Since 1972, Greater Springfield Senior Services, Inc. (GSSSI) has helped older adults, caregivers, and persons living with disabilities to maintain their quality of life through the provision of programs, services and informational support. We foster independence, dignity, safety and peace of mind, and promote the right of all individuals to live in the setting of their choice. We help them make informed choices to enhance their well-being.

GSSSI is part of a network of twenty-five (25) Aging Service Access Points (ASAP), funded by the Executive Office of Elder Affairs, to provide information and referral services, home and community based services to persons residing in the twelve cities and towns in our catchment area. These cities and towns include: Agawam, Brimfield, East Longmeadow, Hampden, Holland, Longmeadow, Monson, Palmer, Springfield, Wales, West Springfield, and Wilbraham.

GSSSI is also designated as an Adult Protective Services Agency by the Commonwealth to investigate elder abuse in the following cities and towns: Agawam, Brimfield, Chicopee, East Longmeadow, Granby, Hampden, Holland, Holyoke, Longmeadow, Ludlow, Monson, Palmer, South Hadley, Springfield, Wales, West Springfield, and Wilbraham.

In addition to these designations, GSSSI is designated as an Area Agency on Aging (AAA) to receive federal funds through the Older Americans Act to plan, coordinate, and fund programs, as well as advocate for the development of a comprehensive plan of services for those with the greatest economic and social needs within the GSSSI catchment area. GSSSI is able to offer a comprehensive Nutrition Program, Evidence Based Trainings, Family Caregiver program, Long Term Care Ombudsman program, as well as fund other community based organizations in order to meet the needs of our most vulnerable populations.

Through its own initiative, GSSSI has entered into contract with the Executive Office of Health and Human Services to serve as an Adult Family Care and Personal Care Management provider agency. GSSSI provides case management services to Senior Care Option and One Care Plans. Most recently, GSSSI entered into a collaborative relationship with community based organization to form the Care Alliance of Western Mass (CAWM) to serve as a Community Partner with other community based organizations.
From the Executive Director

As I reflect upon this past year, I am drawn to a quote from Eleanor Roosevelt who stated, “We do not have to become heroes overnight. Just a step at a time, meeting each thing that comes up, seeing it as not as dreadful as it appears, discovering that we have the strength to stare it down”. The pandemic challenged our creativity and renewed our commitment to serving older adults, persons with disabilities and their caregivers. We bolstered our technological capacity to serve our consumers virtually. We embraced the use of personal protective equipment and social distance requirements in order to keep our consumers and staff safe during these challenging times.

We never stepped away from our responsibility to serve. In fact, since the state of emergency started in March, GSSSI staff has:
• Performed 30,972 wellness checks on consumers and members across all GSSSI programs,
• Responded to a 37% increase in Home Delivered Meals,
• Delivered 1,400 masks, 1,000 pairs of gloves, 400 hand sanitizers, and 2,400 rolls of toilet paper to consumers,
• Received 2,406 inquiries for GSSSI programs and services,
• Mailed 415 homemade masks sewn by volunteers to consumers.

We will continue to “stare” down the challenges brought about by the pandemic by continuing to give of ourselves in ways we never imagined. GSSSI has continued to re-imagine how we can best serve our community. We understand the need is real and ever evolving. We also understand that the challenges will not disappear overnight and we stand ready to “stare” them down in order to serve those who need us the most.

One of the silver linings of the pandemic was the evolution of new community collaborations formed out of our desire to serve those most impacted by the pandemic. Collaborators include The Gray House, Springfield Public Library, Martin Luther King Jr. Community Center, and our Council on Agings. The Community Foundation of Western Mass was instrumental in providing financial support as we strived to meet the enormous food insecurity challenges brought about by the pandemic.

As we look to the future, technology will continue to play a role in the delivery of goods and services to our consumers. We will continue to examine ways to improve and expand our virtual capabilities and connections in all aspects of our operation.

On behalf of our Board of Directors and staff, we thank our consumers and community partners for their trust and we look forward to supporting older adults, persons with disabilities, and caregivers to maintain their dignity and independence within the community.

One of GSSSI’s greatest assets is its caring staff who continue to serve and advocate for older adults and persons living with disabilities in our community.
Greater Springfield Senior Services, Inc. accomplishes its mission by adhering to our Services Standards and Values including Excellence, Integrity, Compassion, and Commitment. We would like to highlight three staff who exemplified the Agency’s commitment during the pandemic.

Amber Haywood
Long Term Services and Supports (LTSS) Coordinator
Care Alliance of Western Mass, ACO Community Partner Program

When I first met Sara, an Accountable Care Organization (ACO) Community Partner Program member, she was a timid and cautious 19 year old who was still attending high school, and working very hard to study for her final exams. She was also working on her portfolio required for graduation. Sara was homeless and living in a shelter. She had recently signed herself out of Department Children and Families (DCF) custody after being involved with them for most of her life. While she did have a Representative Payee to help manage her food, she relied on school staff, her only trusted supports, to navigate day to day life. We started by helping her identify her goals. Sara was moved into a group housing program for young adults. While this program was not a good fit for her, the experience helped her to decide to apply for the Alternative Housing Voucher Program. Sara asked me to be present at the interview because she was concerned she would not be able to manage it on her own; however, she truly blossomed out of the park and I was so proud of her.

Sara was told many times in her life that she would never be able to live on her own and how she lacked the skills needed for independence. However, with the help of the ACO Community Program, Sara states that “now I feel less stressed because of the help and support you give me.” Sara has since moved into a new apartment, created a budget plan and continues to do very well living independently. As an LTSS Coordinator, I truly enjoy my role because I have a passion for helping people. The strength and resilience of members like Sara, continues to inspire me. Making a difference in even one member’s life, brings me great joy and keeps me motivated to work harder.

Ariana Figueroa
Long Term Services and Supports Coordinator, One Care Program

While still in training as a new Long Term Service Coordinator, I completed a new member assessment on a woman named Jane. Jane was homeless and had been living in her truck with her dog for several months. While Jane’s initial goal was to work on finding housing, she was unwilling to give up her dog, whom she relied on for emotional support. Additionally, she was on a fixed income with no kitchen facilities, so she had been living on junk food and had no way of securing healthier food options.

In the course of our work, Jane was given information about GSSSI’s Grab & Go Meal Program, where she could go and pick up a healthy meal on a regular basis. When the GSSSI Nutrition team heard about Jane’s situation, they also provided Jane with a box of healthy shelf stable meals and 2 cases of dog food for her beloved pet. Happily, Jane is now at the top of the list for pet-friendly housing. Jane has expressed extreme gratitude for the generous help she received from all GSSSI staff. Although I was new, I quickly learned that GSSSI is family and is always willing to go the extra mile for those in need.

Terenz Deleon
Geriatric Support Services Coordinator, Senior Care Options

Early in the pandemic, I received a phone call from one of my members, “John” requesting gloves, masks and hand sanitizer. Due to the increased demand, it was almost impossible to find these items. I notified his Senior Care Option plan of his needs and a week later, I received a follow up phone call from John regarding his request. This time I could hear panic in his voice. John explained he continued to wait for the requested PPE from his Senior Care Options plan. In addition, he and his spouse were running low on food. They were afraid to leave the house without proper protection because they were both at high-risk and were medically frail. The couple had absolutely no informal supports or other family in the area. The food and the PPE was delivered, and John was extremely thankful and overwhelmed, saying “Thank You” over and over. It was a wonderful feeling knowing that this couple would not run out of food and would have the protection needed to go get groceries, medications, etc. Such a small gesture made a world of difference and I was happy to be a part of it.

After hearing his desperation, I decided to assemble a care package with the needed PPE using items I had at my own home. When I called John to let him know I would be delivering the care package that day, I could immediately hear the relief in his voice. I delivered the care package with extreme caution, making sure to remain over 6 feet away and wearing the appropriate PPE. John was extremely thankful and overwhelmed, saying “Thank You” over and over. It was a wonderful feeling knowing that this couple would not run out of food and would have the protection needed to go get groceries, medications, etc. Such a small gesture made a world of difference and I was happy to be a part of it.

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July 1, 2019 – June 30, 2020

Programs and Services

Greater Springfield Senior Services, Inc.

Program Name & Definition

Community Options program (ECOP).

191 | 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.

207 | The Caregiver Support program provides information, education, and support 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.

1,051 | Clinical Eligibility Screenings (not unduplicated) were conducted by GSSSI nurses for access to skill level, income, adult day health programs, or in-home care services that are reimbursed by the Commonwealth MassHealth program. The nurses also conducted some screenings for non-MassHealth consumers for the Enhanced Community Options program (ECOP).

78 | Home Care programs offer in-home assessments, care planning, information about resources, and ongoing service monitoring. An additional 311 people who were found eligible for nursing home care placement were still in their homes with established services through the Elderly Community Options program (ECOP).

1,261 | The Options Counseling program is designed to help people make informed decisions about living at home with supporting services, living in a community setting that provides services, or moving to a nursing home. When counseling the individual, the Options Counselor works with the person and their family to determine the person’s goals and preferences.

6,638 | People served by Councils on Aging throughout Western Massachusetts.

203,642 | Meals served by Councils on Aging.

32,320 | Meals served in Community Dining Meals.

105,485 | Home Delivered Meals.

16,111 | Meals delivered by Massachusetts Department of Public Health (MassHealth).

8,974 | Meals served by GSSSI.

505 | 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 enrollee care needs through a Care Team which may include primary care, mental health care, hospital care, specialized care, and long term services and supports.

36,590 | Older adults were served by the ANCHOR program.

491 | Members of the ANCHOR program lived with trained, committed caregivers who provide daily care. Caregivers may be family members, or non-family members, and are paid a monthly stipend.

9,352 | The ANCHOR program provides on-site clinical and in-home care for access to skill level, income, adult day health programs, or in-home care services that are reimbursed by the Commonwealth MassHealth program. The nurses also conducted some screenings for non-MassHealth consumers for the Enhanced Community Options program (ECOP).

7,806 | The ANCHOR program provides on-site clinical and in-home care for access to skill level, income, adult day health programs, or in-home care services that are reimbursed by the Commonwealth MassHealth program. The nurses also conducted some screenings for non-MassHealth consumers for the Enhanced Community Options program (ECOP).
Executive Committee
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Agawam, MA
Mr. Daniel Keenan, Vice President
Southwick, MA
Ms. Linda Alston, Vice President
Springfield, MA
Mr. John Shay, Secretary
Hampden, MA
Ms. Barbara Morin, Treasurer
West Springfield, MA
Mr. Francis Grimaldi, Assistant Treasurer
West Springfield, MA

Agawam, MA
Hampden, MA
Southwick, MA
West Springfield, MA
Springfield, MA
West Springfield, MA

Linda Fitzgerald
Dan Keenan, Barbara Morin, Linda Fitzgerald, and John Shay
Sally Wittenberg, Louis Massoia, Anne Thomas, Gloria Wilson, William Sheehan, Barbara Morin, Jill Keough, Sr. Mary Caritas, S.J., Linda Alston, Olga Ellis, Peter Schmitt, John Shay, Francis Grimaldi

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Springfield, MA
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Sr Mary Caritas, Jill Keough, Julie Hotte, Anna Randall

Statement of Finances

Total Revenues .........................................33,050,214
Total Expenses .........................................31,754,385 ..... 100.0%

State & Federal Funding .................................. 18,297,627 ...... 56%
Other Grants & Contracts ............................ 12,832,628 ...... 39%
COVID-19 Funding ...................................... 952,120 ...... 3%
Consumer Contributions & Co-Payments ............ 707,838 ...... 2%
Other .................................................. 260,001 ...... 1%

Total Revenues .........................................33,050,214

Purchased Services & Subgrants ....................... 16,667,204 ...... 52.5%
Program Expenses .................................... 13,225,781 ...... 41.7%
Management & General ............................... 1,861,404 ...... 5.9%

Total Expenses .........................................31,754,385 ..... 100.0%
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.

**Donations in Honor of**
- Hampden/Wilbraham Residents
- Heather Jolicoeur

**Donations in Memory of**
- Olga Boucher
- Jean Conner Caldwell
- Angela F. Cressotti
- Ylona Deslauriers
- Marie A. Mazze
- John Strain
- Sylvia Weiner
- Max Zaremba

**Foundation Grants**
- Community Foundation of Western Massachusetts
- Harvard Pilgrim Health Care Foundation
- Eversource
- Fallon Health
- Jean Griswold Foundation
- Katherine C. Pierce Trust

**2020 Annual Report**
**Greater Springfield Senior Services, Inc.**
An Aging Services Access Point and Area Agency on Aging

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