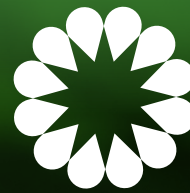


Annual Community Report

Fiscal Year 2025



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



SMAA served **18,329** individuals in 2025



Best Places to Work 2025 winner



We are shaping a Maine where connection, care, and community are within reach for all.



At Southern Maine Agency on Aging, we know social connection is foundational to health. Meaningful relationships improve physical, mental, and emotional well-being and are central to our mission of supporting older Mainers to live with dignity, independence, and purpose.

Last year marked one of the most significant periods of growth in Southern Maine Agency on Aging’s history. Guided by our mission and commitment to ensuring older adults across Southern Maine can access services closer to home, we expanded from one center in Biddeford to a network of three. With the opening of the Springvale Center in 2024 and the Portland Center at the end of 2025, Southern Maine Agency on Aging took a major step forward in meeting people where they are and reducing barriers to care. These centers reflect strong partnerships, careful listening, thoughtful planning, and a deep commitment to access and community connection.

In 2025, Southern Maine Agency on Aging served 18,329 individuals across Southern Maine. From Meals on Wheels deliveries that provide nourishment and friendly check-ins to Phone Pals conversations, Adult Day programming, caregiver respite, and Medicare and benefits counseling, our services address urgent needs while fostering the life-saving benefits of human connection.

The impact of this expansion has been immediate. In Springvale, older adults walked through the doors on the first day, many sharing that without a local center they would not have accessed Southern Maine Agency on Aging’s services. In its first year, the Springvale Center connected hundreds of new individuals to support, welcomed dozens of new Meals on Wheels clients, and quickly filled Community Café gatherings. Our Portland Center builds on this momentum, creating a welcoming space in a diverse urban community.

As a nonprofit, Southern Maine Agency on Aging provides inclusive, person-centered services. We prioritize reaching older adults with the greatest social and economic need, including those with low incomes, those in rural areas, people with disabilities, members of BIPOC and LGBTQIA+ communities, caregivers, and individuals aging alone. Through strong partnerships, we work to reduce health disparities and ensure no one is left behind.

This commitment extends beyond direct services. As Maine continues to lead the nation in median age, elevating the voices of older adults and caregivers remains essential. That work continued with Older Mainers Day at the State House, where service providers and policymakers engaged in dialogue about aging safely and independently.

Older Mainers are a vital part of our communities and the heart of our state. Supporting older adults and family caregivers takes a village.

I am deeply grateful to our donors, partners, volunteers, municipalities, State and Federal partners, and our dedicated staff, board, and advisory council members. Your compassion brings Southern Maine Agency on Aging’s mission to life every day.

Thank you for helping ensure older adults in Maine do not face life alone. As we look ahead, Southern Maine Agency on Aging will continue to grow, innovate, and stand alongside older Mainers through every challenge and opportunity to come.

With gratitude,

Megan M. Walton

Megan M. Walton
President & CEO

Julie Mascari

Julie Mascari
Chair, SMAA Board of Directors

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**term ended in FY2025

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Joy & Roland's Story

Joy and Roland have been married for 44 years, a partnership that began with a shared love of staying active.

As Roland's health needs increased over time, Joy gradually took on more caregiving responsibilities. When his doctor suggested the Adult Day Program at Southern Maine Agency on Aging's Sam L. Cohen Center, Joy was unsure it would be the right fit.

"I thought, 'It will never work. He won't go for it,'" she said. "But his doctor highly recommended it. And it did work. Roland absolutely loves the staff and volunteers. He looks forward to going."

The impact was immediate and meaningful for both of them. For Joy, the program became essential support during a time when caring for Roland on her own was becoming increasingly difficult.

"This program is a lifesaver," she shared. "I don't know what would have happened to me. It makes me better with him."

While Roland spends his days engaged in activities and social connection, Joy is able to focus on her own health and well-being.

"I can take care of things at home, play pickleball, and stay active," she said. "Meanwhile, he's enjoying himself. He's made beautiful flower arrangements, plays games, and connects with others."

That stimulation carries into life at home.

"Because he's engaged during the day, he's more relaxed and content in the evening. He's always been social, and that connection has made a huge difference."

Today, Joy feels grateful that this support is close to home. "I feel very fortunate that the Sam L. Cohen Center is available to us and only about twenty minutes away from our home."



Megan Walton accepting the USAging 2025 Aging Innovations Award for SMAA's Housing Connections pilot program



Bridget Crawford

“I have found the Southern Maine Agency on Aging’s Housing Connections Program to be the key to success in our eviction cases. In the past few months, I have had clients securing affordable and local apartments just days before they would have been evicted. I really do not think these clients would have secured housing if it was not for this program. I have been so impressed with all of Southern Maine Agency on Aging Resource Specialists’ efforts and promptness in all applications and supporting our clients during what is always a very stressful time for them.”

— Bridget Crawford, Staff Attorney, Legal Services for Maine Elders



James's Story

James, 75, lives alone in a rural area of Sanford, where transportation challenges and long stretches without company are part of everyday life.

Diagnosed with spinal stenosis, James can no longer drive safely, and even short trips can be painful. As his mobility changed, so did his daily routines and his need for reliable support.

"Standing up or sitting down for too long is hard for me. I don't want things to happen when I'm

driving, so I'm grateful to have meals delivered."

Through Southern Maine Agency on Aging, James receives Meals on Wheels, ensuring he has consistent access to food without leaving home. When changes in his home care support meant he no longer had help with grocery shopping, the service became essential.

"I called Meals on Wheels to make sure I had enough food. I think the meals help keep up my health."

Living alone in a rural area also means limited social interaction. While Meals on Wheels supports James's physical health, the regular visits offer meaningful connection.

"I've had Kevin, my Meals on Wheels volunteer driver, delivering to me for some time now and we're friends. I signed

up for Meals on Wheels for the outside contact as much as I did it for the food."

To help ease isolation, Southern Maine Agency on Aging also connected James with the Phone Pals program.

"I really enjoy my Phone Pal, Carolyn. The only other phone calls I get are for medical appointments, but what I really need is calls from friends."

Together, meal delivery, friendly visits, and regular phone calls help James remain independent while staying connected in the home he knows.

"It would be very difficult to continue living alone without Southern Maine Agency on Aging's meal delivery and social support."

Cross Cultural Community Services has deepened their partnership with Southern Maine Agency on Aging to continue to advance health equity for older adults through the Achieving Health Equity with Older Persons initiative.

“In partnership with Southern Maine Agency on Aging, we co-led statewide and regional efforts, expanded partnerships, supported culturally responsive congregate meals, and strengthened connections between SMAA and BIPOC communities, creating lasting collaboration beyond the grant period. Cross Cultural Community Services has thoroughly enjoyed getting to know the entire SMAA team and is excited that our strong and respectful partnership will continue to grow.”

— Dr. Regina Phillips, DSW, Co-Founder, Cross Cultural Community Services



Dr. Regina Phillips & Meredith Anderson



Tom & Maggie's Story

Launched in the summer of 2025, Southern Maine Agency on Aging's new Respite Care Companion program is already making a meaningful difference for caregivers, volunteers, and the older Mainers receiving care at home.

The program pairs trained volunteers with older adults who need extra support, offering one-on-one companionship and supervision. These visits give caregivers the freedom to work, run errands, or simply take a break, knowing their loved one is safe, supported, and engaged.

Patty and her husband Tom experienced this impact firsthand when they were matched with volunteer Maggie.

"Yesterday, at the end of Maggie's visit, I heard Tom say to her, 'You made my day,'" Patty shared. "That might not sound like much, but with Tom's increasing difficulty communicating, it was huge. Maggie had simply been helping him fill out cards and complimented his penmanship."

Patty says Tom looks forward to Maggie's visits and notices deeply when she is not there.

"When Maggie was on vacation last week, Tom felt that void. Her visits also allow me to work without interruption, without having to keep one eye on Tom. The Respite Care Companion program is incredibly valuable."

In moments both quiet and profound, the Respite Care Companion Program is strengthening families, easing caregiver strain, and reminding older adults that they are seen, valued, and connected.

“When I retired, I still needed to do something that was meaningful - something that involved direct and personal interaction. Very importantly, it allows me to have face-to-face engagement with the people I’m serving - that’s key for me. It gives me an opportunity to personally provide a service to a community that I’ve lived in my whole life - to give back.”

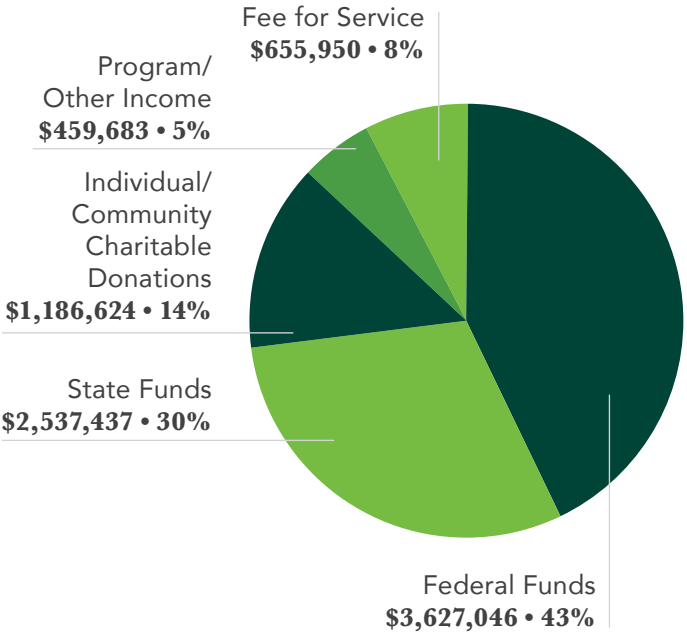
— John Mullen, volunteer



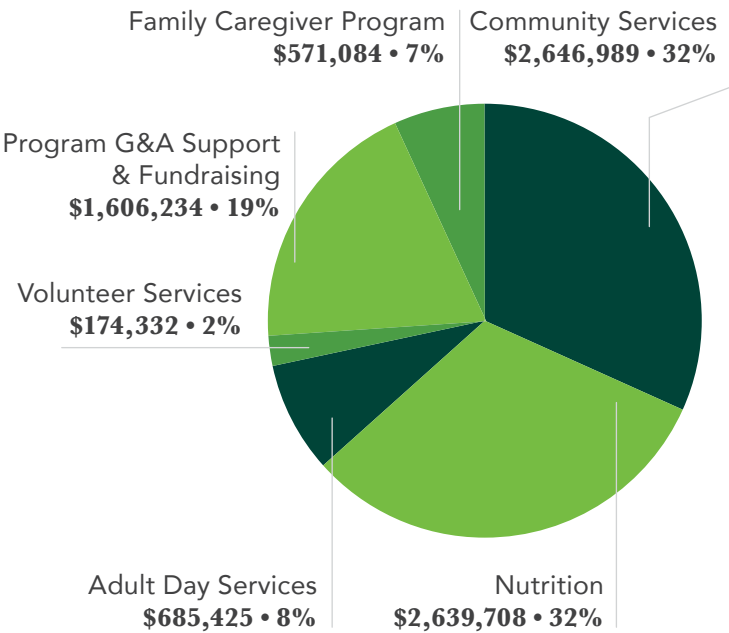
499 SMAA volunteers served 20,932 hours

Financials and Impact

Revenue for the Fiscal Year Ending 9/30/25: \$8,466,740



Expense by Program for the Fiscal Year Ending 9/30/25: \$8,323,772



SMAA's Impact in 2025

23,432	hours of care at our Adult Day Program	8,985	hours of caregiver respite
248,646	hearty home delivered meals	168	members served through Agewell classes
1,644	friendly chats through Phone Pals	1,662	guests at monthly Congregate Meals/Community Cafés
1,326	Medicare Counseling sessions	381	hours of finance and budget support through Money Minders
6,292	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

