral from the Milford Veterans' Service Office, Tri-Valley provided immediate support with groceries and essentials. Critical car repairs were also paid for so he could continue working. Our Veterans Outreach Program then partnered with ClearPath for Veterans, the Central Massachusetts Housing Alliance, and the Blessing Barn to help him secure and furnish an affordable apartment through the CHAMP housing waitlist. Together, we were able to provide everything from a sofa and dinette set to kitchen supplies and winter clothing. Today, he is safely housed, working steadily, and deeply grateful for the network of community partners who came together to help him rebuild his life.

Tri-Valley's Veterans Outreach Program offers personalized, comprehensive support to help Veterans achieve lasting independence through community collaboration.

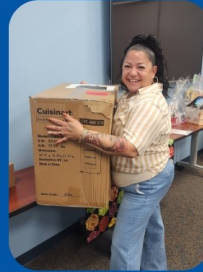
Nourishing Our Community



Lunch being delivered to a consumer by a volunteer



Pancake Breakfast Fundraiser



March For Meals Winner



Subaru's Share the Love event!

Every day, Tri-Valley's Nutrition Program ensures that older adults across our region have access to nutritious meals, friendly visits, and the comfort of knowing someone cares. Our dedicated Meals on Wheels team, along with our community partners, make this possible through compassion, collaboration, and creativity. From our March for Meals raffle and pancake breakfast fundraiser to Subaru's Share the Love event and the generous support from Long Subaru, each effort reflects the power of teamwork in action. Every person who receives a meal also benefits from a wellness check by a familiar face, helping ensure their health, safety, and continued independence within the community.

The People Behind the Mission

Our Staff

You can rely on Tri-Valley's knowledgeable and professional staff. Since 1976, we have been helping people get the information and services they need. At the conclusion of Fiscal Year 2025, Tri-Valley had 158 full-time employees, 52 part-time employees and 56 per diem employees providing expertise and support to those we serve.

Our Volunteers

More than 300 dedicated volunteers give their time and talents to support Tri-Valley's programs and the people we support. From delivering Meals on Wheels and helping with Money Management to assisting at Nutrition Sites and community events, their care and dedication make a lasting difference. Thank you!



Pamela Ashmankas, SCO Administrative Assistant, was the proud recipient of the 2024 Marilyn L. Travinski Award for Excellence. Nominations for this prestigious award come from staff members with review and final decision made by the Board of Directors.



Tri-Valley staff share information and resources at a community health fair, inspiring others to join in supporting programs that serve our aging community.

New and Evolving Programs: HUD and CMAT



Tri-Valley was awarded a federal grant from the U.S. Department of Housing and Urban Development (HUD) to launch the Older Adults Home Modification Program. This initiative helps older adults remain safely in their homes through improvements such as grab bars, ramps, and accessible fixtures. Funded through March 2028, the program supports independence, safety, and quality of life for residents across our service area.

Tri-Valley's Case Management Accelerated Training (CMAT) program, a paid 11-week certificate initiative, continued their fourth cohort preparing individuals for careers in human services. CMAT uses hands-on field placement combined with classroom learning to provide participants with the skills and confidence to succeed as case managers. Since its launch, 67 students have enrolled. Within 90 days of completing the program, 88 percent of graduates were employed within Human Services, 68 percent working as case managers. Over 20 community employers have benefited from this program and its graduates. This program was funded through EOHHS and a Workforce Development grant.

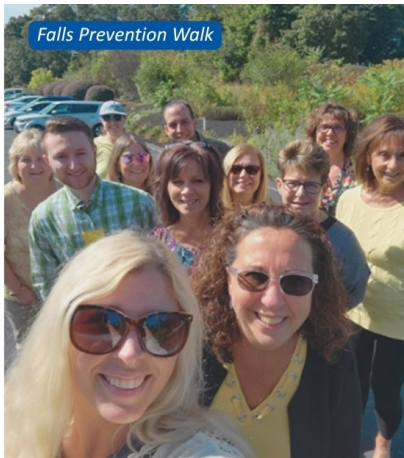


Tri-Valley's leadership in workforce development was featured on the national stage when Joe Vaudreuil and Sharon Thompson presented on the success of the Case Management Accelerated Training (CMAT) program at the American Society on Aging Conference in Florida in April 2025. Their presentation highlighted Tri-Valley's innovative approach to expanding training opportunities, strengthening the human services workforce, and creating inclusive pathways for career growth.

Mapfre Health Fair



Falls Prevention Walk



Blessed Backpack Brigade



Together in the Community

West Brookfield Matter of Balance Class



Southbridge Christmas Parade



Breast Cancer Walk



Supporting Access to Care

Tri-Valley, Inc. continues to provide Certified Application Counselor (CAC) services to help individuals and families navigate the complexities of health insurance. Our trained CACs offer free, confidential assistance with applications, renewals, and eligibility for programs such as MassHealth and other coverage options available through the Massachusetts Health Connector. Through community-based outreach events, trusted partnerships, and multilingual support, Tri-Valley is helping residents maintain access to the healthcare they need. This vital service ensures that people in our region remain informed, supported, and connected to care as part of our partnership with Health Care for All.



Tri-Valley staff providing information about MassHealth and Veteran services at a WWSC Ski Day in Shrewsbury.



CAC staff hosting an information table at Worcester Library

31st Annual Winter Food Project



Tri-Valley's Winter Food Project is an annual initiative that provides nourishment and comfort to those experiencing food insecurity and social isolation during the colder months. In FY2025, the project supported 375 older adults and individuals with disabilities, each receiving two reusable bags filled with nutritious, non-perishable foods including soups, canned meats and fish, fruits, vegetables, and pantry staples. This effort reflects the compassion and collaboration of our entire Tri-Valley team, who work together to assemble and deliver these bags with care. The Winter Food Project continues to be a meaningful tradition that brings both sustenance and connection to our consumers when it is needed most.

Memorial & Tribute Donations

Audrey & Leroy Bacon, Madhuri Bhachech, Madeline Credit, Charles Christos, George S. Cleveland,
Agnes Davis, Irene Garand, Alice Leduc, Gail Proulx, Sadie J. Redick, Mary & Cliff Rivet,
John Scott Rodeghierro, Mr. & Mrs. Sudjak, Lionel Vincent

Special Thanks to these Community Partners on Behalf of our Consumers

BIG BUNNY MARKET, FOR ASSISTANCE WITH OUR WINTER FOOD PROJECT
THE CORNERSTONE QUILTERS OF CHARLTON, FOR BEAUTIFUL LAP ROBES
TERRAZZA'S OF FRANKLIN, FOR THEIR GIVING TREE PROJECT
LADIES' BENEVOLENT SOCIETY, FOR THEIR HOLIDAY GIFT BAGS
BETTYANN GADOURY, FOR LOVELY AFGHANS
BLESSED BACKPACK BRIGADE, FOR THEIR THANKSGIVING BASKETS



Packing up to deliver holiday gifts!

Donation Support

Fiscal Year 2025 (July 1, 2024 – June 30, 2025)

(\$100 - \$249)

Kalpana & Ravindra Acharya, Jared Bowen, Bernard Chase III, Theodore Christensen,
James Collins, Joan Dalbec, Adam Edelstein & Sam Redick, First Congregational Church of Dudley,
Jim Fitzpatrick, Kathleen & Heather Ford, Diane Green, Evelyn Grovesteen, Karen Larivee,
Michelle LeBrecque, Daniel Leduc, Eric Markman, Anita Maurier, OB Hockey, Inc.,
Sam & Evelyn Pappas, Lynn & David Redonnet, Linda Reickert, Paul Schultz,
Cynthia Stewart, Sutton Lions Foundation, Michael Vallencourt, Barbara O'Brien

(Up to \$99)

George Bansfield, Theodore Bartlett, Lorraine Bates & John Martin, Rosalie Beals,
Michael Cregg, Betty Ann Gadoury, Glen & Jackie Greenhalgh, Kim Holway,
June Martin, Janice McCann, Julie McDonald, Melissa Mercon Smith, Kimball Moore,
Jennifer O'Rourke, Joan & Richard Paglierani, Nancy & Michael Shor, Michele St. Jacques,
Nancy & Janine Swiacki, Paula & David Tangredi, Nada Vericker, Texas Instruments Foundation,
George Acquuah-Mensah, Ted Bartlett, Greg Bazinet, Michael Caplette, Anjena Kuzdal, Richard Majerik,
Brian Perry, Virginia Rapo, Josephine Veglia, Paul Virgadamo, Frank White

We are grateful for all donations and apologize for any errors or omissions.

Foundation & Major Donor Support

Fiscal Year 2025 (July 1, 2024 – June 30, 2025)

(25,000-50,000)

United Way of South Central Massachusetts, ECB Emergency Fund

(\$10,000 — \$24,999)

George Wells Foundation, Greater Worcester Community Foundation,
Katherine Pierce Trust, John J. & Elizabeth M. Kunkel & Family Foundation, Inc.,
Chartwells

(\$1,000 - \$9,999)

TJX Foundation, Inc., Webster Five Foundation, Meals on Wheels America –
Subaru Share the Love, Gary Goldberg Scholarship

(\$500 - \$999)

Theodore Christensen, Fidelity Charitable

(\$250 to \$499)

Dudley Congregational Church, Coastline 4.17% Helping Hands, Bellingham
Elder Service, Sam & Evelyn Pappas, Lynn & David Redonnet, Anita Maurier,
Daniel Leduc, Kalpana & Ravindra Acharya, Catholic Financial Life,
First Congregational Church of Dudley

2024-2025

Recipients

Goldberg
Scholarship



Tri-Valley, Inc., a private, nonprofit agency, receives funding from the Commonwealth of Massachusetts through the Executive Office of Aging & Independence and federal financial support under the Older Americans Act furnished by Senior Connection and the Massachusetts Executive Office of Aging & Independence. Funds are also received from other public and private sources.

Program Statistics & Sources of Revenue

Fiscal Year 2025 (July 1, 2024 – June 30, 2025)

Community Services & Information:

Information & Resource Calls: 17,178 Options Counseling: 468
 Congregate Housing Residents: 27 Resident Services: 200
 Benefits Support Specialist: 421
 Behavioral Health Outreach For Aging Populations: 239
 Veterans Outreach Grant Referrals: 250

Family Caregiver Support

Caregiver Referrals: 250
 Caregiver Counseling & Access Assistance: 174
 Group Outreach & Education Participants: 612
 Caregiver Scholarship Recipients: 33
 CARES Grant Caregiver: 52
 Caregivers Assisted Via ARPA Funding: 42

Mass Health Programs:

Adult Family Care Consumers: 193 Care Transition Consumers: 265
 One Care Members: 190 Personal Care Attendant Consumers: 1,958
 Senior Care Organization Members: 1,682

Nutrition Services:

Meals on Wheels Consumers: 1,825 Meals Delivered: 259,071
 Congregate Participants: 1,016 Congregate Meals Served: 28,430

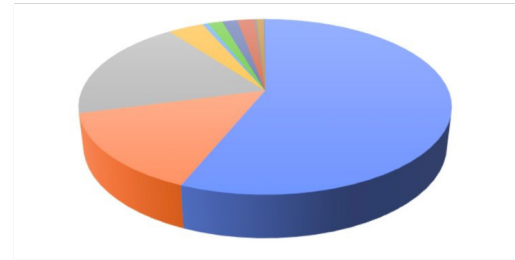
Protective Services:

Protective Services Cases: 1,717 Crisis Intervention Cases: 350
 Money Management Consumers: 98
 Advocacy & Navigating Care in the Home with Ongoing Risks: 41

State Home Care:

State Home Care Consumers: 2,739
 Clinical Assessment & Evaluation Screenings: 1,382

Unaudited Sources of Revenue



| | | | |
|--|-----------|-------------------|---------------|
| Executive Office of Aging & Independence | \$ | 20,141,400 | 56.2% |
| Medicaid | \$ | 5,260,738 | 14.7% |
| Third Party Insurance | \$ | 6,771,505 | 18.9% |
| Contracts | \$ | 1,311,630 | 3.7% |
| Grants and Appropriations | \$ | 210,702 | 0.6% |
| Fundraising and Donations | \$ | 542,142 | 1.5% |
| Project Income and Client Fees | \$ | 569,994 | 1.6% |
| Senior Connections | \$ | 632,691 | 1.8% |
| Miscellaneous | \$ | 93,732 | 0.3% |
| Interest and Investment | \$ | 256,780 | 0.7% |
| Commodity Foods - NSIP | \$ | 50,346 | 0.1% |
| Total Revenues | \$ | 35,841,660 | 100.0% |

Only 8.33 % of total revenue went to the administration of Tri-Valley.



Established in 1976, Tri-Valley, Inc. is a private, non-profit agency providing information, referrals, and care management for in-home and community services in Central Massachusetts. Tri-Valley is committed to the rights of older adults and individuals with disabilities to live independently with dignity and safety in a setting of their choice. The policies of the Agency are determined and its activities monitored by an active volunteer Board of Directors. The Agency is administered by a Chief Executive Officer and a staff assisted by over 300 volunteers.

Mission Statement

The Mission of Tri-Valley, Inc. is to promote and maintain an optimal level of independence, dignity and well-being for older adults, individuals with disabilities and all others served by our programs, by providing information, advocacy to address individual needs and social inequities, and access to high quality, culturally sensitive services and resources, as well as caregiver support.

Service Area

All Services in: Bellingham, Blackstone, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Franklin, Hopedale, Medway, Mendon, Milford, Millville, Northbridge, North Brookfield, Oxford, Southbridge, Spencer, Sturbridge, Sutton, Upton, Uxbridge, Warren, Webster & West Brookfield.

In addition to the towns shown above, the Adult Family Care Program also serves: Auburn, Barre, Boylston, Grafton, Hardwick, Holden, Leicester, Millbury, New Braintree, Oakham, Paxton, Rutland, Shrewsbury, West Boylston & Worcester.
The Personal Care Attendant Program also serves: Auburn, Holliston, Hopkinton, Leicester, Marlboro, Millbury, Millis, Norfolk, Northboro, Southboro, Westboro, Worcester & Wrentham.

Scan to Donate



Support Our Mission

