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.

Cover artwork: Pastel drawing of the Pemaquid Point lighthouse in Maine by Tom Conlin. Mr. Conlin has been painting and drawing for over 40 years. He works part time as a driver in GSSSI's companion program, and resides in Feeding Hills with his wife Pat.
At Greater Springfield Senior Services we pride ourselves on the ability to capitalize on opportunities to better assist those we serve and to expand our efforts to reach new populations.

This past year the opportunity to develop two programs on our “wish list” was presented. A $67,975 grant from Tufts Health Plan Foundation will provide funding for a medical advocacy service for older adults needing transportation to medical appointments and an advocate during physician visits to ensure medical instructions are understood and appropriate follow up takes place.

In addition, a $20,000 grant from the Community Foundation of Western Mass. will cover start-up costs for a therapeutic home delivered meals program. We are very excited about these new initiatives!

A revitalized focus on improving the quality of care for persons with dementia and other behavioral health problems has led to the creation of two specialized case manager positions. With a smaller caseload and increased training in these areas, they are able to provide more individualized attention and substantive involvement with the clients they assist.

Our efforts to provide support and educational services to promote health and wellness in the community have been enhanced with the provision of Healthy Living Programs conducted at various Councils on Aging and housing facilities. To support the efforts of caregivers struggling to keep loved ones at home, we conducted two six-week educational workshops, Powerful Tools for Caregivers.

On a statewide level, the election of Charley Baker as Governor has created opportunities for state organizations to adjust their priorities to create more effective and cost-efficient services. The appointment of Alice Bonner, well-known for her work with older Americans, as the state's new Secretary of Elder Affairs, brings a fresh perspective on serving the older population. Changes at the Executive Office of Health and Human Services have prompted a new look at MassHealth reform, long-term care services and supports, conflict free care coordination, and a host of other important issues.

Thanks to the dedication and talent of our employees, volunteers, Board of Directors, Area Agency on Aging Advisory Council, and the wonderful network of providers and community partners, Greater Springfield Senior Services is able to carry out its mission to keep people living safely and independently for as long as possible.

ELAINE MASSERY
EXECUTIVE DIRECTOR

From the Executive Director

ELAINE MASSERY
EXECUTIVE DIRECTOR
Adult Family 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 participants live with trained, committed caregivers who provide daily care. Caregivers may be family members, or non-family members, and are paid a monthly stipend.

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. An Elder Care Advisor offers in-home, in-office or telephone consultations. Twenty-five individuals participated in Powerful Tools for Caregivers, a 6-week series of classes to support family caregivers’ efforts to keep loved ones at home.

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 Community Options program (ECOP).

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.

3,882 round trips to medical appointments were provided through GSSSI’s Companion Program for eligible Home Care clients.

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.

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. The clinician made 665 visits over the past year.

Healthy Living evidence-based educational programs covering topics such as fall prevention, eating healthy, or managing chronic conditions were completed. Groups were held at Highland House in Springfield, Hampden Council on Aging, Longmeadow Adult Center, Palmer Council on Aging, and Emerson Manor in East Longmeadow.

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 monitoring of services. An additional 191 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).

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. Twenty-one volunteers made 741 facility visits to 50,929 residents. This resulted in 1,188 volunteer hours and 226 interventions. The program covers 18 nursing homes and two rest homes.

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 (congregate meals) offer hot lunches in senior centers and various elder housing complexes.

MEALS SERVED BY GSSSI
- Community Dining Meals: 40,911
- Home Delivered Meals: 309,448
- Latino Meals: 6,139
- Emergency Food Pantry Meals: 102,440
- Kosher Meals: 10,951

MEALS SERVED BY COUNCILS ON AGING THROUGH GSSSI TITLE III GRANTS
- Home Delivered Meals: 114,051
- Congregate Meals: 51,023

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 Elder Care Advisor focuses on the person’s goals and preferences.

The Personal Care Attendant program is a Consumer-Directed Care program that provides in-home assistance to MassHealth members who have a chronic disabling disease to assist them 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.

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.

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

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

One Care is a new health care option for individuals between the ages of 21 and 64 who have physical disabilities, developmental disabilities, serious mental health issues, or substance abuse disorders. The goal is to decrease hospitalizations and the need for institutional care. Through contracts with both Commonwealth Care Alliance and Fallon Total Care, GSSSI provides long term community services and support coordination for their One Care population.

Older Americans Act Federal Funding
October 1, 2014 – September 30, 2015
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 $270,802 in Title IIIB and D grants were awarded to 16 agencies for 26 programs.
Board of Directors
2014-2015

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Longmeadow
Lauren Werman
West Springfield
Ted Wysocki
Wales
Statement of Finances

July 1, 2014 – June 30, 2015

Executive Office of Elder Affairs ........................................ 12,137,810 ........... 44.0%
Administration for Community Living ............................... 1,608,089 ............. 5.8%
Client Contributions & Co-Payments ................................. 645,321 ................. 2.3%
MassHealth ........................................................................ 4,758,807 ........... 17.3%
Third Party Contracts & Grants ........................................... 8,336,891 ............ 30.3%
Other .................................................................................. 72,942 ................. 0.3%

**Total Revenues** .................................................................. **27,559,860** .......... **100.0%**

Salaries, Fringes & Direct Program Costs ............................ 9,599,233 .............. 37.2%
Subcontracts & Subgrants ..................................................... 15,022,911 ............ 58.2%
Management & General ....................................................... 1,182,555 ............... 4.6%

**Total Expenses** .................................................................. **25,804,699** .......... **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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Greater Springfield Senior Services Companion Program | Seniors at the Jewish Community Center | Staff of Greater Springfield Senior Services

Donations in Memory of
Angela Cressotti | Gerry deLiefde | Rudolph J. Kusek | Betty L. Mead | Rocky ("therapy dog") | Edward S. Sarnowski
Connie Yesu | Max Zaremba

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