The Changing Landscape of Home Care
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 and more recently, younger individuals with disabilities, 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.
Over this past year, the environment in the aging service network and the health care system has continued to evolve, changing the landscape of service delivery for individuals who need in-home and community supports to remain safely in a home setting.

The integration of medical and long term care services and supports has provided Greater Springfield Senior Services, Inc. (GSSSI) with the opportunity to partner with other organizations to coordinate and deliver services to an increasing number of older adults and younger, disabled individuals. These new initiatives have provided greater opportunity to meet the needs of eligible consumers so they may live in the setting they prefer – most often in the community.

Any new initiative comes with challenges and impact upon organizational infrastructure and operations. This requires learning new eligibility and reporting requirements and developing new business practices. In addition, staff in our information and referral department, options counseling, family caregiver, home care and nutrition programs were kept very busy! Additional staff was hired for our fiscal department and the One Care and SCO programs to fulfill the requirements of these programs.

In the years ahead, our responsibility in meeting the needs of these people will undoubtedly continue to grow in terms of size and complexity. So, too, will the opportunities for working together with our partners in the community to make life easier for thousands of disabled individuals and their caregivers.

I thank our dedicated and talented staff and volunteers, Board of Directors, and Area Agency on Aging Advisory Council for assisting GSSSI to forge ahead in an effort to meet these new challenges and initiatives. Their commitment to and compassion for our mission is invaluable.
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 Care Transitions program provides a certified Coleman Coach to persons being discharged from Baystate Wing Hospital in Palmer who are at a high-risk for readmission. The program is designed to help older and disabled adults more effectively transition from the hospital or rehab setting to home.

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. Seventeen 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 Enhanced 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.

Through the Companion program, eligible clients from GSSSI’s Home Care program receive transportation to medical appointments.

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 649 visits over the past year.

Healthy Living, a free series of evidence-based educational programs, gives participants the tools to help prevent falls, eat healthy, and manage chronic conditions. Groups were held at Mayflower Senior Center, Greater Springfield Senior Services, and the Councils on Aging in East Longmeadow, Agawam, Palmer, and 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 223 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).
10,254 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-five volunteers made 602 facility visits to 48,095 residents. The program covers 18 nursing homes and 3 rest homes.

198 Interventions.
1,009 Volunteer Hours.

86 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
GSSSI Community Dining Meals 42,275.
GSSSI Home Delivered Meals 269,391.
Latino Meals 6,505.
Food Pantry Meals Given 99,012.
Kosher Meals 11,138.

OTHER TITLE III C FUNDED MEALS-COUNCILS ON AGING
Home Delivered Meals 110,811
Congregate Meals 58,196

148 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.

1,141 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.

792 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.

2,767 Senior Care Options (SCO) are coordinated health plans for dually-eligible MassHealth and Medicare beneficiaries aged 65 and 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.

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

122 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.
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## Statement of Finances

**July 1, 2013 – June 30, 2014**

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<thead>
<tr>
<th>Source</th>
<th>Amount</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Executive Office of Elder Affairs</td>
<td>11,546,315</td>
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<tr>
<td>Administration for Community Living</td>
<td>1,524,433</td>
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<td>Client Contributions &amp; Co-Payments</td>
<td>622,026</td>
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<td>MassHealth</td>
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<td>Third Party Contracts &amp; Grants</td>
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<tr>
<td>Other</td>
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<td><strong>Total Revenues</strong></td>
<td><strong>24,159,364</strong></td>
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<table>
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<tr>
<th>Category</th>
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<tr>
<td>Salaries, Fringes &amp; Direct Program Costs</td>
<td>8,352,863</td>
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<td>Subcontracts with Service Providers &amp; Subgrants</td>
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<td>Management &amp; General</td>
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<td><strong>Total Expenses</strong></td>
<td><strong>22,619,498</strong></td>
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## Older Americans Act Federal Funding

**October 1, 2013 – September 30, 2014**

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 $270,850 in Title III B and D grants were awarded to 15 agencies for 16 programs.
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.

Karen Allen | John and Tamara Anderson | Anonymous | Felicia A. Anziano | Barr & Barr, Inc.
Baystate Health IT Data Center Employees | Tina Borcea | William A. Caplin | Mary Jenewin-Caplin | Margaret A. Cole
Matthew & Tina Cressotti | John & Sophia DeCesare | Martin deLiefde | Raymond C. & Eileen A. Dumas | Marion Fiorentino
First Church of Longmeadow | Francis D. Flanagan | The Fosterians | Friends of Monson Senior Center | Grantham, Mayo, Van Oterloo, & Co. LLC
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