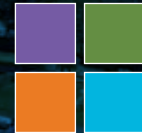




ANNUAL REPORT

FISCAL YEAR 2024



GLSS

Greater Lynn
Senior Services

GLSS Board of Directors

Nelson Chang, Esq.
President

Mary Magner
Vice President

Joseph Sano, Esq.
Treasurer

Marie Yannaco-Grant
Clerk

Michelle D'Amico

Naomi Dreeben

Robert Long

Peter Rossetti Jr.

Joseph Scianatico

Doneeca Thurston-Chavez

Brendan Ward, Esq.

GLSS Advisory Council

Sheila Goode Hambleton
Chair

Gail Murray
Vice Chair

Sharon Comstock

Andrew Gilroy

Robert Palleschi

Ken Strum

Andrew Wallace

GLSS Senior Leadership

Kathryn C. Burns, MHA
Chief Executive Officer

Valerie Parker Callahan
Senior Director of Population Health

Marie Castineyra, Esq.
Senior Legal Counsel

Kevin Derrivan
Chief Financial Officer

Michele Desmarais
Director of Operations

Holly Jarrell-Marcinelli, LICSW
Senior Director of Consumer Services

Pattyanne Lyons
Director of Development

Lisa Wharff
Director of Human Resources



GLSS staff on a walk to the beach for Falls Prevention Awareness Week in September 2023.



Many thanks and congratulations to our colleague Marilyn Long, who started at GLSS 40 years ago as a driver for Meals on Wheels and served as Director of Community Programs for the last 13 years. Marilyn retired this past June.

Pictured left to right, Marilyn Long, Lisa Wharff, and Holly Jarrell-Marcinelli.

Welcome

Dear Friends,

I am thrilled to share with you this annual report for fiscal year 2024. Inside you will find highlights of just some of the programs and services we offer to people aged 3 to 110, many of them supported by your generosity.

Over 200 GLSS staff members serve over 8,000 people across Lynn, Lynnfield, Saugus, Swampscott, and Nahant with some of our programs serving people throughout Essex and part of Middlesex Counties. Many of our programs have been around for upwards of 20 years (some, nearly 50) and we continue to add and modify services where the need develops.

Our Home Care and Senior Care Options programs are providing more case management for home care services so that people can age in place. With a growing population of seniors, expected to peak by 2060, there will be an increasing call for these services. Likewise, our NRLP program is helping more people of all ages living with disabilities lead healthier lives. With an increase in life expectancy for people with disabilities comes a growing need for long-term care for many of these individuals.

Food insecurity and a deficit of affordable housing are major concerns for many low- and mid-income families and individuals. Our Meals on Wheels and Phoenix Food Hub programs address food insecurity and nutritional deficiencies faced by people of all ages. Over one third of the population

reports that they are not getting enough healthy food to eat and these programs are helping alleviate this stress for many. Our Housing Search and Advocacy and the new Community Transition Liaison Program both address the growing housing challenges that so many are facing.



Kathryn Cahill Burns
GLSS CEO

GLSS case managers, nurses, and counselors help people with these and other issues each day. You'll meet some of them in these pages and read stories they have shared about the impact they make on GLSS consumers. Many GLSS programs are completely reliant on grants and donations to stay vital and serve those in our community who are most in need. That is why we are reliant on and thankful for you and your generosity.

As continuing and emerging needs develop and grow within the communities we serve, we step in where we can, and with your help, provide more services to more people.

Yours truly,

A handwritten signature in black ink, appearing to read 'Kathryn C. Burns'.

Kathryn C. Burns
CEO

PROGRAM NUMBERS FOR FY24 (July 1, 2023 - June 30, 2024)

2,371

Older adults served by **Home Care**

3,030

Older adults served by **Senior Care Options**

760

Older adults served by **Adult Foster Care**
and **Personal Care Attendant** programs

5,034

Calls fielded by **Information & Referral**

1,289

Members age 3-64 who received LTSS
coordination through **NRLP**

486

Members age 21-64 who received care
coordination through **One Care**

234,647

Meals served through the **Meals on Wheels**
program

“Without Meals on Wheels,
I could not live alone!
Thank you so much for this.”

*Meals on Wheels recipient
responding to the Quality
Assurance Survey*

5,506

Average number of congregate meals
served per month

420

Average number of bags of food distributed
at monthly **Brown Bag/Mobile Markets**

1,430

People served by **Phoenix Food Hub**

1,018

Reports of abuse or neglect of older adults responded to by our **Protective Services** team

81

Older adults who received services through the **Family Abuse Program**

483

Residents served at **GLSS supportive housing** sites

294

People referred to **housing search and advocacy** services

54

Consumers assisted by the new **Community Transition Liaison Program**

96

People who received services through **Mobile Mental Health**

50

Caregiver support group sessions offered, supporting approximately 150 caregivers

1,353

People who registered for courses through **Conversations for Caring**

110

Age of most senior member (through the Personal Care Attendant program)

3

Age of youngest member (through NRLP)

Home Care

GLSS **Home Care** case managers serve consumers by working with them to create a specialized plan of care and then connecting them with the services they need to help them stay at home and independent for as long as possible. Services are free, subsidized, or private pay, depending on income, and can be temporary or ongoing. Case managers coordinate a wide variety of home services including homemaker, personal care, meals, adult day health programs, and medical and non-medical transportation. Many staff members are bilingual and all provide culturally sensitive, person-centered care planning.

GLSS Home Care contracts with over 40 local vendors who provide in-home direct services. GLSS has long-standing relationships with many of the vendors in our network. Our vendors are committed to providing our consumers with exemplary home- and community-based services. We value our partnerships with our providers and work to ensure the services received are superior and meet our consumers' needs.

Two new programs in Home Care are focused on helping people return home or transition to a new living arrangement after a hospital or rehabilitation facility stay. The **Hospital to Home Partnership Program** will help more people return directly home after a hospital stay by connecting them with needed services. This is a grant-funded program made possible by state funding through the American Rescue Plan Act that will allow GLSS staff to specifically work with Salem

Hospital and other regional partners to connect patients and their families with resources and services to ensure a smooth, safe return home upon discharge, with things like personal care, meals, and assistive devices. The **Community Transition Liaison Program** helps people re-enter the community who are languishing in rehabilitation and nursing facilities because they have nowhere else to be discharged to. Read more about this program on page 9.

“My case manager **Anna** is a true asset to GLSS and the elderly community—she is professional, reliable, extremely knowledgeable, pleasant, and caring. GLSS is blessed to have her and I enjoy her home visits. She asks all the right questions in the right way to find out how I’m doing. GLSS services are helping me and she is the best help!”

- GLSS Home Care consumer
responding to the Quality
Assurance Survey



Anna R.
GLSS Case Manager

Senior Care Options (SCO)

Senior Care Options are voluntary programs available to anyone 65 and older who qualifies for MassHealth Standard. Benefits include medical, hospital, behavioral health, Medicare prescription drug and MassHealth prescription drug coverage. Some additional benefits are: transportation to medical appointments; home and community-based services; and Geriatric Services Support Coordination (GSSC).

The **Adult Foster Care (AFC)** and **Personal Care Attendant (PCA)** programs are two ways that GLSS SCO consumers get more choice in how and who they receive care from. AFC allows qualifying SCO, OneCare, and mental health consumers to choose a live-in caregiver. The PCA program also allows SCO and PACE consumers to choose their caregiver but hours of service are determined by the consumers needs and capacities. Caregivers can be a family member or a friend, and they are paid by MassHealth through GLSS. These programs serve consumers in over 20 cities and towns.

“My case manager **Hortense** is excellent. Helps me all the time. I could not want for a better manager. So helpful! She is the best!”

- GLSS Home Care consumer responding to the Quality Assurance Survey



Hortense L.
GLSS Case Manager

The Consumer Directed Care Model

Consumer Directed Care (CDC) is a service delivery model for individuals who may not be eligible for the Personal Care Attendant (PCA) program because they don't meet the activities of daily living (ADL) requirements or don't have the MassHealth coverage for the PCA Program. Consumers are empowered to exert greater control over the provision of personal assistance services and have greater choice and control of their care by having the option to hire, manage, and dismiss their own workers. In FY24 there were **342 Home Care and SCO consumers** who participated in this program.

“**Heather** is excellent! She has helped me so much to take care of my mom. She is compassionate and follows through on everything. I am appreciative of all the work Heather has done with us.”

- GLSS Home Care consumer family member



Heather D.
GLSS Case Manager

Information & Referral (I&R)

Our **Information & Referral** department is sometimes called the “Gateway to GLSS.” Anyone looking for answers about services and benefits starts here. I&R specialists answer questions and provide information about a broad range of community supports and resources. If services through GLSS are needed, I&R connects the caller with the appropriate program or a GLSS Intake Specialist to schedule a home visit and assessment. This fiscal year, I&R fielded **5,034 calls**, **458 more calls** than last year.

GLSS has three full-time I&R specialists — Karina has been with GLSS for 10 years, Irina for 19 years, and Carol for 33 years. Karina is fluent in Spanish; Irina is fluent in Russian and is also a trained Ombudsman. Carol has extensive knowledge of Medicare and has been a SHINE counselor for 20+ years. Carol and Irina are certified I&R specialists with Inform USA.



(Left to right) - Irina, Carol, and Karina have over 50 combined years of experience assisting people and answering questions about a wide variety of programs and services.

Meals on Wheels

Meals on Wheels drivers deliver healthy meals five days a week to more than **800 people over age 60** who are homebound and unable to prepare their own food. The menu is varied and the meals are nutritionally balanced, cooked without added salt, and consist of an entrée, two sides, dessert, milk, bread, and margarine. We offer medically tailored meals to suit a broad range of health conditions.

Meals on Wheels drivers also serve as an important daily point of contact for meal recipients and coordinate with a recipient's case manager to initiate a wellness check for consumers who are not answering the door. For many people in this program, a Meals on Wheels driver may be the only person checking in on them during the week.



Jim (left) and Damen (right) are 2 of the 14 full-time Meals on Wheels drivers bringing meals and a friendly face to consumers 5 days a week.

Community Transition Liaison Program

The **Community Transition Liaison Program (CTLTP)**, a new program at GLSS, got off to a successful start in FY24. The goal of this program is to keep people from languishing in rehabilitation and nursing facilities, often because they have nowhere else to go. The program helps people get back into the community after rehab by providing support and guidance towards moving them into new living arrangements such as subsidized housing, assisted living, or a rest home.

Christine, a member of the CTLTP team, shared a story about “Sam,” one of the first individuals who benefited from the program. Sam went into a skilled nursing facility in 2020 and was very ill for a year. During this time, he lost his apartment and had nowhere to be discharged to after he recovered. In 2023, the CTLTP team started working with Sam, identifying and applying for housing on his behalf. They submitted an application for a studio apartment in a local YMCA at the end of 2023 and in May of 2024 Sam was able to move into his new apartment after nearly 4 years in the nursing facility. Christine reports that Sam is doing very well in his new home.



Christine K.
Community Transition
Liaison

Another consumer Christine helped is “John,” a 60-year-old man who had been living in a skilled nursing facility for 3 years. John had been transferred there from a psychiatric ward. He was homeless, with no family or friends, and has

many physical and mental health issues. Despite these challenges, he does not require assistance with activities of daily living. He was being kept in the nursing facility because he had nowhere else to go. Christine started working with him and managed to get two arrest warrants vacated and charges dropped (aiding in his mental health recovery), and helped him get a birth certificate, social security card, and a photo ID. This opened the way for him to be able to participate in a mental health clubhouse program and to relearn life skills that had deteriorated as a result of being institutionalized such as taking care of himself, socializing, meeting new people, and in new situations being able to deal with his overpowering anxieties.

After working with John, Christine felt that his best option to succeed would be to transition to a rest home, rather than being on his own in a subsidized apartment. Christine got him accepted into a MA Rehab Commission program (Supportive Living Expansion). This program provided funds for some new furniture items as well as helping John find a new primary care provider who connected him with a number of physical and mental health care providers, assuring that John gets the psychiatric and behavioral health help he needs for as long as he needs it. In May of this year John was successfully discharged from the nursing facility into a rest home. Christine says, “He is still adjusting to his transition, which is very much a work in progress, but his quality of life has improved dramatically.”

Housing Search and Advocacy

The GLSS **Housing Search and Advocacy** program helps older adults who are homeless or at risk of being displaced from housing. Our Housing Advocates, Kelly and Zuleyca, help eligible seniors find subsidized housing, relocate those at risk of eviction, and work to resolve landlord/tenant disputes.

As affordable housing becomes increasingly difficult to obtain and retain, more and more older individuals face displacement. Kelly shared two stories about consumers who found themselves in dire situations. One man was being evicted. Kelly referred him to legal aide and they filed counter claims based on the unsafe conditions of the home. While he was in the eviction process, Kelly helped him apply for emergency housing based on health code violations and medical emergency. He was recently placed in elderly housing and never became homeless due to eviction.



Kelly C.
GLSS Housing Advocate

Another consumer was evicted from his apartment because the landlord died and the family sold the home. With no permanent home, he moved around from one temporary situation to another, including some sober homes and rooming houses. Kelly and Zuleyca were able to get him into a permanent elderly housing situation.

"I pray the funding for these services lasts as long as I live. Great program for seniors."

- GLSS Home Care consumer
responding to the Quality
Assurance Survey

Protective Services/Family Abuse Program

Our **Protective Services** team investigates reports of elder abuse, caregiver neglect, and self-neglect, and intervenes when possible to assist older adults with getting access to the help and services they need. The **Family Abuse Program** provides help to men and women age 50 and older living in communities throughout the North Shore and Cape Ann who are victims of domestic violence. This program provides many services including confidential one-on-one counseling, group and family counseling, legal assistance referrals and guidance, and access to safe, short-term emergency shelter.

Mobile Mental Health

The **Mobile Mental Health** program is for area residents who are experiencing chronic depression, anxiety, or other mental health or substance abuse issues. Our program serves people who are unable to get out and who are not currently in treatment with a therapist. We also offer substance abuse counseling outreach and group support to individuals age 50 and older. Services offered include supportive telephone calls, in-person one-on-one counseling, family counseling, and non-emergency assessment. We also provide referrals to other services like home care, nutrition education, and to medical and other specialists.

Family Caregiver Support Program

The **Family Caregiver Support Program** offers free services to any resident of Lynn, Lynnfield, Nahant, Saugus, or Swampscott, who is caring for a family member or friend. This includes people caring for an aging parent, spouse, or partner, or it might be a grandparent caring for a grandchild. Services include in-home assessments, counseling and support groups, and assistance finding and paying for respite care. Each year, caregivers are invited to a Caregiver Day celebration, where they can enjoy food, special informational sessions, and connections with each other and GLSS staff.



At the 2023 Caregiver Day, Michele, GLSS Family Caregiver Specialist, led a session called "It Takes a Village," a review of all services and supports available for caregivers through GLSS.

Lique Living Legacy Fund

This year, thanks to your donations to the **Lique Living Legacy Fund**, GLSS case managers across the agency extended a helping hand to more GLSS consumers, providing extra assistance with purchases of goods and services that are out of reach financially for them.

One GLSS consumer has severe neuropathy in his hands and is unable to clean his dishes properly by hand. His case manager Alexa was able to get him a dishwasher and pay for the installation through the Lique Fund. He now has clean dishes and cookware to use when preparing food for himself. Other consumers were helped with "big ticket" items such as: air conditioners, bed frames, mattresses, junk removal, and moving expenses. The fund also helps people pay for day-

to-day items like clothing; personal hygiene products; respite care; and emergency transportation. For many people living on fixed incomes, these purchases are beyond their budget but can make a big difference in their quality of life, especially for those unable to leave their home or who have difficulty getting out.

This fiscal year **100 consumers** received goods and services totaling **\$33,815** (25 more consumers than last year.)

**Thank you to all who donated
to the Lique Fund!**

NRLP — serving people age 3 to 64

The North Region LTSS Partnership (NRLP) serves MassHealth members age 3-64 who are enrolled in ACO and MCO health plans and live in over 60 communities across the North Shore and Merrimack Valley. NRLP is an affiliated partnership among six of the region's most trusted and experienced human services agencies: Bridgewell, Disability Resource Center, Element Care, GLSS, Lynn Community Health Center, and Northeast Arc.

NRLP delivers **long-term services and supports (LTSS)** to high-risk populations living with a broad range of disabilities, including behavioral health and other life challenges. LTSS include things like assistance with bathing, dressing, and other activities of daily life, as well as support for everyday tasks such as laundry, and shopping. It even includes help with things like addressing food insecurity, job skills training, housing searches, and parenting classes.

NRLP's Care Coordinators work with MassHealth members and others on their health care team to develop an individualized Care Plan, offer health and wellness coaching, and support through transitions in care. A strong clinical team of nurses, LMHCs, and LICSWs support the member assessment, care planning, and care implementation processes. Care Coordinators take on the role of life coach in many instances, helping people overcome obstacles that interfere with achieving better health outcomes.

Laura, a Senior LTSS Coordinator, shared a recent story

about “Sam,” an older member in need of an organ transplant. He could not get on the transplant wait list due to infections in his mouth that required dental work. He was unsure about how to even begin to get the help he needed. Laura got him a dentist to deal with the infection, and a medical school provided bridgework. He got cleared for surgery and put on the transplant wait list. When Sam got notified that he was up for his transplant, Laura was the first person he called. Laura says, “He wanted me to be the first to know — he said he would have never gotten here if it wasn't for all the work I had put in to help him.”



Laura P.
Senior LTSS Coordinator

The youngest consumers served by NRLP range from age 3 to 16 and made up 52% of the active members in FY24. Their situations and challenges vary, some have moderate disabilities and others have very complex health challenges.

Juan, another Senior LTSS Coordinator, works with a young member, “Jack,” and his mother. Jack is 6 years old and was born prematurely. As a result he has some developmental challenges. He is currently in the 1st grade at an elementary school in western Essex county. His mom struggles with their housing situation. She falls behind on rent, due to not being able to find



Juan G.
Senior LTSS Coordinator

work with a flexible schedule to allow her to care for Jack and his younger sister. She does not speak English which makes it harder to find a job. Juan referred her to the local career center and assisted with applying for jobs. She now has a job that provides her with the income and flexibility she needs to care for her children. Juan also helped the family get food assistance. Juan continues to work with Jack's mom on identifying alternative affordable housing.

Analys, an LTSS Coordinator, works with another young member, "Jane," who is 10 years old and has significant disabilities. She requires 24-hour care as she is blind, non-communicative, and receives all nutrition and medication through a gastric tube. Over the years that she has been enrolled with NRLP, Jane and her family have gotten support from Analys and the team with many needs including filling out housing applications, obtaining medical equipment, obtaining free or low-cost clothing and toys for Jane and her siblings, applying for utility and cash assistance, and food resources. The NRLP team is working on obtaining increased home nursing and physical and occupational therapy services for Jane, coordinating home-delivery of medications, and connecting the family with care giver support.



Analys S.
LTSS Coordinator

NRLP is repeatedly recognized by Mass Health for its quality of care while paying close attention to total cost of care.

Conversations for Caring

The **Conversations for Caring** program produces monthly web-based CEU-approved trainings for both professional and volunteer providers serving older adults, veterans, and people of all ages with disabilities and their families. Trainings are lead by national subject-matter experts and address some of the most pressing topics facing care workers today. Anyone can access the full archive of training programs.

In FY24, 16 experts presented in 12 webinars. These webinars gave attendees up-to-date information about a wide-ranging number of topics, as well as providing low-cost CEU credits to keep certifications and licenses current for nurses, social workers, licensed alcohol and drug counselors, and licensed mental health counselors. Training topics included best practices in the treatment of substance use disorder, climate change and mental health, providing anti racist clinical care, and effective treatment for PTSD.



To learn more, go to www.conversationsforcaring.org

Phoenix Food Hub

It's been a busy year in **Phoenix Food Hub** with ongoing and expanded programs and services for people of all ages facing food insecurity and nutritional deficits. Ongoing services include food resource directory distributions, home-delivered meals and food deliveries, nutrition classes, healthy cooking classes, winter farmers' markets, and food distribution events. More community organizations are using the teaching kitchen for cooking classes. With GLSS-provided classes, 55 cooking classes were offered this year.



Phoenix Chef Susan leads a cooking class with participants from Raw Art Works in Lynn.

A new program was introduced, **Food and Thought**, providing mental and behavioral health counseling and supports related to nutrition improvement. Since July 2023, 55 individuals participated in counseling and/or workshops through this program.

The **SNAP Counseling Program** is expanding to support a growing number of people looking for help with SNAP ap-

plications, case assistance, and redeterminations. GLSS has been approved as a SNAP Outreach Partner through the MA SNAP Outreach State Plan which provides GLSS with more resources, access to the DTA database, as well as additional funding. Nitza, a Phoenix SNAP Counselor, shared a story about one of her cases, a mother with 3 children - "She was juggling paying rent for the room she occupies with her kids and buying food. She suffers with anxiety and depression. I helped her through a panic attack when I met with her at the office and got her some groceries from the Catholic Charities Food Pantry. I was able to expedite her benefit with DTA and got her food stamps the next day." Nitza reports that the mother has since been able to find work and has also started counseling to help with her mental health through a referral that Nitza provided. She is doing better and is still receiving SNAP benefits to supplement her income and help feed her children.



Nitza P.
Phoenix SNAP
Counselor

The **Phoenix Community Grants Program** is in its second year and enables other local organizations to help even more individuals and families address nutritional insufficiencies. In FY24, 10 local organizations were awarded funds for projects that included a mobile farmers market, a supermarket gift card distribution program, and food delivery for teen mothers. Funding for these grants is part of a generous award from Mass General Brigham to the Phoenix Food Hub. Awardees for this year have been selected.



Sam, Vichetnawin, and Chheang (left to right) representing GLSS at the Lynn Khmer New Year festival in April 2024.



Lynn Rotary and Lynn Police Department volunteering at a Brown Bag/Mobile Market.



GLSS-led walking group with participants from the Lynn Council on Aging Senior Center.



Dottie Davies, GLSS Director of Clinical Programs, at the North Shore Providers System of Care Resource Fair in September 2023.



Holly Jarrell-Marcinelli and Kathy Burns with Representatives Daniel Cahill, Jennifer Balinsky Armini, and Peter Capano at the Massachusetts State House for Older Adult Lobby Day, advocating for the needs of older adults in MA.



The Afghan Women's Workshop from the New American Association of Massachusetts held a dinner at Phoenix in October of 2023.



GLSS helped at the Lynn Recovery Resource Center following a fire that displaced 60 community members. Nitza, Lema, and Holly (left to right) provided valuable resources on food and housing assistance, among other support services, to aid those impacted.



Robin deStefano, GLSS Community Transition Program Manager, (left) was nominated for Case Manager of the Year by the Home Care Aide Council.



One-year anniversary celebration at Phoenix with young artists from Raw Art Works who designed eight murals for the space.

Thank you to all FY24 Donors & Funders!

We recognize the philanthropic leadership of our generous and loyal donors. Thank you so much for all that you do to support our work. Every effort has been made to include all donors during this period; July 1, 2023 – June 30, 2024. If we inadvertently missed anyone, please reach out to the Development Office at 781-477-6732.

Individual and Household Donors

Darcey Adams, MSW, LICSW	Michele Desmarais	Robert and Carol Long	Joyce Sadler
Christine and Robert Alexander	Robin Destefano	Kim and Scott MacLeod	June Saraceno
Matthew Banko	Timothy and Nancy Donahue	Mary Magner	Marie Saulnier
Genevieve Bergeron-Bearss	Facebook Donors	Antonio Maietta	Clemens and Bonnie Schoenebeck
Charles and Margaret Bolthrunis	Darlene Gallant	Edwin and Anna Manzano	Pam Shea
Janet Bradley	Thomas Gallitano, Esq.	Elisabeth Marcucci	Katherine Short
Eileen Burk	Robert P. Gallucci	Kevin and Mary Meagher	Ruthanne Switzer
Kathryn Cahill Burns and Gregory Burns	Daniel and Merrily Glosband	Ann Miller	Maureen Teal, MSW
Valerie Parker Callahan	Kevin Griffin	Patricia M. Murphy	Doneeca Thurston-Chavez
Edward T. Calnan	Holly Jarrell-Marcinelli, LICSW	Jeffrey Musman	Lisa Tobin
Nelson Chang, Esq.	Linda Jones	Richard Pollak	Denise Tufts
Jamie Clermont	Mark Josephson	Karen Ponchner	Joe Victory
Patricia Coan	Frances Kellogg-Troutman	Allyson Preston	Marny and Timothy Von Aschwege
Barbara Cooper	Jeanne and Jack Kleene	Roz Puleo	Brendan Ward, Esq.
William and Carol Crawford	Richard Kremheller	William and Diane Reilly	Lisa Wharff
Michelle D'Amico	Steven A. Landry	Anthony Reyes	Heidi and Bruce Whear
Mary Jane Davis	Kathy Leavenworth	Mary Ristow	Marie Yannaco-Grant and Kenneth Grant
Virginia Davis	Kathy Lique	Juanita Rockwell	
Kevin Derrivan	Marilyn Long	Peter Rossetti, Jr.	

Organizational Donors

Abernathy Home Care	Disability Resource Center	PayPal Giving Fund
AIG	Element Care	Philip Alexander Music
All Care VNA & Hospice	Essex County Community Foundation	Seger Architects, Inc.
Anodyne	Friends of Nahant Council on Aging	Smith, Costello & Crawford
Best Choice Adult Day Health Care, Inc.	GE Aerospace	Solimine Funeral Homes
Booz Allen Hamilton	Joseph M. Sano Law Offices	St. Jean's Credit Union Charitable Foundation
Bright Funds	King's Lynne Residents Council	St. Vasilios Church
Camp Lion of Lynn	Knights of Columbus	Star of Bethlehem Charitable Foundation, Inc.
CleanTech Sytems, Inc.	Lancelot Janitorial & Paper Products	Stop & Shop, Lynn
Columbia Insurance Agency	MacNulty Fund	Suburban Home Health Care, Inc.
Community Based Networks, LLC	New England Copy Specialists, Inc.	The Drumlin Group
Complete Cleaning Co., Inc.	Parker-Hannifin	Wood & Associates Insurance Agency

Grant, Foundation, and Sponsorship support for FY24 was provided by:

Alfred E. Chase Charity Foundation,	City of Lynn Food Policy Council	Massachusetts Office of Elder Affairs
Bank of America, N.A., Trustee	Commonwealth Care Alliance Senior	through ARPA
Beth Israel Lahey Hospital	Care Options	North Shore Adult Day Health
Beverly & Addison Gilbert Hospitals	Element Care	Point32Health Foundation
Charles H. Farnsworth Trust, Bank of America,	Essex County Community Foundation	Rainbow Adult Day Health
N.A., Trustee	Fallon Health Senior Care Options	UnitedHealthcare Senior Care Options
City of Lynn and the U.S. Treasury	Katharine C. Pierce Trust	U.S. Department of Agriculture
through ARPA	Mass General Brigham	
City of Lynn Community Development	Massachusetts Department of Transportation	
Block Grant program funded through	Massachusetts Office for Victim Assistance	
the Department of Housing and Urban		
Development		

Financials

Revenues*

Program Service Revenue	\$66,403,756
Other Revenue	\$488,742
Contributions	\$127,944
Total Revenues	\$67,020,442

Expenditures*

Direct Program Expenses	\$45,426,480
Personnel	\$17,682,794
General & Administration	\$2,711,643
Occupancy	\$558,607
Total Expenditures	\$66,379,524

*Unaudited preliminary totals for FY2024

GLSS and its extensive 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, Federal Government funds, local funds, foundations, and private contributions from donors like you.

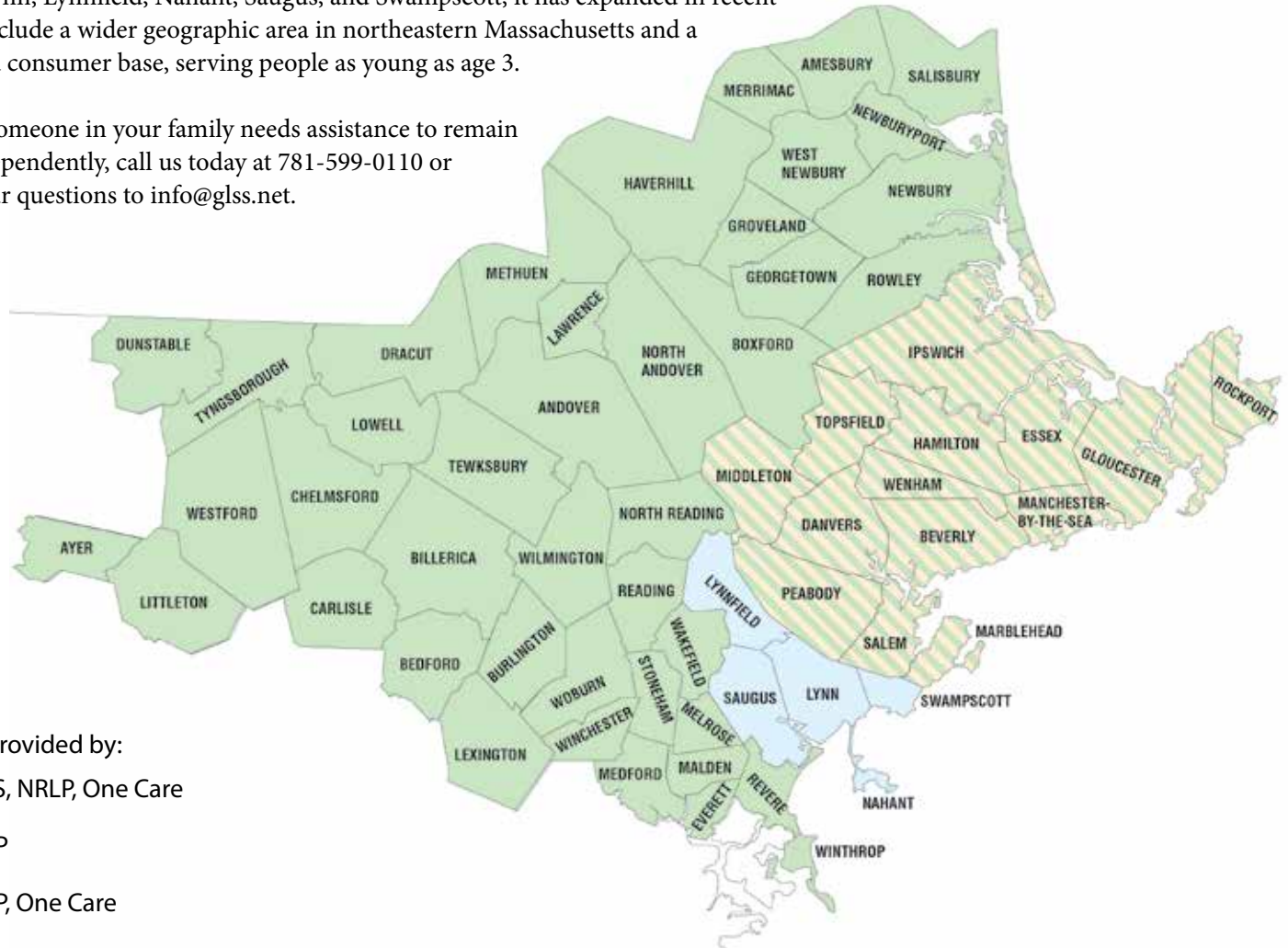
Some core programs at GLSS are not sufficiently funded and rely on donations and grants to operate annually. These include Information & Referral, Protective Services, the Family Abuse Program, Phoenix Food Hub, the Housing Search & Advocacy Program, and the Family Caregiver Support program.

Donations and grants fund programs that help people address challenges around maintaining personal autonomy/self-determination, nutritional deficits, mental and behavioral health, mobility, exploitation and abuse, caregiving, and housing, with the ultimate goal of improved overall health outcomes.

Service Area

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.

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.



Services provided by:

GLSS, NRLP, One Care



NRLP



NRLP, One Care



Greater Lynn Senior Services



Building healthier and more
livable communities for all.

Contact

Greater Lynn Senior Services
8 Silsbee Street
Lynn, MA 01901

phone: (781) 599-0110
email: info@glss.net
web: www.glss.net

Other GLSS Professional and Consumer Services:

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

Phoenix Food Hub
www.phoenixfoodhub.org

Conversations for Caring
www.conversationsforcaring.org

Ways to Give

Donate by check:

Please make check payable to
Greater Lynn Senior Services
and mail to:

Greater Lynn Senior Services
Development Office
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
or send an email to giving@glss.net

*GLSS is a 501(c)(3) nonprofit organization.
Your donations are tax deductible.*

