Visiting Angels of West Springfield is pleased to welcome Melissa Paciulli as Interim Director, bringing with her an exceptional background in leadership, innovation, education and technology, with a focus on AI integration. Melissa comes to us with wide ranging experience in leadership. She has over two decades of experience in business consulting and offers a unique combination of visionary leadership, technological understanding, operational expertise, and a deep commitment to improving lives through human and computer systems.

As a researcher, she has recently been working on developing technology to support older adults aging in place and navigate giving up their keys. Recently she obtained a certification in National E-Digital Health Strategies through the World Health Organization that focuses on developing systems using technology to support older drivers aging in place using data to project support needs of older drivers. She recently worked on research focused on assessing motor-cognitive interactions of older drivers aged 65-84 at the UMass Human Performance Lab. This work opened her eyes to the struggle of older adults in navigating giving up their keys. Her skills and passion for enhancing the lives of older adults brought her to Visiting Angels.

Melissa Paciulli is an accomplished executive who has dedicated her career to building inclusive systems to bring services and opportunities to diverse populations. As the founder of Paciulli Consulting, she advises businesses on strategy, organization, innovation, scaling, multi-channel marketing, data and AI integration. She has taught courses and workshops on entrepreneurship, grant and proposal writing, commercialization and IP, and mentoring at the University of Massachusetts, Tufts, Holyoke Community College, and currently at the Urban College of Boston.

As a first generation college graduate and current doctoral candidate of civil engineering at UMass Amherst, she has dedicated her research to improving human and computer systems: both roadway safety as well as learning technology for neurodivergent individuals and now, older drivers. She is a lifelong interdisciplinary learner who spent her undergraduate years studying economics and math and went on to earn a masters in civil engineering and is currently working towards her Ph.D.

During her tenure as Interim Director of Visiting Angels West Springfield, Melissa manages day-to-day operations of the organization, while simultaneously working to improve operations. Her extensive background in leadership, research and advocacy brings a new and exciting approach to Visiting Angels, one driven by data, mission, and a genuine care for the seniors we serve. We are beyond grateful to have her join our team to help ensure that clients, caregivers, and office staff members receive the best support possible.

Social Media:

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