

Springwell
Area Plan on Aging
For Federal Fiscal Years 2022–2025
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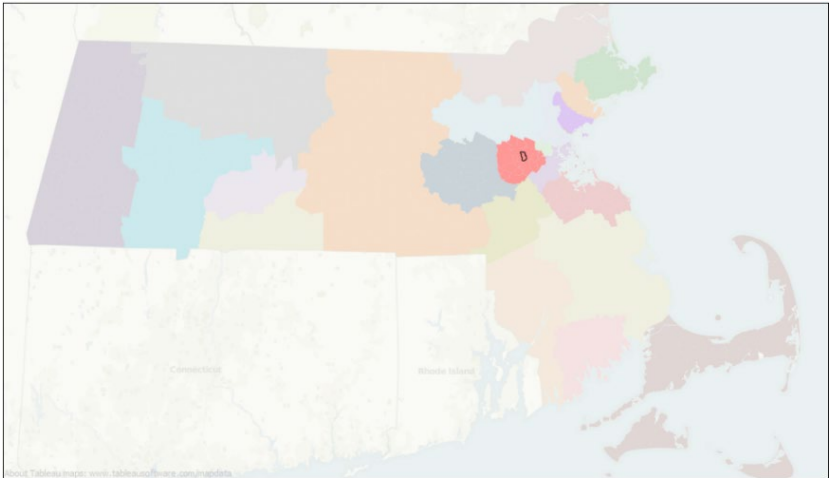
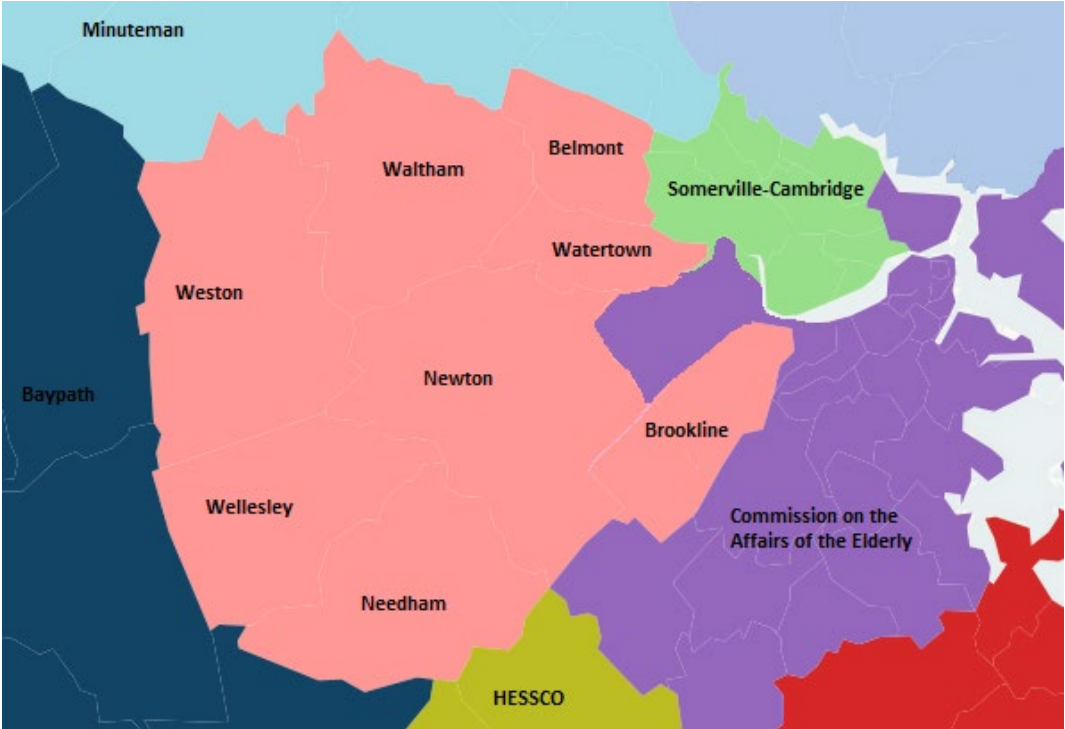
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Executive Summary

Introduction:

The Older Americans Act:

The Older Americans Act (OAA) was originally signed into law by President Lyndon B. Johnson in 1965 and continues to be the primary federal legislation for supporting older Americans. In addition to creating the Administration on Aging, now called the Administration for Community Living (ACL), the OAA authorized grants to the states for community programs and planning, as well as for research, demonstration and training projects in the field of aging services. The OAA has been amended several times in response to the growing population of older adults and their diverse needs. Some of the services funded by the OAA include, but are not limited to, nutrition programs, services targeted at low-income minority elders, health promotion and disease prevention workshops, in-home services for frail elders, services which protect the rights of older persons such as the Long-Term Care Ombudsman Program, and programs to support family caregivers.

Title III categories and services funded by each category:

- Title IIIB— Supportive services, which includes in-home and community based services, as well as services designed to help seniors access those supports, such as transportation.
- Title IIIC— Nutrition services, which includes home delivered meals, congregate meals, and nutrition education and counseling.
- Title IIID— Disease Prevention and Health Promotion services such as chronic disease self-management and fall prevention workshops.
- Title IIIE— Family Caregiver Support Program to provide caregivers of older adults with the support they need to continue to provide care.

Springwell's role as an Area Agency on Aging:

The ACL oversees a national aging services network of State Units on Aging (SUA) and local Area Agencies on Aging (AAA) to develop and provide community-based services that meet the needs of older adults and their caregivers. In Massachusetts, the SUA is the Executive Office of Elder Affairs (EOEA), which oversees the twenty-one AAAs statewide.

As one of the AAAs that serve the Greater Boston area, Springwell works to heighten awareness among other agencies, organizations and the public about the needs of older

adults, and to educate older adults and their caregivers about the benefits and services available to help them. Springwell endeavors to address the needs of all seniors and family caregivers in our area. Additional resources are utilized to reach and prioritize the delivery of services to the following populations:

1. Elders who live alone
2. Low-income elders
3. Minority elder populations
4. Socially isolated populations (including limited English-proficient elders and lesbian, gay, bisexual and transgender (LGBT) elders).

Note: Springwell's Area Plan does not address the ACL priority population of Native American elders because Census data for Springwell's PSA indicates that the population is less than 1.0%.. Springwell also does not address the rural elder population because all of the communities in Springwell's Planning and Service Area (PSA) exceed the population threshold for rural communities.

Springwell does this by engaging in advocacy for seniors, family caregivers and their concerns, directly providing services such as nutrition, and ensuring that other critical services such as transportation and legal assistance are available through contracts with vendors, or grants awarded to other agencies.

About Springwell:

For more than forty years, Springwell has been creating, managing and coordinating services for seniors age sixty and over living in the communities of Belmont, Brookline, Needham, Newton, Waltham, Watertown, Wellesley and Weston. These communities make up Springwell's Planning and Service Area as an Area Agency on Aging. Springwell is a private, not-for-profit agency that recognizes our public responsibility to the communities we serve by offering our expertise, resources, leadership, and advocacy in ways that strengthen and enhance the network of aging and related services. We value our competent, dedicated, and consumer-oriented staff of professionals and volunteers. To this end, we foster a workplace environment that promotes their individual and collective growth. We are committed to the continuous improvement of all that we do. Consumer satisfaction and the objective evaluation of our efforts are primary measures of our success.

Springwell's AAA activities are specifically focused on individuals 60 years of age and over who live in its AAA Planning and Service Area (PSA) communities of Belmont, Brookline, Needham, Newton, Waltham, Watertown, Wellesley and Weston. Title III funded programs supporting these individuals include:

- Information and referral services
- Caregiver Consultation
- Caregiver Subsidies
- Caregiver Lending Library
- Nutrition services such as home delivered meals, community dining sites and nutrition counseling
- Volunteer-based assisted transportation, friendly visiting, and grocery shopping assistance programs
- Long-Term Care Ombudsman visits at each rest home and nursing home in the PSA on a regular basis
- Legal services
- Transportation
- Mental health counseling

Springwell is designated by EOEA as an Aging Services Access Point (ASAP). In this capacity, we act as a single point of entry for state-subsidized elder services for the eight communities that make up our PSA. The state-subsidized programs include the Home Care Program, the Enhanced Community Options Program, and the Community Choices Program. Services provided through these programs include, but are not limited to, homemaking, personal care, and adult day health.

As an ASAP, we are also a state-designated adult protective services (PS) agency, investigating and resolving reports of elder abuse, neglect, self-neglect or financial exploitation. In addition to being the designated PS agency for the Springwell PSA, we are the designated PS agency for the following additional nine communities in the Metrowest area: Ashland, Dover, Framingham, Holliston, Hopkinton, Natick, Sherborn, Sudbury and Wayland.

Additionally, the Money Management Program at Springwell provides bill pay and representative payee services to help at-risk seniors and adults with disabilities remain independent, for as long as possible.

Lastly per ASAP designation, Springwell supports nursing home residents who want to return to the community through the Comprehensive Screening and Service Model (CSSM) program. Community Discharge Specialists and nurses at Springwell assist nursing home residents in their transition by providing assessments, attending discharge planning meetings, and coordinating community-based services and/or appropriate housing.

As part of ongoing efforts to support community-based living, Springwell offers on-site service coordination through the CareConnections program for public and private housing sites within the PSA. Springwell currently has two congregate housing and three supportive housing contracts with EOEA, and additional contracts with private housing entities. Springwell Care Coordinators connect residents of housing programs with government-subsidized or private in-home services or supports, to assist with aging in place. Care Coordinators also build community in residences by offering regular social activities and special events.

Springwell is contracted to provide the Geriatric Support Service Coordination (GSSC) for the Senior Care Organizations (SCO) serving the PSA. The GSSCs conduct assessments for SCO clients, collaborate with SCO staff members as needed to ensure comprehensive care delivery, and coordinate additional community-based services to support aging in place. Springwell is also contracted to provide similar service coordination for younger persons, who are dually eligible for both Medicare and MassHealth, through the state's One Care program.

Springwell continues to be a leader in local efforts to initiate and sustain partnerships with health care providers who recognize the importance of addressing the social determinants of health to promote well-being and quality of life. Springwell has a contract with Atrius Health for Community Health Workers (CHW) to address the needs of their medically complex and socially vulnerable patients at primary care offices. CHW go out into the community and advocate to help at-risk patients access resources and local programs.

Springwell also offers Private Care Management (PCM) for seniors, adults with disabilities and family caregivers living within the PSA. Our Private Care Managers are experienced

providers who help navigate the variety of resources available, support decision making and care planning, and connect consumers with appropriate services. In addition to receiving person-centered support, PCM consumers have access to the expertise of Springwell's staff and community partners and vendors. There are no eligibility requirements for accessing PCM, and services are provided at affordable, below-market rates.

Finally, Springwell is a key member of the regional Metro Boston Aging & Disability Resource Consortium (MBADRC). MBADRC provides information and assistance to individuals needing either public or private resources, professionals seeking assistance on behalf of their clients, and individuals planning for their future long-term care needs. Through the MBADRC, Springwell provides Options Counseling to individuals of all ages, disabilities and incomes who are in need of long term services and supports, to ensure a "no wrong door" approach. Options Counselors discuss with consumers their personal goals, functional capacity, informal supports and finances, as well as explore with them the long-term care options available to meet their goals and best fit their personal circumstances.

The goal of all our efforts is to assist older persons in leading independent, healthy, meaningful and dignified lives in their own homes and communities, for as long as possible.

Arriving at Area Plan Focus Areas

As an Area Agency on Aging, Springwell is required to develop an Area Plan on Aging every 4 years. As part of the Area Plan development process, Springwell seeks to identify the priorities for services in the PSA through a community needs assessment and to follow the focus areas identified by ACL for the 2022-2025 Area Plan on Aging. Furthermore, Springwell's Area Plan is informed by OAA guidelines, EOEA goals, and the mission statements of ACL, EOEA and Springwell, which are as follows:-

Mission statements for ACL, EOEA and Springwell:

The mission of the Administration for Community Living is to maximize the independence, well-being and health of older adults and people with disabilities across the lifespan, along with their families and caregivers.

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

Springwell's mission is to provide comprehensive services to seniors, individuals with disabilities and those who care for them, guided by a commitment to the individual's right to live independently in the community.

ACL FOCUS AREAS:

1. Older Americans Act Core Programs: includes Title III Supportive Services, Nutrition Services, Disease Prevention/Health Promotion and Caregiver Programs and LTC Ombudsman and Elder Rights/Protective Service Programs, and serve as the foundation of the national aging services network.
2. Participant-Directed/Person-Centered Planning: home and community-based services that help people of all ages across all types of disabilities maintain their independence and determine for themselves what mix of personal assistance supports and services work best for them.
3. Elder Justice: activities to prevent, detect, assess, intervene and/or investigate elder abuse, neglect, and financial exploitation.

EOEA GOALS:

1. Support aging in community, including supporting age-friendly and dementia-capable communities;
2. Prepare for evolving demographic trends and support the care-force;
3. Empower healthy aging;
4. Prevent injury, violence and exploitation of older adults;
5. Strengthen a “no wrong door” approach to aging and disability services;
6. Ensure quality, person-centered and community-based care through data driven, evidence-informed methods.

Summary of Results from Needs Assessments Conducted by Springwell in FFY2021:

Fifteen different needs assessments activities were conducted during Federal Fiscal Year 2021 (FFY21). Activities included large and small public gatherings (listening sessions via Zoom), focus groups, surveys and secondary data analysis. Some activities included only seniors, while others included a mix of caregivers, seniors and professionals.

The trends and issues most commonly identified were:

The Need for Access Services:

- Transportation for both medical appointments and social activities
- Assistance applying for public benefits, such as MassHealth and SNAP

Mental and behavioral health:

- Coping with memory loss
- Respite from caregiving

Learning and development:

- Using digital technology
- Educational programs for caregivers

Maintaining independence

- Securing home care services
- Removing clutter

Nutrition:

- Access to healthy foods/meals

**Focus Areas for the 2022-2025 Area Plan on Aging
and Springwell's Goals and Strategies in support of those areas**

- 1. Strengthen and expand Older Americans Act Core Programs, ensuring high quality, efficient and effective home and community based programs and services are available throughout the PSA to older adults and their family caregivers.*
 - a. **Coordinate, fund and/or operate high quality, efficient transportation programs within the PSA.**
 - i. **Explore and expand upon transportation offerings to provide handicapped- accessible transportation for all seniors in the PSA, including those who need a caregiver to accompany them, to medical and/or non-medical appointments throughout PSA and in the Boston area.**
 - ii. **Contract with vendors to provide medical and adult day health transportation to priority populations, especially frail, isolated, and/or low-income seniors who qualify for the various publicly subsidized and contracted programs operated by Springwell.**
 - iii. **Maintain and expand an assisted transportation program, utilizing volunteers to drive elders who live alone and/or require one-on-one assistance to get to their medical appointments.**
 - b. **Provide information about services and benefits, and assistance with benefit applications, so that elders, adults with disabilities and their family caregivers can make informed decisions about care options and receive supports for which they are eligible.**
 - i. **Directly operate an Information & Referral department that offers a “no wrong door” experience for consumers seeking information about services and benefits for adults with disabilities, older adults and their caregivers.**

- ii. Connect elders and adults with disabilities to the Serving Health Information Needs of Everyone (SHINE) and a Mass Health specialist to help them understand their health insurance options (i.e. Medicare).
 - iii. Through the Family Caregiver Support Program, directly provide information, outreach and education events targeted to family caregivers, including support groups and health education programs.
 - c. Provide Title III D funding to empower seniors with information and tools for healthy aging, falls prevention and/or self-care strategies for caregivers.
 - d. Provide Title III B funding to sub-grantees to provide community based mental health counseling to low-income or homebound elders, and those who live alone or are uninsured/underinsured.
 - e. Enhance outreach efforts and increase accessibility of services to Socially Isolated and Minority Elders.
 - i. Ensure all sub-grantees receiving Title III B funds from Springwell conduct outreach to minority groups and are prepared to deliver linguistically and culturally competent services.
 - ii. Offer trainings for Springwell staff to build awareness about the cultural needs of minority groups within the PSA, especially with regard to Chinese and Russian elders, who (respectively) represent the largest racial and linguistic minority groups served by Springwell.
 - iii. Ensure Springwell's services are accessible to consumers with limited English proficiency (LEP) by:
 1. Contracting with vendors who employ direct care staff who are bi-lingual
 2. Contracting with in-person and telephonic interpreters
 3. Having a TTY phone and utilizing the Mass Relay service agency-wide
 4. Having translated written materials available in print and on the website
 5. Having bi-lingual and bi-cultural staff

- 6. Having prompts on the phone system in languages other than English, especially Russian and Chinese.
 - iv. Expand access and use of digital technologies
 - 1. Ensure that consumers have access to technology and the training required to utilize the technology.
 - 2. Use technologies as a means for minimizing social isolation
 - v. Continue to raise sensitivity and awareness of the unique needs of the LGBT elder population by utilizing best practices to ensure LGBT-friendly and culturally competent service delivery in all programs.
 - f. Enhance the Nutrition Programs to reach socially isolated and minority populations.
 - i. Maintain and expand outreach initiatives for the congregate dining and home-delivered meals programs.
 - ii. Explore and expand upon cultural programs and special event offerings both at congregate dining sites and within the HDM program to encourage participation from the most socially isolated groups.
- 2. Develop, maintain and expand home and Participant-Directed community-based services that help people of all ages across all types of ability maintain their independence, and determine for themselves what mix of personal assistance supports and services work best for them.*
- a. Maintain and expand opportunities for consumers to plan and direct their own care by growing the numbers of consumers served through the consumer-directed care model of the state subsidized home care program, operated by Springwell for frail and low-to-moderate income elders.
 - b. As a member of the MBADRC, provide Options Counseling to persons of all ages, disabilities and incomes, providing streamlined access to person-centered information, care and services, in order to educate and empower

individuals to develop and implement their own care plans for current and future needs.

- c. Support the growing age-friendly and dementia-capable initiatives within Springwell's PSA, by offering needs assessment data, attending listening sessions and building awareness about related events and trainings, and the benefits of age-friendly and dementia-capable communities.
- d. Directly operate housing-with-services sites, offering care coordination, in-home services and community-building to all residents, regardless of income or age, and operate two congregate housing sites.
- e. Continue to offer homemaking and chore services through contracts with vendors and/or provide information and referral services for low-income older adults who need assistance with sorting and removing clutter, in order to maintain their independence, quality of life and home setting of choice.
- f. Maintain and expand integrated care programs that facilitate care coordination between health care providers, Springwell, and other home and community-based services.
- g. Provide person-centered Geriatric Social Service Coordination to consumers living in the PSA who are enrolled in a Senior Care Options program, which are for persons who are low-income, and also serve a high percentage of minority elders and those who have limited English proficiency. Participate in interdisciplinary case conferences with these consumers' health care teams.
- h. Maintain and expand the Grocery Shopping Assistance program, utilizing volunteers to shop and deliver the requested groceries, or drive elders to the grocery store of their choice and provide one-on-one assistance with their shopping. Understand the needs pertaining to food insecurity of older adults during and after the COVID-19 pandemic.
- i. Maintain and expand the Friendly Visitor Program, matching consumers with volunteers who share their interests and can provide one-on-one social support and assist with consumer-directed activities.
- j. Promote the values and support the model of consumer-directed care through the Comprehensive Screening and Service Model program by helping older

adults and younger persons with disabilities who have low-income, transition from nursing homes to their community-based setting of choice.

- i. Educate consumers so they can make informed decisions about alternative community options
- ii. Provide social work and nursing assistance (i.e. find suitable housing and set up services) for consumers who are clinically eligible for nursing home level of care but wish to return to the community

3. *Elder Justice: Ensure that programs and services exist throughout the PSA that advocate for, promote and protect the rights of older people and prevent their abuse, neglect and exploitation.*

- a. Directly operate the Adult Protective Services (PS) program in the Springwell PSA and in nine communities in the Metrowest area.
 - i. Receive and investigate reports of abuse, neglect, exploitation and self-neglect in these seventeen communities.
 - ii. Provide and coordinate supportive services to elders to resolve situations putting elders at risk.
 - iii. Collaborate with community partners, such as local police, emergency services, domestic violence agencies, local hospitals and the District Attorney's office, among others, to resolve and prevent situations of abuse, neglect or exploitation.
 - iv. Conduct public education throughout the service area to build awareness about the signs of abuse, neglect and exploitation.
 - v. Maintain and expand upon outreach efforts to help prevent abuse and promote safety-plans for elders who are at-risk for exploitation.
- b. Provide Title III B funding to a sub-grantee to provide legal advice, counseling and representation for low-income, minority and at-risk elders, to conduct free legal clinics at several Councils on Aging in the PSA, and to offer informational presentations in the community about legal issues affecting older adults.
- c. Directly operate the Long-Term Care Ombudsman program to advocate effectively for residents of all nursing homes and rest homes in the PSA.
- d. Maintain and enhance the Money Management Program to help resolve and prevent financial exploitation of vulnerable elders and adults with disabilities.