



Building healthier and more livable communities for all.



Greater Lynn Senior Services

an Aging Services Access Point and Population Health agency serving

LYNN • LYNNFIELD • NAHANT • SAUGUS • SWAMPSCOTT

AND COMMUNITIES ACROSS THE NORTH SHORE AND MERRIMACK VALLEY

GLSS is an
**Aging Services
Access Point**
and an
**Area Agency
on Aging**
serving people
age 60 and over.



GLSS is a
**population
health agency**
serving people
of all ages.

Greater Lynn Senior Services

...is more than senior services

For close to 50 years, Greater Lynn Senior Services—or “GLSS,” as we are known throughout the region— has responded to the changing needs of area residents, providing a continuum of community health and social services to help people maintain their independence, safely and with dignity. In carrying out that mandate, GLSS provides a broad range of services designed to promote consumer engagement, better health and well-being, and a number of new initiatives aimed at building healthier, more livable communities for all.

GLSS is the nonprofit human services agency serving people age 60 and older, adults of all ages with disabilities, and their families and caregivers in Lynn, Lynnfield, Nahant, Saugus, and Swampscott. We also **serve people of all ages** through our work providing long-term services and supports (LTSS) coordination to One Care and MassHealth members in communities across the North Shore and Merrimack Valley.

Call GLSS at (781) 599-0110 or visit www.glss.net for more information.

We'll listen. We'll help.



Information and Referral

With one phone call, you can find the answers to so many questions.

If you or someone in your family is looking for information about living independently, we make it possible for you to get what you need. All it takes is a phone call.

The first time you call us, you'll speak with our Information and Referral Department. Our friendly, well-trained staff will answer all your questions about services and benefits. We'll help you find home care, meals, transportation, an advocate...whatever you need. We can help you or a family member:

- Connect to services or other community resources
- Understand your medical and health benefits
- Tap into a wide variety of supportive resources, here and across the country
- Find appropriate solutions for a range of problems
- Stay independent longer
- And much more.

Why wonder or wait? Call us today at (781) 599-0110 or visit www.glss.net for more information.

Health and Well-Being

We'll help you stay healthy and engaged in your own unique way.

Your health and well-being are vital components of independent living. We offer a variety of programs, workshops, and mobility counseling options to help you feel better, build your confidence, and stay connected with others in the community.

Our case managers are just a phone call away. They will advocate for your needs and preferences and help you develop a care plan that is right for you. Person-centered care is the hallmark of our service.



Help at Home

Doing whatever we can to help you maintain your independence.

Every day we're at work in the homes of more than 8,000 people. Why? So they can hold on to something of immeasurable value: their ability to live independently. We have a variety of programs to meet every need. Our staff includes bilingual case managers, and we provide translation services as well.

GLSS HOME CARE

GLSS Home Care services assist **people age 60 and older and adults with disabilities** to remain living safely at home by providing help with tasks such as homemaking, personal care, meals, and grocery shopping and access to services like adult day health programs, personal emergency response systems, and medical and non-medical transportation. We also support people through transitions in care to help them safely return home from a skilled nursing or rehabilitation facility. Case managers provide culturally sensitive and person-centered care planning.

SENIOR CARE OPTIONS (SCO)

Senior Care Options (SCO) is for **people age 65 and older** who qualify for MassHealth Standard. Through contracts with major health providers, members receive benefits like medical insurance, hospital coverage, behavioral health supports, prescription drug plans, as well as access to home- and community-based services such as care coordination, transportation, and home care services.

LONG-TERM SERVICES AND SUPPORTS (LTSS) COORDINATION

Long-Term Services and Supports (LTSS) Coordination includes a broad range of services and supports that help **people of all ages** living with disabilities, including behavioral health and other life challenges. It includes everything from assistive devices and help with personal care to education, counseling, and job training. Our specially trained LTSS Coordinators work as part of a patient's healthcare team to develop care plans, set goals, and advocate for needed services.

- **One Care** is offered to people age 21-64 throughout Essex County who are eligible for both Medicare and MassHealth.
- **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. Visit www.northregionltss.org for more information about NRLP.

Meals and Nutrition

Tasty, nutritious. And we deliver.

MEALS ON WHEELS

Every weekday, Monday through Friday, our Meals on Wheels drivers visit as many as 800 homes to deliver a hot, nutritious lunch. At the same time, hundreds of other residents enjoy a hot meal and the company of others at one of many convenient community cafés in our service area.

GLSS meals can be medically tailored to meet individual needs, and are free, with a voluntary donation (no one is ever denied a meal if they are unable to donate).



BROWN BAG/MOBILE MARKET

We also host a monthly Brown Bag/Mobile Market program in conjunction with the Greater Boston Food Bank. Residents of Lynn, Lynnfield, Nahant, Saugus, and Swampscott can pick up a bag of free groceries on the third Friday of each month. **There are no age or income requirements for the program.** Please call (781) 599-0110 to register

PHOENIX FOOD HUB

Phoenix Food Hub serves people of **all ages** in and around the Lynn area—a one-stop shop where anyone at risk of nutrition insufficiency can access a variety of resources to help them better manage their overall health and well-being. This innovative effort is a collaboration spearheaded by GLSS as part of the City of Lynn's Food Security Task Force—a consortium of nearly 20 local nonprofits committed to bringing together as many nutrition-related supports as possible to address the challenges of food insecurity, health disparities, and the root causes of hunger in Lynn and surrounding communities. Services include access to healthy food, nutrition counseling, healthy cooking classes, information about local resources, and more.



 www.phoenixfoodhub.org

Safety and Security

Elder abuse and neglect happen all too often. Our advocacy and resources help you feel safer.

In a year, GLSS will advocate for and help protect over 500 people who need help—including people living independently, those seeking affordable housing, and individuals transitioning from homelessness. We'll also make hundreds of visits to area nursing homes, to assess residents' quality of care. GLSS is deeply committed to protecting the safety, security, and dignity of older adults in our communities.

If you suspect abuse or neglect of a senior resident, you should report it to the state's Elder Abuse Hotline, which is available 24 hours a day, 7 days a week, by calling 1-800-922-2275.

Counseling and Support

We'll lend an ear and provide support in a safe, judgment-free setting.

Getting older or dealing with other life challenges isn't always easy. Sometimes it helps to get some advice, speak with a professional counselor, or talk with others in a group setting who are experiencing the same feelings you are.

GLSS offers counseling and support for caregivers; people with mental health challenges; people age 50 and older throughout the North Shore who have experienced abuse; people seeking information about long-term care and other community resources; and LGBTQ+ older adults.

FOR HEALTHCARE PROFESSIONALS

Conversations for Caring

The Conversations program coordinates monthly 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 offered by national subject-matter experts and address some of the most pressing topics facing care workers today. Through an on-line subscription service, anyone can access the full archive of educational programs.





Greater Lynn Senior Services
8 Silsbee Street
Lynn, MA 01901

Office hours:

Monday–Friday, 8 a.m.–5 p.m.

Phone 781-599-0110
Toll free 1-800-594-5164
Email info@glss.net

 www.glss.net

For more information about aging services in Massachusetts, call 1-800-243-4636 or visit www.massoptions.org

GLSS values diversity and provides services and employment to all members of the community without regard for race, color, national origin, age, sexual orientation, disability, religion or gender.

Although many of our programs are funded in whole or in part by the Massachusetts Executive Office of Elder Affairs, the United States Administration on Aging, and other federal and state funds, we depend on and welcome community support to help us meet the needs of local elders. To donate to GLSS go to www.glss.net/give.

Services provided by:

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



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