



ANNUAL REPORT

FISCAL YEAR 2025

GLSS

Greater Lynn
Senior Services

50 *years*

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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 Aging & Independence, Federal Government funds, local funds, foundations, and private contributions from donors like you.

Front cover: Collage created by a former GLSS staff member circa 2000.



WELCOME

Dear Friends,

As we get ready to celebrate 50 years as an agency, we celebrate not only the evolution and growth of the agency but also those, including our generous donors, who make it happen. The agency relies on over 200 GLSS staff members who serve nearly 10,000 people across Lynn, Lynnfield, Nahant, Saugus, and Swampscott with some of our programs serving people throughout Essex and part of Middlesex Counties. We also collaborate with over 40 direct service providers and many local partner agencies.

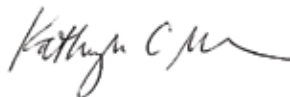
The year 1976 saw the celebration of the USA Bicentennial, Jimmy Carter's election as US President, and 14-year-old Nadia Comăneci's perfect 10 scores in gymnastics at the summer Olympics. Less grand but equally important on a local level, 1976 also marked the year that GLSS incorporated as a non-profit focused on providing basic needs for older adults, including home-delivered meals, adult day health programs, and home care services. Since then, GLSS' consumer base has expanded to include people as young as 3 years old.

GLSS continues to provide an array of services, some old, some new (many of them supported by your generosity), that you can read about in this annual report for fiscal year 2025. Highlights include:

- **Phoenix Food Hub** has introduced a vibrant new program for children age 4-12 and their parents and caregivers called **Kitchen for All** (*page 8*).

- The **Hospital to Home Partnership Program** helps reduce the number of hospital readmissions by providing people with the services and supports they need to safely return to home after a hospital stay (*page 10*).
- The **Adult Foster Care Program** helps those in need of a live-in caregiver hire a friend or relative (*page 15*).
- **Family Caregiver Support Program** helps caregivers cope with the often stressful side of being a full-time caregiver. Two caregivers share their reflections on how the program has helped them (*page 18*).

In our 50-year history, we have sought to provide as much help to as many people as possible. As we honor our past and present accomplishments and all those, including you our donors, our dedicated staff, our community partners, who make it possible, we look towards empowering our future and providing a solid base of support for all those we serve. 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.



Kathryn C. Burns
CEO



PROGRAM NUMBERS

3,374  **42% increase**
from FY24

Older adults served by
Home Care

3,644  **20% increase**
from FY24

Older adults served by
Senior Care Options

817  **7.5% increase**
from FY24

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

4,677

Calls fielded by
Information & Referral

1,371  **6% increase**
from FY24

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

642  **32% increase**
from FY24

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

251,922  **7% increase**
from FY24

Meals served through the
Meals on Wheels program

5,238

Average number of
congregate meals served
per month

420

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

1,678  **17% increase**
from FY24

People served by **Phoenix
Food Hub**

950

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

65

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

533  **10% increase**
from FY24

Residents served at **GLSS**
supportive housing sites

282

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

140 *New program*

Enrollments in **Hospital to**
Home Program

55 *New program*

Consumers assisted by the
Community Transition
Liaison Program

77

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

48 *New program*

People assisted through
Behavioral Health
Outreach for Aging
Populations

52

Caregiver support group
sessions offered, supporting
approximately 150
caregivers

120

People who received
Options Counseling

1,382  **2% increase**
from FY24

People who registered
for courses through
Conversations for Caring

102

Age of most senior member

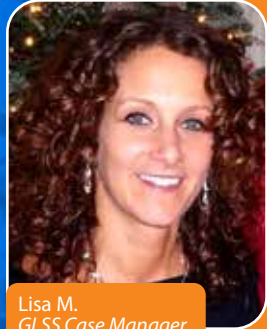
3

Age of youngest member
(through NRLP)

***“Many thanks
for everything
you have done
for me!”***

*GLSS consumer response to
the '24 Quality Assurance
survey*

CONSUMER PRAISE



Lisa M.
GLSS Case Manager

"Lisa is my case manager and has made herself available to me whenever needed.

She is kind and understanding."

"I have had Hortense as my case manager for a long time and she has always been great."



Hortense L.
GLSS Case Manager

"My wife and I both like our case manager Roger very much. Roger listens to me and I receive all I need as soon as needed.

Thank you Roger for all your good work."



Roger B.
GLSS Case Manager



Elaine A.
GLSS Case Manager

"Elaine is the absolute of the best!! 10 star!"

"Enxhi is an excellent case manager and a very comfortable person to deal with.

I enjoy her visits very much."



Enxhi A.
GLSS Case Manager

"My case manager Elena is always very attentive to my requests and tries to do everything as best as possible.

I am very grateful."



Elena L.
GLSS Case Manager

Consumer quotes from the 2024 Quality Assurance consumer survey

CONSUMER SERVICES

LIQUE LIVING LEGACY FUND

In its 20-year history, the **Lique Living Legacy Fund** has helped over 1,000 individuals and families. Established in 2004 by Vince and Kathy Lique, this emergency fund allows GLSS case managers to provide quick, meaningful assistance to clients needing a helping hand with unexpected expenses. The Lique Fund provides for things like new mattresses and bedding, an air conditioner, or mobility equipment.

Getting a good night's sleep and having access to nutritious food are major contributors to maintaining physical and mental health. New mattresses and bedding are one of the most common requests for help from the Lique fund. Many consumers have very old mattresses that no longer provide back support and contribute to back pain, or they have no bed frame and sleep on the floor, or they have mattresses that are in a very unsanitary condition. Less common requests are made for items like kitchen appliances that can help someone prepare nutritious meals. **One request this year was for a mini fridge for a consumer who moved to a new apartment to escape a domestic violence situation—read about this consumer's experience on page 19.**

The Lique Fund has been sustained through the generosity of donors, and Vince's legacy lives on through you and others who are committed, as he was, to helping older adults and people with disabilities live independently, safely and with dignity. Going into the new fiscal year, we are looking at additional ways to maintain this critical emergency fund.



Seen here with members of the GLSS senior leadership team (circa 2004), **Vince Lique** (third from right) was the Executive Director of GLSS for nearly 25 years. After Vince passed away in 2006, the emergency needs fund he started with his wife Kathy was renamed in his honor.

Lique Fund totals for FY25

\$12,796 total donations

67 donors made 82 donations

**73 people were helped with
\$26,915 worth of assistance**

POPULATION HEALTH

PHOENIX FOOD HUB

The **Phoenix Food Hub (PFH)** at GLSS is a community-based collaborative that serves people of all ages who are facing food insecurity and nutritional deficits. Phoenix integrates food access, nutrition education and support, healthy meal planning and food preparation, health-related services, and referrals to programs all under one roof. PFH is sponsored by and works in concert with the Lynn Food Policy Council. In 2024, Phoenix earned the City of Lynn the prestigious Kenneth E. Pickard Municipal Innovation Award.

One of the newest Phoenix Food Hub programs focuses on food as a means to help improve behavioral and mental health outcomes. The **Food and Thought** program takes a “food as medicine” approach to help people understand the critical link between what they eat and how they feel physically and mentally. The program teaches participants about how different foods can affect mood and how making small changes to diet can have positive long-term effects.

PFH has also been expanding its cooking class programs, with more classes being added for all ages — from older adult participants from the Family Caregiver Program to pre-K groups from local Lynn daycare centers. A new cooking class is **Kitchen for All**. **This program is designed to enhance life skills for young people and their parents and caregivers through hands-on cooking classes.** These inclusive sessions for youth age 4-12, particularly those with autism, focus on promoting independence, socialization, and confidence in daily tasks. Taking place in the PFH teaching kitchen, this



Louise Dominique (left) and chef Michel Chamsarian (right) work with one of their Kitchen for All class participants.

program provides hands-on cooking classes that teach essential life skills, such as meal preparation, nutrition, socialization at mealtime, and food safety, while also integrating literacy—such as reading a recipe, and math concepts when measuring ingredients or setting oven temperature and cooking duration time. The goal is to instill independence and confidence, helping participants develop practical abilities they can use throughout their lives.

The **Phoenix Community Grants Program** is in its third year of enabling local organizations to help more individuals and families address nutritional insufficiencies. In FY25, 10 local organizations were awarded funds for projects that included healthy cooking classes for middle school students and a program to feed unhoused young adults. Funding for these grants is part of a generous award from **Mass General Brigham** to the Phoenix Food Hub. Awardees for 2026 have been selected.



Kitchen for All class participants learn how to prepare healthy fruit salad in the Phoenix Food Hub teaching kitchen.

***"It's wonderful to see
my child so engaged."***

*Parent of a young Kitchen for All
class participant*

CONSUMER SERVICES

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.

Home Care case management at GLSS is one of the primary services provided to address the basic needs of older people and has been part of GLSS since its incorporation in 1976.

HOSPITAL TO HOME PARTNERSHIP PROGRAM

Now in its second year, the **Hospital to Home Partnership Program** helps 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 allows GLSS staff to 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. Supports include personal care, meals, and assistive devices, with the intended goal of reducing hospital readmissions.

➡ **Myrline, a GLSS program liaison, recently worked with two brothers who have had multiple hospital readmissions over the past year.** Their apartment was very cluttered and unsanitary, creating a condition that was contributing to readmissions and complicating discharges back home. They had been reluctant to receive outside help and had been referred to GLSS Protective Services for self-neglect. Additionally, they were not always able to afford groceries and were not getting enough to eat.

Myrline convinced them to start accepting some help. This came in the form of several hours of heavy chore services to help clean their apartment, laundry services, weekly home health aide visits, and daily home-delivered meals. Prior to accepting help, one of the brothers was admitted to the hospital more than ten times over a six-month period. In the past four months, since accepting help, he has had only one visit to the emergency room.

“Thank you Myrline...Your friendly presence at the hospital reassured me that a connection to GLSS had already begun.”

Hospital to Home care recipient

COMMUNITY PROGRAMS



Jerrold (left), Meals on Wheels Supervisor, and Damon (right), a Meals on Wheels driver, load up meals for delivery.



Frank is one of fifteen Meals on Wheels drivers who deliver meals to over 800 people each weekday.

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.



Volunteers and staff members picking up Thanksgiving Day meals for home-delivered meal recipients.

GLSS, COMMUNITY & PARTNERS



Adiel Lopez (left) and Joe Wadlinger (2nd from left) from Rockland Trust presenting a sponsorship check to GLSS CEO Kathryn Burns and grantwriter Kara D. for the Conversations for Caring webinar training series.



GLSS staff and friends joined the Project Bread 2025 Walk for Hunger on Boston Common in May to raise money for food security initiatives including Phoenix Food Hub at GLSS.



GLSS staff, friends, and family marched in the 2025 North Shore Pride parade in Salem in June.



Volunteers from the Lynn Police Department and Lynn Rotary distribute groceries at the monthly Brown Bag/Mobile Market at GLSS.



Representatives from Mass General Brigham visit the Phoenix Food Hub and observe a cooking class taking place in the teaching kitchen.



Volunteers from Point32Health filled 100 tote bags with emergency shelf-stable food for Phoenix Food Hub consumers.



A Veteran's Day lunch celebration in Phoenix Food Hub at GLSS.



Celebrating our team with fleece jackets and vests at a December staff appreciation lunch.



GLSS Home Care staff at their annual retreat in Nahant.



Over 160 participants of GLSS healthy living workshops received their certificates of completion in October.



Nawin (left) and GLSS staff member Chheang (right) at the Khmer New Year celebration on Lynn Common.



GLSS CEO Kathryn Burns (front row, 2nd from right) and other aging services leaders attended a summit hosted by U.S. Aging in Washington, D.C. They met with many legislators, including Senator Ed Markey (back row center), to advocate for full funding for critical programs like Meals on Wheels and in-home services.

CONSUMER SERVICES

SENIOR CARE OPTIONS (SCO)

Senior Care Options is a voluntary program available to anyone 65 and older who qualifies for MassHealth Standard. Benefits include medical, dental, vision, 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).

AFC/PCA PROGRAMS

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 and OneCare 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. The GLSS AFC and PCA programs have seen a steady increase in enrollment numbers from 643 in FY22 to 817 in FY25.



Ambi M.
*Director of Managed Care
Programs/AFC Team*



Liz C.
*Manager of Managed Care
Programs/AFC Team*



Angela K., RN
AFC RN Supervisor

➡ **Before enrolling in the AFC program, “Gladys” lived alone and was receiving care from her brother.** She has multiple chronic conditions requiring additional assistance that her brother could not provide. Her niece “Dora” agreed to be Gladys’ new caregiver. Since the AFC program requires the caregiver to live with the member, Dora moved into Gladys’ 1-bedroom apartment.

The AFC Team’s initial assessment found that Gladys’ depression/anxiety level was high. She had a history of falls. The Team provided home safety and personal care equipment. They also provided Dora with guidance on tasks as a new caregiver including keeping track of appointments with PCP, specialists, medication changes, and appointment paperwork. The Team coached Dora and Gladys about correct medication administration, monitoring blood pressure, blood sugars, and heart healthy food choices. For optimum medication compliance, the Team set up Gladys’ medications with a pharmacy that prepackages them for daily doses.

The Team referred Gladys to a behavioral health specialist for her depression/anxiety and encouraged her to attend an Adult Day Health program. She was initially resistant, but she eventually agreed and her mood improved tremendously. She attends 5 times a week. Bi-lingual Team members also helped Gladys and Dora (who are both Spanish speakers) complete a housing application for a 2-bedroom apartment in which they are now residing.

POPULATION HEALTH

NORTH REGION LTSS PARTNERSHIP (NRLP)

The **North Region LTSS Partnership (NRLP)** program serves MassHealth members age 3-64 who live in over 60 communities across the North Shore, Mystic Valley and Merrimack Valley regions. 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. **GLSS is the NRLP lead agency and bears responsibility for the program's management and field operations.**

NRLP delivers long-term services and supports (LTSS) to high-risk populations living with a broad range of disabilities. The **majority of NRLP's consumers are under age 16 and most of this group is under 10 years old.** The program delivers stabilizing supports, most often with a family focus, *that can include food security, housing, education, parenting, transportation, legal and employment assistance.* It also includes coordinating in-home and community support resources to assist with bathing, dressing, and other activities of daily life, as well as support for everyday tasks such as laundry, shopping, and organizing routines around different family member needs.



Juan G. is an NRLP Senior LTSS Coordinator. **He recently worked with a mother of twin 6-year-old daughters who both have autism.** When Juan initially met with the mother, she told him that the girls did not have any support outside of school, and that she was concerned about accepting any public assistance.

Juan successfully convinced her that NRLP was able to connect her daughters with helpful services including assistance from the MA Department of Developmental Services (DDS) and the GLSS Personal Care Attendant (PCA) program. She applied for and was accepted for both. Juan worked with the entire family in order to secure services, program admission, and PCA hours for the grandparents who care for the girls part-time.



Juan G.
Senior LTSS
Coordinator

In fiscal year 2025, NRLP Care Coordinators followed up on over 3,000 referrals, working with successfully contacted individuals, members, and others on their health care team to develop an individualized Care Plan. A strong clinical team of nurses, mental health counselors, and social workers support the process. Care Coordinators take on the role of life coach in many instances (with ongoing supervision and support from the clinical team), helping people overcome obstacles that interfere with achieving better health outcomes.



GLSS staff member Eileen B. (left) and her daughter picking up donated food items from End Hunger NE.



Students from Lynn English High School volunteer at the Veteran's Day Lunch.



A caregiver cooking class in Phoenix Food Hub.



Community Programs staff celebrate Valentines Day at GLSS.

COMMUNITY PROGRAMS

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. Below, two caregivers share their experiences with the program.

From Nancy O.



I cannot express how much GLSS and the Caregiver Program has meant to me these past couple of years. It took me a year of caring for my mother with dementia to finally reach out to GLSS for help. I was bowled over by the fact that they were not only concerned about the elderly parent or partner you are caring for, but also deeply concerned about the caregivers on the front lines of this kind of care. After feeling completely alone with this sudden change of life for my husband and I, GLSS went into action at a pace I couldn't quite believe. They helped my mother get into a day program and got me plugged into support that I desperately needed.

"I always received a great deal of support from those caregivers who understood what providing round-the-clock assistance for a loved one entails."

From Gerri F.



For nearly four years, I have participated in the Family Caregiver Program facilitated by Michele P. At first, due to COVID, my interactions with other caregivers was exclusively via ZOOM. I always received a great deal of support from those caregivers who understood what providing round-the-clock assistance for a loved one entails. The bi-weekly ZOOM meetings gave us the opportunity to share, listen and offer advice and support.



*Gerri F.
Family Caregiver Support
Program participant*

I enjoy attending the enriching activities at the GLSS facility in Lynn including exercise, cooking, crafts and socializing with caregivers and the people to whom they lend support.



A Memory Café cooking class in Phoenix Food Hub.

CLINICAL PROGRAMS

PROTECTIVE SERVICES/FAMILY ABUSE PROGRAM

A GLSS program since 1984, our **Protective Services** team investigates reports of elder abuse, caregiver neglect, and self-neglect, and intervenes when possible to assist older adults in getting access to the help and services they need.

➡ **Our Protective Services team worked with one particular older man who was neglecting his own medical needs and who had a hoarding situation in his home.** The team worked swiftly and efficiently to establish trust with him and was able to get him to agree to help in the form of laundry services, a Personal Emergency Response System, and transportation to medical appointments. With time, the man was able to appreciate that he was unable to manage his home and needs without additional supports, and agreed to move to an assisted living facility—where he is enjoying the experience.

➡ **The Family Abuse Program provides help to men and women age 50 and older who are victims of domestic violence. Our Family Abuse Program Domestic Violence Advocate, Kate, has been working with one of her clients for several years.** The complex client had endured decades of physical, verbal and emotional abuse at the hands of her spouse, whom she married in her teens. Due to the trauma of her situation, it was difficult for her to find the courage to make a change.

After several years of working together on issues such as safety planning and setting boundaries, Kate worked with the client to apply for subsidized housing, followed by filing

for divorce. Without GLSS' support and guidance, she never would have made the change. In a GLSS collaborative moment—the apartment she moved into did not have a fridge. Enter GLSS' Lique Living Legacy Fund, which was able to provide a refrigerator for the apartment, as well as Kate working with local organizations to provide furniture, and home care services.



Kate D.
GLSS Domestic
Violence Advocate

This client is now safe and comfortable in her new home, and she continues to receive ongoing emotional support from Kate and the Family Abuse Program as she regains her independence.



Members of GLSS Home Care and Clinical Programs staff.

THANK YOU FY25 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, 2024 – June 30, 2025. If we inadvertently missed anyone, please reach out to the Development Office at 781-477-6732.

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FINANCIALS

Revenues*

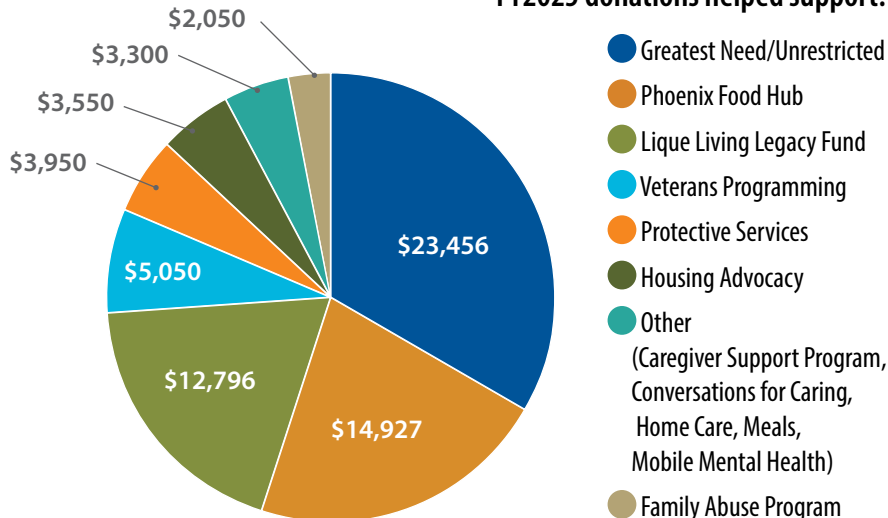
Program Service Revenue	\$70,324,255
Other Revenue	\$455,425
Contributions	\$115,696
Total Revenues	\$70,895,376

Expenditures*

Direct Program Expenses	\$48,362,095
Personnel	\$17,835,731
General & Administration	\$3,127,350
Occupancy	\$546,380
Community Grants Awarded	\$181,185
Total Expenditures	\$70,052,741

*Unaudited preliminary totals for FY2025

FY2025 donations helped support:



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 Aging & Independence, Federal Government funds, local funds, foundations, and private contributions from donors like you.

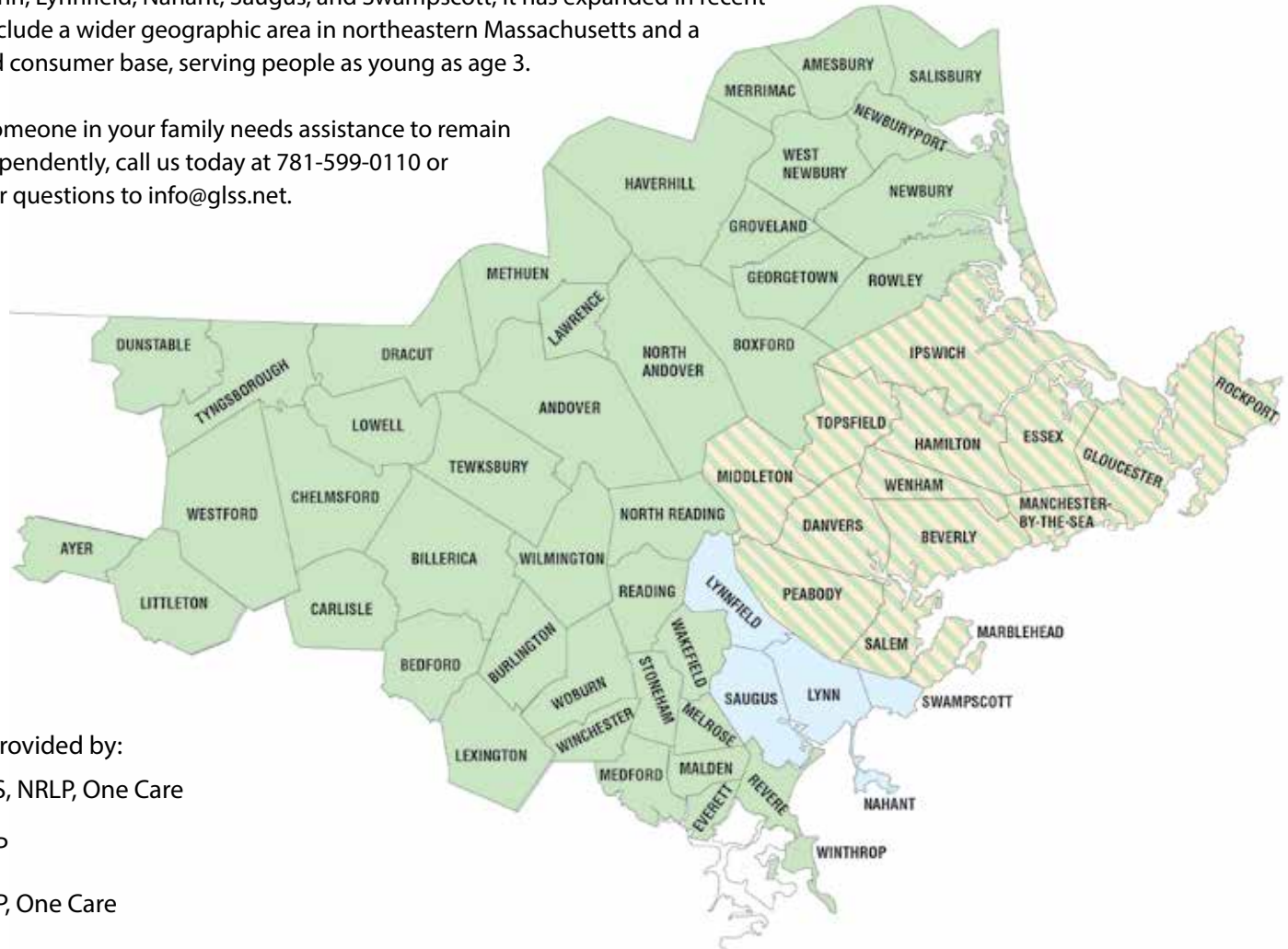
Some core programs at GLSS are not sufficiently funded and rely on donations and grants to operate annually.

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, care giving, 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

Contact

GLSS

**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

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Development Office
8 Silsbee Street
Lynn, MA 01901

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