



Greater Springfield Senior Services, Inc.

*Annual Report*

2020



## Let us see you through



Since 1972, Greater Springfield Senior Services, Inc. (GSSSI) has helped older adults, caregivers, and persons living with disabilities to maintain their quality of life through the provision of programs, services and informational support. We foster independence, dignity, safety and peace of mind, and promote the right of all individuals to live in the setting of their choice. We help them make informed choices to enhance their well-being.

GSSSI is part of a network of twenty-five (25) Aging Service Access Points (ASAP), funded by the Executive Office of Elder Affairs, to provide information and referral services, home and community based services to persons residing in the twelve cities and towns in our catchment area. These cities and towns include: Agawam, Brimfield, East Longmeadow, Hampden, Holland, Longmeadow, Monson, Palmer, Springfield, Wales, West Springfield, and Wilbraham.

GSSSI is also designated as an Adult Protective Services Agency by the Commonwealth to investigate elder abuse in the following cities and towns: Agawam, Brimfield, Chicopee, East Longmeadow, Granby, Hampden, Holland, Holyoke, Longmeadow, Ludlow, Monson, Palmer, South Hadley, Springfield, Wales, West Springfield, and Wilbraham.

In addition to these designations, GSSSI is designated as an Area Agency on Aging (AAA) to receive federal funds through the Older Americans Act to plan, coordinate, and fund programs, as well as advocate for the development of a comprehensive plan of services for those with the greatest economic and social needs within the GSSSI catchment area. GSSSI is able to offer a comprehensive Nutrition Program, Evidence Based Trainings, Family Caregiver program, Long Term Care Ombudsman program, as well as fund other community based organizations in order to meet the needs of our most vulnerable populations.

Through its own initiative, GSSSI has entered into contract with the Executive Office of Health and Human Services to serve as an Adult Family Care and Personal Care Management provider agency. GSSSI provides case management services to Senior Care Option and One Care Plans. Most recently, GSSSI entered into a collaborative relationship with community based organization to form the Care Alliance of Western Mass (CAWM) to serve as a Community Partner with other community based organizations.



## From the Executive Director



Jill Keough  
Executive Director

As I reflect upon this past year, I am drawn to a quote from Eleanor Roosevelt who stated, “We do not have to become heroes overnight. Just a step at a time, meeting each thing that comes up, seeing it as not as dreadful as it appears, discovering that we have the strength to stare it down.” The pandemic challenged our creativity and renewed our commitment to serving older adults, persons with disabilities and their caregivers. We bolstered our technological capacity to serve our consumers virtually. We embraced the use of personal protective equipment and social distance requirements in order to keep our consumers and staff safe during these challenging times.

We never stepped away from our responsibility to serve. In fact, since the state of emergency started in March, GSSSI staff has:

- Performed 30,972 wellness checks on consumers and members across all GSSSI programs,
- Responded to a 37% increase in Home Delivered Meals,
- Delivered 1,400 masks, 1,000 pairs of gloves, 400 hand sanitizers, and 2,400 rolls of toilet paper to consumers,
- Received 2,406 inquiries for GSSSI programs and services,
- Mailed 415 homemade masks sewn by volunteers to consumers.

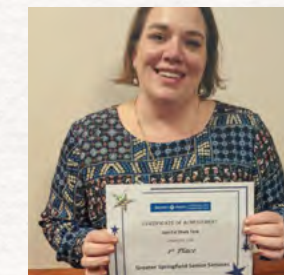
We will continue to “stare” down the challenges brought about by the pandemic by continuing to give of ourselves in ways we never imagined. GSSSI has continued to re-imagine how we can best serve our community. We understand the need is real and ever evolving. We also understand that the challenges will not disappear overnight and we stand ready to “stare” them down in order to serve those who need us the most.

One of the silver linings of the pandemic was the evolution of new community collaborations formed out of our desire to serve those most impacted by the pandemic. Collaborators include The Gray House, Springfield Public Libraries, Martin Luther King Jr. Community Center, and our Council on Agings. The Community Foundation of Western Mass was instrumental in providing financial support as we strived to meet the enormous food insecurity challenges brought about by the pandemic.

As we look to the future, technology will continue to play a role in the delivery of goods and services to our consumers. We will continue to examine ways to improve and expand our virtual capabilities and connections in all aspects of our operation.

On behalf of our Board of Directors and staff, we thank our consumers and community partners for their trust and we look forward to supporting older adults, person with disabilities, and caregivers to maintain their dignity and independence within the community.

One of GSSSI's greatest assets is its caring staff who continue to serve and advocate for older adults and persons living with disabilities in our community.





to its values during the pandemic.

Greater Springfield Senior Services, Inc. accomplishes its mission by adhering to our Services Standards and

Values including Excellence. Integrity.

**Amber Haywood**

**Long Term Services and Supports (LTSS) Coordinator**

**Care Alliance of Western Mass, ACO Community Partner Program**

When I first met Sara, an Accountable Care Organization (ACO) Community Partner Program member, she was a timid and cautious 19 year old who was still attending high school, and working very hard to study for her final exams. She was also working on her portfolio required for graduation. Sara was homeless and living in a shelter. She had recently signed herself out of Department Children and Families (DCF) custody after being involved with them for most of her life.

While she did have a Representative Payee to help manage her finances, she relied on school staff, her only trusted supports, to navigate day to day life. We started by helping her identify her goals. Sara was moved into a group housing program for young adults. While this program was not a good fit for her, the experience helped her to decide to apply for the



Alternative Housing Voucher Program. Sara asked me to be present at the interview because she was concerned she would not be able to manage it on her own, however, she truly knocked it out of the park and I was so proud of her.

Sara was told many times in her life that she would never be able to live on her own and how she lacked the skills needed for independence. However, with the help of the ACO Community Program, Sara states that "now I feel less stressed because of the help and support you give me." Sara has since moved into a new apartment, created a budget plan and continues to do very well living independently.

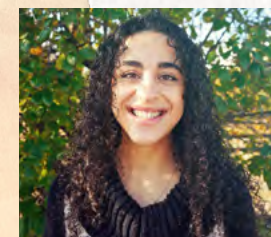
As an LTSS Coordinator, I truly enjoy my role because I have a passion for helping and serving others. The strength and resilience of members like Sara, continues to inspire me. Making a difference, in even one member's life, brings me great joy and keeps me motivated to work harder.



**Terenz Deleon**

**Geriatric Support Services Coordinator, Senior Care Options**

Early in the pandemic, I received a phone call from one of my members, "John" requesting gloves, masks and hand sanitizer. Due to the increased demand, it was almost impossible to find these items. I notified his Senior Care Option plan of his needs and a week later, I received a follow up phone call from John regarding his request. This time I could hear panic in his voice. John explained he continued to wait for the requested PPE from his Senior Care Options plan. In addition, he and his spouse were running low on food. They were afraid to leave the house without proper protection because they were both at high risk and were medically frail. The couple had absolutely no informal supports or other family in the area.



**Ariana Figueroa**

**Long Term Services and Supports Coordinator, One Care Program**

While still in training as a new Long Term Service Coordinator, I completed a new member assessment on a woman named Jane. Jane was homeless and had been living in her truck with her dog for several months. While Jane's initial goal was to work on finding housing, she was distraught at the option of a shelter, as she was unwilling to give up her dog, whom she relied on for emotional support. Additionally, she was on a fixed income with no kitchen facilities, so she had been surviving on junk food and had no way of securing healthier food options.

After hearing his desperation, I decided to assemble a care package with the needed PPE using items I had at my own home. When I called John to let him know I would be delivering the care package that day, I could immediately hear the relief in his voice.

I delivered the care package with extreme caution, making sure to remain over 6 feet away and wearing the appropriate PPE. John was extremely thankful and overwhelmed, saying "Thank You" over and over.

It was a wonderful feeling knowing that this couple would not run out of food and would have the protection needed to go get groceries, medications, etc. Such a small gesture made a world of difference and I was happy to be a part of it.

In the course of our work, Jane was given information about GSSSI's Grab & Go Meal Program, where she could go and pick-up a healthy meal on a regular basis. When the GSSSI Nutrition team heard about Jane's situation, they also provided Jane with a box of healthy shelf stable meals and 2 cases of dog food for her beloved pet.

Happily, Jane is now at the top of the list for pet-friendly housing and Jane has expressed extreme gratitude for the generous help she received from all GSSSI staff. Although I was new, I quickly learned that GSSSI is family and is always willing to go the extra mile for those in need.

Compassion, and Commitment. We would like to highlight three staff who exemplified the Agency's commitment



# Greater Springfield Senior Services, Inc.

## Programs and Services

July 1, 2019 – June 30, 2020

- People Served
- Program Name & Definition

**342 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.

**49** older adults were served by the **ANCHOR** program (**A**dvocacy & **N**avigating **C**are in the **H**ome with **O**ngoing **R**isks) 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.

**207 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.

**1,691 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).

**184 Ccommunity 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.

**340** members received support from a GSSSI Long Term Services and Support Coordinator as a Community Partner in 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.

**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.

**191 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.

**1,862** 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 301 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)**.

**8,974** 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. **Sixteen** volunteers made **510** facility visits to **36,590** residents. Volunteers also contacted facility staff and administration **88** times to discuss the status of the facility related to COVID-19 beginning in March and made **8** video calls to speak to residents, a program that began in June. This resulted in **805.38** volunteer hours and **286** interventions. The program covers **17** nursing homes and **2** rest homes.

**66** The **Money Management** program matches trained and insured volunteers with older adults who need help writing checks, balancing their checkbooks, and budgeting monthly income. The total number is 66.

**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

Home Delivered Meals .....	<b>302,642</b>
Community Dining Meals .....	<b>20,431</b>
Grab'n Go Meals .....	<b>7,332</b>
Latino Meals .....	<b>12,989</b>
Kosher Meals .....	<b>7,806</b>
Medically Tailored Meals .....	<b>16,111</b>

### MEALS SERVED BY COUNCILS ON AGING THROUGH GSSSI TITLE III GRANTS

Home Delivered Meals .....	<b>105,485</b>
Community Dining Meals .....	<b>32,320</b>

**905 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.

**261** 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.

**2,334** 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.

**1,963** 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.

**4,416 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.





Linda Fitzgerald

## Executive Committee

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Southwick, MA

**Ms. Linda Alston, Vice President**  
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**Mr. John Shay, Secretary**  
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**Ms. Barbara Morin, Treasurer**  
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Dan Keenan, Barbara Morin, Linda Fitzgerald, and John Shay



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Sr Mary Caritas, Jill Keough, Julie Nothe, Anna Randall

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**Eva Pittsinger**  
Brimfield

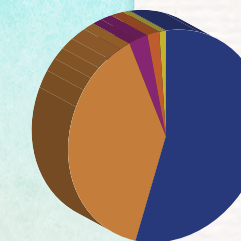
**Elaine Puleo**  
At-Large

**Michael Squindo**  
Agawam

**Ted Wysocki**  
Wales

## Statement of Finances

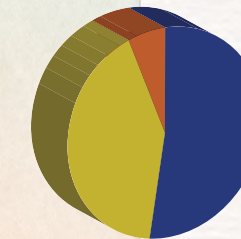
### Total Revenues



July 1, 2019 – June 30, 2020			
State & Federal Funding .....	18,297,627	.....	55%
Other Grants & Contracts .....	12,832,628	.....	39%
COVID-19 Funding .....	952,120	.....	3%
Consumer Contributions & Co-Payments ....	707,838	.....	2%
Other .....	260,001	.....	1%

**Total Revenues .....33,050,214**

### Total Expenses



Purchased Services & Subgrants .....	16,667,204	.....	52.5%
Program Expenses .....	13,225,781	.....	41.7%
Management & General .....	1,861,400	.....	5.9%

**Total Expenses .....31,754,385 ..... 100.0%**



# 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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Hampden/Wilbraham  
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Heather Jolicoeur

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Harvard Pilgrim Health Care Foundation  
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Jean Griswold Foundation  
Katherine C. Pierce Trust

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## 2020 Annual Report Greater Springfield Senior Services, Inc.

An Aging Services Access Point and  
Area Agency on Aging

Greater Springfield Senior Services, Inc.  
66 Industry Avenue  
Suite 9  
Springfield, Massachusetts 01104  
413-781-8800 Website: [www.gsssi.org](http://www.gsssi.org)



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Editor: Jill Keough  
Client Profiles: Heather Jolicoeur  
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