



Large Councils On Aging Annual Report FY2026 (July 1, 2025 - June 30, 2026)

In accordance with Mass. Gen. Laws ch. 40, § 8B, each Massachusetts council on aging (COA) shall submit an annual report to the Executive Office of Aging & Independence (AGE). AGE uses this information to: inform policy, identify COA practices, and estimate how COAs benefit the Commonwealth. AGE will also publish a summary report to facilitate learning between COAs and describe how Massachusetts COAs support older adults.

For the July 1, 2025 - June 30, 2026 state fiscal year (FY26), COAs can submit information using this web-based instrument. This instrument is intended for COAs that serve municipalities with more than 500 older adults (age 60+); if you think your municipality is smaller, please contact Adam Frank at Adam.Frank@mass.gov.

Completing Instrument

Only one person per COA should submit an annual report. If a COA submits multiple reports, AGE will use the last one submitted and will disregard all earlier submissions.

Navigating Instrument

To return to a previous page, please use the "Back" button at the bottom of the web page rather than the back arrow in your browser. You may save your unsubmitted survey and return to complete it later.

To reduce burden, this instrument will automatically skip some questions based on previous answers (for example, if the COA does not have a senior center, the instrument will automatically skip questions asking about the senior center). The instrument will also automatically calculate some numbers throughout the instrument so you can check the consistency of your responses; these calculations will be in red font.

After completing this report, you will have the option to download a PDF of your submission. This option will automatically display once the report has been submitted.

Deadline

Please submit the report by August 14, 2026.

MySeniorCenter

MySeniorCenter (MSC) can provide AGE with some of the information requested by this instrument. Question 14 asks whether your COA uses MSC to track participation by older adults. If your agency uses MSC and you give MSC permission, MSC will submit the requested information directly to AGE and you do not need to complete the remaining survey questions.

Questions

If you have any questions regarding the COA Annual Report, please contact Adam Frank at Adam.Frank@mass.gov. If you have technical questions about this Key Survey, please contact Mike Venditto at Michael.Venditto@mass.gov.

Thank you.

Executive Office of Aging & Independence

Completed:



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I. COA

1. COA

Select the municipality for your COA.

This list only includes COAs in municipalities with more than 500 older adults. If your municipality is not listed; contact Adam Frank at Adam.Frank@mass.gov.

Please select one ...

2. COA Details

Enter the details below.

Street Address

Zip Code

Phone #

Name of Current Director / Coordinator:

Email of Current Director / Coordinator

Name of Alternate Staff Contact

Email of Alternate Staff Contact

3. Senior Center

Did the COA operate a senior center in FY26? For the purpose of this report, "senior center" is defined as a dedicated space for Council on Aging activity. It may be a stand-alone building or a room or set of rooms within a larger building, so long as use of the space is exclusive to the COA, with the exception of co-located resources such as veterans service officer or public health nurse services.

Yes

No

4. FY26 Senior Center Days & Hours of Operation

For each day, check the box to indicate if the COA senior center was open for older adults; for those days the COA senior center was open, select the opening and closing times. If the COA days/hours changed over the year, please report the days/hours for June 2026.

	Open	Opening Time	Closing Time
Sunday	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Monday	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Tuesday	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Wednesday	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Thursday	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Friday	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Saturday	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

Question 4 skipped because the COA did not operate a senior center in FY26.

5. FY26 COA Days & Hours of Operation

For each day, check the box to indicate if the COA typically provided services or had staff available to public; for those days the COA was open, select the opening and closing times. If the COA days/hours changed over the year, please report the days/hours for June 2026.

	Open	Opening Time	Closing Time
Sunday	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Monday	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Tuesday	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Wednesday	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Thursday	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Friday	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Saturday	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

Question 5 skipped because the COA operated a senior center in FY26.

Completed:



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II. STAFFING & BUDGET

6. Personnel

For each category of personnel below, provide the number of personnel and hours in FY26; if there were no personnel in a category, enter 0.

For the "paid staff" category, list all paid staff, regardless of funding source. Report the number of paid positions not the total number of people who fill those positions during the year. For example, if one paid Coordinator retired in October and a new paid Coordinator started in November, you should report one staff member for that position. Report the total number of hours per week across all paid staff (for example if there were two staff positions working 40 hours a week, the number of weekly hours of paid staff service would be 80). If the number of positions or hours changed during FY26, report the number of positions/hours in June 2026.

For the other categories, report the number of people and the total annual number of hours across all people (for example, if there were only two volunteers and each worked 500 hours, the total volunteers is 2 and volunteer service hours would be 1000).

Total Number of Paid Staff Positions (Full & Part Time)	<input type="text"/>
Total <u>Weekly</u> Hours of Paid Staff Service (total all positions)	<input type="text"/>
Total Number of Interns (Paid & Unpaid)	<input type="text"/>
Total <u>Annual</u> Hours of Intern Service (Paid & Unpaid)	<input type="text"/>
Total Senior Property Tax Workoff Individuals	<input type="text"/>
Total <u>Annual</u> Hours of Senior Property Tax Workoff Individuals	<input type="text"/>
Total Number of Volunteers (including AmeriCorp RSVP)	<input type="text"/>
Total <u>Annual</u> Hours of Volunteer Service	<input type="text"/>
Total Number of Paid Contractors	<input type="text"/>
Total <u>Annual</u> Hours of Paid Contractor Service	<input type="text"/>

7. Volunteer Coordinator

Did the COA employ a dedicated full-time or part-time volunteer coordinator in FY26?

- Yes (full-time)
- Yes (part-time)
- No (role is performed by other position)
- No (no volunteer coordination)

8. Volunteer Roles

Enter the number of unique people (unduplicated volunteers) for each role below during FY26. If there were no volunteers in a category, enter 0.

Note that no volunteer credit should be given for senior property tax work-off hours unless the volunteer exceeded the hours served for the specified tax relief purposes or for the RSVP Service for which the COA is a contractor. Do not include volunteering at non-profit *Friends of COA* or preparation time for on-site volunteer work (fundraising, rehearsing, and so on).

Board Members and Officers

Newsletter Staff/Photographer/Videographer

Food Delivery and Service

Instructors

SHINE Counselor

Support Group Counselor

Administrative

Professional Services

Friendly Visitor/Companion/Escort

Driver

All Other

9. Revenue

Provide FY26 COA revenue from each source listed below; if there was no revenue from a source, enter 0. The total revenue will be calculated automatically.

Municipal Appropriation	<input type="text"/>
AGE Appropriation (funded by Commonwealth of Massachusetts)	<input type="text"/>
Federal Government (including Title III)	<input type="text"/>
Regional Transportation Authority	<input type="text"/>
Program Fees	<input type="text"/>
COA Friends	<input type="text"/>
Other Donations or Grants	<input type="text"/>
Other	<input type="text"/>
Total Revenue (calculated automatically)	<input type="text"/>

10. In-Kind: Donated Goods & Services

Report the estimated value of all of goods and services donated to the COA in FY26 (in-kind donations). If the COA did not receive any in-kind donations, enter 0.

Estimated Value of In-Kind Donations	<input type="text"/>
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Completed:



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III. HIGHLIGHTS

11. Outside Regular Hours

Describe any FY26 activity or activities that your COA conducted that occurred outside of regular weekly hours. *(limit to 300 words or less)*

12. Outside Regular Hours Tags

Please select all tags that describe the activity or activities you mentioned above. This helps our team at AGE review and summarize responses from the COA network more effectively.

- Wellness/Fitness
- Social/Recreational
- Nutrition/Food access
- Transportation
- Education
- Outreach/Case management
- Professional services
- Home safety/aging in place
- Arts/Culture
- Caregiver support
- Dementia support
- Trips/Excursions
- Holiday/seasonal events
- Intergenerational programs
- Health screenings/clinics
- Other (*describe below*)

13. Challenges

Describe any challenges faced by your COA in FY26. (*limit to 300 words or less*)

14. Challenges Tags

Please select all tags that describe the challenges you mentioned above. This helps our team at AGE review and summarize responses from the COA network more effectively.

- Staffing capacity
- Volunteer capacity
- Facility/Space limitations
- Budget/Funding constraints
- Transportation limitations
- Increased service demand
- Rising complexity of resident needs
- Waitlists or delayed access to services
- Gaps in available community services
- Technology or digital access barriers
- Other (*describe below*)

15. Innovations

Describe any innovations by your COA in FY26. (*limit to 300 words or less*)

16. Innovation Tags

Please select all tags that describe the innovations you mentioned above. This helps our team at AGE review and summarize responses from the COA network more effectively.

- Wellness/Fitness
- Social/Recreational
- Nutrition/Food access
- Transportation
- Education
- Outreach/Case management
- Professional services
- Home safety/aging in place
- Arts/Culture
- Caregiver support
- Dementia support
- Other (*describe below*)

Completed: 



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IV. MYSENIORCENTER

17. MySeniorCenter

Did your COA consistently use MySeniorCenter to document how many older adults attend COA activities in FY26? (If your MySeniorCenter data has occasional errors, less than 5%, you can still submit that data.)

Note. To protect confidentiality, MySeniorCenter will share only aggregated data on services and activities with AGE; no individual-level information will be disclosed.

- Yes, and AGE has our permission to obtain FY26 service and activity data from MySeniorCenter
- Yes, but AGE does NOT have our permission to obtain FY26 data from MySeniorCenter
- No, our COA does not consistently use MySeniorCenter
- No, our COA does not use MySeniorCenter

Completed: 



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V. PEOPLE SERVED

18. Unique People Served

How many unique (unduplicated) people did the COA serve in FY26? Please count each person only once regardless of how many activities they participated in. If you do not have an exact number, provide your best estimate.

19. Demographic Characteristics

Did the COA collect and maintain demographic information (such as age, gender, and race/ethnicity) for the people served in FY26? (select all that apply)

	Yes / No
Age	<input type="checkbox"/>
Gender	<input type="checkbox"/>
Race / Ethnicity	<input type="checkbox"/>

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20. People Served: Age

Report the number of unique (unduplicated) people served in each age group in FY26; please count each person only once regardless of how many activities they participated in. The total number of unduplicated people served will be calculated automatically. If you do not know the age of a person, include them in the "Unknown" category.

59 and Under

60 - 74

75+

Unknown

**Total Number of Unduplicated People Served
(calculated automatically)**

21. People Served: Gender

Report the number of unique (unduplicated) people served by gender in FY26; please count each person only once regardless of how many activities they participated in. The total number of unduplicated people served will be calculated automatically. If you do not know the gender of a person, include them in the "Unknown" category.

Male

Female

Other

Unknown

**Total Number of Unduplicated People Served
(calculated automatically)**

22. People Served: Race/Ethnicity

Report the number of unique (unduplicated) people served by race/ethnicity in FY26; please count each person only once regardless of how many activities they participated in. The total number of unduplicated people served will be calculated automatically. If you do not know the race/ethnicity of a person, include them in the "Unknown" category.

American Indian or Alaskan Native

Asian

Black or African American

Hispanic or Latino

Middle Eastern or North African

Native Hawaiian or Other Pacific Islander

White

Other

Unknown

Total Number of Unduplicated People Served (calculated automatically)

Questions 17, 18, and 19 skipped because demographic information was not available.

To go to the next question, please click "Next >".

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VI. ACTIVITIES

23. Activities: People Served (All Ages)

For each of the following types of activities, report the number of duplicated and unique (unduplicated) people served during FY26. If the number of unduplicated or duplicated people is an estimate, please check the box for that activity type.

For each type of activity, duplicated people are the total number of services received (that is, the total attendance for that type of activity in FY26). Unduplicated means that a person only counts once for that type of activity regardless of how many times they participated in an activity. For example, if Person A attended a yoga activity 30 times in FY26, that person would be 30 duplicated people in Fitness/Exercise (because 30 yoga services were received) and one unduplicated person in Fitness/Exercise (because Person A is one person).

Each activity is grouped into larger categories that appear in all caps (such as OUTREACH AND ADVOCACY, PROFESSIONAL SERVICES) and with a yellow background. This categories help AGE organize the data. You do not need to use the categories to track activity participation throughout the year or to complete the survey.

	Total # Duplicated People Served	Total # Unduplicated People Served	Estimated
OUTREACH & ADVOCACY			
Referrals	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Case Management	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Health Benefits Counseling / SHINE	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Other Benefits Counseling	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Outreach	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
PROFESSIONAL SERVICES			
Legal Assistance	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Financial Management	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Tax Assistance	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Mental Health	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

	Total # Duplicated People Served	Total # Unduplicated People Served	Estimated
SUPPORT SERVICES			
Food Shopping Assistance	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Group Support	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Social / Supportive Day Care	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Friendly Visiting	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Wellness Check	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Durable Medical Equipment Loan	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Digital Literacy	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Employment Services	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Intergenerational Programming	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Transportation (Ambulatory)	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Transportation (Non-Ambulatory)	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Day Trips	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Home Repair	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
WELLNESS			
Health Education	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Health Screening	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Other Health Services	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Fitness / Exercise	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Congregate Meals	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Grab & Go Meals	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Home Delivered Meals	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
COMMUNITY			
Lifelong Learning	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Recreation & Socialization	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

	Total # Duplicated People Served	Total # Unduplicated People Served	Estimated
Cultural Events	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

24. Activities: People Served (People Less Than Age 60)

For each of the following activities, report the number of duplicated and unduplicated FY26 people served who were less than 60 years old. If the number of duplicated or unduplicated people is an estimate, please check the box.

	Total # Duplicated People Served	Total # Unduplicated People Served	Estimated
SERVICES TO CONSUMERS < AGE 60			
Referrals	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Transportation (Units: # Rides)	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Family Assistance	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

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All required questions have been answered.

Changes & Modifications

If there are any updates or corrections required, please click the "**Back**" option to return to the relevant page(s). Any changes or modifications to the submitted information should be made now before submitting.

Submitting & Saving

If your responses are complete, click on "**Submit**" at the bottom of this screen. Once clicked, a window will appear allowing you to download a PDF copy of your submission. Thank You!

Completed: 