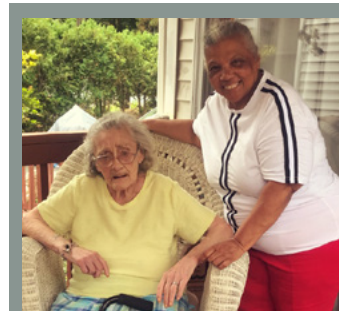
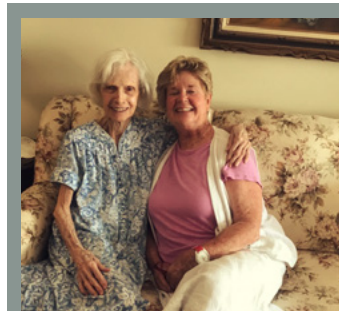


Greater Springfield Senior Services, Inc.

2019
Annual Report



Helping people live in the setting of their choice has been the focus of Greater Springfield Senior Services, Inc. (GSSSI) since we were founded in 1972. We are dedicated to maintaining a quality of life for older adults, caregivers and persons with disabilities. We do this by providing programs and services which foster independence, dignity, safety and peace of mind.

The contribution of in-home and community-based services to the health and wellbeing of consumers is now being recognized by policy makers as a Social Determinant of Health. Traditionally our healthcare system has emphasized providing the best possible care during a medical event. While that remains essential, the focus on nutrition, living conditions and a safe environment can be just as important when mitigating health risks and improving medical outcomes.

These policy shifts have elder services poised to play a role in a much larger health and wellness continuum. As we conclude our 47th year and look ahead to the future, we are confident that our experience with providing supportive

in-home services will position us to play a key role in a much larger health and wellness continuum.

While new programs and collaborations with the medical community may be on the horizon, GSSSI is committed to providing quality services to people like Eva, Norman, Rosita, Olga and Theresa, whom you'll read about in the following pages.

“ Social determinants of health have taken center stage in recent health policy discussions because of the growing focus on global payment, accountable care organizations, and other initiatives focusing on improving population health.”

Yale Global Health Leadership Institute
(Taylor, et al, 2015)



Often, many people don't know where to turn for information about aging, disability or caregiving. Since 1972, Greater Springfield Senior Services, Inc. (GSSSI) has been helping older adults remain safe and independent in their own homes by providing a wide range of supportive services.

GSSSI is a private nonprofit that serves as both a state-designated Aging Services Access Point (ASAP) and a federally-designated Area Agency on Aging (AAA). We provide more than 30 programs and services, which are funded by a combination of state and federal funds, and donations.





From the Executive Director

JILL KEOUGH
EXECUTIVE DIRECTOR

During this past Fiscal Year, Greater Springfield Senior Services developed a strategic plan which articulated its mission, vision, target population, and goals. It provided strategies and an emerging road map for achieving the envisioned outcomes.

This thoughtful process inspired and challenged GSSSI, providing key stakeholders the opportunity to reimagine what GSSSI can and should be in a new era of significant growth and evolution. GSSSI's Strategic Planning Committee worked diligently to articulate a compelling and practical strategic plan that will allow the organization to position itself for continued efficacy, relevance, and sustainability, while remaining true to the founding vision.

GSSSI will continue to build on and recommit to its track record and expertise as an elder service leader in the Greater Springfield region, while continue to be a community partner in providing long term services and supports to individuals with disabilities. We look forward to building upon our core programs so we may continue to serve elders and persons with disabilities in new and innovative ways.

Over this past year, GSSSI has focused on expanding its reach through collaborations with community partners. Specifically, GSSSI serves as a key collaborator in Baystate Medical Center's Health Resources and Services Administration (HRSA) Geriatrics Workforce Enhancement Program. This collaboration enhances the opportunity for workforce development, case conferencing, and improving the overall patient outcome.

GSSSI, WestMass Elder Care and the Food Bank of Western Mass have formed the Western Mass Food Partnership in order to reach nutritionally at-risk ACO consumers by leveraging our existing infrastructures.

In order to develop the next generation of Case Managers, GSSSI embarked on an internship program with area colleges and universities, giving preferences to Social Work majors. Seven college students, representing four colleges, spent their summer learning about the daily challenges of our consumers and their caregivers, as well as the programs and services we can implement to keep the consumer in their home safely for as long as possible.

The Age and Dementia Friendly movement strives to create well-designed, livable communities which promote healthy living and sustain economic growth for residents of all ages. GSSSI served as a catalyst in facilitating and promoting the value of an Age and Dementia Friendly designation for cities and towns across our catchment area. This has begun by identifying best practices and sharing resources. Collaborations have been established by focusing on commonalities and facilitating opportunities to join this exciting movement.

This past year was also a year of recognition and distinction. GSSSI was selected to participate in the Executive Office of Elder Affairs CMS Medical Nutrition Therapy Pilot project. We were selected to participate in this project because of our exceptional track record in providing Nutrition services to nutritionally at-risk elders. Medical Nutritional Therapy provides counseling services by a Registered Dietitian for individuals with diabetes or kidney disease once a physician referral is made. We are excited to provide this new service to our consumers and look forward to its continued expansion.

In May 2019, GSSSI's Adult Foster Care Program earned its first NCQA (National Committee on Quality Assurance) Accreditation in Long Term Services and Supports. NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance.

Our commitment to our mission has propelled us to build upon the core services by adapting to new paradigms and finding new ways to serve our consumers. We are proud of our past but even more excited by what our 48th year of operation brings to the agency and community at large.

Jill Keough
Executive Director

Nutrition Program

More than just Meals

"We can't promise you'll live to the age of 100 like Eva and Ken if you get our **home delivered meals**," says Jennifer Putnam, GSSSI Nutrition Program Director, "but we can guarantee you a nutritiously balanced meal once a day."

Eva and Ken were among the 1,550 individuals who received our Meals on Wheels over the past year. Many factors put elders at nutritional risk including depression, limited support systems and the inability to shop or prepare meals. Home delivered meals can be the difference between remaining in one's own home and needing to relocate.

There is also the important connection between the person delivering the meal and the recipient. For some seniors who can be isolated, this may be the only person they see or speak with in a day. It also serves as a wellness or safety check. Our driver can be the first to notice an emergency or problem.

Community Dining Centers are places where people age 60 and over can enjoy good food and good company. Participants receive a nutritious noon meal and have the opportunity to socialize and make new acquaintances. GSSSI's 16 dining centers are located in senior centers, senior housing complexes and other convenient places. Some sites offer Kosher and Latino meals as well.

Nutrition Counseling provides personalized in-home supports to help individuals develop health and nutrition goals that best meet their needs. It may help prevent and control chronic diseases such as diabetes, heart disease, hypertension and kidney disease.



Robin Lipson, Acting Secretary of the Commonwealth's Executive Office of Elder Affairs, visited the Clodo Concepcion Center to celebrate Meals on Wheels America's "March for Meals" campaign and the organization's very important work of addressing senior hunger and isolation. GSSSI has been working with Meals on Wheels for over 40 years and together have delivered nearly 300,000 meals to seniors in our community.



Home delivered meal consumer Norman was wished a Happy 100th Birthday by driver Jesse Martinez.

In honor of her 100th birthday, a surprised Eva was presented with a cupcake and balloon along with her home delivered meal by GSSSI meal driver Ken Gustafson and Tracy Landry, program supervisor.



Adult Foster Care

Adults over the age of 16 who have chronic medical conditions and are unable to safely live alone can receive the support they need in a home environment through the Adult Foster Care (AFC) program.



Rosita and Ramona

“We cherish the time we have together,” says Ramona. Her 86 year old mother, Rosita, smiles and nods her head in agreement.

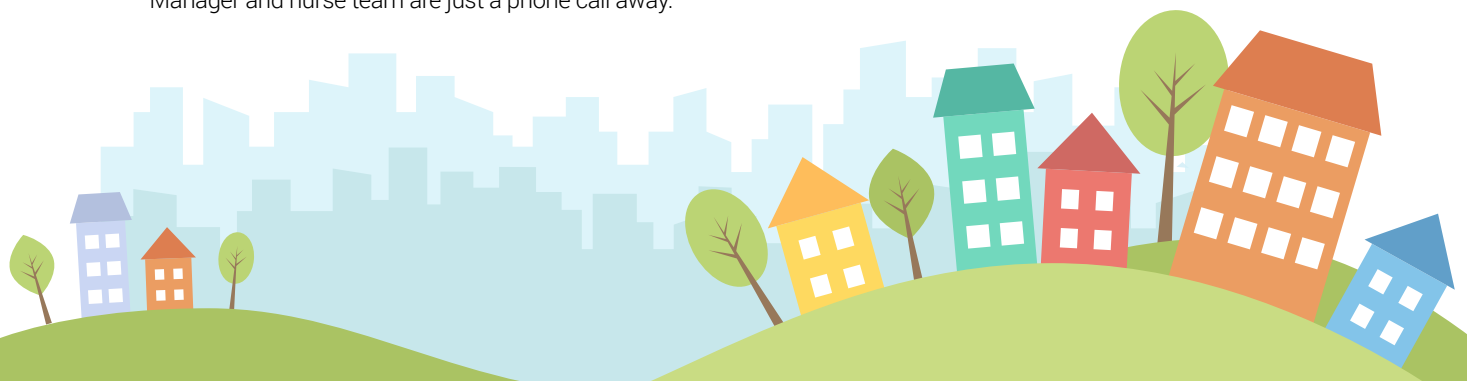
Morning is their favorite “quiet” time together, before the rest of the close knit family wake up and fills the cozy kitchen with lively chatter and before dog Bella noisily demands to be fed. Over cups of coffee, Ramona and Rosita discuss current events, politics, and what they are going to do that day. The days’ events might include visiting friends, tending to their flourishing gardens while they chat with neighbors, or even going fishing, a long time tradition for them.

Ramona credits GSSSI’s Adult Foster Care Program with giving her the support she needs to care for her mother at home and for improving the quality of life for the both of them. They have the security of knowing their GSSSI Case Manager and nurse team are just a phone call away.

Case Manager Felicia Cortes, and Registered Nurse Andrea Shemesh conduct home visits once a month to ensure Rosita’s care needs are being met and note any changes in her condition. They make sure her doctor visits are up-to-date and suggest the services of a medical specialist when needed.

Rosita is also a member of the Senior Care Options (SCO) program through GSSSI. Being eligible for this program has enabled Rosita to obtain a shower chair, mobility bars, and incontinent care items.

Best of all, says Ramona, these services help to keep Rosita out of a nursing home, enabling her to be with family and active in the community they both grew up in where they “continue to have fun and make priceless memories.”



GSSSI works with family caregivers who are already helping a loved one. We also match people in need of care with qualified host caregivers. Caregivers receive a tax-free monthly stipend, paid time off, and ongoing training and support from a Greater Springfield Senior Services' Registered Nurse and Case Manager. Best of all, the participants have a place to call home where they receive the care they need.



Theresa and Jackie

Imagine having little or no memory of a spouse, children, family or friends. You can no longer take care of yourself and have no place to live, except perhaps in a long term care facility.

This is the reality for 86-year-old Theresa Ackley, who has endured a lifelong battle with psychiatric problems. She now suffers from dementia and struggles with numerous health conditions. Thanks to GSSSI's Adult Foster Care program and Jackie, her AFC caregiver, Theresa has found a home and a friend to care for her.

Jackie has opened her home and fostered children, adults and elders for over 21 years. Kara Fink, Theresa's GSSSI Case Manager, says she was glad to be able to place Theresa in Jackie's care. "She is known as the go-to caregiver for taking in more challenging or complicated cases, such as Theresa, with very few questions asked."

With Jackie as her caregiver, Theresa's physical needs are taken care of and she can remain an active member of the community. Jackie prepares her meals, helps with personal care, shops for necessities like groceries and clothing, and manages her medications.

Jackie says that Terrie, her nickname for her, "goes everywhere" with her. Several times a week they drive around running errands, and enjoy walks in the nearby mall and treats from the food court. On nice days they go to the park and have cookouts.

"My friends are Terrie's friends," says Jackie. When Jackie's friends visit or gather for card games, Theresa sits with them and observes. "We pitched and bought her a beautiful blue bracelet for her birthday," says Jackie. "She never takes it off."

Greater Springfield Senior Services, Inc. Programs and Services

July 1, 2018 – June 30, 2019

■ People Served ■ Program Name & Definition

320 Adult Foster Care (AFC) is a program for disabled adults who cannot live alone safely and choose to live in a family setting rather than in a facility. AFC members live with trained, committed caregivers who provide daily care. Caregivers may be family members, or non-family members, and are paid a monthly stipend.

24 older adults were served by the **ANCHOR** program (Advocacy & Navigating Care in the Home with Ongoing Risks) between February and June. **ANCHOR** provides an intensive level of care management for elders with behavioral health needs who are at risk of institutionalization or homelessness due to their inability to accept services.

210 The Caregiver Support program provides information, education, and support services to assist caregivers in managing the challenges of caring for an elderly parent, relative or friend. A Caregiver Specialist offers in-home, in-office or telephone consultations.

2,656 Clinical Eligibility Screenings (not unduplicated) were conducted by GSSSI nurses for access to skilled nursing facilities, adult day health programs, or in-home care services that are reimbursed by the Commonwealth's MassHealth program. The nurses also conducted screenings for non-MassHealth consumers for the Enhanced Community Options program (ECOP).

170 Community Choices is a program for elders who are nursing home eligible but who wish to remain at home. To qualify, the person must be enrolled in (or eligible for) the Frail Elder HCBS Waiver program. GSSSI Case Managers develop service plans, arrange for services, and monitor progress.

511 referrals were made to GSSSI, a community partner of the **Care Alliance of Western Massachusetts (CAWM)**. The CAWM assists Accountable Care Organizations (ACO) members access non-medical services such as personal care assistance and transportation to medical appointments, which play an integral part in reducing health care costs for these types of organizations.

3,112 round trips to medical appointments were provided through GSSSI's **Companion Program** for eligible Home Care clients.

31 Congregate Housing is an affordable shared living environment for individuals with physical limitations not requiring 24-hour supervision or medical care. It is ideal for people who no longer feel comfortable living alone but who still wish to be independent and have privacy. Supportive services may include homemaker, personal care and a shared meal program.

184 A Geriatric Mental Health program, made possible through a partnership with Behavioral Health Network, provides an on-site clinician for GSSSI clients. Clients suffering from mental health issues or substance abuse are referred for evaluation, in-home assessment and, where needed, ongoing counseling.

76 people completed **Healthy Living** evidence-based educational programs about fall prevention, healthy eating, and managing chronic conditions. Two of the programs were offered in Spanish and English. Healthy Living workshops were offered at Seniority House and at the Senior Centers in Hampden, Palmer, Agawam, and Springfield.

1,710 The **Home Care** program offers state-subsidized services through contracted providers to eligible elders who need assistance to continue living safely at home. Our Case Managers provide in-home-assessments, care planning, information about resources, and ongoing service monitoring. An additional **266** people who were frail enough for nursing home placement were able to stay at home with enhanced services through the **Enhanced Community Options** program (ECOP).

11,771 Our **Information and Referral** department provides free information about a wide range of programs and services for elders, disabled individuals, and caregivers. It also serves as the central access point to GSSSI services.

The **Long-Term Care Ombudsman** program utilizes trained and certified volunteers to provide advocacy for residents of nursing and rest homes in order to improve their quality of life and care. Seventeen volunteers made **646** facility visits to **48,393** residents. This resulted in **1,032** volunteer hours and **252** interventions. The program covers **17** nursing homes and **2** rest homes.

88 The Money Management program matches trained and insured volunteers with older adults who need help writing checks, balancing their checkbooks, and budgeting monthly income.

Nutrition Services – Meals-on-Wheels delivers well-balanced meals to frail, homebound individuals who are at least **60** years of age. Community Dining Sites offer hot lunches in senior centers and various elder housing complexes.

MEALS SERVED BY GSSSI

Community Dining Meals.....	30,837
Home Delivered Meals	245,409
Latino Meals.....	15,220
Kosher Meals	7,806
Therapeutic Meals.....	16,111

MEALS SERVED BY COUNCILS ON AGING THROUGH GSSSI TITLE III GRANTS

Home Delivered Meals	105,485
Community Dining Meals.....	43,066

605 One Care: MassHealth plus Medicare are health plans for adults with disabilities aged 21-64 who have both MassHealth and Medicare coverage. One Care plans manage enrollees’ care needs through a Care Team which may include primary care, mental health care, hospital care, specialized care, and long term services and supports. GSSSI contracts with the Commonwealth Care Alliance One Care plan and works with enrollees to help them access and coordinate the services that are part of their care plans.

215 The **Options Counseling** program is designed to help people make informed decisions about living at home with services, living in a community setting that provides services, or moving to a nursing home. When counseling the individual, the Options Counselor focuses on the person’s goals and preferences.

2,418 The consumer-directed **Personal Care Attendant (PCA)** program provides in-home assistance to MassHealth members who have a chronic disabling disease and need assistance with activities of daily living. With the help of a GSSSI Skills Trainer, consumers (or a volunteer surrogate) learn to direct their own care needs, including, hiring, training, scheduling, and supervising their own workers.

1,812 The **Protective Services** department investigates allegations of abuse, financial exploitation, neglect or self-neglect. Working with local hospitals, community organizations, and emergency services, GSSSI’s Protective Service Workers assist vulnerable elders in securing support services to eliminate or alleviate the abuse.

4,157 Senior Care Options (SCO) are coordinated health plans for MassHealth Standard members aged 65 or older. GSSSI contracts with six SCOs: Commonwealth Care Alliance, UnitedHealth, Fallon Navicare, Tufts Health Plan, BMC Healthnet, and Senior Whole Health. The SCOs provide the medical services and program oversight for clients, and GSSSI provides the community services and support coordination. Together we have served thousands of elders and prevented many from unnecessary institutional placements.

119 Individuals received assistance with understanding their Medicare, MassHealth and other health insurance options through GSSSI **SHINE**-trained staff counselors.

Older Americans Act Federal Funding

October 1, 2018 – September 30, 2019

Greater Springfield Senior Services, Inc. serves as an Area Agency on Aging under the federal Older Americans Act. We strive to serve the most socially and economically needy by providing federal grants to organizations that deliver a wide array of services for people 60 and older. This year \$258,138 in Title IIIB grants were awarded to 13 agencies for 14 programs.

This year, three “Let’s Re-engAGE” grants were awarded to alleviate social isolation and loneliness among seniors:

“You’re Invited” to the Indian Orchard Branch Springfield City Library offers weekly drop-in programs to engage area seniors with various group and recreational activities, and educational programming.

The **“Neighbor to Neighbor (N2N)”** friendly visitor program is designed through a community partnership including Glenmeadow Retirement Community, Longmeadow Council on Aging, Temple Beth El, First Church of Christ of Longmeadow, and the Spiritual Care Department at Baystate Medical Center.

Valley Eye Radio (VER) has a 39-year history of keeping older adults connected to the community by providing local news and information to listeners who cannot read independently due to physical impairments. This funding supports an upgrade for antiquated software and hardware to provide more programming for the visually impaired and expand to reach more people.



State Home Care Program

Older adults in our State Home Care Program receive more than assistance with personal care, housekeeping, and grocery shopping. They have their own Case Manager to help them develop a care plan that meets their changing needs, arrange and coordinate their in-home services, and monitor the services for quality assurance. Periodic home visits enable the Case Manager to check in on their clients' well-being.



Olga & Sallie Baldwin, Case Manager

For some clients like Olga, 97, the visits provide even more.

"I told my daughter the classy dame is coming today," says Olga, as she happily recounts a phone conversation with her daughter who lives in Indiana. The "classy dame" is her GSSSI State Home Care Case Manager, Sallie Baldwin.

Sallie was assigned to Olga in September 2014. Now, like old friends, they greet each other with smiles and hugs. Laughter fills the room as their conversation flows from books, family stories, and philosophy. According to Sallie, their bond has grown stronger with the passing years. "It's a relationship of mutual admiration."

Olga agrees. "Having Sallie as my Case Manager, and the in-home services she arranges for me, have been a blessing."

Olga says she has no intention of slowing down, and services from GSSSI's State Home Care program help support her independence. When she fell in her kitchen, she pressed the button on her emergency response system to summon help. "Luckily, I only suffered a cut on my arm," she said.

Olga receives home health aide services through one of GSSSI's contracted providers. Sallie regularly monitors these services to make sure they are meeting Olga's needs. GSSSI has provided Olga with a tub bench, grab bars for the bedroom and bathroom, non-skid mats, a walker specifically made for small apartments that, according to Sallie, "Olga uses mostly at night when she's tired, because she can ambulate fairly well."

Olga also receives hot and cold home delivered meals. She said eating is her "favorite time of the day" and she is thankful for her home delivered meals. "It's great to know I can count on having a good meal being delivered."

Good food and talking with good friends and family are what Olga says she misses most from her younger days. Olga grew up in Springfield, surrounded by a close-knit Greek family of four sisters and two brothers, all of whom she outlived. In 1953, Olga became best friends with six people who worked with her husband, and they met weekly for dinner and conversation. They kept up the tradition for nearly 50 years, until they had all passed, leaving only Olga.

Olga admits she feels lonely sometimes, and she cherishes the visits and check-ins from Sallie, her "classy dame," because "it feels so good to be remembered, and I plan on staying around for as long as I can."



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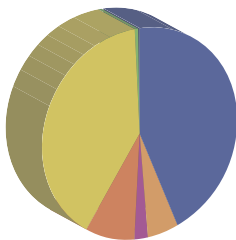
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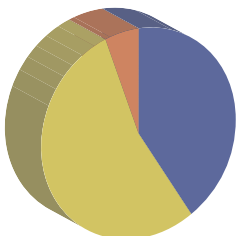
Total Revenues



July 1, 2018 – June 30, 2019

Executive Office of Elder Affairs	13,538,638	43.8%
Administration for Community Living	1,558,012	5.0%
Client Contributions & Co-Payments	673,427	2.2%
MassHealth	2,585,066	8.4%
Third Party Contracts & Grants	12,370,417	40.0%
Other	209,721	0.7%
Total Revenues	30,935,281	100.1%

Total Expenses



Salaries, Fringes & Direct Program Costs.....	11,991,375	40.9%
Subcontracts & Subgrants	15,768,531	53.8%
Management & General	1,567,861	5.3%
Total Expenses	29,327,767	100.0%

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We are grateful to the following contributors whose generosity helped make a difference in the lives of those we serve. We have made every effort to be accurate. However, if we have made an error, please accept our apology and let us know.

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2019 Annual Report Greater Springfield Senior Services, Inc.

An Aging Services Access Point and
Area Agency on Aging

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