Springwell
Area Plan on Aging
For Federal Fiscal Years 2018-2021
(October 1, 2017 – September 30, 2021)

springwell

307 Waverley Oaks Road
Suite 205
Waltham MA 02452
617-926-4100
www.springwell.com
Table of Contents

<table>
<thead>
<tr>
<th>Planning and Service Area Map</th>
<th>p. 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Summary</td>
<td>p. 3</td>
</tr>
<tr>
<td>Arriving at Focus Areas</td>
<td>p. 7</td>
</tr>
<tr>
<td>Goals, Objectives and Strategies</td>
<td>p. 9</td>
</tr>
</tbody>
</table>
Executive Summary

Introduction:

Older Americans Act:
The Older Americans Act (OAA) was originally signed into law by President 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 State Units on Aging for community programs and planning, as well as for research, demonstration and training projects in the field of aging services. Title III of the OAA authorizes federal funds to be spent on services designed to assist active older adults and to help those who are at-risk of losing their independence. Federal funds flow from the ACL to the State Units on Aging, which is called the Executive Office of Elder Affairs (EOEA) in Massachusetts, then out to the local Area Agencies on Aging (AAA). Springwell, Inc. is one of twenty-two AAs in Massachusetts. Springwell utilizes some Title III dollars for providing direct services and also distributes Title III funds through grants to community agencies, by using a request for proposal (RFP) process.

Title III categories and services funded by each category:
- Title IIB—Supportive services, which includes in-home and community based services, as well as services designed to help seniors access those supports.
- Title IIC—Nutrition services, which includes home delivered meals, congregate meals, and nutrition education and counseling.
- Title IID—Disease Prevention and Health Promotion services such as chronic disease self-management and fall prevention workshops.
- Title IIE—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:
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. In addition, 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).

Springwell addresses older adult population needs, and delivers services, by engaging in advocacy for seniors, family caregivers and their concerns, directly providing some Title III-funded services such as nutrition, and ensuring that other critical services such as
legal assistance and mental health counseling are available through contracts with vendors, or grants awarded to other agencies.

**About Springwell:**

Springwell, is a private, non-profit agency that was founded in 1976. The agency focuses on an individual’s social determinants of health, providing services that help individuals live independently in their community for as long as possible.

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
- Evidence-based disease prevention and health promotion workshops
- 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
- Technical assistance for guardianship

Springwell is also designated by EOA as an Aging Services Access Point (ASAP). In this capacity, Springwell is 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. In addition, as an ASAP, we provide:

- Protective Services - We are 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.
▪ Money Management Program - provides bill pay and representative payee services to help at-risk seniors and adults with disabilities remain independent, for as long as possible.

▪ Support to Nursing Home Residents - For nursing home residents who want to return to the community, Springwell provides support through the Comprehensive Screening and Service Model (CSSM) program, which focuses on discharge planning for eligible MassHealth members. 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.

For programs offered through its AAA and ASAP designation, Springwell also provides the following:

▪ Adult Family Care (AFC) Program – Springwell contracts with MassHealth to operate the AFC program which provides support for adults who cannot live alone due to physical, psychiatric or cognitive health issues. In AFC, the consumer lives with a caregiver who receives a daily stipend for the assistance s/he provides. The AFC Care Advisor and registered nurse provide case management, support and education for the caregiver and care recipient.

▪ Support to Housing Authorities/Management - 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 an additional five 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.

▪ Support to MassHealth Enrollees - Springwell is contracted to provide the Geriatric Social 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.

▪ Support to Health Providers – Springwell is 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 partners with Beth Israel Deaconess Care Organization (BIDCO), an organization representing 1,800 Beth Israel Deaconess Medical
Center-affiliated physicians in eastern Massachusetts. A Springwell Community Resource Coordinator is on-site at BIDCO, working closely with high-risk patients to ensure timely access to and coordination with home and community supports that will enhance their health and independence, and prevent hospitalizations. Springwell also has a contract with Atrius Health for a Community Health Worker (CHW) to address the needs of their medically complex and socially vulnerable patients at primary care offices. The CHW goes out into the community and acts as an advocate to help at-risk patients access resources and local programs.

- Private Geriatric Care Management - Springwell offers Private Geriatric Care Management (PGCM) to anyone regardless of age, financial status or frailty level. Springwell’s Geriatric 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, PGCM consumers have access to the expertise of Springwell’s staff and community partners and vendors. There are no eligibility requirements for accessing PGCM, 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 2018-2021 Area Plan on Aging. Furthermore, Springwell’s Area Plan is informed by OAA guidelines, EOEI goals, and the mission statements of ACL, EOEI and Springwell, which are as follows:

Mission statements for ACL, EOEI 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.

EOEI 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;

Springwell’s Area Plan on Aging 2018-2021
Summary of Results from Needs Assessments Conducted by Springwell in FFY2017:
Fourteen different needs assessments activities were conducted during Federal Fiscal Year 2017 (FFY17). Activities included large public gatherings (listening sessions), 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 (services that help elders and caregivers access programs and benefits):
- Transportation, particularly for errands and social events, as well as for medical appointments;
- Information and education about programs/services to age in place (i.e. long-term care services and supports and in-home care options) and public benefits available for older adults and caregivers;
- Assistance applying for public benefits, such as MassHealth and prescription benefit options;

Social isolation:
- Culturally-focused and linguistically-accessible outreach to specific priority populations including LGBT seniors and Chinese elders who primarily speak Cantonese or Mandarin. (Chinese elders represent the largest minority group in Springwell’s PSA.)
- Information about and access to supportive social opportunities/gatherings to address social isolation due to living alone or cultural isolation;

Mental and behavioral health:
- Affordable services (i.e. counseling) and supports for older adults struggling to cope with depression, anxiety and/or Alzheimer’s disease and related dementias;
- Information, respite care options and support groups for family caregivers who have caregiver stress.

Safety and security:
- Assistance with sorting and removing clutter;
- Assistance with falls prevention.
Focus Areas for the 2018-2021 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. Utilize Title III B funding and partner with local Councils on Aging to provide medical and/or non-medical transportation for seniors in the PSA.

      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. Offer a single-entry point for elders and adults with disabilities to access Serving Health Information Needs of Everyone (SHINE) 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 evidence-based workshops, support groups and health education programs.

   c. Directly provide evidence-based disease prevention and health promotion workshops throughout the PSA to empower seniors with information and
tools for healthy aging, falls prevention and/or self-care strategies for
caregivers, including the following:
  i. A Matter of Balance: Falls Management Program for Older Adults
  ii. Chronic Disease Self-Management Program
  iii. Diabetes Self-Management Program
  iv. Powerful Tools 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 interpreters
    3. Contracting with the AT&T Language Line
    4. Having a TTY phone and utilizing the Mass Relay service
agency-wide
    5. Having translated written materials available in print and on
the website
    6. Having bi-lingual and bi-cultural staff
    7. Having prompts on the phone system in languages other
than English, especially Russian and Chinese.

  iv. Continue to raise sensitivity and awareness of the unique needs of
the LGBT elder population by offering trainings for Springwell staff
and supporting the work of the LGBT Aging Project.

    1. Build awareness about services available (i.e. support groups
or meal sites) in the PSA which are tailored to meet the
needs of LGBT older adults.
2. Utilize 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 the level of interest in providing Chinese meal options at one congregate dining site within the PSA to promote participation from Chinese elders.

iii. Consider different possibilities for expanding congregate dining options to include a dining site within the PSA for older adults from the LGBT community.

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. Continue to 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, including one that offers a higher level of coordinated in-home care for all residents.
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.

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. Coordinate efforts with the regional Fiduciary Abuse Specialty Team (FAST) to resolve and to help prevent cases of financial abuse.

   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. 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.

   e. Provide Title III B funding to a sub-grantee to provide free technical assistance for families needing guidance in their pursuit of guardianship for a vulnerable elder, and to provide guardianship for one ward.

   f. Maintain and enhance the Money Management Program to help resolve and prevent financial exploitation of vulnerable elders and adults with disabilities.