



EXECUTIVE OFFICE OF ELDER AFFAIRS OVERVIEW FACT SHEET

Mission

The Executive Office of Elder Affairs promotes the independence, empowerment, and well-being of older adults, individuals with disabilities, and their caregivers.

Vision

Older adults and individuals with disabilities will have access to the resources they need to live well and thrive in every community in the Commonwealth.

Values

We value growing older.

We value choice, including the choice to live in the community.

We value the contributions that older adults and individuals with disabilities make to society.

We value a person-centered approach that promotes dignity and takes into account the needs, dignity and cultural identities of consumers, their caregivers, and their families.

We value collaboration with our partners, advocates, and other stakeholders

Strategic Goals

The Executive Office of Elder Affairs' six strategic goals include supporting aging in community; preparing for evolving demographic trends; empowering healthy aging; preventing injury, violence, and exploitation; strengthening "no wrong door" access to aging and disability services; and ensuring quality, value, and person-centered care.



Programs & Services

Aging Services Access Points (ASAPs)

Aging Services Access Points administer the Home Care Program which enables thousands of elders per month to age with independence and dignity in their own homes through the delivery and coordination of a variety of services. The network consists of 26 non-profit regional agencies called Aging Service Access Points.

Area Agencies on Aging (AAAs)

AAAs are federally designated community non-profit agencies that receive Older Americans Act funds. The Older Americans Act provides access to services that make it possible for older individuals to remain in their communities, thereby preserving their independence and dignity. Through their grant awards, AAAs support a wide range of local services, including home and community based support services, legal aid services, information and referral, home-delivered and congregate meals, and transportation services.

Councils on Aging (COAs)

COAs provide outreach, social and health services, advocacy, and information and referral for elders and their families and caregivers. Some 34,500 volunteers statewide provide essential support totaling nearly 53,000 hours per week in areas such as transportation, nutrition, fitness and recreation, health insurance benefits counseling, health screening, education, supportive day care and many others.

Aging and Disability Resource Consortia (ADRC)

The MA Aging and Disability Resource Consortia (ADRCs) are statewide, trusted places in the community that offer consumers information and access to long term services and supports regardless of age, disability or income. They serve individuals, families and providers by supporting the vision of the Commonwealth's Community First initiative, which seeks to support and empower elders and people with disabilities to live with dignity and independence in the setting of their choice. An ADRC is a partnership between an area's elder service organizations, known as Aging Service Access Points (ASAPs), and an area's Independent Living Center (ILC), serving people with disabilities. The ADRC enhances collaborations between aging and disability services providers, ensuring there's no wrong door when an older adult or person with a disability contacts one of our agencies for assistance and services. The Executive Office of Elder Affairs and the Massachusetts Rehabilitation Commission administer the ADRC model in Massachusetts in partnership with 11 Independent Living Centers and 26 Aging Services Access Points and Area Agencies on Aging. There are 11 regionally-based ADRCs in Massachusetts.

Home Care

The goal of the Home Care program is to assist Massachusetts elders to live in their homes and communities with dignity and independence and to avoid or delay nursing home placement. The Home Care program is operated by the network of 26 Aging Services Access Points (ASAPs), community based non-profits located throughout the state. Care managers work with the older adults and family members to assess needs and develop a service plan to meet those needs. The Home Care programs provide interdisciplinary care management and in-home support services to older adults in Massachusetts. Eligibility for the Home Care Program is based on age, residence, income, and ability to carry out daily tasks such as bathing, dressing and meal preparation (functional impairment level). In addition to care management, the home care programs offer a wide array of support services, including:

- Homemaker
- Personal Care
- Home Delivered Meals
- Adult Day Health
- Home Health Services
- Chores
- Grocery Shopping and Delivery

Housing & Assisted Living Programs

- **Congregate Housing** is for people age 60 and older or people with disabilities who meet financial guidelines. It offers private bedrooms but shares one or more of the following: kitchens, dining rooms, bathrooms. Services are made available to aid residents in managing activities of daily living in a supportive environment.
- **Supportive Housing** provides residents of public housing developments with a range of services: personal care attendants, medication reminders, house cleaning, shopping and daily meals. Like traditional assisted living, services are offered on an as needed basis, 24 hours per day, and are provided by approved vendors.
- **Assisted Living Residences Certification Program** is responsible for the oversight and certification of Assisted Living Residences across the Commonwealth. Administered by the Executive Office of Elder Affairs, the program certifies qualified residences.
- **Assisted Living Ombudsman Program** provides advocacy, information and complaint resolution to Assisted Living residents.

Information & Referral Services

The Information Services Program, administered by the Executive Office of Elder Affairs, includes the Community Care Ombudsman (CCO) and the Information and Resources Programs (I&R).

- The **Information and Resources Program** provides older adults, individuals with disabilities and their family members with information about needed programs and services. Calls to the 1-800-AGE-INFO telephone line (1-800-243-4636) are connected to one of Elder Affairs' network of 26 ASAPs which are community based non-profit organizations located throughout the state. Inquiries received through the website (www.800ageinfo.com) are distributed to the network agencies for immediate response.
- The **Community Care Ombudsman Program** assists older adults, individuals with disabilities and their family members who are having problems dealing with issues in their receipt of community services.

Long Term Care Ombudsman Program

The Long Term Care Ombudsman Program is a Federal and State mandated program that offers residents of long term care facilities a way to voice their concerns and have their complaints addressed. Ombudsmen receive, investigate and work to resolve issues so residents can live their lives with dignity and respect.

Massachusetts Family Caregiver Support Program

The Massachusetts Family Caregiver Support Program, which is federally-funded and administered by Elder Affairs, provides a range of support services to assist family and informal caregivers caring for their loved ones at home for as long as possible. The program serves individuals caring for a spouse, relative or friend over 60 years old or younger and living with Alzheimer's, as well as grandparents over 55 caring for children 18 or younger or for an adult with a disability. After an in-depth assessment of the caregiver's needs, the program provides information about available services, assistance in gaining access to those services, individual counseling, support groups and caregiver training, respite services, and other supplemental services on a limited basis (such as transportation, personal emergency response systems, adaptive equipment, and others).

MassOptions

MassOptions is a free resource that links older adults, individuals with disabilities and their caregivers with long-term services to support their living independently in the setting of their choice. To access MassOptions, call 1-844-422-6277 or visit www.massoptions.org.

Nutrition Program

Meals are provided at meal sites and through home-delivered meals to older adults (age 60 or older) and individuals with a disability under age 60 who live in housing facilities occupied primarily by older adults where meals are served. Menu standards are based on current federal and state guidelines, including the latest Dietary Guidelines for Americans and the Dietary Reference Intakes (DRI), established by the Food and Nutrition Board and the Institute of Medicine of the National Academies.

Options Counseling

Options Counseling is free short-term planning service that is available to seniors age 60 and above, and individuals with a disability, age 14 and over, of any income. The service can be provided at home, at an agency or at a health care facility, including a hospital, rehabilitation center or a nursing facility.

Prescription Advantage

Prescription Advantage is the state prescription drug assistance program for older adults and people with disabilities in Massachusetts. Prescription Advantage is available to residents of Massachusetts who are not MassHealth or CommonHealth members, age 65 and older, as well as younger individuals with disabilities who meet income and employment guidelines.

Protective Services

20 designated Protective Services Agencies and the Elder Abuse Hotline are responsible for receiving reports of abuse, neglect, self-neglect and financial exploitation of elders (age 60 and older living in the community) from mandated and non-mandated reporters.

When it is determined that a filed report outlines a reportable condition, a Protective Services caseworker is assigned to investigate the situation. If abuse is confirmed, the caseworker will offer the elder a choice of services designed to alleviate or end the abuse. Throughout a case, whether during the investigation phase or during open casework, the rights of competent elders to accept or decline a particular course of action (self-determination) are protected. Money management and guardianship programs are also a part of protective services.

During the hours of 9 AM to 5 PM, the individual ASAPs receive the calls through the telephone access of 1-800-243-4636 (prompt #4). After hours the Elder Abuse Hotline is accessed by dialing 1-800-922-2275.

Senior Community Service Employment Program

The Senior Community Service Employment Program (SCSEP) provides job training and placement for people who are age 55 and over, Massachusetts residents, and meet income guidelines. This program is funded under Title V of the Older Americans Act through the U.S. Department of Labor. Enrollees are placed in temporary training assignments where they gain valuable on-the-job work experience and training needed to gain employment.

Serving the Health Insurance Needs of Everyone on Medicare (SHINE)

In Massachusetts, there are currently 13 SHINE Regional Programs that supervise and train over 500 volunteer health benefit counselors. The SHINE counselors provide free, accurate, and unbiased information and assistance regarding health insurance and benefits to elders, disabled Medicare beneficiaries, family members, and professional caregivers. SHINE counselors work at senior centers, elder service agencies, hospitals, and other community locations. To locate a SHINE counselor in your area call: 1-800-AGE-INFO (1-800-243-4636) or go to the website: www.800ageinfo.com

Office of Long Term Support Services (OLTSS)

Adult Day Health (ADH) is a community based day program providing nursing and therapeutic services and oversight for members in an effort to prevent or postpone nursing facility placement. MassHealth pays for Adult Day Health services for members who need assistance with 1 activity of daily living or one skilled service. Services provided include nursing, therapy, nutrition, dietary counseling, case management, activities, and assistance with activities of daily living.

Adult Foster Care (AFC) is a program that provides daily assistance with personal care and case management oversight by the provider in caregivers home.

Day Habilitation (DH) is a community based day program providing services that focus on skill development. This program is available to members who have a diagnosis of mental retardation or a developmental disability and are able to benefit from skill development. The skill development is based on a service plan that is designed to help the member become more independent in his or her environment.

The Group Adult Foster Care (GAFC) program is a MassHealth program that provides personal care services in either a community or assisted living setting to individuals who are elderly and/or disabled. GAFC provides assistance with activities of daily living (ADLs), nursing oversight and care management. Individuals must meet the criteria and guidelines set forth by MassHealth.

Coordinated Care Systems

Program of All-inclusive Care for the Elderly (PACE) is a fully capitated Medicare and Medicaid managed care program serving frail individuals age 55 and over who meet the nursing facility clinical criteria and who, at the time of enrollment, are able to live in the community with supports.

Senior Care Options (SCO) is an innovative full-service Medicare and Medicaid managed care program that is being offered to eligible MassHealth members age 65 and over, at all levels of need, in both the community and institutional settings. Qualified senior care organizations have been selected to contract with MassHealth and the Centers for Medicare and Medicaid Services (CMS), and have established large provider networks that are coordinating and delivering all acute, long-term care, and mental health and substance abuse services. Senior Care Options is based on a geriatric model of care, and is available nearly statewide.

The Personal Care Attendant (PCA) Program is a MassHealth program that helps MassHealth eligible members with long term disabilities live at home by providing funding for them to hire Personal Care Attendants (PCAs) to assist them with their personal care needs.

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**Main Number: (617)727-7750
Elder Abuse Hotline 1-800-922-2275**

Toll Free: 1-800-AGE-INFO (1-800-243-4636)

www.mass.gov/elders ■ www.800ageinfo.com