



Greater  
Springfield  
Senior  
Services,  
Inc.

Annual Report **2018**



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ften, 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.

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# From the Executive Director



JILL KEOUGH  
EXECUTIVE DIRECTOR

As Greater Springfield Senior Services enters its 46th year of operation, we reflect upon our continued growth and success and boldly plan for the future. In March 2018, GSSSI was once again designated by the Massachusetts Executive Office of Elder Affairs as an Aging Services Access Point (ASAP). This designation is core to our mission of maintaining quality of life for older adults, caregivers, and persons with disabilities. As an ASAP, we can

continue to offer a robust Home Care program, Clinical Assessment and Eligibility program, Information and Referral services, and Protective Services for Older Adults.

Over this past year, GSSSI expanded its reach to many new consumers. Our Therapeutic Meal program continued to grow, and we expanded the Latino lunch menu to home delivered meal clients. We also experienced record growth in protective service intakes as the department continued to educate and work with its community partners to protect elders from fraud, abuse, and neglect.

The challenges facing older adults today are very different from the challenges of the past. An increasing number of grandparents are feeling the financial and emotional strain of raising their grandchildren because the biological parents are unable to. And, for the first time, loneliness and social isolation were identified as one of the top three critical needs in our Area Plan.

In response, GSSSI awarded caregiver respite scholarships to grandparents caring for grandchildren through its Family Caregiver Support program. We also established Re-engAGE, a grant program for community projects which seeks to address social isolation in a sustainable manner. Three projects will receive grant awards of \$5,000 each.

As part of our commitment to working collaboratively with the medical community, GSSSI participated in the **RIGHT** (Rapid Intervention Good Health Transitions) pilot program. In this capacity, we began working with Baystate Medical Center's Acute Care for Elders (ACE) program to assist with expediting in-home services so older adults can be discharged home, avoiding nursing home rehab placement and reducing re-hospitalizations.

By the end of June 2018, GSSSI had become a community partner of 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. The kick off date of the program was scheduled for July 1st.

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

A handwritten signature in black ink that reads "Jill Keough".

Jill Keough  
Executive Director



# Greater Springfield Senior Services, Inc. Programs and Services

**352 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.

**201 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.

**2,667 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).

**175 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.

**3,581** round trips to medical appointments were provided through GSSSI's **Companion Program** for eligible Home Care clients.

**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.

**188** 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 participated in **7 Healthy Living** evidence-based educational programs which covered topics such as fall prevention, eating healthy, and managing chronic conditions. Groups were held at Seniority House, Emerson Manor, Brownstone Gardens and at Senior Centers in Hampden, Longmeadow, Mason Square and Hungry Hill.

**1,697** 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 **240** 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**).

**9,126** 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 **706** facility visits to **49,529** residents. This resulted in **1,162** volunteer hours and **266** interventions. The program covers **17** nursing homes and **two** rest homes.

July 1, 2017 – June 30, 2018

■ **People Served**

■ **Program Name & Definition**

**72** 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 offer hot lunches in senior centers and various elder housing complexes.

MEALS SERVED BY GSSSI

Community Dining Meals **37,930**.

Home Delivered Meals **272,567**.

Latino Meals **10,756**.

Kosher Meals **9,319**.

Therapeutic Meals **13,714**.

MEALS SERVED BY COUNCILS ON AGING  
THROUGH GSSSI TITLE III GRANTS

Home Delivered Meals **101,636**

Community Dining Meals **43,744**

**474** **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.

**175** 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.

**2,292** 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.

**1,267** 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.

**3,914** **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.

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

**Older Americans Act Federal Funding**

October 1, 2017—September 30, 2018

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 \$256,235 in Title IIIB grants were awarded to 14 agencies for 23 programs.

This year, we provided small grants to agencies to keep support seniors in their homes. These funds provided items such as; air conditioners, devices for outreach workers to access and copy documents during home visits and technology to bring senior center programs into the homes of homebound seniors.

Open Pantry Community Services received \$18,800 in Title IIIC funding to support the Senior Food Pantry Program; close to **1,400** seniors received emergency food for their households through this program.



**PETER SCHMIDT**  
PRESIDENT

### Board of Directors 2017 - 2018

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### Area Agency on Aging Advisory Council 2018

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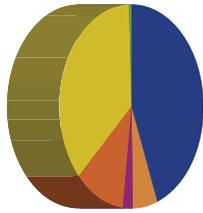
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# Statement of Finances

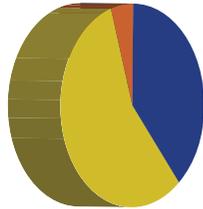
July 1, 2017 – June 30, 2018

## Total Revenues



■ Executive Office of Elder Affairs .....	13,017,405 .....	44.2%
■ Administration for Community Living .....	1,654,533 .....	5.6%
■ Client Contributions & Co-Payments .....	699,840 .....	2.4%
■ MassHealth .....	3,229,137 .....	11.0%
■ Third Party Contracts & Grants .....	10,706,423 .....	36.3%
■ Other .....	154,891 .....	0.5%
<b>Total Revenues .....</b>	<b>29,462,229 .....</b>	<b>100.0%</b>

## Total Expenses



■ Salaries, Fringes & Direct Program Costs .....	11,188,642 .....	38.8%
■ Subcontracts & Subgrants .....	16,223,909 .....	56.2%
■ Management & General .....	1,441,091 .....	5.0%
<b>Total Expenses .....</b>	<b>28,853,642 .....</b>	<b>100.0%</b>

# 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.**



## **2018 Annual Report Greater Springfield Senior Services, Inc.**

An Aging Services Access Point  
and Area Agency on Aging  
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413-781-8800 | [www.gsssi.org](http://www.gsssi.org)



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

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. 1-800-AGE-Info | [www.800ageinfo.com](http://www.800ageinfo.com)

Copywriter/Editor: Karen Martin  
Design: John Murphy Creative

Jennifer Andes & Family | Bethany Assembly of God | Durham Caldwell | Ellen L. Caldwell | Mary K. Caldwell Matthew J. Cressotti and Tina Vandersteel | Grantham, Mayo, Van Otterloo & Co. LLC Matching Gifts Program Lisa Grenier | Katherine C. Pierce Trust | Wallace and Kathryn Lasonde | R.D. Liebro | Old First Church Fund for Seniors of Greater Springfield | Robin Stewart | Gaetana Venezia | Warren S. Weiner | Cynthia Wright

### **Donations in Honor of**

Durham Caldwell – birthday  
Durham Caldwell – Father's Day  
Durham and Jean Caldwell – Christmas 2017  
Durham and Jean Caldwell – 71st wedding anniversary  
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Angela F. Cressotti  
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