Since 1972, Greater Springfield Senior Services, Inc. (GSSSI) has been the place to turn to for resources that support older adults to maintain their well-being and independence in the community.

GSSSI offers a wide range of supportive programs and services that help make home care a reality, even for people who thought that a nursing home was the only option.

There are several ways that YOU can become one of GSSSI’s helping hands.

We offer a range of rewarding Volunteer Opportunities for people interested in making life a little easier for elderly individuals. We provide training, supervision and endless appreciation. Our volunteers:

- Advocate for the elders in nursing homes
- Assist people in managing their finances
- Serve meals at our congregate meal sites
- Drive people to medical appointments
- Lead Healthy Living Classes

No time to volunteer? You can still help an older individual by making a tax-deductible donation. Gifts may also be made in honor or in memory of a special person. Secure donations may be made through our website www.gsssi.org.

Service Area

If you need assistance outside this area, call us. If we can’t help you, we will put you in contact with resources closest to your home or workplace.
Home Care

Our skilled and caring Nurses and Case Managers work with elders and families to determine what services are needed, arrange for services, and monitor them for quality assurance. Most of our services are delivered through our extensive network of subcontracted provider agencies and may include:

- Adult Day Care
- Chore Service
- Grocery Shopping
- Meals-on-Wheels
- Home Health Services
- Housekeeping
- Laundry Services
- Meal Preparation
- Money Management
- Personal Care
- Personal Emergency
- Response System

Eligibility for specific home care services varies; it is generally based on age (60+), income, level of frailty, and need. Some services are available at no charge or on a sliding fee scale based on income. Some programs serve disabled people under the age of 60 who are MassHealth-eligible.

Expert Advice

A call to our Information & Referral department will provide you with personalized, up-to-date information regarding home care, prescription drug plans, public benefits, payment sources, housing options, and much more.

Our knowledgeable and caring staff can help you determine what you need, even when you’re not quite sure. They also serve as the central entry point to most of the services offered through GSSSI, and can connect you with local, statewide, and national resources.

Caregiver Support

Despite the challenges of being a caregiver, many families are committed to helping their loved ones stay at home. GSSSI offers a variety of supports and services to help caregivers do their very best, such as respite time off and small grants for caregiver needs.

Our Elder Care Advisors offer caregiver education and guidance, one-on-one consultation, and assistance accessing appropriate services. They can help caregivers with making decisions and solving problems related to their roles.

Compensation for Caregivers

Caregiving can have serious financial and emotional consequences for individuals who take on the responsibility. While in-home services can help relieve some of the stress, there are programs that may help reduce financial burdens by paying family members or other caregivers who provide care.

Protective Services

If you or an older person you know is being physically or emotionally abused, not receiving necessary care, or is being financially exploited, contact us immediately. Our Protective Service Workers will investigate and intervene when necessary to protect the health, safety, and legal rights of the older person. To make a confidential report, call GSSSI or the toll-free hotline on evenings/weekends: 1-800-922-2275.

Healthy Nutrition

Eating well is an important part of remaining healthy and independent. When it becomes difficult to prepare food, older adults turn to Greater Springfield Senior Services. We offer a range of nutrition services including Meals-on-Wheels, congregate meal “dining sites,” and nutrition education and counseling.

Community Education

Our elder care experts are a resource for businesses and community organizations interested in learning more about elder and caregiver resources. Topics can also be tailored to your group’s interest.

Long-Term Care Ombudsmen

If you know someone in a long-term care facility and are concerned about his or her quality of care, contact our Long-Term Care Ombudsmen program. We’ll send an advocate to visit with the resident to investigate and help resolve the complaint.