



**Executive Office of Elder Affairs**  
RESPECT INDEPENDENCE INCLUSION



## Executive Office of Elder Affairs (EOEA) Programs and Services

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21 November 2022

# Agenda

**Massachusetts is Aging**

**Behavioral Health Needs of Older Adults**

**Overview of the Executive Office of Elder Affairs (EOEA)**

**EOEA Programs and Services**

**EOEA Behavioral Health Programs for Older Adults in Massachusetts**

**Contact Information**

# Massachusetts is Aging

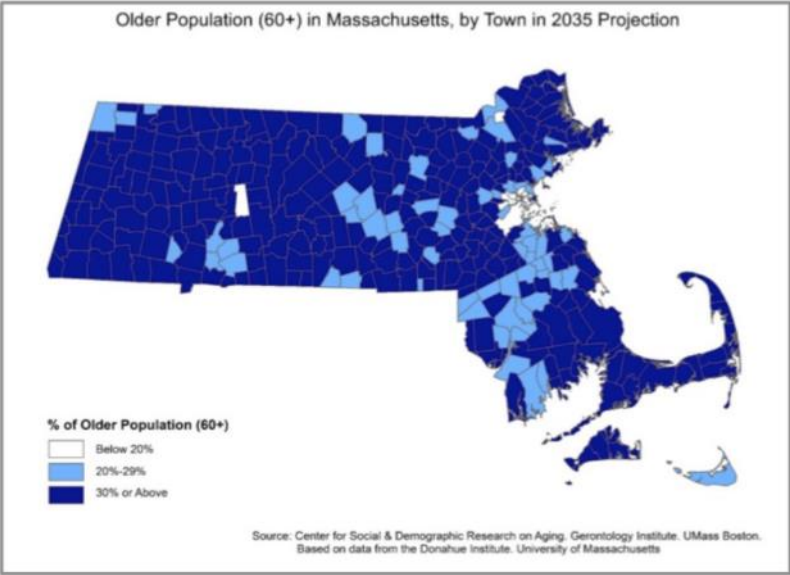
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DEMOGRAPHICS

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# Behavioral Health of Older Adults

## National Statistics



- One in four older adults experiences some mental disorder such as **depression, anxiety, and dementia**. This number is expected to double to 15 million by 2030.<sup>1</sup>
- **Older men have the highest suicide rate of any age group**. Men aged 85 years or older have a suicide rate of 45.23 per 100,000, compared to an overall rate of 11.01 per 100,000 for all ages.<sup>2</sup>
- In the last two decades, the proportion of the **homeless population in the United States age 50+ has increased dramatically**. In 1990, only 11% of adults experiencing homelessness in the United States were age 50+; however, by 2003 one-third of these adults were older than age 50 years.<sup>3</sup>
- Three-quarters of family caregivers cited their caregiving responsibilities as stressful, and **more than half found caregiving to be overwhelming**. Depression affects 20 to 40% of all caregivers.<sup>4</sup>
- 1 million adults aged 65+ live with a **substance use disorder (SUD)**.<sup>5</sup>



1) NCOA. *Behavioral Health*

2) CDC. *The State of Mental Health in America*

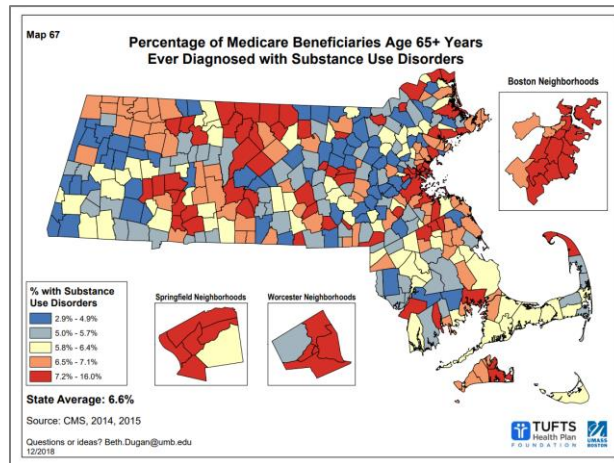
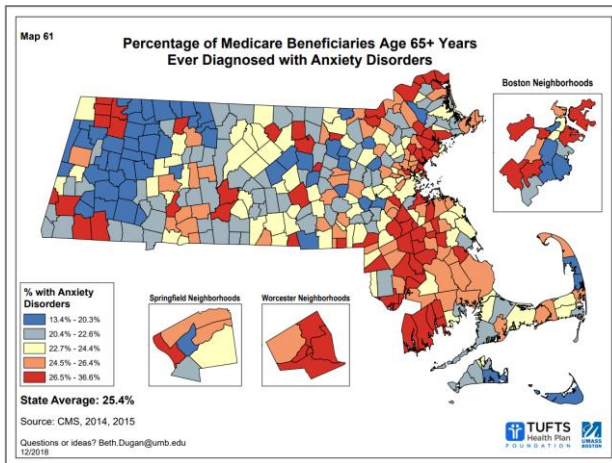
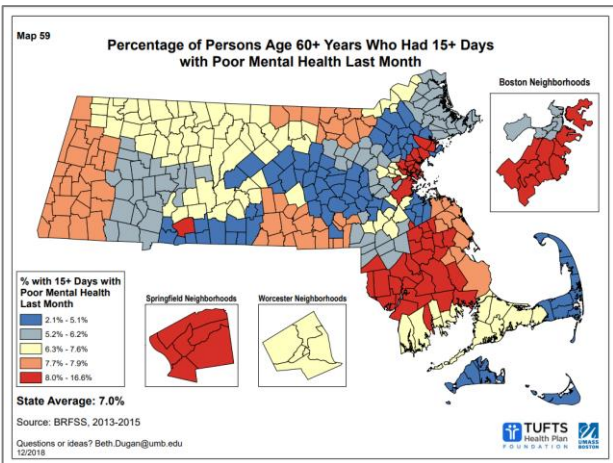
3) Brown, R. and Kushel, M. *Current Diagnosis and Treatment: Geriatrics*. Understanding the Effects of Homelessness and Housing Instability on Older Adults

4) *Aging in Place: Caregiver Burnout*

5) National Institute on Drug Abuse: Substance Use in Older Adults Drug Facts

# Behavioral Health Conditions in 65+ Population in Massachusetts

**3 out of every 10 older residents** have been diagnosed with **depression**  
*(the most commonly diagnosed mental health condition among older adults)*



Data is from the 2018 Healthy Aging Data Reports by the UMB Boston Gerontology Institute. Learn more at <https://mahealthyagingcollaborative.org/data-report>



# Our Mission

**The Executive Office of Elder Affairs (EOEA) strives to ensure that older people across the Commonwealth have opportunities to age and thrive in the communities of their choice.**



# EOEA Programs and Services

Home Care

Housing Support

Transportation Services

Ombudsman Services

Long Term Services and Supports

Information & Referral

Protective Services

Serving the Health Insurance Needs of  
Everyone (SHINE)

Prescription Advantage

Nutrition Services

Family Caregiver Support Program

Employment Services

Provided by

350 local  
Councils on  
Aging (COAs)

24 regional  
Aging Services  
Access Points  
(ASAPs)

Call MassOptions at 1-800-243-4636 to reach your local ASAP and COA

# Information and Referral and Options Counseling

## Information and Referral (I&R)

- ✓ Provides a gateway and connection to information about services and supports provided by public and private service providers
- ✓ Helps people navigate various networks to quality care.

## Options Counseling

- ✓ Free service with no income qualifications for older people, adults with disabilities, and their caregivers
- ✓ Help make decisions related to programs, services, and housing





# Caregiving Resources and Programs



## Caregiving

Are you helping care for a family member? The Commonwealth offers a number of services to help caregivers find information and get support. Learn more about programs here.



[mass.gov/topics/caregiving](https://mass.gov/topics/caregiving)

# Nutrition Program

- ✓ 29 local programs
- ✓ Home-delivered, grab-and-go, and congregate meals
- ✓ Medically and culturally tailored meals
- ✓ 9.4 million meals to approximately 83,000 older residents annually



# SHINE Program

- ✓ Free, unbiased health insurance information and counseling to all Massachusetts residents with Medicare and their caregivers
- ✓ Review programs that help people with limited income to pay health care costs.
- ✓ Over 72,000 consumers served by 660 counselors (mostly volunteers) across the Commonwealth



Learn more at <https://www.mass.gov/health-insurance-counseling>

# Supportive and Congregate Housing

## Supportive Housing

- ✓ Support for residents of state or federally-funded housing for older adults and persons with disabilities
- ✓ Provides on-site service coordinators and supportive services such as care management, 24-hour on-call assistance, meals, and structured social activities.
- ✓ Currently there are **51 supportive housing sites** across the Commonwealth with **7,546 units**.

Learn more at <https://www.mass.gov/service-details/supportive-housing-eligibility>

## Congregate Housing

- ✓ Integrates housing and support services for older adults and individuals with disabilities.
- ✓ Provides a shared living environment. *Each resident has a private bedroom, but shares one or more of the following: kitchen facilities, dining facilities, and/or bathing facilities.*
- ✓ Congregate Housing Coordinator who provides group living support, referrals to services, and structured social activities.
- ✓ Currently there are **43 congregate housing sites** across the Commonwealth with **536 units**.

Learn more at <https://www.mass.gov/service-details/congregate-housing-eligibility>

# Councils on Aging

**350 Councils on Aging/Senior Centers across the Commonwealth.**  
**Programs and services may include:**

- ✓ Transportation
- ✓ Meals
- ✓ Health Screening
- ✓ Health Insurance Counseling
- ✓ Socialization
- ✓ Fitness, Wellness, and Recreation Activities
- ✓ Local Outreach and Information



Find your local Council on Aging at <https://mcoonline.com/what-is-a-coa/coa-directory>

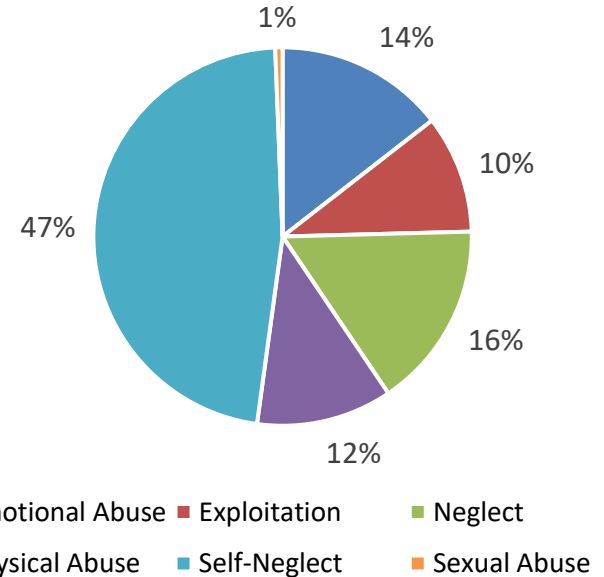


# Adult Protective Services

- ✓ Adults ages **60+** living in the community
- ✓ 17,378 investigations and **9,707 cases of abuse and neglect** in FY2022
- ✓ Majority (47%) of cases involved self-neglect
- ✓ APS develops a service plan to mitigate or alleviate an abusive situation
- ✓ Works in collaboration with ASAP programs, local municipal departments, and law enforcement, as needed.

## Protective Services Cases

Fiscal Year 2022



# How to Report Elder Abuse (60+) and Decision Capacity Tool

Reporting is 24/7/365

- ✓ Hotline via Phone: 1-800-922-2275
- ✓ Online: [www.mass.gov/how-to/report-elder-abuse](http://www.mass.gov/how-to/report-elder-abuse)

**Mandatory reporters include:**

Any physician, physician assistant, medical intern, dentist, nurse, family counselor, probation officer, social worker, police officer, firefighter, emergency medical technician, licensed psychologist, coroner, physical therapist, occupational therapist, podiatrist, director of a council on aging, outreach worker employed by a council on aging, executive director of a licensed home health agency or executive director of a homemaker service agency or manager of an Assisted Living Residence who has reasonable cause to believe that an older person is suffering from or has died as a result of a reportable condition.

**All Protective Services Program staff are trained to assess decisional capacity.**

The tool, '*Interview for Decisional Abilities*', looks at the decision the older adult is making. The tool assesses the older adult's ability to assess the situation globally, and personally and looks at their ability to weigh the pros and cons of options available to them to lessen their risk.

Older adults with capacity can refuse Protective Services Intervention

# Money Management Program

- ✓ Free, statewide program for income-eligible individuals over age of 60
- ✓ Deploys **trained and monitored volunteers** who provide **bill-paying assistance to older adults** who are having difficulty managing their finances.
- ✓ Helps individuals manage their day-to-day financial matters so that they can be as independent as possible in their communities.



Learn more at <https://www.massmmp.org/>

# Home Care Program Overview

- ✓ Available for residents of Massachusetts who are **age 60 or older or under 60 with an Alzheimer's Disease or related dementia diagnosis of any income level** who require support with 1 Activity of Daily Living Need (ADL) or 6 Instrumental Activity of Daily Living Needs (IADL)
- ✓ Provides **care management and in-home support services** to older adults
- ✓ 48,000 consumers served monthly (35% at skilled nursing facility level of care)



Learn more at <https://www.mass.gov/in-home-services>

# Home Care Program Overview

## Program Goals:

- ✓ Support individuals in a community setting
- ✓ Successfully age in the community
- ✓ Offer a person-centered approach to care
- ✓ Provide care management, nursing evaluation
- ✓ Provide in-home support and services
- ✓ Education on public benefits

## Program Functions:

- ✓ Assessments (scheduled & ad hoc based on status changes)
- ✓ Develop Comprehensive Care Planning
- ✓ Interdisciplinary case management
- ✓ Advocacy
- ✓ Education on relevant topics
- ✓ Referrals for services and community care



# Home Care Program – Eligibility

## **Age:**

- 60 years of age and above
- Under age 60 with a diagnosis of Alzheimer's or related Dementia disorder

## **Residence:**

- Resident of Massachusetts
- Not living in an institutional setting or Assisted Living Residence

# Home Care Program - Eligibility

## Functional Impairment Level (FIL):

- Require assistance with at least One Activity of Daily Living (ADL)

**OR**

- 6 or more Instrumental Activity of Daily Living (IADL) impairments

**AND**

- *Intervention that Home Care will provide to meet this need at the time of enrollment* - a critical unmet need (any ADL, meal preparation, food shopping, home health services, medication management, Respite, transportation for medical treatments)

## Exceptions to the Home Care Eligibility (only need 4 IADLs):

<b>At Risk:</b>	Older Adults who are at risk due to a variety of factors, including, but not limited to substance abuse, mental health problems or cultural and linguistic barriers.
<b>Protective Services:</b>	Older Adults who are receiving or are eligible to receive Protective Services.
<b>Congregate Housing:</b>	Older Adults residing in a Congregate Housing Facility.
<b>Waiver Consumers:</b>	Older Adults who are eligible for the Home and Community based Waiver Program.

# Home Care Program – Income

- ✓ **Any Income**
- ✓ **Cost share contribution based on income and MassHealth status:**
  - Annually adjusted based on COLA

<b>2022 Cost Share Schedule</b>		
Voluntary Donation	Fixed Monthly Max Copay ranges from \$10 - \$199 not to exceed actual cost of qualifying services	% based Monthly copay based on qualifying services received
Individuals whose annual income is below \$13,783	Based on a sliding scale, Individuals whose annual income is \$13,784 - \$30,965	Based on a sliding scale, Individuals whose annual income is \$30,966 and above
A couple whose annual income is below \$18,561	Based on sliding scale, A couple whose annual income is \$18,562 - \$43,814	Based on a sliding scale, A couple whose annual income is \$43,815 and above
MassHealth members whose income is at or below 300% SSI FBR (\$2,523/month in 2022) will not have a copayment for Home Care Services, including Medicare Savings Plan		

# Home Care Program Services

- **Adult Day Health**
- Alzheimer's/Dementia Coaching
- **Behavioral Health Services**
- Chore
- Companion
- Electronic Comfort Pets
- Environmental Accessibility Adaptations
- Grocery Shopping/Delivery Services
- Home Based Wandering Response Systems
- Home Delivered Meals
- Home Delivery of Pre-packaged Medication
- Homemaker
- Home Health Aide
- Laundry Services
- Medication Dispensing System
- **Nutrition Assessment/Counseling**
- Occupational Therapy
- Personal Care
- **PERS/Enhanced PERS**
- Respite
- Skilled Nursing
- Supportive Day Program
- Supportive Home Care Aide
- **Transportation**
- Transitional Assistance
- Vision Rehabilitation

\*Delivered through MassHealth for waiver consumers

Learn more at <https://www.mass.gov/in-home-services>

# Home Care Program – BH Support

## Home Care Program and Service for People with Behavioral Health Conditions:

- ✓ Expanded Eligibility
- ✓ Existing Behavioral Health Services – Therapy
- ✓ Supportive Home Care Aide – Coping Mechanism/Interventions (ADRD/BH)
- ✓ Chore & Home Modification
- ✓ Behavioral Health Services/Programs Added in CY2019 (e.g., Evidence-Based, COAPS, ANCHOR)
- ✓ Tenancy Preservation Project (TPP)
- ✓ Buried in Treasure/Hoarding Support Groups
- ✓ Elder Mental Health Collaborative



# Behavioral Health Supports - COAPS

In 2019, additional behavioral health supports, and programs were added to the state Home Care Program, including Certified Older Adult Peer Specialist (COAPS), Evidence-Based Programs, and ANCHOR

## Certified Older Adult Peer Specialist (COAPS):

- Targeted recovery services focused on mentoring about self-advocacy
- Provided in small groups or 1:1
- Trained peers as coaches who have lived experience in experience - behavioral health, trauma, and/or substance use and promote person-centered care & attainment of personalized recovery goals

*\*Cooperative relationship with the Department of Mental Health*



## Certified Older Adult Peer Specialist Training

DECEMBER 2, 3, & 5, 2019

CUMMINGS CENTER COMMUNITY CONFERENCE ROOM  
100 CUMMINGS CENTER, SUITE 221-E, BEVERLY, MA

This training prepares **Certified Peer Specialists** and **Recovery Coaches**, age 50+, to use their lived experience, skills and training to work with older adults living with behavioral health challenges. Certified Older Adult Peer Specialist Services are now covered by certain MassHealth waivers for Older Adults, so employment opportunities are expanding. Training includes an understanding of behavioral health and co-occurring physical issues as they relate to aging, the aging process, suicide, wellness, substance use, dementia, physical illness, mental health challenges, aging in place, and community resources. Participants will increase their level of expertise while gaining specialized techniques that support older adults.

### REQUIREMENTS:

- AGE 50+
- CERTIFIED PEER SPECIALIST OR RECOVERY COACH
- COMMITMENT TO WORKING WITH OLDER ADULTS
- SUCCESSFUL APPLICATION

For More Information, Please Contact:

Rob Walker  
MA Department of Mental Health  
Office of Recovery and Empowerment

[robert.walker@dmh.state.ma.us](mailto:robert.walker@dmh.state.ma.us)

# Behavioral Health Supports - EBP

## Evidence-Based Education Programs (EBP):

- Education and tools to manage chronic conditions
- EBPs include caregiver education, diabetes, heart disease, arthritis, HIV/AIDS, depression, management and prevention of falls
- Peer-facilitated self-management workshops or 1:1 interventions with a trained coach
- Promotes consumer's active engagement
- Examples:
  - **Enhance Wellness:** Health action plan is developed by the consumer with support from the Enhance Wellness coach with the goal to promote positive behavior change and minimize health risks
  - **Healthy IDEAS (Identifying Depression Empowering Activities for Seniors):** Empowers older adults to manage their depression through a behavioral activation approach that encourages involvement in meaningful activities



**LGBT FRIENDLY**  
**HEALTHY IDEAS**  
Identifying Depression, Empowering Activities for Seniors



**HEALTHY IDEAS**

Ethos has a new, **FREE** program that can help you feel happier! If you have felt down, low, or blue in the past few weeks or months, we want to help!

Healthy IDEAS is an evidence-based program that offers face-to-face, in-home counseling services to elders. An Ethos staff member will work with you to find meaningful and positive activities to enhance your mood.

*Each Ethos staff member is trained by the LGBT Aging Project in Lesbian, Gay, Bisexual, Transgender cultural competency.*

Program benefits:

- Fewer symptoms of depressive symptoms
- Decreased physical pain
- Better ability to recognize and self-treat symptoms
- Improved well-being through achievement of personal goals

If you are interested in learning more about the Healthy IDEAS Program or have a friend who may benefit, please contact:  
**Claribette Del Rosario, Mental Health Services Program Manager**  
617-522-6700 x344  
cdeirosario@ethocare.org  
www.ethocare.org

**ETHOS IS A BOSTON BASED NOT-FOR-PROFIT AGENCY** that has served the elderly and disabled since 1973. We help elders stay at home as long as possible by ensuring that they—and their caregivers—have access to continuum of life-enhancing support services. Each service we provide makes a real difference in the every day lives of our clients.



# Behavioral Health Supports - ANCHOR

## Development

- Varied from past endeavors (Intense Case Management, Case Management Only)
- Individuals in need of in-home services
- Unable to engage or commit
- Conversations, meetings, and collaboration
- ASAP, Housing Programs, Protective Services, Council On Aging, Elder Mental Health Specialists

## Designed to support older adults whose behavioral health diagnoses impede or reduce their ability to accept services

- Anxiety, suspicion, paranoia
- Substance use
- Chronic behavioral health concerns
- Chronic homelessness or history of housing instability
- Family dynamics that impact service delivery
- A constant level of risk in their lives that may impact service utilization
- Consumer is “pre-protective” or receiving “Protective Services Ongoing Services” and ANCHOR can help transition the consumer to Home Care Services

# Example ANCHOR Consumer Profile

## Consumer's Goals:

- 1) Acceptance of services due to unmet personal care and house cleaning needs
- 2) Get a hearing aid
- 3) Determine if can get back on Medicaid
- 4) Visit Primary Care Physician (PCP)

## Progress on Goals:

- ✓ Received medical attention from PCP (3-4 months), previously had not seen a PCP or any medical professional for 5 years
- ✓ Can apply for Medicaid with spend-down, has no wishes to spend down her assets
- ✓ Has agreed to, and accepted, a total of 12 hours of heavy chore, home remains cluttered with safety concerns.
- ✓ In process of obtaining Hearing Aides

## Additional Advocacy & Support Needed:

- Provide emotional support & encouragement for untreated mental health concerns
- Decline of memory affecting day/time
- Intensive encouragement to accept heavy chore
- Threat of eviction still potential

# Elder Mental Health Outreach Team (EMHOT) Program



## Services provided:

- Referrals
- Counseling
- Wellness checks
- Case management
- Provider collaboration
- Family support
- Resource management

*There are currently 14 EMHOT programs operating in over half of the Commonwealth's cities and towns .*

*Consumers are enrolled in the EMHOT program for 6-months on average; one of the goals of the program is to bridge the older adult to behavioral health care services*

# Helpful Resources

**MAMH's Older Adult Behavioral Health Network:**

<https://www.mamh.org/education/oabhn>



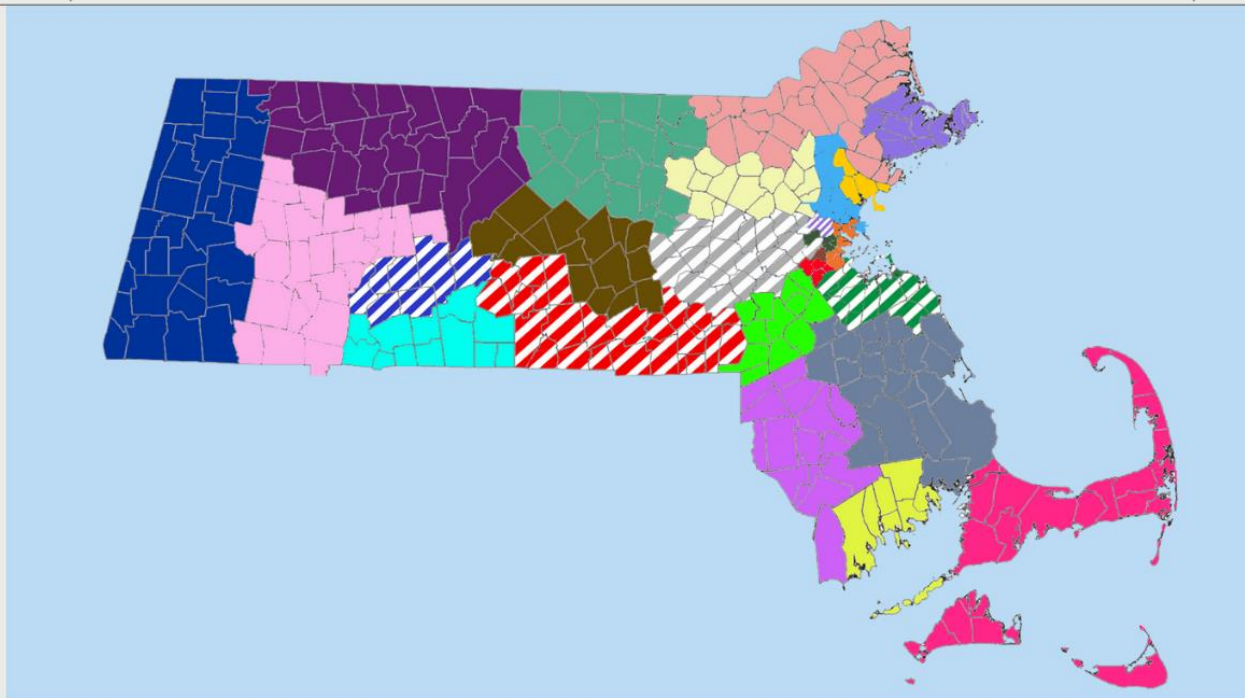
**Webinar Recordings on Topics Specific to Behavioral Health and Aging:**

- Overview of Aging Resources for Behavioral Health Providers
- Working with Older Adult Trauma Survivors
- Substance Use, Co-Occurring Conditions, and Older Adults
- Trauma Exposure & Trauma Response
- Caregiving Conversations: Reflecting on Race, Older Adults, and Implications for Behavioral Health

# AGING SERVICES ACCESS POINTS (ASAPS) IN MASSACHUSETTS

Call MassOptions at 800-243-4636 to connect with your local ASAP

- AgeSpan
- Aging Services of North Central Massachusetts
- Boston Senior Home Care
- Bristol Elder Services, Inc.
- Central Boston Elder Services
- Coastline Elderly Services, Inc.
- Elder Services of Berkshire County, Inc.
- Elder Services of Cape Cod and the Islands, Inc.
- Elder Services of Worcester Area, Inc.
- ETHOS
- Greater Lynn Senior Services, Inc.
- Greater Springfield Senior Services, Inc.
- HESSCO Elder Services
- Highland Valley Elder Services, Inc.
- LifePath, Inc.
- Minuteman Senior Services



- Mystic Valley Elder Services, Inc.
- SeniorCare, Inc.
- South Shore Elder Services, Inc.
- Tri-Valley, Inc.
- Old Colony Elder Services, Inc.
- Somerville/Cambridge Elder Services, Inc.
- Springwell, Inc.
- WestMass Elder Care, Inc.



# Thank You

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## Massachusetts Executive Office Elder Affairs

[www.mass.gov/elders](http://www.mass.gov/elders)



[MassOptions.org](http://MassOptions.org) or 1-800-243-4636

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