

The Herald News

Bristol Elder Services CEO Munson named Provider's Council Executive of the Year

Deborah Allard
Herald News Staff Reporter

Posted Dec. 8, 2014 at 7:03 PM
Updated Dec 8, 2014 at 7:30 PM

FALL RIVER — Nancy Munson, CEO of Bristol Elder Services, was happy enough to have reached all of her goals for the agency last year.

Now her work has culminated in a prestigious award.

Munson has been named the 2014 Richard J. Bond Executive of the Year by the Provider's Council — the state's largest human services trade association, with more than 300 member agencies.

"It's an honor because I respect the Provider's Council so much," Munson said. "To be named was very exciting."

Munson has been with Bristol Elder Services since 1982. Her first job was answering the phones. Through the years, and as her children grew up, Munson moved up to being a case manager and into supervisory roles. She was named CEO in 1993.

Munson, of Dartmouth, is a mother of three and grandmother of five.

When Munson started her career at Bristol Elder Services, the agency had 58 employees and a \$3.5 million budget. Today, the agency has grown to 200 employees and a \$26 million budget.

Part of that expansion occurred when Bristol Elders took over the nutrition program that includes Meals on Wheels in the 1990s.

The agency also expanded because of the increasing number of elders in the community.

Bristol Elder Services offers information and referrals, elder protection services, home care, caregiver relief, home-delivered meals and case management. It also provides and advocates for services that promote independence and dignity for all elders.

Five years ago, Bristol Elders moved from its North Main Street location to a larger space 1 Father Devalles Blvd.

Bristol Elder Services, under Munson's leadership, continues to grow.

"Things are very good," Munson said.

Currently, the agency is once again expanding its facility, adding office space and an upstairs conference room.

Munson said that, in the last year, Bristol Elder Services was designated by Elder Affairs as one of the best elder agencies in the state and is now used as a standard for similar agencies.

Bristol Elders has also streamlined its referral process and updated its compensation structure to ensure its employees are being paid fairly and to have the ability to attract top-notch workers.

New goals include removing barriers to housing. It will help people who live in nursing homes, but are candidates to live on their own or with help, find housing options.

The agency is also looking at healthy aging initiatives, such as preventing falls.

Munson was nominated for the Executive of the Year award by Judith Klein, a department head at Bristol Elder Services. The Richard J. Bond Executive of the Year Award is given each year to a CEO or executive director in recognition of their creativity, contributions, and accomplishments in the human services community.