

Molly Jeanne Wylie

LeadingAge
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EDUCATION

2018 – Present **Ph.D. in Gerontology**

2020

M.S. in Gerontology

John W. McCormack Graduate School of Policy and Global Studies
University of Massachusetts Boston, Boston, MA

Dissertation: The Role of Health Literacy in Home- and Community-based Services Utilization

Qualifying Paper Exam: Community resource literacy: How older adults seek information, share information, and use information and referral/assistance services

Master's Thesis: Not all home care is created equal: The relationship between sources of care and recipients' perceived control

Research interests: Non-medical HCBS, direct care workforce, consumer and family decision making in LTSS

2015

B.A. in Psychology

Minor in Creative Writing
Colby College, Waterville, ME
Magna Cum Laude
Distinction in Psychology

Undergraduate Honors Thesis: "How perfect are you: Exploring the link between perfectionism and self-esteem across multiple dimensions"

Supervisor: Christopher J. Soto

Personality Psychology Seminar Collaborative Research: "How old is your personality? An exploration of how Big Five traits mediate time perspective, social goals, and partner preferences in college students"

HONORS AND AWARDS

2024

Home Care Dissertation Research Grant

(02/06/2025)

The Research Institute for Home Care

Awarded \$10,000 from the Research Institute for Home Care to support my dissertation on health literacy and HCBS utilization

2023

Department of Gerontology Service Award

University of Massachusetts Boston

Awarded to a doctoral student who exhibits outstanding contributions to the department, university, and discipline

2020 – 2021

President

Sigma Phi Omega

The International Academic Honor and Professional Society in Gerontology; implemented department-wide peer support program and inaugural panel discussion on non-academic careers

2019

LeadingAge Annual Meeting and Expo Student Scholarship

2015

The Phi Beta Kappa Society

2015

Keynote speaker for the humanities division

Colby Liberal Arts Symposium

2014

Psi Chi

The National Honor Society in Psychology

2011 – 2015

Dean's List

Colby College

PEER-REVIEWED PUBLICATIONS

1. **Wylie, M.J.**, Tavares, J., Silberman, S., Glova, K., Pallis, M., & Cohen, M.A. (2025). Chronic Health Cost Burden in Older Caregivers and non-Caregivers in the United States. *The Gerontologist*.
2. **Wylie, M.J.**, Boerner, K., Miller, E.A., Kim, K., & Burr, J. (2024). Type of home care – informal versus at least some formal – matters for recipients' perceived control. *The Gerontologist*.
3. **Wylie, M.J.**, Kim, K., Liu, Y., & Zarit, S.H. (2020). Taking a break: Daily respite effects of adult day services as objective and subjective time away from caregiving. *The Gerontologist*. <https://doi.org/10.1093/geront/gnaa178>
4. Nadash, P., Miller, E.A., Simpson, E., **Wylie, M.J.**, Shellito, N., Lin, Y., Jansen, T., & Cohen, M.A. (2024). Promoting sustainability in housing with services: Insights from the Right Care, Right Place, Right Time program. *Research on Aging*. <https://doi.org/10.1177/01640275231196904>
5. Minahan Zucchetto, J., Cimarolli, V.R., **Wylie, M.J.**, Falzarano, F., & Horowitz, A. (2021). Long-distance caregivers' use of supportive services for themselves. *Journal of Gerontological Social Work*, 1-17. <https://doi.org/10.1080/01634372.2021.2009079>

6. Gray, S.H., **Wylie, M.J.**, Christensen, S., Khan, A., Williams, D., & Glader, L. (2021). Puberty and menarche in young females with cerebral palsy and intellectual disability: a qualitative study of caregivers' experiences. *Developmental Medicine and Child Neurology*, 63(2), 190-195. <http://doi.org/10.1111/dmcn.14698>
7. Gray, S.H., Marciniak, C., Byrne, R., Fowler, E.G., Gaebler-Spira, D., Christensen, S., Williams, D., **Wylie, M.J.**, & Glader, L. (2021). Women with cerebral palsy – A qualitative study about their experiences with sexual and reproductive health services. *Journal of Pediatric Rehabilitation Medicine*, 14(2), 285-293. <https://doi.org/10.3233/prm-210020>

OTHER PUBLICATIONS

1. **Wylie, M.**, Cimarolli, V., Stone, R. (2024, December). *Evaluation of Lutheran Services in America's Rural Aging Action Network*. Report produced for Lutheran Services in America.
2. **Wylie, M.J.** (2024, November 18). *Predicting Disease Outbreaks in Long-Term Care*. LeadingAge LTSS Center @UMass Boston Research Update. <https://www.ltsscenter.org/predicting-disease-outbreaks-in-long-term-care/>
3. LTSS Center @UMass Boston. (2024, November 18). *Health Literacy and Home Care Access among Older Adults*. LeadingAge LTSS Center @UMass Boston Research Update. <https://www.ltsscenter.org/health-literacy-and-homecare-access-among-older-adults/>
4. **Wylie, M.J.**, Washington, A., Cimarolli, V., McManus, R., & Stone, R. (2024, October). *Rural Aging Action Network: Lessons from an Innovative Model for Mobilizing Whole Communities and Empowering Older Adults Across Rural America*. Lutheran Services in America and the LeadingAge LTSS Center @UMass Boston. <https://lutheranservices.org/rural-aging-action-network/>
5. **Wylie, M.**, Cimarolli, V., & Stone, R. (2024, May). *Moving Forward Nursing Home Quality Coalition: Evaluation Findings*. Report prepared for the John A. Hartford Foundation. <https://movingforwardcoalition.org/wp-content/uploads/2024/09/MOVING-FORWARD-NURSING-HOME-QUALITY-COALITION-EVALUATION-FINDINGS.pdf>
6. **Wylie, M.** (2023, December 4). *Study: Psychological Benefit of Professional Home Care*. LeadingAge LTSS Center @UMass Boston Research Update. <https://www.ltsscenter.org/study-psychological-benefit-of-professional-home-care/>
7. Cohen, M., Tavares, J., **Wylie, M.J.**, & Silberman, S. (2023, October). *LGBTQ+ Americans feel they are just getting by in retirement and face greater financial risks*. The Conversation. <https://theconversation.com/lgbtq-americans-feel-they-are-just-getting-by-in-retirement-and-face-greater-financial-risks-210455>
8. Silberman, S. (2023, June). *A Profile of LGBTQ Older Adults*. National Council on Aging & LeadingAge LTSS Center @UMass Boston. <https://www.ncoa.org/article/a-profile-of-lgbtq-older-adults>

9. Basel, R., Silberman, S., Tavares, J., Cohen, M., & **Wylie, M.** (2023, February). *The 80%: The Continued Toll of Financial Insecurity in Retirement*. National Council on Aging. <https://ncoa.org/article/addressing-the-nations-retirement-crisis-the-80-percent-financially-struggling>
10. Miller, E.A., Simpson, E., **Wylie, M.**, Nadash, P., & Cohen, M. (2021). *Analysis of focus groups on the sustainability of the R3 model: Housing partners, payers, community stakeholders*. Report prepared for Hebrew Senior Life.

MEDIA CONTRIBUTIONS

1. McManus, R., Washington, A., **Wylie, M.J.**, Cimarolli, V., Beckler, G., & Jordan, M. (2024, November 21). *Building on the Strengths of Rural Communities: Lessons Learned from the Rural Aging Action Network (RAAN)* [Webinar]. Lutheran Services in America and LeadingAge LTSS Center @UMass Boston. <https://www.ltsscenter.org/rural-aging-action-network/>
2. **Wylie, M.**, Cimarolli, V., & Stone, R. (2024, September 24). *Evaluating the Moving Forward Coalition: Observations and Lessons on Coalition-Building in Long-Term Care* [Webinar]. LeadingAge LTSS Center @UMass Boston. <https://www.johnahartford.org/resources/view/moving-forward-nursing-home-quality-coalition-webinar-evaluating-the-moving-forward-coalition>
3. The Over 50 Health & Wellness Podcast guest
 - Staying Socially Connected as We Age
<https://podcasts.apple.com/us/podcast/staying-socially-connected-as-we-age-with-molly-wylie/id1510989063?i=1000581669053>
4. The Mentor's Voice Podcast (Presented by LeadingAge & supported by Markentum)
 - Season 3 Episode 2, Parts 1 & 2 – Larry Minnix, Prior CEO of Wesley Woods and LeadingAge
<https://www.thementorsvoice.com/1460251/12653058-the-mentor-s-voice-season-3-episode-2-larry-minnix-part-1>
<https://www.thementorsvoice.com/1460251/12944272-the-mentor-s-voice-season-3-episode-2-larry-minnix-part-2>
 - Season 3 Episode 1 – Katie Smith Sloan, President and CEO at LeadingAge
<https://www.thementorsvoice.com/1460251/12642928-the-mentor-s-voice-season-3-episode-1-katie-sloan>
 - Know Your Interviewer: Episode 2 – Molly Wylie
<https://www.thementorsvoice.com/1460251/9353882-know-your-interviewer-episode-2-molly-wylie>
 - Season 2 Episode 10 – Jack York, Co-Founder of iN2L
<https://www.thementorsvoice.com/1460251/10379499-the-mentor-s-voice-season-2-episode-10-jack-york>
 - Season 2 Episode 7 – Kelly A. Stranburg and Sara Kyle, Co-Founders of LE3 Solutions
<https://www.thementorsvoice.com/1460251/10076792-the-mentor-s-voice-season-2-episode-7-kelly-a-stranburg-and-sara-kyle-of-le3-solutions>

- Season 2 Episode 5 - Gayle Kvenvold, retired President and CEO of LeadingAge Minnesota
<https://www.thementorsvoice.com/1460251/9892570-the-mentor-s-voice-season-2-episode-5-gayle-kvenvold>
 - Episode 23 - Carol Silver Elliott, President and CEO of the Jewish Home Family
<https://www.thementorsvoice.com/1460251/9405474-the-mentor-s-voice-episode-23-carol-silver-elliott>
 - Episode 17 - Traci Bild, Founder and CEO of Bild & Company
<https://www.thementorsvoice.com/1460251/8877005-the-mentor-s-voice-episode-17-traci-bild>
 - Episode 15 - Steven A. Nash, CEO of the Stoddard Baptist Home Foundation
<https://www.thementorsvoice.com/1460251/8688715-the-mentor-s-voice-episode-15-steven-a-nash>
 - Episode 12 - Zell Gaston, CFO of Elim Park Baptist Home, Inc.
<https://www.thementorsvoice.com/1460251/8447403-the-mentor-s-voice-episode-12-zell-gaston>
 - Episode 10 - Melissa Andrews, President and CEO of LeadingAge Virginia
<https://www.thementorsvoice.com/1460251/8214044-the-mentor-s-voice-episode-10-melissa-andrews>
 - Episode 9 - Julie Thorson, President and CEO of Friendship Haven
<https://www.thementorsvoice.com/1460251/8134036-the-mentor-s-voice-episode-9-julie-thorson>
 - Episode 7 - Manny Ocasio, Chief Human Resources and Compliance Officer at Asbury Communities
<https://www.thementorsvoice.com/1460251/7847194-the-mentor-s-voice-episode-7-manny-ocasio>
 - Episode 6 - Lou Woolf, President and CEO of Hebrew Senior Life
<https://www.thementorsvoice.com/1460251/7563931-the-mentor-s-voice-episode-6-lou-woolf>
 - Episode 4 - Dan Reingold, President and CEO of RiverSpring Health
<https://www.thementorsvoice.com/1460251/7074586-the-mentor-s-voice-episode-4-dan-reingold>
 - Episode 2 - Kelly Papa, Vice President of Strategy and Community Life at Duncaster Retirement Community
<https://www.thementorsvoice.com/1460251/6317215-the-mentor-s-voice-episode-2-kelly-papa>
5. **Wylie, M.J.** (2021, May 24). *More career lessons from LeadingAge mentors*. LeadingAge LTSS @ UMass Boston Research Update. <https://www.ltsscenter.org/more-career-lessons-from-leadingage-mentors/>
6. **Wylie, M.J.** (2021, April 6). *Lessons learned from a "kitchen cabinet" of LeadingAge mentors*. LeadingAge LTSS @ UMass Boston Research Update. <https://www.ltsscenter.org/lessons-learned-from-a-kitchen-cabinet-of-leadingage-mentors/>
7. Miller, E.A., **Wylie, M.J.**, Simpson, E., & Cohen, M. (2021). *The case for funding: What is happening to Pennsylvania's nursing homes?* Report prepared for the Jewish Healthcare

Foundation by the LeadingAge Center for Long-Term Services and Supports @ UMass Boston.

https://www.ltsscenter.org/wp-content/uploads/2021/02/PA_Nursing_Homes_Report.pdf.

8. Miller, E.A., **Wylie, M.J.**, Simpson, E., & Cohen, M. (2021). *Infographics: What is happening to Pennsylvania's nursing homes?* Four infographics prepared for the Jewish Healthcare Foundation by the LeadingAge Center for Long-Term Services and Supports @ UMass Boston. https://www.ltsscenter.org/wp-content/uploads/2021/02/PA_Nursing_Homes_Report_Infographics.pdf.
9. Miller, E., Simpson, E., **Wylie, M.**, Nadash, P., & Cohen, M. (2021). *Analysis of focus groups on the sustainability of the R3 model: Housing partners, payers, community stakeholders*. Report prepared for Hebrew Senior Life.
10. **Wylie, M.J.** (2020, July 28). *Communication between long-distance caregivers and formal care providers*. LeadingAge LTSS Center @ UMass Boston Newsletter. <https://www.ltsscenter.org/communication-between-long-distance-caregivers-and-formal-care-providers/>
11. **Wylie, M.J.** (2019, December 4). *Academia meets the real world at the LeadingAge Annual Meeting*. LeadingAge LTSS Center @ UMass Boston blog. <https://www.ltsscenter.org/academia-meets-the-real-world-at-the-leadingage-annual-meeting/>

INVITED TALKS

1. **Wylie, M.J.** & Bryant, N. (2024, August). Presentation to the LeadingAge Home Care Network.
2. Young, A., & **Wylie, M.J.** (2024, June). Closing Remarks: CCaH Survey Results. Session presented at *The LeadingAge 2024 CCaH Virtual Conference*.
3. **Wylie, M.J.** (2023, June). Baltimore County Department of Aging Senior Solutions Conference Keynote – The 80%: The Continued Toll of Financial Insecurity in Retirement.

CONFERENCE PRESENTATIONS

1. **Wylie, M.J.**, Washington, A., Cimarolli, V., & Stone, R.I. An innovative approach to expanding aging services access in rural communities: Rural Aging Action Network. Poster presented at the 77th Annual Scientific Meeting of Gerontological Society of America (GSA). Seattle, WA.
2. **Wylie, M.J.**, Washington, A., Cimarolli, V., & Stone, R.I. (2024, April 15). Who benefits from the Rural Aging Action Network? Session presented at *The 2024 LeadingAge Leadership Summit*. Washington, DC.
3. Stone, R.I., Washington, A., & **Wylie, M.J.** (2023, November 6). Expanding access to aging services in rural America. Session presented at *The LeadingAge Annual Meeting*. Chicago, IL.
4. Tavares, J.L., Cohen, M.A., Silberman, S., & **Wylie, M.J.** (2023, March 29). A closer look at

- the costs of caregiving: Measuring disease cost burden among older U.S. caregivers. Poster presented at *the American Society on Aging's On Aging 2023 Conference*. Atlanta, GA.
5. Cimarolli, V., **Wylie, M.J.**, Zucchetto, J.M., Falzarano, F., & Horowitz, A. (2021, November). Caregiving from afar: Long-distance caregivers' use of supportive services for themselves. Symposium paper presented at *the 74th Annual Scientific Meeting of Gerontological Society of America (GSA)*. Pheonix, AZ.
 6. Simpson, E., Miller, E., **Wylie, M.J.**, Beauguard, L., Nadash, P., & Gusmano, M. (2021, November). Nursing homes and COVID-19: Staff experiences. *The 74th Annual Scientific Meeting of Gerontological Society of America (GSA)*. Pheonix, AZ.
 7. Miller, E.A., Simpson, E., **Wylie, M.J.**, & Cohen, M. (2021, November). Providing nursing home care in an era of increasing scarcity: The case of Pennsylvania. *The 74th Annual Scientific Meeting of Gerontological Society of America (GSA) and the 2021 American Political Science Association (APSA) Annual Meeting and Exhibition*.
 8. Miller, E.A., Beauguard, L.K., Nadash, P., Simpson, E., **Wylie, M.J.**, & Gusmano, M. (2021, November). How states supported older adults and persons with disabilities during COVID-19 through the Medicaid program. *The 74th Annual Scientific Meeting of Gerontological Society of America (GSA)*. Pheonix, AZ.
 9. Simpson, E., Miller, E.A., **Wylie, M.J.**, Beauguard, L.K., Nadash, P., & Gusmano, M. Factors associated with state mandate of nursing home staff testing during COVID-19. (2021, November). *The 74th Annual Scientific Meeting of Gerontological Society of America (GSA)*. Pheonix, AZ.
 10. Miller, E., Simpson, E., **Wylie, M.J.**, Simpson, L., Miller, E., & Cohen, M. (2021, March). *The Case for Funding: What is happening to Pennsylvania's nursing homes*. Talk given (Webinar) at the Speaker Series Event Sponsored by the Gerontology Programs at University of Massachusetts Boston and the Department of Population and Quantitative Health Sciences at University of Massachusetts Medical School. Boston, MA, United States.
 11. Miller, E., **Wylie, M.J.**, Simpson, E., & Cohen, M. (2020, November). *The case for funding: What is happening to Pennsylvania's nursing homes*. Jewish Healthcare Foundation.
 12. **Wylie, M.J.** (2020, November). Not all home care is created equal: The relationship between sources of care and recipients' perceived control. Poster presented at *the 73rd Annual Scientific Meeting of Gerontological Society of America (GSA)*. Philadelphia, PA (remote during COVID-19).
 13. **Wylie, M.J.**, Kim, K., Liu, Y., & Zarit, S.H. (2019, November). Taking a break: Daily respite effects of adult day service as actual time away from caregiving. Symposium paper presented at *the 72nd Annual Scientific Meeting of Gerontological Society of America (GSA)*. Austin TX.
 14. **Wylie, M.J.**, & Soto, C.J. (2015, June). How perfect are you: Exploring the link between perfectionism and self-esteem. Poster presented at *the Association for Research in Personality (ARP) Biennial Conference*. St. Louis, MO.

15. **Wylie, M.J., & Soto, C.J.** (2015, May). How perfect are you: Exploring the link between perfectionism and self-esteem. Paper presented at *the 6th Annual Mainely Data Conference for Psychology*. Biddeford, ME.

RESEARCH EXPERIENCE

LeadingAge LTSS Center @ UMass Boston

Washington, DC

August 2023 – Present **Research Associate**

- Leads evaluation efforts and provides research support to senior staff in designing, implementing, coordinating, and analyzing quantitative and qualitative data from studies on long-term care and supportive services for older adults related to aging in place models (e.g., Continuing Care at Home), rural aging, nursing home reform, and direct care workforce innovation; develops independent HCBS research program

Selected Research Projects:

1. **Moving Forward Nursing Home Quality Coalition**

Funder: John A. Hartford Foundation

- Led mixed-method evaluation of nationwide coalition made up of long-term care experts; conducted 18 one-on-one semi-structured interviews; developed and disseminated online survey to 193 respondents; managed and analyzed quantitative and qualitative data; produced evaluation report and presented findings to funder and public

2. **A Michigan Leadership Team to Improve Nursing Home Quality (Moving Forward Michigan)**

Funder: Michigan Health Endowment Fund

- Led interviewing and survey efforts to evaluate the effectiveness of training protocol used to develop leadership skills among frontline staff and promote organizational readiness for quality improvement in five nursing homes

3. **Lutheran Services in America's Rural Aging Action Network (RAAN)**

Funder: Margaret A. Cargill Philanthropies

- Conducted 70 semi-structured interviews with older adults, caregivers, and organization leaders in rural communities; managed and analyzed quantitative data from more than 640 individuals; produced quarterly data progress reports, cumulative evaluation report, and toolkit of best practices; presented research findings at three national conferences

4. **Wastewater Data Integration and Modelling to Accurately Predict Viral Outbreaks in Long-Term Care Facilities (Aquora Research and Consulting)**

Funder: National Institutes of Health Small Business Innovation Research Grant

- Managed qualitative evaluation; conducted semi-structured one-on-one interviews with nursing home staff, including maintenance team members, network-level infectious disease personnel, and C-suite leaders; analyzed interview data; produced summaries of findings and final evaluation report

National Council on Aging

Arlington, VA (Remote)

2022 - 2024

Aging Research Fellow

- Awarded position for the inaugural NCOA Aging Research Fellowship to begin September 2022; led coding and quantitative analysis of data on LGBTQ+ aging from the Survey of Household Economics and Decisionmaking (SHED) using SPSS; drafted updated 2023 report on adults' financial insecurity using the Health and Retirement Study (HRS); created poster on direct and indirect costs of caregiving and presented findings at the American Society on Aging's 2023 annual conference

LeadingAge LTSS Center @ UMass Boston

Washington, DC (Remote)

2021

Student Fellow

- Developed and programmed evaluation survey for LeadingAge's immersive internship ("Summer Enrichment Program") using Alchemer software; organized and conducted 8 interviews with interns of color to inform organization-level promotion of diversity, equity, and inclusion; analyzed interview content and produced written report of thematic findings; conducted literature review on mental and behavioral health services in long-term care settings

University of Massachusetts Boston

Boston, MA

2018 - Present

Graduate Research Assistant

2018-2019 (Supervisor: Jeffrey E. Stokes)

2019-present (Supervisor: Edward A. Miller)

- Co-led program evaluation for Massachusetts Association for the Blind and Visually Impaired (MABVI); conducted 8 community partner interviews to understand how organizations implemented vision loss agenda; analyzed qualitative data to produce written report of relevant themes and findings; revised consumer survey that evaluates the effectiveness of MABVI's programs in improving quality of life and accessibility for individuals with visual impairment; produced 3 case studies highlighting vision loss best practices in senior living communities, Age Friendly coalitions, and senior centers
- Collected and organized data for 50-state comparative report on nursing facility Medicaid reimbursement for the Office of the Assistant Secretary for Planning and Evaluation (ASPE); independently responsible for identifying 12 states' reimbursement rates from 2017-2019
- Managed and analyzed data for project tracking Pennsylvania's nursing home trends over time using national- and state-level datasets including Long Term Care Focus, CASPER, Pennsylvania Department of Health Nursing Home Reports, & Pennsylvania Department of Human Services Nursing Home Payment Reports; created and delivered presentation of findings to students and faculty
- Analyzed qualitative focus group data from key stakeholders participating in the R3: Right Care, Right Place, Right Time Program regarding sustainable models of housing with supportive services; drafted report of findings including key themes and quotes related to program successes, barriers, and potential funding sources

(02/06/2025)

LeadingAge LTSS Center @UMass Boston

Washington, DC (Remote)

2020

Student Fellow

- Assisted in literature review, manuscript preparation, and data cleaning for multiple projects related to long-term services and supports including long-distance caregiving, affordable senior housing, and workforce sustainability; conducted online interviews with executive-level senior care professionals as interviewer of the “Mentor’s Voice” podcast

B’nai B’rith Housing

Brighton, MA

2019

Research Coordinator

- Assisted in design, distribution, and collection of survey measuring resident satisfaction in both urban and suburban independent living settings with a total of ~300 residents; participated in weekly collaborative meetings with UMass Boston researchers and B’nai B’rith staff

LeadingAge

Cambridge, MA

2019

Research Assistant

- Provided group and one-on-one assistance to residents participating in a health and wellness assessment survey in four Cambridge Housing Authority sites; communicated with multiple stakeholders including Cambridge Housing Authority staff, resident service coordinators, social workers, LeadingAge research personnel, and over 200 residents.; input survey data using SPSS

LeadingAge

Washington, DC

2019

Data Associate

- Contacted over 1,000 LeadingAge members by phone and email to encourage participation in the nationwide member survey; updated and managed database to organize communication efforts to nursing homes, independent living and assisted living facilities, and HCBS agencies

Boston Children’s Hospital

Boston, MA

2015 – 2017

Research Coordinator

“Transforming Healthcare for Women with Disabilities”

(PI: Laurie J. Glader, funded by the Cerebral Palsy Foundation)

- Study aimed at improving communication between young women with cerebral palsy and their physicians; led recruitment efforts for quantitative survey and qualitative focus groups; managed Excel database of 106 patients; transcribed and analyzed audio-recorded focus group data; co-developed a communication guide for patients and providers; assisted in preparation of presentations at 7 local and national conferences

APPLIED INDUSTRY EXPERIENCE

Hank

New York, NY

July 2022 – Dec 2022 **Gerontology Consultant**

- Create thought-leadership pieces such as blog posts, white papers, interviews, and podcast episodes to showcase older adults' experiences and provide research findings from the gerontological literature to support Hank's mission to combat loneliness among community-dwelling adults

Feb – July 2022

Community Programming Associate

- Developed program of in-person events that foster social connectedness among middle-aged and older adults living in New York City; wrote original copy for Hank's website
- Created, implemented, and documented company strategy for member engagement and retention, including online community guidelines for a platform of over 4,000 members, event logistics, and member communication

Jan – Feb 2022

Customer Success Associate

- Provided telephone and email support to adults 50+ and their caregivers nationwide searching for community-based supportive services including on-demand transportation, meal delivery, and house cleaning and maintenance

Massachusetts Executive Office of Elder Affairs

Boston, MA

2021

Home Care Program Intern

- Assisted state-funded home care program team on projects related to consumer intake tracking and pending service referrals; created PowerPoint training material for use in Aging Services Access Points (ASAPs); organized data in Excel for input in statewide database

Springwell

Waltham, MA

2018

Community Dining Site Manager

- Coordinated and prepared meals for 25 seniors and adults with disabilities living in Watertown Housing Authority; supervised Watertown's Home Delivered Meals program, dispatching up to 100 daily lunches and dinners to delivery drivers

2017 – 2018

Supportive Housing Care Coordinator

- Disseminated community resources and provided individual case management sessions to up to 164 older adults living in Watertown Housing Authority; planned and implemented weekly social events for

residents; documented all interactions in database; communicated with Housing Authority personnel, personal care attendants, and volunteers

2017 – 2018

Care Advisor

- Managed caseload of 90 older adults; communicated directly with consumers and families, vendor coordinators, social workers, physicians, housing authorities, nursing facilities, and multi-disciplinary Springwell team to ensure coordination of services; provided community resources, including material on fall risk prevention, accessing available services, and Medicaid eligibility; conducted home visits with up to 30 older adults per month, assessing eligibility for home care services

TEACHING EXPERIENCE

2020, Spring

Guest Lecturer

University of Massachusetts Boston

- GERON 342L “*Aging and Society*” (Unit: Aging in Place)

2019, Fall

Presenter

Osher Lifelong Learning Institute

- Brown Bag Presentation “*Adopt Don’t Shop: Rescuing Dogs in New England*”

EDITORIAL EXPERIENCE

Ad-Hoc Reviewer

- *Research on Aging*

COMMUNITY ENGAGEMENT

2020 – Present

UMass Boston Gerontology Conference Booth Representative, Gerontological Society of America, LeadingAge Annual Meeting, American Society on Aging

- Educated conference attendees on UMass Boston Gerontology academic and professional programs, including those at the undergraduate, Certificate, Masters’, and PhD levels
- Assisted with conference booth set up and tear down, acted as point person to handle booth logistics

2021 – Present

Non-Emergency Medical Escort, Los Angeles, CA

- Provide non-emergency medical transport to 80-year old individual, accompanying her during medical appointments; assist with mobility to and from doctors’ appointments; scribe detailed notes from visits with primary care physician, cardiologist, ophthalmologist, and oral surgeon

2021

UMass Boston Gerontology Diversity, Equity, & Inclusion Committee Member, Boston, MA

- Collaborated with students, faculty, and staff to create new departmental mission and values statements; implement survey to assess needs of the department around inclusivity

(02/06/2025)

- 2021 **Sigma Phi Omega, President, Boston, MA**
- Created and disseminated survey to ~30 graduate students to elicit feedback on remote learning and ideas for programmatic improvement
 - Coordinated Gerontology Speaker Series Event “Panel Discussion on Non-Academic Careers”
 - Planned and hosted Sigma Phi Omega Induction Ceremony for 11 new inductees and faculty members
- 2019 – Present **Book Club Member, Osher Lifelong Learning Institute, Boston, MA**
- Discuss literature with fellow graduate students and older adult learners
- 2020 **Team Captain, The Alzheimer’s Association, Boston, MA**
- Coordinated UMass Boston team fundraising efforts for the Walk to End Alzheimer’s, raising ~\$1,000
- 2020 **Volunteer Home-Delivered Meals Driver, Springwell, Waltham, MA**
- Delivered meals to older adults, Councils on Aging, and housing managers during COVID-19 pandemic
- 2019 **Volunteer, Center for Social and Demographic Research on Aging, Boston, MA**
- Participated in piloting of discussion guide for Boston’s “AgeStrong” campaign
- 2017 – 2020 **Adoptions Coordinator, Last Hope K9 Rescue, Boston, MA**
- Managed database of over 170 rescued dogs; communicated by email with potential adopters and fosters to coordinate appropriate placement of dogs; made systemic changes to in-person adoption events to improve adopter experience; ensured smooth functioning of adoption events in various locations throughout Massachusetts; provided temporary foster home to dogs rescued from high-need shelters in Arkansas
- 2014 – 2015 **Volunteer, Bedside Manor Alzheimer’s Care Facility, Oakland, ME**
- Facilitated group and one-on-one social activities with residents

SOFTWARE PROFICIENCY

Quantitative: *SPSS, STATA, SAS, MPLUS*

Qualitative analysis: Dedoose, OpenCode

Survey design: Qualtrics, Alchemer

Care coordination: WellSky Aging & Disability (formerly SAMS)

Customer communication: Zendesk

(02/06/2025)

Web content: Strapi

PROFESSIONAL MEMBERSHIP

Gerontological Society of America (*member*)

LeadingAge (*student member*)