Providing services to benefit older and disabled adults reminds me of piecing together a quilt – it consists of creatively assembling available resources and stitching them together to cover a variety of needs. As with each piece of quilt, services from community organizations are stitched together with GSSSI services to provide a comforting blanket of care for the elders and caregivers in our communities.

Over this past year we “sewed up” two new services long on our wish list, a Medical Advocate program and a Therapeutic Home-delivered Meals program. These services allowed us to fill two very significant gaps in our service-delivery system. In addition, our ability to assist individuals with Alzheimer’s Disease or Related Dementias was augmented by a grant provided by the Executive Office of Elder Affairs for the provision of in-home Occupational Therapy services focusing on enhancing the ability of caregivers to assist their loved ones.

GSSSI has also become a partner in a learning collaborative developed by and for Baystate Medical Center. This effort is to enhance the clinical ability of and educational resources for practitioners in serving older individuals in the Springfield area, especially those with dementia. By partnering with various community support systems for information and expertise, Baystate is striving to improve overall health outcomes for their older patients. In that vein, our Options Counselor has been spending one day a week at the main hospital to help facilitate successful patient discharges.

On a statewide level, efforts continue in addressing a burgeoning MassHealth budget. The state is hoping to stem rising costs through greater use of Accountable Care Organizations and other models of managed care. In this effort, the Massachusetts network of Aging Services Access Points continues to promote the need to address the social determinants of health to prevent over-medicalization of this process and utilize conflict-free community partners for the provision of Long-term Services and Supports.

To the many hands that make our work possible, I say “thank you” to our dedicated employees, Board of Directors, volunteers, Area Agency on Aging Advisory Council, our community partners, and, especially, to the incredible network of service providers without whose involvement, this agency could not fulfill its mission.
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.

**IN MEMORIAM**

Kristen Zebrowski
Contracts Manager
March 1993 – February 2016

Kristen’s untimely passing touched the lives of her colleagues at GSSSI and those that worked with her in the community. Possessed of an extraordinary spirit which brought such joy and goodness to this world, she was known for her infectious laugh and wonderful sense of humor. She will be deeply missed and never forgotten.

**Medical Advocate**

Nicole Trotier works with one of her clients to prepare for his upcoming medical appointment. This one year pilot program, primarily funded by the Tufts Health Foundation, helps facilitate effective patient/doctor communication. The Advocate provides transportation to appointments and moral support during office visits, ensuring that the client’s concerns and questions are addressed. Clients have reported a greater understanding of their medical conditions and treatment plans. Since January 25 seniors have participated in this program.

**Therapeutic home delivered meals**

were added to GSSSI’s menu for clients requiring cardiac/diabetic and renal/diabetic meals. With help from a volunteer medical advisory team, and funding from Tufts Health Foundation and the Community Foundation of Western Mass, the meals are prepared by staff at Providence Behavioral Health Hospital. Driver Galen Plourde delivers one of GSSSI’s first therapeutic meals.

**Meal site participants**

at GSSSI’s Senior Dining Centers enjoyed a Hawaiian themed meal complete with a special menu and festivities.

**GSSSI partnered with Scantic Valley YMCA and Springfield Housing Authority to offer two new evidence-based Healthy Living programs. Tomando, the first class to be offered in Spanish, was conducted at the Jenny Lane Housing complex. Cancer Survive and Thrive was offered to members of the Live Strong group at the YMCA, who are pictured.**
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. A Caregiver Specialist offers in-home, in-office or telephone consultations.

2,705 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).

170 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.

3,674 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.

177 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.

156 people participated in 14 Healthy Living evidence-based educational programs which covered topics such as fall prevention, eating healthy, and managing chronic conditions. Groups were held at Highland House and Riverview Senior Center in Springfield, Emerson Manor in Longmeadow, Scantic Valley YMCA, Jenny Lane Housing complex, and the Senior Centers in Hampden, Palmer and Wilbraham.

1,856 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 221 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).

10,319 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 780 facility visits to 50,842 residents. This resulted in 1,375 volunteer hours and 236 interventions. The program covers 18 nursing homes and two rest homes.

78 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 46,681
- Home Delivered Meals 321,264
- Latino Meals 6,943
- Emergency Food Pantry Meals 88,548
- Kosher Meals 10,318

MEALS SERVED BY COUNCILS ON AGING THROUGH GSSSI TITLE III GRANTS
- Home Delivered Meals 113,005
- Community Dining Meals 49,119
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.

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.

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 five SCOs: Commonwealth Care Alliance, UnitedHealth, Fallon NaviCare, Tufts Health Plan, 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.

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, 2015 – September 30, 2016
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 $285,610 in Title IIIB grants were awarded to 14 agencies for 15 programs.
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Peter Schmidt
Vice President, Wilbraham
Daniel Keenan
Vice President At-Large
William Sheehan
Treasurer At-Large
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Longmeadow
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West Springfield
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Wales

Statement of Finances
July 1, 2015 - June 30, 2016

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<thead>
<tr>
<th>Description</th>
<th>Amount</th>
<th>Percent</th>
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<tr>
<td>Executive Office of Elder Affairs</td>
<td>$12,249,055</td>
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<td>Administration for Community Living</td>
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<td>Client Contributions &amp; Co-Payments</td>
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<td>MassHealth</td>
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<td>Management &amp; General</td>
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<td><strong>Total Expenses</strong></td>
<td><strong>$27,682,874</strong></td>
<td><strong>100.0%</strong></td>
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*Emeritus  ** Resigned during year
Thank You to Our Donors

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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GSSSI staff

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