

Impact Report

Fiscal Year 2021-2022



Greater Lynn Senior Services

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Dear Friends,

As we begin yet another fiscal year still navigating the ups and downs of the COVID-19 pandemic, I can honestly say that while this time has been incredibly challenging and taken a devastating toll, it has also made me keenly aware of the enormous impact one agency can have on the lives of the people it serves. A hot meal, a bag of healthy groceries, a case manager to reassure, an aide to safely help in the home, a licensed counselor to listen, a nurse to answer questions, an advocate to be on your side...our staff have always offered these kinds of important supports to our consumers and their families, but during the pandemic they have felt even more meaningful.

This year, I wanted to document the achievements of FY 2021-2022 with an Impact Report honoring the work of not only our staff and partners but also celebrating you—our generous funders, donors, and stakeholders. Over the past year, your support has allowed us to safely fulfill our mandate, to help the most vulnerable through the Lique Living Legacy Fund, and to develop creative new programs like the Phoenix Food Hub and our Uniper Project—initiatives addressing two of the most urgent needs made much more visible by the pandemic: food insecurity and social isolation. We are deeply grateful.

For over 45 years, GLSS has served the Greater Lynn community, making a difference in the lives of so many. The past two-plus years have required a fresh set of eyes and being open to reimagining norms and traditions. In this sense, it has been a transformative time for both us and the consumers we serve.

Yours truly,



Kathryn C. Burns
GLSS CEO



Kathryn Burns



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Marilyn Long & Nick Anander

GLSS SENIOR MANAGEMENT

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Lisa Wharff
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PROGRAMS

1,864

Number of consumers receiving in-home services through GLSS

239,043

Number of meals served to consumers through the Meals on Wheels program in FY22

4,800

Average number of meals delivered each month to six congregate lunch sites

380

Average number of bags of free food distributed at the monthly Brown Bag program

2,634

Number of consumers receiving services through the Senior Care Options (SCO) program

643

Number of consumers receiving services through the Group Adult Foster Care (GAFC), Adult Foster Care (AFC), and Personal Care Attendant (PCA) programs

575

Number of consumers age 21-64 receiving care coordination through the One Care program

700

Number of consumers age 3-64 receiving long-term services and supports coordination (LTSS) through the North Region LTSS Partnership (NRLP) program

107

Age of oldest consumer served by GLSS

3

Age of youngest consumer served by GLSS

Impact is not measured by numbers alone. This year, we heard from many consumers about the ways in which GLSS was there to help them during what continues to be a challenging time for many:

"I know that with coronavirus everyone gets a little discouraged, but I feel very lucky to have the services I have and all of the people who are there to help and listen to me. I just turned 80 years old and I feel good about my help."

"I trust my care coordinator and NRLP to help me with my disabled son, who is 18. She has done everything possible to get him all the services that he needs, and it's because of her hard work that he is doing better today."

"I love my case manager. She is like one of my best friends. She is very thoughtful and has a lot of compassion for people. I never want her to leave."

"My case manager is very thoughtful and caring. I am 91 and hard of hearing. If there is anything I can't understand she is very careful that I get it."



Brown Bag Program



Moeun Him & Holly Jarrell-Marcinelli



Members of the GLSS Home Care team

NEW INITIATIVES

PHOENIX FOOD HUB

Currently under construction, Phoenix Food Hub is on track to open in fall 2022. This unique, multi-faceted, and collaborative project provides an opportunity for many human services agencies in Lynn to work together and share resources to develop a systemic solution to addressing the issues of food insecurity and health disparities—two prevailing societal challenges made worse by the ongoing pandemic.



Working together with members of the Lynn Food Security Task Force, GLSS is the lead agency in developing and managing Phoenix Food Hub's operations from the first floor of its Central Square office building. Key aspects include a state-of-the-art food pantry, funded and operated by Catholic Charities, scheduled to open in the coming weeks, and a teaching kitchen being developed by GLSS (with support from donors), which will offer healthy cooking classes. Other important “wrap-around” supports include nutrition counseling (in conjunction with Lynn Community Health Center); information about other community resources; health self-management and exercise programs; mental health and stress management counseling; and more. This past winter, Phoenix Food Hub hosted several Saturday farmers' markets (in conjunction with The Food Project) attended by hundreds of area residents.

An official ribbon-cutting/grand opening is planned for fall 2022.

UNIPER

Isolation is a societal problem that has often been associated with aging—and is now recognized as a serious health problem—but the term has taken on new meaning during the global pandemic. In response, GLSS is offering a new program to help facilitate meaningful connection among area residents.



Uniper is a communications device that allows an individual to connect with others—case managers, counselors, health professionals, friends, and family—through their TV screen. It is a free service (thanks to our funders) and offers a rich library of content, including hundreds of videos on a wide variety of topics; live interactive programming, some developed by GLSS; health and exercise classes; and peer-led groups and chats. Over 100 consumers throughout the North Shore have signed up for Uniper. One recent testimonial credited Uniper programming for a renewed interest in socializing, improved mobility, and even weight loss.

FUNDING

Generous funding for Phoenix Food Hub is provided by donations from individuals and grants from the following organizations:

- Mass General Brigham
- Point32Health Foundation
- Element Care
- Charles H. Farnsworth Trust, Bank of America, N.A., Trustee
- City of Lynn

Support for the Uniper program has been generously supplied by:

- Administration for Community Living (the Federal Office of Elder Affairs)
- Older Americans Act administered through the Massachusetts Office of Elder Affairs.
- Beverly and Addison Gilbert Hospitals, operated by Beth Israel Lahey Health
- Institution for Savings Charitable Foundation

THANK YOU!



Winter Farmer's Market



Teaching Kitchen under construction



Rendering of Phoenix teaching kitchen

Image courtesy Seger Architects, Inc.

OUR DONORS

Thank you to our donors for fiscal year 2022!
Your generous support provides funding in these areas:

*The Lique Living Legacy Fund • Phoenix Food Hub
Meals on Wheels • Greateast Need/Unrestricted*

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Heidi & Bruce Whear
Barbara Wolcott
Kerry Wu
Marie Yannaco-Grant
Lael Yudain

THANK YOU!

ABOUT GLSS

While GLSS' traditional service area and consumer base encompass residents age 60 and older in Lynn, Lynnfield, Nahant, Saugus, and Swampscott, it has expanded in recent years to include a wider geographic area in northeastern Massachusetts and a broadened consumer base, serving people as young as age 3.

Services provided by:

- GLSS, NRLP, One Care
- NRLP
- NRLP, One Care



GLSS is a nonprofit agency established in 1976 to serve people age 60 and older, adults of all ages living with disabilities, and their families and caregivers in Lynn, Lynnfield, Nahant, Saugus, and Swampscott, providing a continuum of community health and social services to help people maintain their independence, safely and with dignity.

In carrying out that mission, GLSS provides a broad range of programs, including information and referral; in-home care; meals; mobility supports; clinical and protective services; programs designed to promote consumer engagement and better health and well-being; and population health initiatives aimed at creating stronger, more livable communities for all. In fact, several of our programs reach beyond our five-community service area, assisting over one thousand residents living with disabilities throughout the North Shore and Merrimack Valley, including consumers as young as age 3.

GLSS is committed to excellence. To that end, the agency recently received its second prestigious 3-year accreditation from the National Committee for Quality Assurance (NCQA) for long-term services and supports (LTSS) case management.

GLSS and its programs are funded, in whole or in part, by contracts or grants with the U.S. Administration for Community Living, the Massachusetts Executive Office of Elder Affairs, the Older Americans Act, local funds, foundations, and private contributions from donors like you.

If you or someone in your family needs assistance to remain living independently, call us today at 781-599-0110 or e-mail your questions to info@glss.net.

Contact Information

Greater Lynn Senior Services
8 Silsbee Street
Lynn, MA 01901
(781) 599-0110
www.glss.net

Other GLSS Professional and Consumer Services:

Silver Otter Strategies
www.silverotter.org

North Region LTSS Partnership (NRLP)
www.northregionltss.org

Phoenix Food Hub
www.phoenixfoodhub.org

Conversations for Caring
www.conversationsforcaring.org

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and mail to:

Greater Lynn Senior Services
Planning & Development
8 Silsbee Street
Lynn, MA 01901

Donate online:

Online donations can be made
through PayPal using a credit card (no
PayPal account required).

To donate, visit www.glss.net/give

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and your donations are tax deductible.*



An advocate, a hot meal, someone to help at home...and so much more.

GLSS

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