

# Greater Springfield Senior Services, Inc.

2017 Annual Report



Celebrating 45 Years of Milestones

## From the Executive Director



Greater Springfield Senior Services, for 45 years, has remained a consistent force in compassionately providing services for people over 60 years of age, as well as younger disabled individuals throughout Springfield and 11 surrounding communities. While much has changed in 45 years, we have remained steadfast in our commitment to providing support to maximize the independence and quality of life for our clients in the setting of their choice – at home.

GSSSI recognizes the diversity of our population with sensitivity to cultural competency, increasing complexity of our clients, the unique needs based on geography, and the overall economic marginalization of our communities. The recent completion of the 2018-2021 Area Plan for Aging validates our focus and energizes us for the development of creative solutions to complex problems with help from our current and future community partners.

As we look ahead to 2018, GSSSI is proud to play a role as a community partner in the next generation of health care services provided by Accountable Care Organizations. The non-medical

services we provide such as home delivered meals, housekeeping, personal care assistance, and transportation to medical appointments play an integral part in reducing health care costs for these types of organizations. In 2018, GSSSI will also continue to expand its relationships with the Senior Care Options plans through additional contracts and expanded membership.

We appreciate the collaboration and support of our numerous community partners. We thank the elders and disabled of Western Massachusetts for allowing us into their homes so that we can extend a helping hand. And of course, none of this would be possible without our dedicated staff, volunteers, Board of Directors, Area Agency on Aging Advisory Council, and our network of service providers. Thank you for helping us fulfill our mission.

Jill Keough  
Executive Director

## About Greater Springfield Senior Services, Inc.

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. In addition, GSSSI offers advice to caregivers, family members, and members of the community.

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.

## 2017 Highlights

GSSSI launched **an extensive outreach campaign targeting caregivers who are members of the LGBT community for the purpose of offering respite and other supportive services.**

Eight caregivers were served, courtesy of a \$10,000 mini grant from the Mass. Lifespan Respite Coalition and the Federal Administration on Community Living.

Every four years, GSSSI completes a local Needs Assessment survey. The results guide the development of programs and services included in the Area Plan for the next four years. For over a decade the **top concerns were Transportation, Maintaining Independence, and Health Care.** This year, for the first time, **Social Isolation was identified** as one of the top three concerns. This included responses from the wealthiest communities, the poorest, Baby Boomers, and the oldest of the seniors.

To support the efforts of family members caring for loved ones with Alzheimer's and dementia, GSSSI offered the **SAVVY Caregiver Program** workshop series. At the end of the two 6-week sessions, participants said they had more patience and reported having a better understanding of the levels of dementia. They listened more to the care recipient, and became more

accepting of their own and their care recipient's limitations. **The program evaluations were very positive and demonstrated a need for more of this type of programming.**

One of our staff received the prestigious **Jim Quinn Human Service Award** at the Western New England University's Regional Social Work Conference in May. **Deborah Hollingworth, Supervisor of the Central Intake/Information & Referral** department, was recognized for her commitment to seniors and her advocacy on their behalf throughout her 20-plus year career at GSSSI. This award is given annually in memory of James N. Quinn, an outstanding contributor to the social work profession.

**A centralized intake call center staffed 24 hours a day, 7 days a week was established to take reports of elder abuse and neglect.** The decision to centralize all reporting was made by the Massachusetts Executive Office of Elder Affairs, which oversees the program statewide. The goal was to make the process easier for callers, who will no longer have to determine which agency covers their community and look for the correct telephone number. After a report is taken, the call center electronically routes it to the appropriate local protective services agency.

382

people served

**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.

190

people served

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.

222

people served

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.

2,782

screenings conducted

**Clinical Eligibility Screenings** 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 Medicaid program. The nurses also conducted screenings for non-MassHealth consumers for the Enhanced Community Options program (ECOP).

88

people served

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

1,237

people served

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.

33

people served

**Congregate Housing** is an affordable shared living environment for individuals with physical limitations not requiring 24-hour supervision or medical care. It's ideal for people who don't feel comfortable living alone but want to be independent and have privacy. Supportive services may include homemaker, personal care and a shared meal program.

162

people served

A **Geriatric Mental Health** program, 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.

157

people served

**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.

122

people participated

in **10 Healthy Living** evidence-based educational programs which covered topics such as fall prevention, eating healthy, and managing chronic conditions. Groups were held at Highland House, Seniority House, Jenny Lane Housing complex and at Senior Centers in Hungry Hill, Forest Park Manor, Pine Point and Riverview Senior Center.

1,780

people served

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

237

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)**.

340

people served

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

10,868

people served

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 **791** facility visits to

48,589

residents.

This resulted in **1,349** volunteer hours and **260** interventions. The program covers **18** nursing homes and two rest homes.

3,979

people served

**Senior Care Options (SCO)** are coordinated health plans for MassHealth Standard members aged 65 or older. GSSSI contracts with five SCOs: Commonwealth Care Alliance, UnitedHealth, Fallon NaviCare, Tufts Health Plan, 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.

452

people served

**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.

1,104

people served

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.

3,562

round trips

to medical appointments were provided through GSSSI's **Companion Program** for eligible Home Care clients.

**Nutrition Services**

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

**Meals served by GSSSI**

45,422

Community Dining Meals

303,653

Home Delivered Meals

5,278

Latino Meals

9,305

Kosher Meals

6,675

Therapeutic Meals

**Meals Served by Councils on Aging through GSSSI Title III Grants**

106,808

Home Delivered Meals

46,086

Community Dining Meals

**Older Americans Act Federal Funding**

October 1, 2016 – September 30, 2017

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 \$277,899 in Title IIIB grants were awarded to 14 agencies for 15 programs.

Open Pantry Community Services received \$18,800 in Title IIIC funding to support the Senior Food Pantry Program; close to **2,000** seniors received emergency food for their households through this program.

## Milestones

Over the past 45 years Greater Springfield Senior Services grew from an agency with 25 employees and a \$440,000 annual budget to a staff of over 200 with a \$28,000,000 annual budget. With the aging population getting larger, living longer, and demanding more and better long term care options, state and federal legislators have gradually re-directed funds to less costly nursing home alternatives such as home care.

The result has been an explosion of pilot programs, new programs and services, and funding opportunities for Aging Service Access Points and Area Agencies on Aging such as GSSSI. The following represents milestones of our 45 year journey!

### 1970's

**Springfield is the site for one of the state's first Home Care Corporations.**

On December 27, 1972, Home Care Corporation of Springfield, Inc., as GSSSI was originally named, is incorporated with funding from the Massachusetts Executive Office of Elder Affairs.

GSSSI's **first service contract** is with the Visiting Nurse Association of Springfield for homemaker services. People who required personal care were in nursing homes!

GSSSI becomes a designated federal **Area Agency on Aging** responsible for helping each community in its territory with planning services, selecting priorities, and funding programs to meet identified needs.

### 1980's

To better reflect the expanded scope of services provided to a frail, medical needy elder population, name is **changed to Greater Springfield Senior Services, Inc.**

**Personal care** becomes available from homemaker providers, and GSSSI hires a Registered Nurse to approve case management service plans recommending this service. By 2017, 22 nurses work in several different programs.

The **Elder Abuse Reporting Law** is passed and a Protective Services unit is established to investigate reports of alleged abuse and neglect of people aged 60 and over.

### 1990's

The **Area Agency on Aging** offers new services through its federal Title III B grants to service providers for **in-home psychiatric evaluations, mental health counseling, and alcoholism treatment to frail homebound elders, and meals for homeless elders.**

GSSSI offers the **Money Management Program**, which is collaboratively sponsored by the Executive Office of Elder Affairs, MassHome Care and AARP Massachusetts to help low-income older or disabled people who have difficulty budgeting, paying routine bills and keeping track of financial matters.

GSSSI develops new programs in cooperation with the **Vietnamese-American Civic Association** and the **Spanish American Union** to provide health education and promotion, advocacy and outreach to homebound elders. Working with **Jewish Family Services**, elderly Russian immigrants receive intervention, care management and advocacy services.

### 2000 - 2010

Through contracts with the **Division of Medical Assistance**, GSSSI launches two new programs: an **Adult Family Care Program** which enables chronically ill and disabled individuals to live with "foster families," and a **Personal Care Management Program (PCA)**, a model of self-directed care.

As part of the new **Senior Care Options (SCO)** initiative, GSSSI signs agreements with Evercare-United Health Care and the Commonwealth Care Alliance to work as a team to provide coordination of the health and social needs for elders who are dually eligible for MassHealth and Medicare.

To help divert elders and younger people with disabilities from institutional care, GSSSI partners with **Stavros Center for Independent Living, WestMass ElderCare, Franklin County Home Care, and Highland Valley Elder Services** to form the **Pioneer Valley Aging and Disabilities Resource Consortium (ADRC)**.

As part of a statewide endeavor, GSSSI offers the **Options Counseling** program to divert people from institutional care by providing information to help them make informed decisions about their long term care.

### 2011-2016

In collaboration with the Healthy Living Center of Excellence, GSSSI offers the **"Healthy Living"** workshop series, an evidence-based proactive educational opportunity for adults to learn how to manage their own health care and stay healthy. Staff become certified to conduct the **"Powerful Tools for Caregivers"** workshops to help caregivers develop skills and confidence to better care for themselves while caring for others.

GSSSI becomes part of a new model of managed care, **OneCare**, which integrates medical and long-term care services and supports for eligible recipients that are 21 to 64 years of age who qualify for both Medicare and MassHealth.

With grants from the Community Foundation of Western Mass. and Tufts Health Foundation, GSSSI launches a **therapeutic home delivered meals program** for people with diabetes, cardiac disease, and renal disease.

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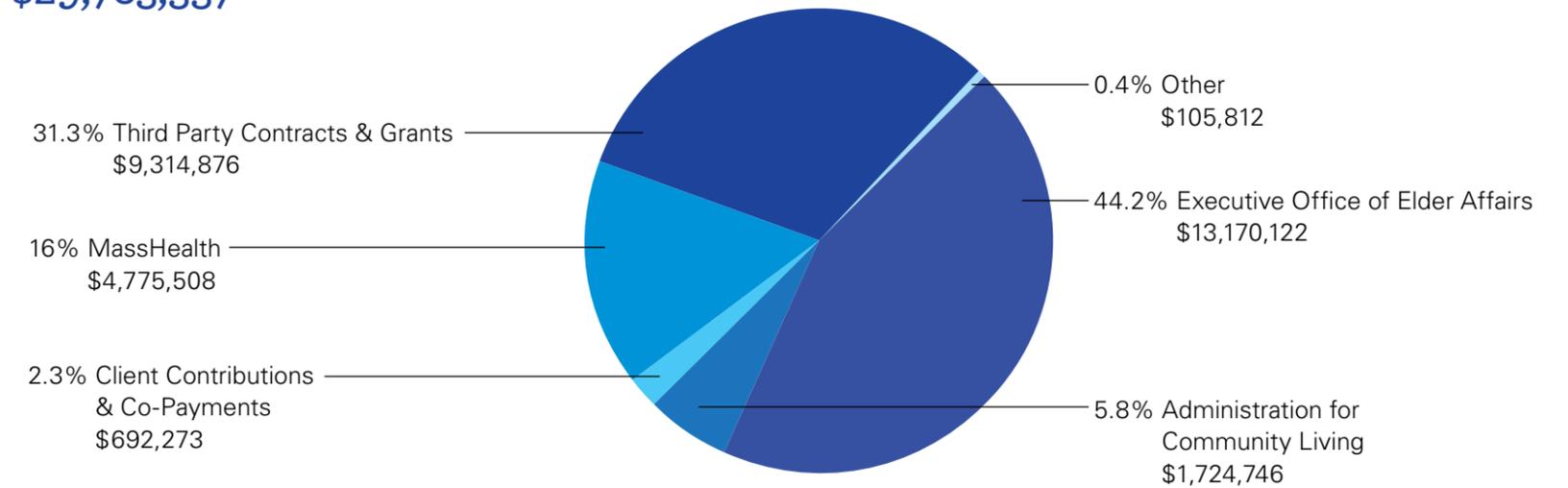
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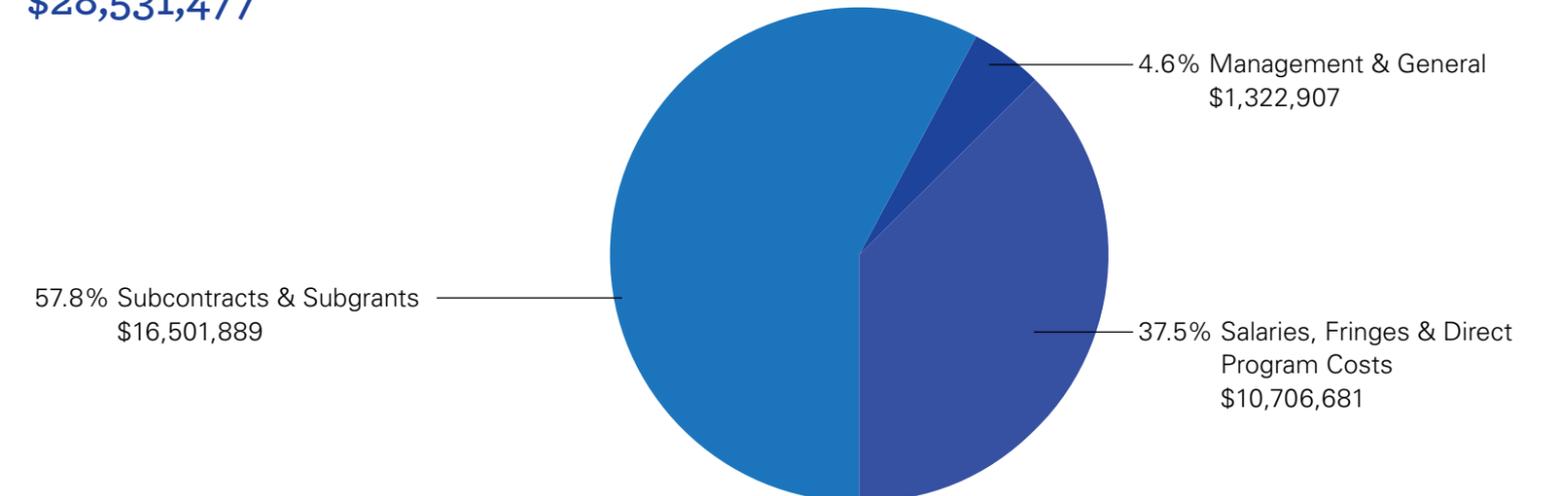
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## Statement of Finances

### Total Revenue \$29,783,337



### Total Expenses \$28,531,477



## Thank You to our Donors

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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Jean Caldwell's 92<sup>nd</sup> birthday  
 Jean and Durham Caldwell's 70<sup>th</sup> wedding anniversary  
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**Greater Springfield Senior Services, Inc.**  
**An Aging Services Access Point and Area Agency on Aging**

Serving the communities of: Agawam, Brimfield, East Longmeadow, Hampden, Holland, Longmeadow, Monson, Palmer, Springfield, Wales, West Springfield, and Wilbraham.

**Greater Springfield Senior Services, Inc.**

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GSSSI is an AA/EOE. Its programs are funded in whole, or in part, by contracts with the Massachusetts Executive Office of Elder Affairs and private donations.

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