



ANNUAL REPORT

FISCAL YEAR
2026

50 *Years*

GLSS

Greater Lynn
Senior Services

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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.

Dear Friends,

For more than five decades, we have stood alongside older adults, individuals with disabilities, caregivers, and families in our community from ages 3 to 103 years old. We have shared a simple but powerful belief: that everyone deserves to live with dignity, independence, and connection—no matter their age, ability, or circumstance. We have grown to rely on over 200 GLSS staff members who serve over 10,000 people in Lynn, Lynnfield, Nahant, Saugus, Swampscott and throughout Essex County and parts of Middlesex County. I am pleased to present this annual report, not just to reflect on what has been accomplished, but to recognize what is still possible—together.

In 2026 we celebrated our 50th Anniversary. During our celebrations we recognized the tremendous contributions GLSS has made to the health, safety and independence of our consumers. At the same time we committed to empowering our future—we will ensure we can continue to respond to rising demographic needs, increasingly complex care needs, and widening health and social inequities. As we mark fifty years of impact, we are also laying the foundation for the next fifty. We are elevating awareness of the essential role we play in the social support and health services continuum. We are strengthening partnerships with healthcare systems, community providers, and policymakers, expanding our circle of philanthropic support, and welcoming new donors who believe in this mission as deeply as we do.

Every day, we put these beliefs into action and live our mission—building healthier and more livable communities for all. This work has never been more urgent. Our population is more vulnerable than ever. Needs are growing more complex.

Systems are under strain. Budget cuts are happening. But we also know this: when we invest in community-based support, we change trajectories. We reduce costs. We improve lives.

To our donors, partners, board members, friends and staff—your commitment makes this work possible. You are not just supporting services; you are sustaining independence, preserving dignity, and strengthening the fabric of our community. Together, we are building a region where people of all ages can live well, stay connected, and thrive at home. And together, we will carry this mission forward—for the next fifty years and beyond.

Over the past 50 years, this organization has grown to serve a much broader age range and expanded our scope of services accordingly, and we believe it is time that our name represents the breadth of services we offer. Through a thoughtful process including staff, board members, advisory council and community members, we have completed our rebrand project and have a new name that will communicate our values and scope of work, enhance our reputation and better represent our work with stakeholders and the broader community.

Proudly, we announce our new name:

First Point Community Resources

Thank you to all for your support,



Kathryn C. Burns
CEO



Annual Program Numbers for FY26

3,274

Older adults served by
Home Care

3,614

Older adults served by
Senior Care Options

1,514*

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

1,036

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

69

Older adults who received
services through the
Family Abuse Program

74

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

260,306

Meals served through the
Meals on Wheels program

5,494

Average number of
congregate meals served
per month

2,294

People served by
Phoenix Food Hub

4,276

Calls fielded by
Information & Referral

125

People who received
Options Counseling

47

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

558

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

560

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

581

Residents served at **GLSS supportive housing** sites

46

People assisted through **Behavioral Health Outreach for Aging Populations**

130

Enrollments in **Hospital to Home Program**

234

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

420

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

169

Caregivers in the **Family Caregiver Support Program**

923

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

724

Hours by **155 volunteers**

3 to 103

Age range of people we serve

* this number reflects NRLP referrals received from July 2025 through January 2026 only. Due to cuts in funding at a state and federal level, a referral freeze was imposed from February 2026 through June 2026.

Throughout its 50-year history, GLSS has provided an array of services, maintaining core programs such as home-delivered meals and home care assistance while adding newer services such as SCO and NRLP—all geared towards helping more people thrive where they live.

Meals on Wheels

A service for home-delivered meals was established for older adults in Lynn in 1971 by the Lynn Council on Aging and grew into the Meals on Wheels program after GLSS' incorporation in 1976. In addition to Lynn, Meals on Wheels at GLSS delivers meals to people in Lynnfield, Nahant, Saugus, and Swampscott.

The Meals on Wheels Program is not just meal delivery—it is also a daily check-in for homebound individuals who may live alone. Like other GLSS nutrition-related programs it helps people who are at risk of food insecurity. Over 800 older adults are served by this fundamental service each year.



Home Care

Helping people get home care assistance has been a guiding principle of GLSS since its incorporation in 1976.

Home Care case managers work with consumers to create an individualized care plan to get the services they need to help them remain safely in their homes. As a core program in the GLSS Consumer Services department, Home Care is joined by several newer programs in recent years including the Community Transition Liaison Program, Transitions in Care Program, and the Hospital to Home Program. Collectively, these programs currently serve over 3,500 people each year.



Senior Care Options

Senior Care Options (SCO) are comprehensive health plans which provide a fully integrated geriatric model of care for people age 65 and older. Benefits include medical, hospital, behavioral health, Medicare prescription drug and MassHealth prescription drug coverage—all in one plan. Additional benefits include: transportation to medical appointments; home- and community-based services; and Geriatric Services Support Coordination (GSSC).

The Adult Foster Care Program (for ages 16 and older), Personal Care Attendant Programs (all ages), and Consumer Directed Care (60 and older) are three supplemental programs that allow SCO consumers to exercise more control in choosing their own caregiver.

Collectively, these four programs currently serve nearly 4,000 people.



since
2001

North Region LTSS Partnership

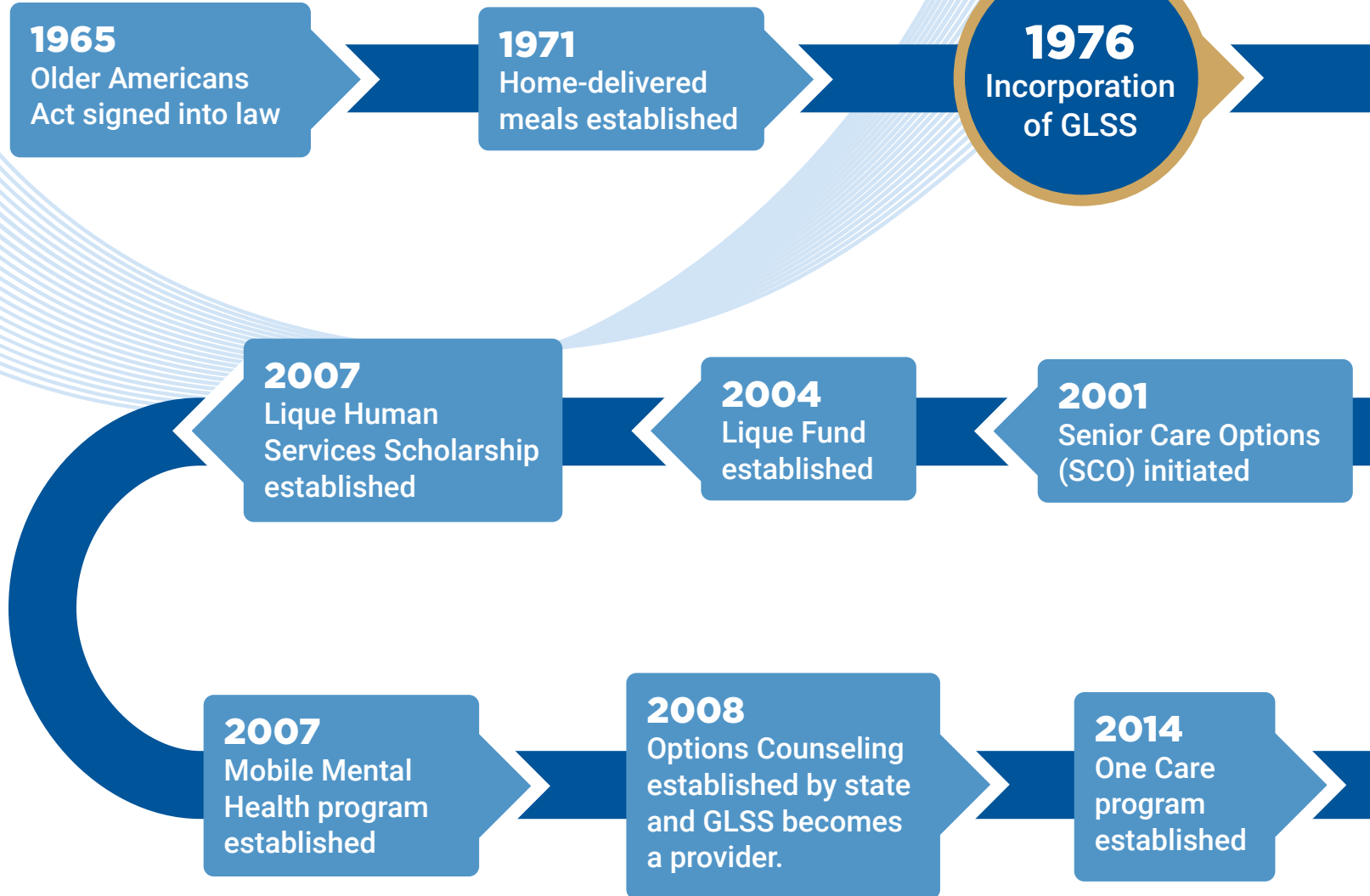
Since its launch in 2018, the North Region LTSS Partnership (NRLP) has served over 5,937 people from ages 3 to 64, delivering supports and services to high-risk populations living with a broad range of disabilities. Young people from age 3 to 16 make up 49% of members.

The program has a history of successfully lowering the total cost of care for members and has exceeded state expectations on multiple occasions. Now the program is dealing with devastating state and federal budget cuts and faces an uncertain future. There is a necessity for the program to pivot to continue to serve as many as possible with a renewed focus on nutrition as an important component of improved health outcomes.



since
2018

GLSS MILESTONE TIMELINE



1977

Transportation
program
established

1986

Homeless Elders
Breakfast Program
established

1988

Morris Street Residence
established in response
to closing of state
hospitals.

2000

GLSS purchases
building at
8 Silsbee Street

1997

GLSS Homecare
becomes an
Aging Services
Access Point
(ASAP)

1995

Program of All-Inclusive
Care for Elders (PACE)
established by GLSS
and Lynn Community
Health Center

2018

North Region LTSS Partnership
(NRLP) established

2022

Phoenix Food Hub
opens

2026
50 Years
of GLSS

50th Anniversary

This past spring, GLSS celebrated our milestone 50th anniversary with two special events—one at Mission on the Bay in Swampscott for colleagues and donors and one for staff at Gannon Golf Course.

At Mission on the Bay, we honored several individuals for their tireless dedication to supporting the health and well-being of Massachusetts communities. Honorees included: J. Patrick Burke, Esq.; Deputy Secretary Andrea Gayle-Bennett; Secretary Kiame Mahaniah M.D.; Kathy and Vince Lique; The Honorable Edward J. Markey; Anne Fox; Tina McLoughlin; Dr. Elsie Taveras

We are grateful for all our donors and community partners, past and present, who have helped us carry out our mission of building healthier and more livable communities for all. A special thanks to our Presenting, Gold, Silver, and Bronze sponsors:

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USI Insurance Services



left to right - GLSS CFO Kevin Derrivan and GLSS Controller Jamie Clermont with Presenting Sponsors from Rockland Trust David Semenza, Jeffrey Mead, and Mark Massimi at the 50th anniversary celebration.



Ruthanne Switzer (left) accepts an award from GLSS Board President Nelson Chang on behalf of Kathy Lique and the late Vince Lique.



Deputy Secretary Andrea Gayle-Bennett (right), MA Executive Office of Veterans' Services, receives an honoree award from GLSS CEO Kathy Burns.

**GLSS
50th Anniversary
Celebration**

Mission on the Bay
in Swampscott

April 30, 2026



**GLSS
50th Anniversary
Staff Celebration**

Gannon Golf Course
in Lynn

May 13, 2026



J. Patrick Burke: A Champion for Older Adults



Diane Finnemore, GLSS Protective Services Supervisor, presents an award to honoree Pat Burke at the 50th anniversary celebration at Mission on the Bay in April 2026.

For 50 years, attorney J. Patrick “Pat” Burke has dedicated his career to serving older adults and their families with compassion, expertise, and integrity. A Lynn native, Pat attended Boston College for both his undergraduate and law degrees before building a distinguished legal career specializing in elder law and probate. Throughout five decades of practice, he has helped many families navigate the challenges of aging and end-of-life planning with confidence and dignity.

Pat’s connection to GLSS spans 40 of the organization’s 50-year history. Among his many contributions, his work with GLSS Protective Services has been especially meaningful. Reflecting on his service, Pat shared, “Although I served in many capacities or areas at GLSS, there is no doubt that Protective Services was closest to my heart. It was my privilege to serve with deeply committed professionals who advocated for elders at risk of harm.”

Since its founding in 1984, GLSS Protective Services has been a cornerstone of the agency’s Clinical Programs, which also include Mobile Mental Health, Money Management, Housing Advocacy, the Family Abuse Program, and Behavioral Health Outreach for Aging Populations. Together, these programs serve approximately 1,500 older adults annually.

According to long-time GLSS staffer Diane Finnemore, Pat’s deep knowledge of Massachusetts elder law, strong relationships within the legal community, and thoughtful approach were invaluable. Most importantly, his kindness and unwavering advocacy helped protect some of the community’s most vulnerable older adults, leaving a legacy that will continue to benefit generations to come.

Mass General Brigham's Support of Phoenix Food Hub

GLSS is deeply grateful for Mass General Brigham's (MGB) generous multi-year grant support, which made it possible to launch the Phoenix Food Hub (PFH) in December 2022. By working with community-based organizations, MGB is helping expand access to fresh, healthy food and grow teaching kitchens that offer hands-on learning to improve nutrition for people living with, or at risk for, chronic health conditions. PFH programs serve people of all ages, and in less than four years the Hub has served more than 6,000 people, with the number served growing from 1,138 people in FY23 to 2,294 in FY26.

GLSS is proud to honor three MGB leaders who have been especially instrumental in this success:

- **Dr. Elsie Taveras**, Chief Community Health & Health Equity Officer, championed the “food is medicine” approach and helped secure a \$1.85 million grant, part of MGB's historic \$50 million community health investment, that launched the Hub.
- **Tina McLoughlin**, Director of Community Health at MGB Salem Hospital, calls the Phoenix Food Hub at GLSS a “game-changer” for creating a centralized referral system connecting patients to nutrition counseling and emergency food resources.
- **Anne Fox**, Senior Program Manager for Community Health, has driven operational integration, including bringing the MGB Community Care Van's health screenings and health education directly to GLSS and other sites in the area—ensuring nutrition and preventive care go hand in hand.



left to right - Tina McLoughlin, Director of Community Health at MGB Salem Hospital, Anne Fox, Senior Program Manager for Community Health, and Maureen Kay, Operations Manager for the MGB Salem Hospital Community Care Van, at the 50th anniversary celebration at Mission on the Bay.

Consumer praise from the 2025 Case Management Survey

"Enxhi takes the time to discuss all options with me. She listens to my concerns or changes and does her best to attend them. I am very happy with the way she interacts with me."



Enxhi A.
GLSS Case Manager

"All of my services are good and professional."

"I am very happy with the services you have provided me. Thank you."



Lisa M.
GLSS Case Manager

"Lisa was extremely kind, helpful and professional. I felt very comfortable with her in my home. She was very receptive to my concerns and took care of any issues I had. She was great!!"



A young Kitchen for All class attendee in Phoenix Food Hub.



GLSS intern Antonio Marsallo from Emerson College worked on data and analytics projects during his internship.



2025 Pre-Veterans Day Lunch at GLSS. On the left, Amari Gaston, Legislative Aide to Senator Brendan Crighton, talks with two Veterans. On the right, Mayor Jared Nicholson addresses the lunch attendees.



Eunice Lopez, Senior Phoenix Food Hub Program Coordinator, loads emergency meals with intern Junehrian (left) into a waiting Sunshine Taxi for delivery to Phoenix recipients.



Students from Swampscott High create cards for Meals on Wheels recipients. Nick Anander, GLSS Community Programs Manager, stands in the back on the right.

Grant-funded programs at GLSS

Along with donations from individuals and organizations, grant support is essential to sustaining and expanding the work we do that serves older adults and people with disabilities across the lifespan. Grant funds help ensure that individuals and families can access compassionate, high-quality services that promote independence, dignity, safety, and meaningful community participation.

These are just a few programs that benefited from grant support in FY26. For a complete list of FY26 grant-making organizations and donors see page 21.

Caregiver Volunteer Program

The Family Caregiver Innovation Grant from the Office of Aging and Independence (AGE) strengthens support for family caregivers in Lynn, Lynnfield, Nahant, Saugus, and Swampscott. The initiative will build a trained Care Partner Support Volunteer workforce focused on helping caregivers navigate the unique challenges of dementia care.

Volunteers will be matched with participants in GLSS's Family Caregiver Support Program and will offer practical skills coaching, emotional support, resource navigation, and respite. Using training from Positive Approach to Care, the program aims to reduce caregiver burden, improve caregivers' confidence and knowledge, and enhance quality of care for people living with dementia. GLSS is partnering with Senior Care, Inc., Somerville-Cambridge Elder Services, and Positive Approach, LLC on this statewide effort.

Grant Amount: \$100,000

MA Executive Office of Aging and Independence



Kathy Green and her husband Joe participate in caregiver groups through the Family Caregiver Support Program at GLSS.

Kitchen for All

Grant Amount: \$43,200

Peter & Elizabeth Tower Foundation

This two-year grant provides support for the Kitchen for All program which brings together GLSS' NRLP and Phoenix Food Hub programs and the Lynn Disability Network. Cooking classes teach youth with significant adaptive living skill and/or social communication deficits how to prepare nutritious meals and, in doing so, how to integrate this learning experience into broader life skills capacities.



A Kitchen for All class with young participants taught by Louise Dominique (in the blue shirt) of the Lynn Disability Network.

The Lique Living Legacy Fund

Grant Amounts: \$2,500 to \$10,000

**McCarthy Family Foundation, Bank of America;
Bushrod H. Campbell and Adah F. Hall
Charity Fund; Hamilton Company Charitable;
Institution for Savings Charitable Foundation;
Gerondelis Foundation**

Entirely funded through donations and grants, the goal of the Lique Living Legacy Fund is to help low-income consumers whose urgent needs fall outside of traditional state and federal funding streams. By doing so, we aim to stabilize individuals and families in crisis, preserve their dignity, and prevent small emergencies from escalating into long-term hardships.



Vince Lique, seen here in a photo from 1988, made a donation with his wife Kathy to start the fund before his passing in 2006. It was later renamed in his honor and in its 25-year history has helped over 1,000 people.



Some of the many staff and friends of GLSS who volunteered to deliver Thanksgiving Day 2025 meals to Meals on Wheels recipients.



Naomi Dreeben, GLSS Board of Directors; Holly Jarrell-Marcinelli, Senior Director of Consumer Services; Mary Magner, GLSS Board of Directors; Ambiorix Montano, Director of Managed Care Programs; and Pattyanne Lyons, Director of Development were on hand to accept awards for GLSS at the Lynn Chamber of Commerce's Annual Meeting and Business Excellence Awards Dinner at Kowloon Restaurant.



Representative Jim McGovern visited the Phoenix Food Hub as part of his "End Hunger Now" campaign in February 2026. He attended a cooking class in Phoenix Food Hub and met privately with a group of local older adults to hear their thoughts and concerns about food security.

"I'm building a movement of people who believe food is a fundamental human right for all. Together, we are fighting to change the status quo and create a future where all families have access to fresh, healthy food."

— Rep. Jim McGovern



Maureen Kay (left), Operations Manager for the MGB Salem Hospital Community Care Van, outside of GLSS/Phoenix Food Hub. Pictured with Maureen are three of her MGB colleagues as well as Kevin Derrivan (2nd from right), GLSS CFO.



Members of the Home Care team pack Meals on Wheels for delivery to over 800 weekly recipients.



GLSS staff, friends, and family wore hand-made tie-dyed tee shirts and marched in the 2026 North Shore Pride Parade in Salem this June. GLSS staff also manned a table on Salem Common for the day-long celebration.

Thank you FY26 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, 2025 – June 30, 2026. If we inadvertently missed anyone, please reach out to the Development Office at 781-477-6732.

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Associated Home Care	Friends of Nahant Council on Aging	MacNulty Fund	Saugus Lions Club	USI Insurance Services
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UMass Extension Nutrition Education Program



Financials

Revenues*

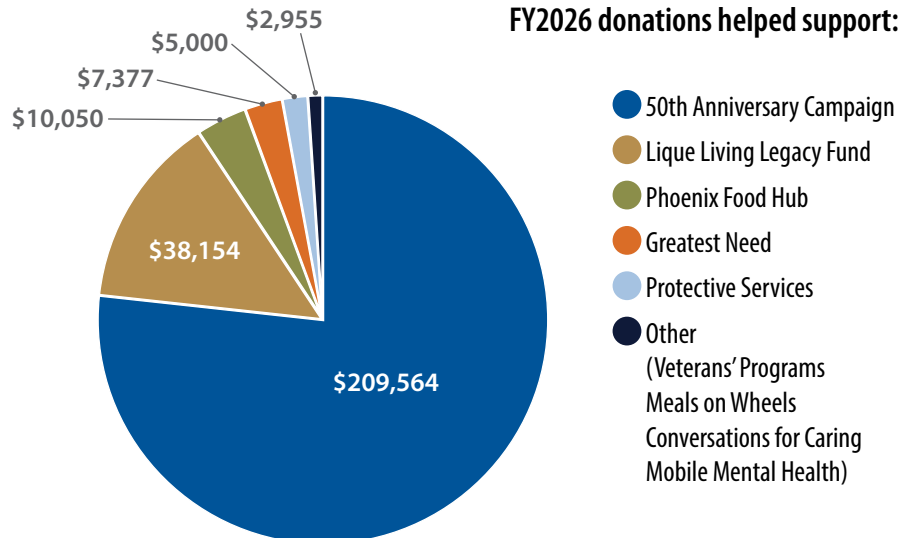
Program Service Revenue	\$71,762,580
Other Revenue	\$785,072
Contributions	\$349,731
Investment Income	\$54,337
Total Revenues	\$72,951,720

Expenditures*

Direct Program Expenses	\$49,368,119
Personnel	\$18,866,429
General & Administration	\$2,326,054
Professional Fees	\$641,757
Occupancy	\$362,690
Community Grants Awarded	\$184,269
Total Expenditures	\$71,749,318

*Unaudited preliminary totals for FY2026

FY2026 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.

The next 50 years...



We are excited to announce that GLSS has a new name! Our new brand more accurately reflects the expanded services we offer and audiences we serve. Looking forward, we are laying the foundation for the next fifty years. We are elevating awareness of the essential role we play in providing guidance to people of all ages within the social support and health services continuum.

The adoption of a new brand identity has created a strategic opportunity to realign our visual identity with our primary function as an agency—to be the “first stop” for people looking for social and human services to help them live healthier lives in their community settings.

As we head into the fall season, GLSS will rebrand as **First Point Community Resources**.

What's changing:

- our name

What's staying the same:

- our services
- our staff
- our address
- in short, pretty much everything except our name!

Stay tuned for more!

Our new website is under construction and the url is www.firstpointresources.org

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:

Phoenix Food Hub
www.phoenixfoodhub.org

Conversations for Caring
www.conversationsforcaring.org

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

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Greater Lynn Senior Services
and mail to:

Greater Lynn Senior Services
Development Office
8 Silsbee Street
Lynn, MA 01901

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**Building healthier and more
livable communities for all.**

