



**GREATER SPRINGFIELD  
SENIOR SERVICES, INC.**  
DIGNITY - PASSION - PURPOSE

**ANNUAL REPORT**  
**2023**

Since 1972, **Greater Springfield Senior Services (GSSSI)** has been dedicated to improving the quality of life for seniors, caregivers, and those living with disabilities. We achieve this through various programs, services, and informational support that promote independence, dignity, safety, and peace of mind. We firmly believe that everyone has the right to live in the setting of their choice, and we are here to help them make informed choices that enhance their well-being.

Our programs are funded by a combination of contracts with the Massachusetts Executive Office of Health and Human Services, the Massachusetts Executive Office of Elder Affairs, the Federal Administration for Community Living, participating insurance providers, and generous community donations.

GSSSI serves the towns of Agawam, Brimfield, East Longmeadow, Hampden, Holland, Longmeadow, Monson, Palmer, Springfield, Wales, West Springfield, and Wilbraham.

Our Protective Services unit also covers the towns of Belchertown, Chicopee, Granby, Holyoke, Ludlow, South Hadley, and Ware.

Additionally, many of our MassHealth-funded programs cover extended areas.

For more information about any of the programs we offer, please get in touch with our Information & Referral department by calling 413-781-8800, Monday through Friday, 8 AM to 5 PM, or by visiting our website, [www.gsssi.org](http://www.gsssi.org)

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**Jill Keough**  
*Executive Director*  
*Greater Springfield Senior Services, Inc.*



## ***A Message from the Executive Director***

As I reflect on this past year, I am reminded of a quote from Dr. Martin Luther King Jr., *“All labor that uplifts humanity has dignity and importance and should be undertaken with painstaking excellence.”* Our staff have remained committed to this remarkable pursuit of *“painstaking excellence”* when advocating passionately for those we serve or when confronted with challenging circumstances.

This past year, we experienced double-digit growth in our Senior Care Options and One Care programs and our Protective Services program. Growth of this nature is not without challenges, but this did not deter our team as they worked collaboratively with our community partners. Frequently, I share staff stories that exemplify what it means to *“uplift humanity”* and embody our mission. I am happy to share a few of these stories as part of our Annual Report to give the reader a peek into what painstaking excellence looks like at GSSSI.

To remain relevant and robust, GSSSI is always looking for new and different ways to serve older adults and persons living with disabilities. This past year, we were granted a Hospital to Home grant through the Executive Office of Health and Human Services for our collaboration with Baystate Health to embed a Community Resource Specialist within the Case Management department so older adults can return to the community with the services they need to remain safe.

In collaboration with the Executive Office of Elder Affairs, we launched the Community Transitions Liaison program, which focuses on returning nursing home residents to the community by collaborating with ASAP and other state programs and community resources. In the coming weeks and months ahead, we will continue to partner with MassHealth to host Application Assistance events and provide one-on-one assistance so that no older adult will have to experience the stress of losing their coverage.

This past June, GSSSI participated in its first Pride parade. The love present on that day was palpable. To walk down State Street and see families and young children waving flags was very moving. While these bystanders moved me, I was also moved by those of past and present generations who were afraid to walk, to be present for the love, acceptance, and, most importantly, pride on the 3rd of June.

Harvey Milk once said, *“Hope is never silent.”* Here at GSSSI ... We do not want hope to remain silent, and we hope to begin to cultivate community conversation and engagement with the Western Mass Aging Services network and with the LGBTQ elders themselves over the next several months.

As we enter our Fifty-Second year, GSSSI will continue to serve with a sense of dignity, passion, and purpose and provide hope to those who may remain marginalized. We appreciate our Community Partners' support and collaboration and will continue seeking a new way to continue our mission.



***"All labor that uplifts humanity has dignity and importance"***





**and should be undertaken with painstaking excellence."**



## EXAMPLES OF GSSSI EXCELLENCE

Jose Reyes, a Senior Care Options Supervisor with Commonwealth Care Alliance, went beyond the call of duty to help a member achieve their lifelong dream. Reyes wrote a heartfelt letter to the Boston Red Sox and secured tickets for an 87-year-old die-hard fan who had never been to Fenway Park to see a game in person despite never missing a game on the radio. This compassionate act of kindness made the member's day and touched the hearts of those who witnessed it. Jose's kind gesture is the definition of GSSSI excellence and highlights the compassion felt by our staff towards our clients.



## EXAMPLES OF GSSSI EXCELLENCE



**Christine Culhane**, a State Home Care Case Manager, recently assisted a couple with complex medical issues that led to both of them having multiple hospitalizations and rehab stays. Sadly, the couple hadn't seen each other in several months as they had never been at the same facility at the same time. While the husband was still in rehab, his wife's condition worsened, and it was decided to place her on life support at a hospital in CT. He was distraught at the thought of not being able to see his wife before she passed, so Christine worked with the GSSSI team to help this couple reunite. Thanks to her advocacy, she was able to secure safe transport on short notice so that they were able to have one last visit before she passed away.



**Eman Hamdan**, a Geriatric Support Services Coordinator with Commonwealth Care Alliance, went above and beyond to ensure the safety of a member who did not answer the door when his Meals on Wheels was delivered. Following protocol, she notified the member's emergency contact, who also could not contact the member. Fearing the worst, Eman called 911, who sent the police and EMTs for a wellness check. The member was found on the kitchen floor, barely conscious, following a fall, and was rushed to the ER, where it was discovered that he had a brain bleed and other injuries. Thanks to Eman's persistence, the member's life was saved, and the member is on his way to recovery.

# FISCAL YEAR 2023

## JULY 1, 2022 - JULY 30, 2023

**307 Members** were served by the **Adult Foster Care Program**, which allows adults living with disabilities or chronic medical conditions to remain at home with a paid caregiver of their choosing.

**2135 Clinical Eligibility Screenings** were conducted by GSSSI nurses for access to in-home personal care services, adult day health programs, and admission into skilled nursing facilities.

**127 Individuals** were assisted by the **Consumer-Directed Care Program**, which allows older adults enrolled in our Home Care Program to choose and schedule their own caregivers.

**169 Caregivers and 17 Grandparents Raising Grandchildren (Kinship Caregivers)** were served by the **Family Caregiver Program**, which provides services and supports for non-professional caregivers to minimize the challenges associated with being a caregiver.

**2539 Older Adults** were assisted by the **Home Care Program**, which provides case management and care coordination of in-home supports, such as personal care, homemaking, and more.

**12,125 Calls/Contacts** were handled by the **Information and Referral Department**, which is the main entry point for accessing GSSSI services and understanding available community supports.

**63 Older Adults** were assisted by the **Money Management Program**, which provides older adults with volunteer bill payers that help create budgets and pay bills. GSSSI also serves as Social Security Representative Payee for those who cannot manage their finances independently.





**37 Individuals** were assisted by the **Options Counseling Program**, which acts as a “mobile Information & Referral” and provides individuals with person-centered resources to help them live in the setting of their choice.

**1129 Members** were assisted by the **One Care Programs**, which allows individuals ages 21-64 dually eligible for Medicare and MassHealth assistance with community resources and in-home supports.

**731 Visits** to local nursing and rest homes were conducted by the **Long-Term Care Ombudsman Program**, and **201 Visits** were conducted by the **Assisted Living Ombudsman Program**. Both programs advocate for and educate residents and their families about their rights and care options.

**2483 Individuals** were assisted by the **Personal Care Management Program**, which enables individuals living with disabilities and who need daily care to hire and schedule their own in-home assistance.

**2851 Intakes** were received by the **Protective Services Department**, which investigates allegations of elder abuse and neglect, including physical, emotional, and sexual abuse; self-neglect; caregiver neglect; and financial exploitation.

**5336 Members** were assisted by the **Senior Care Options (SCO) Programs**, which provide MassHealth-eligible adults ages 65 and older with specialized support services using a collaborative team approach.

**Nutrition Program** provides various services, including Meals on Wheels, community dining, and nutrition education with our in-house Registered Dietitian.

**431,613 Meals on Wheels** were Delivered

**50,022 Community Dining Meals** were Served



## **Board of Directors Executive Committee**

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Sharon Connor, Secretary  
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Doreen Harrison  
Rebecca Moriarty  
Ellen Nepomuceno  
Linda Parent  
Eva Pittsinger  
Michael Squindo



# STATEMENT OF FINANCES FY 2023

## Revenues

State & Federal Funding - \$23,870,282 – 61.4%

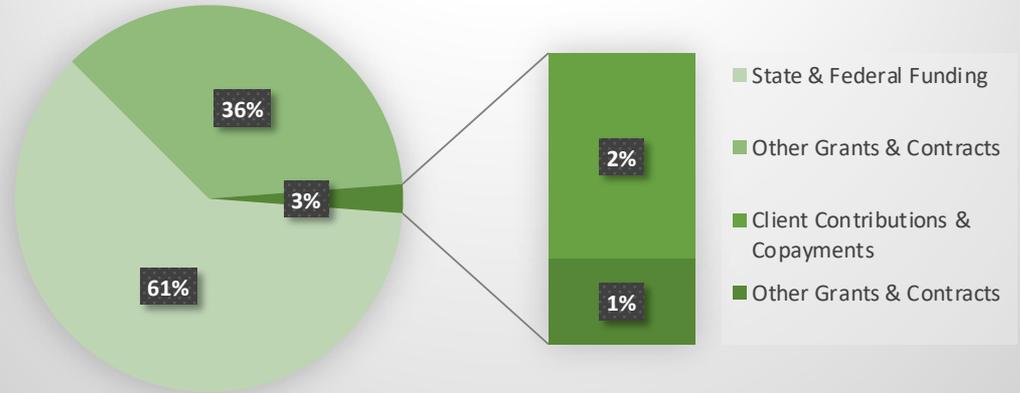
Other Grants & Contracts - \$14,110,631 – 36.3%

Client Contributions & Co-Payments - \$647,723 - 1.7%

Other - \$256,200 – 0.7%

**Total: \$38,884,836**

## Revenues



## Expenses

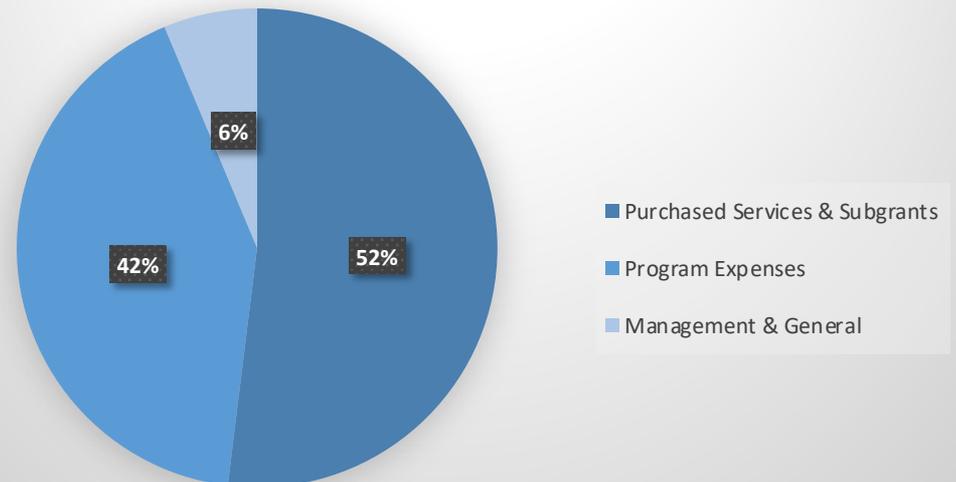
Purchased Services & Subgrants - \$19,167,415 – 52.0%

Program Expenses - \$15,411,889 – 41.8%

Management & General - \$2,310,840 – 6.3%

**Total: \$36,890,144**

## Expenses



## Thank You to Our Donors

Tricia Simons  
Gudrun Deex  
Aaron and Brenda Cook  
Aaron Keegan  
Albina Jambulatova  
Helen Wright  
Juan F. Latorre, III  
Mr. & Mrs. James Burke  
Rosinda Ribeiro

Stop and Shop Blooming 4 Good Program  
Katherine C. Pierce Trust  
Old First Church Fund for Seniors of Greater Springfield  
Maria Fillion  
Patrica Burke  
The Blackbaud Group  
Amazon Smile  
In Loving Memory of Max Zaremba

## How To Donate

Nutritious meals and emergency housing are just some of the additional supports and services we are able to provide to our most vulnerable clients.

\$21 – Three days of emergency shelf-stable meals for a homebound older adult

\$75 – An afternoon of in-home respite for a stressed-out caregiver

\$99 – One night of emergency shelter for an abused older adult

To learn more about how to make a difference in the life of an older adult by donating, please visit our website [www.gsssi.org](http://www.gsssi.org)

2023 Annual Report – Greater Springfield Senior Services, Inc.  
An Aging Services Access Point and Area Agency on Aging

GSSSI is an AA/EOE. Its programs are funded in whole or in part, by contracts with the Massachusetts Executive Office of Elder Affairs, the Association for Community Living, managed care entities, and private donations.



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