



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

IMPACT REPORT 2024





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

Donations

GSSSI welcomes donations to help support programs that assist vulnerable populations. Contributions enable services such as home-delivered meals, emergency housing, and respite care for caregivers.

All donations are tax-deductible, and there are options to contribute in memory or honor of loved ones.

For more details on how to donate, please visit our website at www.gsssi.org.



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Message from the Executive Director



JILL KEOUGH
Executive Director

When reflecting upon the past year, I am reminded of Helen Keller's quote, "Alone we can do so little; together we can do so much." Collaboration and connection are at the heart of our success in helping to support the frailest members of our society to remain in the setting of their choice for as long as possible. Whether we collaborate across programs or with other community partners, GSSSI continues to honor its fifty-two-year legacy within the twelve cities and towns in our catchment area. Our success in collaboration and community support is a testament to the dedication and hard work of our staff, partners, and community members. We are committed to continuing our support for the community, and your confidence in us is our driving force.

The demand for our services remains strong, with steady growth noted within our Senior Care Options, State Home Care, Nutrition, Personal Care Management, and Protective Services programs. Our Hospital to Home collaboration with Baystate

Health, where we embed a community resource expert within the discharge planning team, has officially been recognized as a tremendous success. More older adults and their loved ones are educated and enrolled in our services upon discharge because of our one-on-one meetings during their hospital stay. Our Community Transitions Liaison program was successfully launched this past year. As a result of our collaborative efforts, our skilled, compassionate team advocated for and supported 59 residents who resided in a skilled nursing facility so they could safely return to the community. This year, we also marked our Agency's first-ever marching contingent in the City of Springfield's 34th Annual Puerto Rican Parade. Forty staff and family members waved their red, white, and blue flags through Downtown Springfield to celebrate the heritage and culture of the community we serve.

Looking ahead, GSSSI is steadfast in its commitment to enhancing our services. We are set to expand our 'care transitions' coaching for older adults, increase our office footprint to accommodate our growth, enter into new Senior Care Options/One Care contracts, and broaden and diversify our provider network. Most importantly, we will facilitate our Area Plan process for the twelve cities and towns of our catchment area. As a federally designated Area Agency on Aging, GSSSI conducts a needs assessment to better understand our community's unmet needs. We do this through various means, including listening sessions and a community survey, to ensure we are always in tune with our community's pulse. This vital feedback helps to inform GSSSI's area plan for the next four years and, ultimately, the State's Plan for Aging. "Alone, we can do so little; together, we can do so much."

These initiatives underscore our unwavering dedication to meeting the ever-changing needs of our community, ensuring that we are always there when our community needs us the most.

We look forward to furthering our mission with dignity, passion, and purpose! We understand this is not possible without community support, and we look forward to working with our community partners to serve more older adults, persons living with disabilities, and their caregivers.

2024 IMPACT AWARD WINNERS

Each year, Greater Springfield Senior Services Inc. presents three Community Impact Awards to honor individuals who have made a lasting difference in the lives of older adults, caregivers, and those living with disabilities. These awards celebrate the everyday heroes whose dedication and compassion uplift our community.

At the heart of GSSSI's mission is the belief that everyone deserves to live with dignity and independence. Those chosen for the award shine a spotlight on those who share this vision—people who selflessly dedicate their time and talents to improving the lives of others. Whether through hands-on care, innovative programs, or ongoing community collaboration, these honorees are making a meaningful difference in the lives of others. Through their unique contributions, each honoree represents the power of community action and serves as a role model, reminding us all that we can play a significant role in shaping a better future for our community.

Additionally, these awards remind us of the importance of community involvement and send a powerful message: When we come together to support society's most vulnerable members, we create a more compassionate and inclusive community for all.

Congratulations, and a sincere thank you to this year's honorees.

Lydia Serrano

State Home Care Team Supervisor



Lydia Serrano is an accomplished social worker with over 30 years of dedicated service to the community. She earned her bachelor's degree from Universidad Central de Bayamon and her master's degree from Cambridge College. Lydia exemplifies passion, empathy, and a strong commitment to the mission of Greater Springfield Senior Services in all her responsibilities.

In 2002, Lydia received the Clara Temple Leonard Direct Care Award in recognition of her exceptional care and compassion for the elderly, demonstrating her unwavering dedication to enhancing their lives. Additionally, she has been honored twice with the Home Care Outstanding Employee Award.

Beyond her professional commitments, Lydia is actively involved in advocating for elder services, making her a respected pillar of the community. She resides in Springfield with her husband, Nelson, their two children, Nelson Jr. and Kaina, and their three beloved pets.

Christine Scibelli, RN, MS

Director of Population Health & Clinical Integration, Baystate Health



Christine is a seasoned leader in care management and transitional care, bringing 25 years of experience at Baystate Health. She began her career as a registered nurse in the Emergency Department and has since advanced through various leadership roles, culminating in her position as Senior Director of Care Management & Patient Flow.

Currently, she serves as the Director of Population Health & Clinical Integration, where she leverages her expertise to develop innovative programs that promote health and wellness in the community. Christine is driven by a deep passion for helping individuals within the community lead happy and healthy lives.

Erin Koebler, LCSW, CMC

Council on Aging Director, Pleasantview Senior Center, East Longmeadow



Erin Koebler, LCSW, CMC, is the Director of the East Longmeadow Council on Aging, where she led the town's entry into the AARP Network of Age-Friendly Communities, earned Dementia Friendly designation, and expanded transportation and nutrition services. With nearly 20 years of experience working with older adults, Erin has held leadership roles at Glenmeadow Retirement, the Longmeadow Council on Aging, and in care management programs in CT and PA.

She helped create the Neighbor to Neighbor Program, addressing senior isolation, and is a trained Alzheimer's Support Group Leader, SHINE Counselor, and Trustee of Storrs Library. She holds an MSW from the University of Pittsburgh and lives in MA with her husband and son.

FISCAL YEAR 2024

ADULT FOSTER CARE

367 MEMBERS were served by the program, which allows adults living with disabilities or chronic medical conditions to remain at home with their chosen caregiver.

CLINICAL ELIGIBILITY SCREENINGS

1330 SCREENINGS were conducted by GSSSI nurses for access to in-home personal care services, adult day health programs, and admission into skilled nursing facilities.

CONSUMER DIRECTED CARE PROGRAM

167 INDIVIDUALS were assisted by the program, which allows older adults enrolled in our Home Care Program to choose and schedule their own caregivers.

FAMILY CAREGIVER SUPPORT PROGRAM

193 CAREGIVERS AND 15 GRANDPARENTS RAISING GRANDCHILDREN (Kinship Caregivers) were served by the program, which provides services and supports for non-professional caregivers to minimize the challenges associated with being a caregiver.

HOME CARE PROGRAM

3240 INDIVIDUALS were assisted by the by the program, which provides case management and care coordination of in-home supports, such as personal care, homemaking, and more.

HOUSING PROGRAMS

177 OLDER ADULTS were assisted by the Supportive Housing Program and **20 ADULTS** were assisted by the Congregate Housing Program, which provides support services to residents in select subsidized housing complexes.

INFORMATION & REFERRAL DEPARTMENT

12,125 CALLS/CONTACTS were handled by the department, which is the main entry point for accessing GSSSI services and understanding available community supports.

OMBUDSMAN PROGRAM

753 VISITS to local nursing and rest homes were conducted by the Long-Term Care Ombudsman Program, and **214 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.

JULY 1, 2023 - JUNE 30, 2024

MONEY MANAGEMENT PROGRAM

75 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.

NUTRITION PROGRAM

480,540 MEALS-ON-WHEELS and **47,659 COMMUNITY MEALS** were provided to consumers. Our Nutrition program provides various services, including Meals on Wheels, community dining, and nutrition education with our in-house Registered Dietitian.

ONE CARE PROGRAMS

1082 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.

OPTIONS COUNSELING PROGRAM

74 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.

PERSONAL CARE MANAGEMENT PROGRAM

2510 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.

PROTECTIVE SERVICES DEPARTMENT

3031 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.

SENIOR CARE OPTIONS PROGRAMS

6196 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.

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GSSSI LEADERSHIP



JILL KEOUGH
Executive Director



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Mass Health Director*



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LAURA ALBANO
Client Services Director

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Karen Yarra
Big Y Foods, Inc.
Stop & Shop

GSSSI IN THE COMMUNITY



Volunteers



Annual Meeting



Nutrition Programs



Evidence Based Programs



Housing Support



Information & Referral Specialists



Pride Parade



Adult Foster Care



Elder Watch with Community Leaders



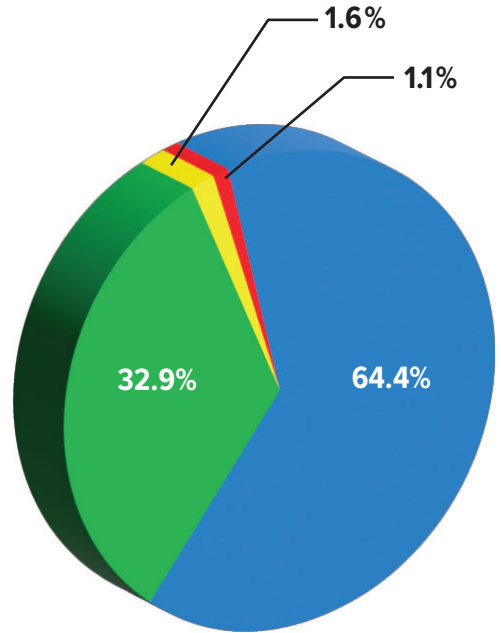
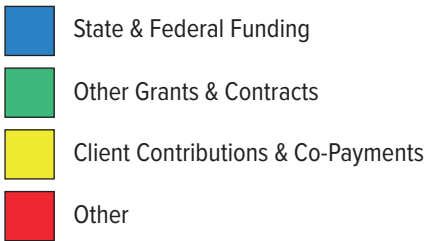
Personal Care Management Program

STATEMENT OF FINANCES

FISCAL YEAR 2024

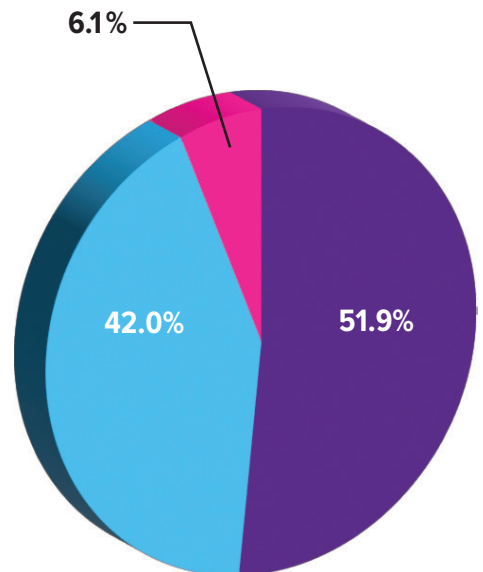
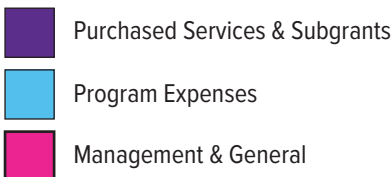
REVENUES

State & Federal Funding -	\$28,861,684
Other Grants & Contracts -	\$14,753,403
Client Contributions & Co-Payments -	\$704,407
Other:	\$484,880
TOTAL:	\$44,804,374



EXPENSES

Purchased Services & Subgrants -	\$21,480,237
Program Expenses -	\$17,384,441
Management & General -	\$2,553,855
TOTAL:	\$41,418,623





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DIGNITY



PASSION



PURPOSE

2024 Impact 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 or grants with the Massachusetts Executive Office or Elder Affairs, the Massachusetts Executive Office of Health and Human Services, the Older Americans Act, and private contributions.