



STRENGTHENING
mobility

2013

The Year in Review

**FOSTERING MORE ACCESSIBLE, INCLUSIVE,
HEALTHY, AND LIVABLE COMMUNITIES**

Annual Report to the Community



Greater Lynn Senior Services

**GREATER LYNN
SENIOR SERVICES**

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WHO WE ARE AND WHAT WE DO

**A ride, a hot meal, someone to help
at home...and so much more.**

Greater Lynn Senior Services (GLSS) is the non-profit Aging Services Access Point and Area Agency on Aging serving Lynn, Lynnfield, Nahant, Saugus, and Swampscott. We offer a multitude of services for a singular purpose: to help people age 60 and older and adults with disabilities live independently in the community settings of their choice, safely and with dignity.

Helpful services offered by GLSS include advocacy, home care, information and referral, meals, supportive housing, and transportation, as well as educational programs, healthy living workshops, and caregiver supports. To learn more about GLSS and its services, call Information and Referral at 781-599-0110 or visit www.glss.net.

To learn more about Aging Services in Massachusetts, call 1-800-age-info or visit www.800ageinfo.com.

Although many of our programs are funded in whole or in part by the Massachusetts Executive Office of Elder Affairs and the U.S. Administration for Community Living, we depend on and welcome community support to help us meet the needs of our consumers.

**Servicios para adultos de la
tercera edad en la región de Lynn**

Un paseo, una comida caliente,
alguien que le ayude en su
casa...eso y mucho más.

(781) 599-0110

GLSS

Greater Lynn Senior Services

8 Silsbee Street Lynn, MA 01901 www.glss.net



STRENGTHENING MOBILITY: FOSTERING MORE ACCESSIBLE, INCLUSIVE, HEALTHY, AND LIVABLE COMMUNITIES

Annual Report to the Community

TABLE OF CONTENTS

Lynn YMCA and GLSS Join Forces to Improve Community Health

1

GLSS and Boston-based City Fresh Foods Offer Healthy, Great Tasting Meals to Seniors Every Weekday

2

Highly Successful Program Continues to Attract Funding

3

GLSS Thanks State, Elected Officials for New Vehicles

4

The Kiosk for Living Well Launched in Lynn at the Public Library

5

Day-Long Mobility Symposium Provokes Thought, Action

7

Elder Justice Network Sponsors "Kindness Matters"

9

Latino Outreach Program Picks Up the Pace in 2013

10

Raising Awareness About the Importance of Family Caregivers

11

Our Commitment to Healthier Communities Begins At Home

12

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Elder Service Plan
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Greater Lynn
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Independent Living
Center of the North
Shore and Cape Ann

North Shore
Career Center

North Shore
Elder Services

SeniorCare

Lynn YMCA and GLSS Join Forces to Improve Community Health

In 2013, Greater Lynn Senior Services (GLSS) and the Lynn YMCA began a new and partnership to bring health self-management workshops to the Greater Lynn area.

The workshops, developed and tested by researchers at Stanford University (Patient Education Research Center) and offered by trained leaders are free and offered to adults of all ages.

“These programs fit extremely well with the YMCA’s healthy living mission,” notes Audrey Jimenez, Executive Director of the Lynn YMCA. “And it helps GLSS to reach out to and recruit younger adults into the program,” adds Mary Carideo, the Healthy Living Program Manager at GLSS. “It has been a real win-win for both of us,” Jimenez says.

The first program offered was a Diabetes Self-Management Workshop. “This program has been wonderful,” says AnneMarie, a Swampscott resident who notes that she has participated in a similar program in the past but decided to enroll again based on her doctor’s advice. “Even though it is a refresher course for me, I still learned new things,” she says. “The participants and leaders learn from and

encourage each other and share ideas about how to better self-manage the challenges of living with an ongoing health condition,” Carideo says.



GLSS sponsors a variety of health self-management workshops for adults of all ages and a special fall prevention workshop for older adults.

In the case of diabetes those can often include monitoring blood sugar, balancing physical activity and making healthy food choices.

In all of the healthy living workshops, which also include a general chronic

disease self-management workshop offered in both English and Spanish, participants learn practical skills like how to set and meet personal goals; handle stress and relax; communicate more effectively; and manage emotional ups and downs. “We also have fun,” Carideo says with a smile.

According to the American Diabetes Association’s website, as many as 25.8 million people—both children and adults—have diabetes, and close to 2 million new cases are diagnosed each year. Diabetes and other ongoing health conditions like arthritis, heart disease, cancer, among many others, are considered chronic diseases, which the Centers for Disease Control and Prevention reports are responsible for 7 of 10 deaths among Americans each year. ♦

GLSS and Boston-based City Fresh Foods Offer Healthy, Great Tasting Meals to Seniors Every Weekday

The entrees sound like something off the menu at a trendy downtown restaurant: rosemary chicken served with red potatoes and peas; lemon pepper pork with black-eyed peas and brown rice, served with a garden salad; and salmon with dill sauce served with vegetable rice pilaf and peas.

These are just a few of the delicious, healthy items on the monthly menu at the “community café” congregate meal site located at the Lynn Senior Center, which offers a hot lunch every weekday for a small donation to people age 60 and older. In addition to consumer donations, the meals are made possible through a combination of federal and state funds provided to Greater Lynn Senior Services (GLSS) and local grants provided to the Council on Aging by the City of Lynn.

In October, GLSS’ Nutrition Department selected Boston-based City Fresh Foods—which creates wholesome, great tasting meals with fresh ingredients bought from local farms—to be its meals provider, and Stacey Minchello, who directs both the Lynn Senior Center and GLSS’ Nutrition Department, couldn’t be happier. From her unique perspective, the move has made a positive difference both in terms cost and quality—and a healthier diet for many local seniors.

“Our mission is to help older adults remain living independently in the community, and our meals programs are one of the most important ways GLSS helps people achieve that every day,” says Paul T. Crowley, GLSS’ Executive Director.



As the local area agency on aging, GLSS provides both the meals served in the local senior centers and Meals on Wheels, which delivers a hot meal every weekday to isolated,

homebound seniors in the five communities served by GLSS. The menu provides lots of choices, including culturally unique options, like vegetarian and Latino meals.

“One of those annoying stereotypes about older adults is that they don’t like change, but that couldn’t be less true in terms of some of our new menu items,” Minchello notes. “People were very open-minded—even excited and interested—to try new things like tofu dishes and collard greens and were, for the most part, very positive about those experiences.”

But Minchello also sees the benefit of providing choice another way. “If people begin to see the positive connection between what they eat and how they feel, it may encourage them to make healthier choices with the other foods they eat.” ♦

Highly Successful Program Continues to Attract Funding

The Elder Mobile Mental Health Project at Greater Lynn Senior Services (GLSS) received two major grants this year, both of which are helping to fund this unique and highly successful program. The compassionate, pioneering program delivers mental health services and supports, including one-on-one counseling, to vulnerable elders in their homes.

A \$25,000 grant was awarded by The James and Sarah Dyer Charitable Fund, Bank of America, N.A., Trustee, which supports organizations providing mental health services to older adults in Massachusetts. The foundation's priorities include supporting programs that offer mental health screening and referral; and for services provided in the home, particularly for older adults who are homebound; and services addressing issues of depression.

GLSS also received the \$10,000 Dierdre Johnston Award for Excellence and Innovation in Geriatric Mental Health Outreach Services from the American Association of Geriatric Psychiatry (AAGP). Founded in 1978,

AAGP is the national association representing its members and the field of geriatric psychiatry. AAGP promotes the health and well-being of older people through professional education, public advocacy, and support of career development for clinicians, educators, and researchers.

The Elder Mobile Mental Health Project began as a pilot project in 2007 in response to the need observed by many of the home care case managers who saw on a daily basis the emotional distress that many clients exhibited. “The things that happen as we get older—the loss of a spouse or child; changes in financial status or living situation; physical or other health challenges—can really have an impact on elder life quality,” says

Lynn O’Neal, LMHC, one of the program’s counselors.

Because of its success in helping so many seniors, it has been instituted as a permanent Agency program. Now in its sixth year, the program has helped to stabilize the lives of hundreds of seniors living with untreated mental health issues such as anxiety, depression, and isolation. ♦



GLSS' Elder Mobile Mental Health Project—the winner of the 2013 Deirdre Johnston Award for Excellence and Innovation in Geriatric Mental Health Outreach Services—was recognized in the March 2014 issue of the AAGP National Journal as one of ten model programs in the country that helps vulnerable elders with mental health issues.

GLSS Thanks State, Elected Officials for New Vehicles

In celebration of the arrival of new vehicles made possible by a grant from the federal Executive Office of Transportation and the Massachusetts Department of Transportation (MassDOT), Greater Lynn Senior Services (GLSS) held an Open House in August at its Transportation Department's headquarters to say thank you to some of the people and agencies that make their ongoing operations possible. The event was attended by a number of local, state, and federal officials (see caption, right.)

“There are so many people who help make it possible for us to do the very best job we can in assisting and transporting seniors and people with disabilities,” said GLSS’ Executive Director, Paul T. Crowley. “It begins with the kind of sustained and unwavering support we receive at the state and federal level from our elected officials and state agencies like MassDOT and

the MBTA, and ends right here in Lynn in this incredible facility with the support of Mayor Kennedy, Teamsters Local 42, The Scangas Family Trust, and the Aging and Disability

Resource Consortium of the Greater North Shore.”

Since 1998, GLSS has been the MBTA’s contractor for the North Territory of The RIDE—the state’s para-transit system—transporting people with disabilities in and around Boston and 22 other communities north of and including the City. But GLSS also has additional transportation capacity, assisting adults

age 60 and older in Lynn, Lynnfield, Nahant, Saugus, and Swampscott to get to medical appointments, day programs, and more.

GLSS also partners with the North Shore Career Center to provide work-related rides and with other agencies to help meet community needs. ♦



From left to right:

Mary Margaret Moore
Executive Director of the Independent Living
Center of the North Shore and Cape Ann
State Representative Steven M. Walsh
State Senator Thomas M. McGee
U.S. Congressman John Tierney
Lynn Mayor Judith Flanagan Kennedy
Paul T. Crowley, Executive Director of GLSS
John Ford, Aide to Representative Walsh
Randy Hendrickson, Director of GLSS Transportation

The Kiosk for Living Well Launched in Lynn at the Public Library

In April, Greater Lynn Senior Services (GLSS) held a Ribbon-Cutting Ceremony and Open House to mark the launch of “The Kiosk for Living Well” project at the historic Lynn Public Library. The event was co-hosted by the Honorable Judith Flanagan Kennedy, Mayor, and the Lynn Library Board of Trustees.

The Kiosk for Living Well is a unique venue that invites visitors to explore a broad range of transportation, health and wellness activities, educational offerings, and more. Manned by trained volunteer Advisors and staff from various community agencies, The Kiosk for Living Well is outfitted with an “It’s Never Too Late” (or iN2L) touch-screen computer and other information, tools, and resources. It is a place where adults of all ages and lifestyles can develop relationships, learn, and grow.

“It is more than just technology—it is about making connections, providing choices, and supporting people in

problem-solving,” says Paul T. Crowley, Executive Director of GLSS. “Visitors can find out about transportation options, sign up for a healthy living program, Skype with a family member from far away, play games, speak with a career counselor, and much more.”



Lynn Mayor Judith Flanagan Kennedy, one of the co-hosts of the event, demonstrates one of the exercise features of the iN2L machine, using her hands to pedal, while taking a virtual bike ride down Lynn Shore Drive.

“We are very excited that the Library was selected as the initial venue for the Kiosk for Living Well in Lynn,” says Chief Librarian Theresa Hurley. “I think that this resource will be a wonderful asset to our patrons and the community at large.”

The project is part of a larger regional Mobility Management program that provides community education about a range of mobility topics as well as travel counseling,

which utilizes decision-support techniques to assist people in their efforts to remain active and independent. Funding for the project is provided by the Federal Transit Administration, the National Center on Senior Transportation, and the North Shore Community Health Network. *(next page)*

“We are delighted to be able to offer this free resource to the greater Lynn community and to people of all ages and with any disability,” Crowley notes. “It is just one element of our ongoing efforts to make the City of Lynn and communities throughout the North Shore more livable.”

There are currently two other sites operating on the North Shore at the Beverly Senior Center, sponsored by SeniorCare, and at the Longevity Connection, sponsored by North Shore Elder Services.

The program was initiated by GLSS and is offered by its partner agencies as members of the Aging and Disability Resource Consortium of the Greater North Shore, Inc. New locations are planned and the current sites may move to ensure broad outreach and accessibility.

More information and up-to-date information about sites and hours of operation can be found at:

www.thekioskforlivingwell.org ♦



Valerie Parker Callahan, Director of Planning and Development at GLSS; Mark Whitmore, Executive Director of the North Shore Career Center; and Paul T. Crowley, Executive Director of GLSS, at the Lynn Public Library.

Day-Long Mobility Symposium Provokes Thought, Action

On August 6, Greater Lynn Senior Services (GLSS), in conjunction with the North Shore Career Center, held a

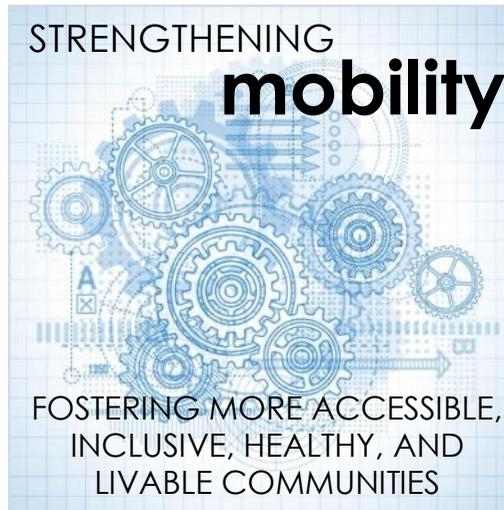
thought-provoking, day-long symposium—Strengthening Mobility—at the Wylie Conference Center at Endicott College in Beverly, MA.

The Symposium brought together a wide array of stakeholders and leaders from multiple sectors—business, health/medical, human services, transportation, education, faith-based organizations, government, and more—to explore the issue of mobility and how it can foster more accessible, inclusive, healthy, and livable communities, with a focus on the North Shore and Cape Ann.

The Symposium set out to answer the following questions:

- How does mobility affect the lives of people who live on the North Shore and Cape Ann?
- How can it be strengthened to help create and contribute to communities that are accessible inclusive, healthy, and livable?
- Where are the gaps and how can we work together to fix them?

- What best practices currently exist and are being successfully implemented elsewhere?



National public health, planning, and transportation consultant Mark Fenton served as the keynote speaker. His compelling address provided a springboard for the day's discussion. Fenton, a vocal advocate for active transportation and an Adjunct Associate Professor at the Friedman School of Nutrition

Science and Policy at Tufts University, is a consultant on bicycle and pedestrian community plans and is a recognized authority on public health issues and the need for community, environmental, and public policy initiatives that encourage and strengthen mobility.

Mark Whitmore, Executive Director of the North Shore Career Center facilitated a panel comprising Larry Harman, Co-Director of the GeoGraphics Laboratory at Bridgewater State University; Aniko Laszlo, the new State-wide Mobility Manager for the Massachusetts Department of Transportation; and Jennifer Wallace-Brodeur, Senior Advisor States, AARP Education and Outreach. Each panelist brought their own unique perspective and experience to the discussion. ♦



**STRENGTHENING MOBILITY SYMPOSIUM
August 6, 2013**

Above, Keynote Speaker Mark Fenton.

Below, Mark Whitmore (at podium) facilitated a panel comprising, from left to right, Jennifer Wallace-Brodeur, Aniko Laszlo, and Larry Harman.



Elder Justice Network Sponsors “Kindness Matters” Campaign

In the words of Aesop, “No act of kindness, no matter how small, is ever wasted.” That inspirational quote is one of the cornerstones of “Kindness Matters,” a campaign designed to reinforce thoughtful and caring acts among visitors to area senior centers during May, in celebration of Older Americans’ Month.

“We have all heard stories about how random acts of kindness, big and small, can make a difference in someone’s life,” says Stacey Minchello, Director of the Lynn Senior Center. “During May, we will encourage that spirit in our Center, knowing that something as simple as paying a compliment can have impact and make someone smile.”

The “Kindness Matters” campaign was developed by the Elder Justice Network of the Greater North Shore, a group sponsored by Greater Lynn Senior Services (GLSS). It includes activities such as taking a “kindness pledge,” sending notes of appreciation, and committing random acts of kindness each day in May. “Quite honestly, in the world we live in today, we all occasionally need to be reminded that simple words and deeds can make a difference,”

says Katie Galenius, Co-Chair of the Elder Justice Network of the Greater North Shore and director of a unique program at GLSS for older women who are victims of abuse by an intimate partner or spouse. “Our hope is that



The Elder Justice Network, sponsored by GLSS, provided kits to senior centers throughout the North Shore to encourage participation in the Kindness Matters campaign in celebration of Older Americans’ month in May.

this campaign will inspire people to be more thoughtful and caring, knowing that one act of kindness can lead to another and another and have a ripple effect in a close-knit community like a senior center or housing site.”

The Elder Justice Network of the Greater North Shore is a multi-disciplinary coalition with a diverse membership—area residents, local business people, legal professionals, public safety and law enforcement personnel, domestic violence advocates, representatives from area colleges and faith communities, and health and human services workers—all with a common interest: to raise awareness about the growing problem of elder abuse and neglect in our society.

The Elder Justice Network was initiated by a grant from the federally funded National Center on Elder Abuse’s National Committee for the Prevention of Elder Abuse. ♦

Latino Outreach Program Picks Up the Pace in 2013

In response to shifting demographics in the community, Greater Lynn Senior Services (GLSS) launched a very proactive and intentional Latino outreach effort in 2013.

The process began with a focus group and community survey to determine what types of programming would be useful. “We wanted to hear from older Latinos themselves about what would be most helpful,” says Sandra Suarez, the Community Programs Project Manager who is overseeing the effort.

To meet the wide array of needs identified, Suarez created an Information

Kiosk open on a weekly basis where Latino consumers can not only find out about GLSS programs but also get assistance with everything from filling out applications for housing and benefits to translation services to citizenship. Suarez has also offered classes to address health topics of interest, ESL, and exercise.

Suarez has also been doing outreach through The Kiosk for Living Well, which is open several times each week in the adjacent Lynn Senior Center, offering a broad range of programming in both Spanish and English. ♦



Sandra Suarez and Mayra Clarke (center) from GLSS' Community Programs Department with some consumers in the Kiosk for Living Well at the Lynn Senior Center. Suarez has taken the lead in Latino Outreach at GLSS.

Raising Awareness About the Importance of Family Caregivers

Debby Segil, LICSW, who directs the Family Caregiver Support Program at Greater Lynn Senior Services (GLSS), likes to quote former first lady Rosalynn Carter, who once said, “There are just four kinds of people in the world: Those who were caregivers, those who are currently caregivers, those who will be caregivers, and those who will need caregivers.” Carter speaks to the growing population of seniors and people with disabilities who are living longer and need care for longer periods of time, many of whom rely on family members and friends to help them remain living independently.

According to Segil, as many as one quarter of American families—roughly 54 million people—care for an older family member, an adult child with disabilities, or a friend. More than half of caregivers are between the ages of 35 and 64, struggling to balance work, children, and caregiving responsibilities. “Pretty much everyone knows someone whose life has been affected by caregiving,” Segil says.

In November, in celebration of National Family Caregiver month, Greater Lynn Senior Services (GLSS) announced an educational and development campaign to raise awareness about the important contributions that family caregivers make to our communities by helping older adults and people with disabilities remain living independently.

The announcement was made at a special caregiver luncheon organized by GLSS and held at the Hawthorne-by-the-Sea Restaurant in Swampscott in space that was generously donated by restaurant owner Anthony Athanas. The luncheon’s special guest was local businessman Arthur Papathanasi, who made a generous donation to begin the campaign.

The awareness campaign will be the foundation for a fund-raising program in support of caregivers that will be shaped by the information learned from a series of focus groups to be held in the coming months with both potential donors and actual caregivers.

“The focus groups will help us develop and market a program that will not only meet the needs of caregivers but also appeal to donors in the community,” says Rosalie Grattaroti, GLSS’ Director of Development. “To be successful, we need to design a program that appeals to both groups.”

To kick off the discovery process, the Agency held a focus group with staff who are currently or have been family caregivers themselves. “We see this as an important first step in the overall process,” notes Valerie Parker Callahan, Director of Planning and Development. “If we are asking donors to support this, we need to be able to say that, as an Agency, we ‘walk the walk’ in terms of caring about and supporting the needs of our employees who are caregivers.” ♦

Our Commitment to Healthier Communities Begins at Home

Every year, GLSS' Human Resources Department organizes a health and wellness fair for employees, which coincides with the open enrollment period for GLSS benefits.

In 2013, the fair's theme was "Take a Bite for Wellness" and featured a colorful educational campaign about the important role



fruits and vegetables play in a healthy diet.

The health fair was attended by numerous vendors from health care, insurance, and related organizations, which provided employees with information on GLSS benefits, and featured healthy foods, exercise classes, a visit from the Lynn Lion's Eye Mobile, chair massage, and more. ♦



GLSS staff participate in a Zumba class during the annual Health and Wellness Fair in June.



Greater Lynn Senior Services

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