



Annual Report

Fiscal Year 2023



Greater Lynn Senior Services

GREATER LYNN SENIOR SERVICES (GLSS)

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GLSS Home Care staff on their annual retreat day in Nahant.

WELCOME

Dear Friends,

Even as pandemic-related programs and safety nets end, people everywhere are still being affected by problems exacerbated by COVID-19 — among them, food insecurity and nutritional deficits, housing insecurity, and the effects of isolation and uncertainty on mental health.

With your support, programs at GLSS help alleviate or address these challenges as well as many others. The Phoenix Food Hub provides people with nutrition information, counseling, education, and access to healthy food. The Lique Living Legacy Fund, along with housing search and advocacy, helps people relocate to more stable living situations. And GLSS case managers and counselors serve daily as points of contact to help people deal with the effects of isolation and uncertainty.

For close to 50 years, GLSS has served the Greater Lynn community, and with your help, makes a difference in countless lives every day. This past year we have seen an increase in older consumers from Lynn, Lynnfield, Nahant, Saugus, and Swampscott served through our Aging Services Access Point home care and Senior Care Options programs. And we have also seen an increase in younger consumers served who are between the ages of 3 and 64 through our Long-Term Services and Supports programs, which cover a broadened geography in communities throughout the North Shore and Merrimack Valley.

We go into the new fiscal year with a renewed commitment to serve even more people across the age spectrum. We hope you will come along as we continue to explore, reimagine, and initiate ways to build healthier and more livable communities for all.

Yours truly,

Kathryn C. Burns
GLSS CEO



~ Our Mission ~

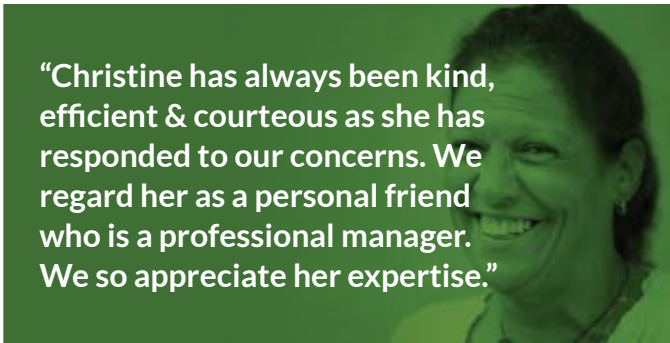
GLSS is building healthier and more livable communities for all.

PROGRAM NUMBERS FOR FY23

2,265 Number of older adults served by GLSS Home Care	3,236 Number of older adults served by Senior Care Options	506 Number of individuals screened for intake in Protective Services	1,138 Number of people served by the Phoenix Food Hub through inquiries, referrals, nutrition counseling, and cooking classes
4,576 Number of calls fielded by Information & Referral	718 Number of consumers who received services through the Adult Foster Care (AFC) and Personal Care Attendant (PCA) programs	118 Number of people who received services through the Mobile Mental Health program	66 Number of caregiver support group sessions offered this year
218,008 Number of meals served to consumers through the Meals on Wheels program	536 Number of consumers age 21-64 who received care coordination through the One Care program	89 Number of older adults who received services through the Family Abuse Program	1,724 Number of people who registered for CEU professional development courses through Conversations for Caring
6,200 Average number of congregate meals delivered each month to six lunch program sites	1,063 Number of consumers age 3-64 who received long-term services and supports coordination (LTSS) through the North Region LTSS Partnership (NRLP) program	573 Number of residents served at GLSS supportive housing sites	108 Age of most senior member served by GLSS
420 Average number of bags of food distributed at the monthly Brown Bag/Mobile Market program		239 Number of people referred to housing search and advocacy services (for calendar year 2022)	3 Age of youngest consumer served by GLSS



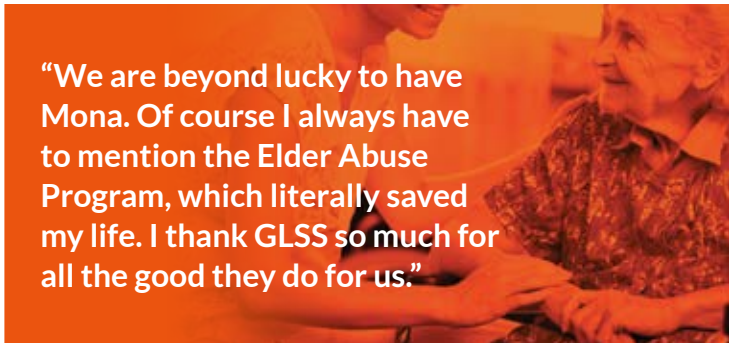
“Always receive excellent assistance. Anna is such a joy to deal with, kind, friendly, and very helpful. She is a plus to your organization.”



“Christine has always been kind, efficient & courteous as she has responded to our concerns. We regard her as a personal friend who is a professional manager. We so appreciate her expertise.”



“Lisa has been excellent. She is a ‘get things done’ person. I know she will respond when she is called & will act in a timely manner. I feel fortunate to have her as my case manager.”



“We are beyond lucky to have Mona. Of course I always have to mention the Elder Abuse Program, which literally saved my life. I thank GLSS so much for all the good they do for us.”

GLSS consumer quotes drawn from the 2022 Case Management Survey

GLSS PROGRAMS SERVING OLDER ADULTS

Home Care

Home care case managers serve consumers by working with them to create a specialized plan of care and then connect 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.

Senior Care Options (SCO)

Senior Care Options are voluntary programs that are 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).

Information & Referral (I&R)

Anyone looking for answers about services and benefits for those 60 and older 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 person with a GLSS Intake Specialist to schedule a home visit and assessment.

Meals on Wheels

Meals on Wheels brings meals to people over 60 who are homebound and unable to prepare their own meals. 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.

Protective/Family Abuse Program

Our Protective Services team investigates reports of elder abuse, caregiver neglect, and self-neglect, and intervenes when possible to offer older adults a choice to live in safe, supportive environments, with 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.

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 ageing 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.

LIQUE LIVING LEGACY FUND



Vince Lique, former GLSS CEO.

The Lique Living Legacy Fund provides goods and services for consumers in need of emergency purchases they are unable to afford.

This fiscal year, your donations helped consumers from Home Care, Clinical and Protective Services, Senior Care Options, and Supportive Housing with items such as:

- Bed frames, mattresses and boxsprings
- Clothing items
- Moving expenses
- Sleeper sofas and rollaway beds
- Incontinence supplies
- Air conditioners
- Electric scooter repair



Memory Café at Lynn Museum.

75 consumers recieved items totaling **\$31,440.**
Thank you to all Lique donors, past and present!



GLSS staff creating Valentine's Day greetings for Meals on Wheels recipients.



Staff from Cataldo Ambulance Service at a vaccine clinic in Phoenix Food Hub.



Thanksgiving Meals on Wheels delivery.



MGH Institute of Health Professions (MGH IHP) Nursing students holding their initial health promotion event at GLSS.



GLSS staff participate in the September 45 Million Steps to Prevent Falls challenge.

NRLP AND POPULATION HEALTH

This year, GLSS—as part of a consortium—was awarded a second and much larger contract for the MassHealth Community Partners Program, which supports MassHealth members age 3-65 enrolled in ACO and MCO health plans. The new contract follows a successful 5-year pilot program.

Called the North Region LTSS Partnership (NRLP), the consortium comprises GLSS, Bridgewell, Disability Resource Center, Element Care, Lynn Community Health Center, and Northeast Arc, all working together to deliver long-term services and supports (LTSS) to people living with disabilities. These services and supports help people manage their daily routines and stay healthy—everything from meals and bathing to assistive devices and parenting classes. The program serves people with complex health challenges, including children from age 3 to 10, who make up 31% of the members currently enrolled in the program.

NRLP affirms GLSS’ position as an evolving population health organization, serving people of all ages, and broadens the agency’s geographic reach to over 60 communities throughout the North Shore and Merrimack Valley. NRLP has also been proven to be highly effective in making a real difference in people’s lives and lowering health care costs. (See table below.)

NRLP and its growing team of LTSS Coordinators, nurses, and clinical staff are currently serving more than 1,000 MassHealth members through the program.

The contract award involved a highly competitive process. Data for the Request for Proposal was drawn from NRLP’s performance during the pilot program and was compared to state averages for other LTSS Community Partners and MassHealth Goal Benchmarks.

Data was collected using Mathematica Reports.

Measure	Year	NRLP Rate	State Avg. for LTSS CPs
Total cost of care per member per month	2021	\$590	\$760
	2020	\$747	\$807
ER visits per 1,000 member months	2021	64.3	85.12
	2020	67.3	84.9
Measure	Year	NRLP Rate	MassHealth Benchmark
Annual primary care visit	2021	68.69%	67.46%
ER visits per 1,000 member months	2020	35.92	51.50
Hospital Readmissions	2019	0.693	1.24

PHOENIX FOOD HUB

Since opening its doors on the first floor of 8 Silsbee Street in December 2022, the Phoenix Food Hub (PFH) has been serving a growing number of people with nutritional and other related health needs. This collaborative project, spearheaded by GLSS as part of the **Lynn Food Security Task Force**, brings together as many nutrition-related supports as possible and serves people of all ages in and around the Lynn area. Individuals and families at risk of nutrition insufficiency can access a wide variety of resources to help them better manage their overall health and well-being. Here are some of the positive impacts Phoenix programs have been making.

Nutrition Program Referrals, Counseling, and Resources

Phoenix Navigators have been busy handling referrals for services, fielding an increasing number of requests per week. More than **1,000 people** have contacted Navigators and of those **277 referrals** were made for non-food distribution programs like nutrition counseling. Of these referrals, **85%** came from **Lynn Community Health Center** and the rest were split between **Lynn Public Schools**, other local health care and social service agencies, and self-referrals.

Healthy Cooking Demonstrations

UMass Extension Nutrition Education Program has been holding cooking demonstrations in the PFH teaching kitchen using ingredients available from the adjacent Catholic Charities Food Pantry. Approximately **500 food pantry visitors** have taken part in these demonstrations, sampling featured dishes and watching how they are prepared. UMass also hosted two Spanish- and English-language seven-week healthy cooking demonstration programs.



Good 2 Go artists from Raw Art Works who designed murals for the PFH space to be installed this summer.



Left to right - Dr. Elsie Taveras, Tracy Sylven, Anne Fox, and Tina McLoughlin from Mass General Brigham at the PFH opening.

Caregiver Cooking Classes

The GLSS **Family Caregiver Support Program** has been working with groups from the **Lynn Council on Aging Senior Center** through monthly cooking classes that focus on the power of using freshly prepared food as a tool in caring for another person and in their own self-care. Avocado toast, tea brewed with fresh ingredients, and fruit parfait are just some of the dishes prepared and enjoyed by participants!

Food and Thought Program

The “Food and Thought” program is a new addition to services available through Phoenix Food Hub and provides education and counseling to individuals interested in addressing the important link between nutrition and mental well-being. This innovative program is informed by a growing body of research pointing to the critical connection between what we eat and how it impacts our physical, mental, and emotional health. Based on current referrals, we anticipate serving approximately **100 individuals** this year through this new program.

The Food and Thought program is supported by the Beverly and Addison Gilbert Hospital Community Benefits Community Grant Program and the Essex County Community Foundation Behavioral Health Partnership Grant.

Thank you to all Phoenix Food Hub funders:
Mass General Brigham; the City of Lynn; Element Care;
Essex County Community Foundation; Point32Health Foundation;
Beverly and Addison Gilbert Hospitals; Alfred E. Chase Charity Foundation, Bank of America, N.A., Trustee; Charles H. Farnsworth Trust, Bank of America, N.A. Trustee;
and many private donors.



Indoor Winter Farmers' Market at PFH organized by The Food Project/Lynn Grows.



Caregiver cooking class in the PFH teaching kitchen with participants from the Lynn Council on Aging Senior Center.

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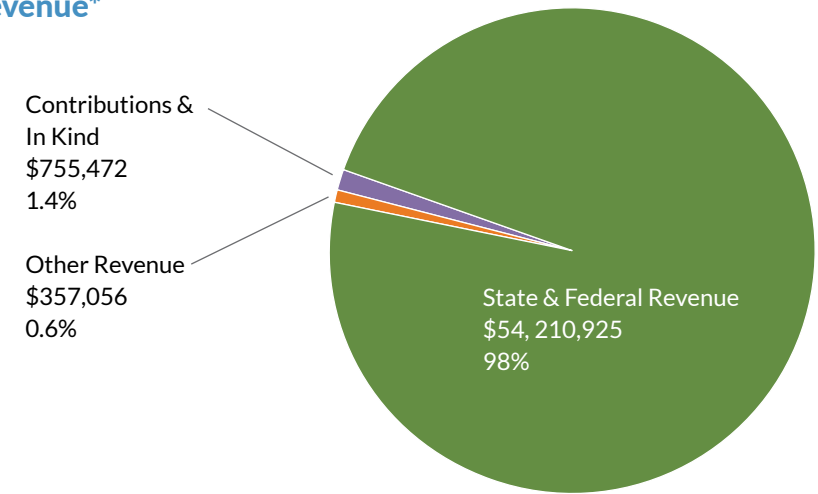
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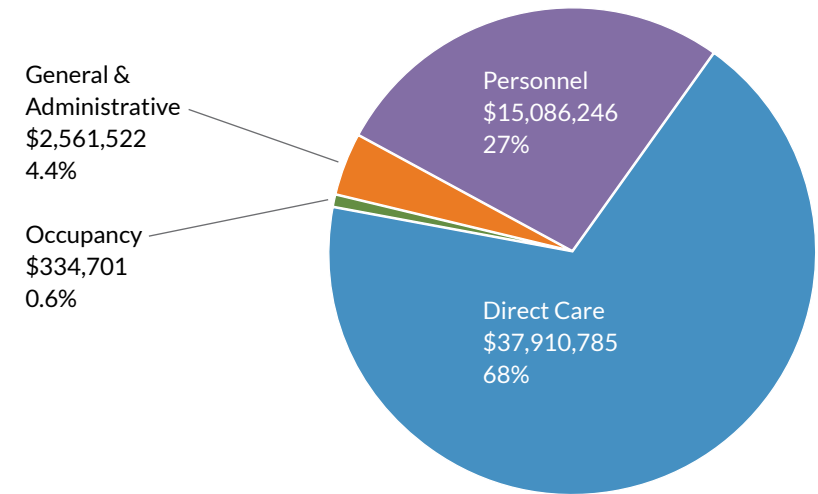
Your generous support provides funding in these areas:
Family Caregiver Support • Conversations for Caring • Greatest Need • Home Care Case Management
Lique Living Legacy Fund • Meals on Wheels • Phoenix Food Hub • Protective Services

FINANCIALS

Revenue*



Expenses*



*Unaudited preliminary totals for FY2023

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

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

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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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Building healthier and more livable communities for all.

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