



**BayPath Elder Services  
Area Agency on Aging  
FFY 2018 - 2021  
Area Plan**

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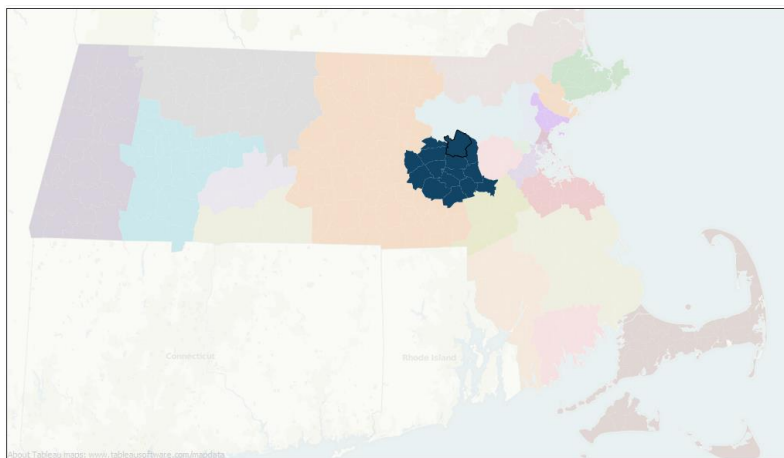
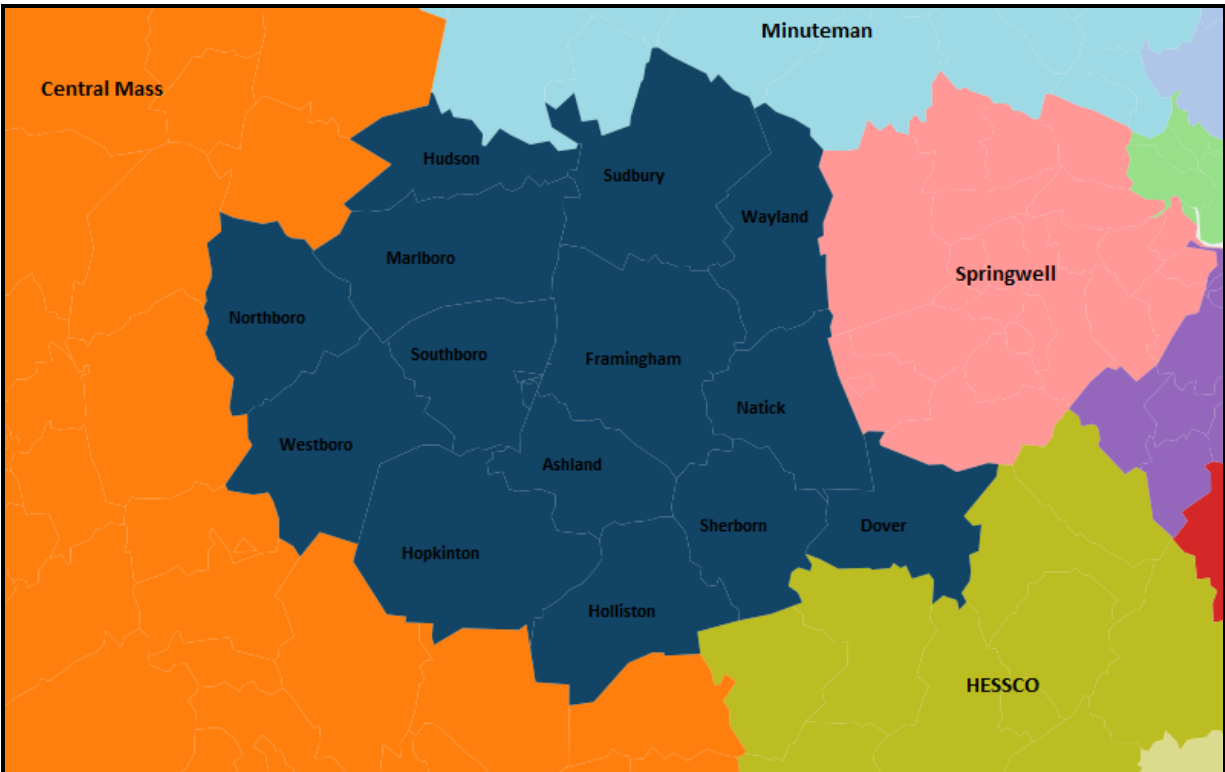
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## Executive Summary

BayPath was incorporated as a non-profit organization on March 3, 1977, under the original agency name of BayPath Senior Citizens Services, Inc. The purposes for which the corporation was formed are as follows:

*“This non-profit corporation is organized to plan, develop and implement the coordination and delivery of services and supportive programs for persons sixty years of age and over unless otherwise restricted by conditions of grants or contracts, in the City of Marlborough, and the townships of Ashland, Holliston, Hopkinton, Dover, Sherborn, Natick, Framingham, Wayland, Sudbury, Hudson, Northborough, Southborough and Westborough, Massachusetts. The corporation shall endeavor to assist older persons to obtain services including but not limited to information and referral, homemaker and chore assistance, housing services, health maintenance and rehabilitation, nutritional services, legal and advocacy assistance, transportation, emergency assistance, and whatever medical or supportive services may be needed to prolong the life and well-being of older persons in the community and to prevent premature institutionalization.”*

In 1978, BayPath received designation as the Area Agency on Aging for the fourteen communities which it serves. In 1994 the name was changed to BayPath Home and Community Services and in 2001 to BayPath Elder Services. BayPath’s current office is in Marlborough, Massachusetts. BayPath’s mission, as voted by the board of directors in April, 2009:

*“BayPath’s mission is to be a trusted partner in providing an array of services and programs to older adults, caregivers, and persons with disabilities to support their independence and dignity.”*

BayPath received designation as an Aging Services Access Point in 1997. Since that time, the agency has grown significantly. The Elder Nutrition Program and Healthy Living Program are two examples of how the agency has developed.

The sources of funding for BayPath Elder Services are the General Court of the Commonwealth of Massachusetts and Title III of the Older Americans Act. Additionally, BayPath receives contributions, private donations and utilizes external grants for innovative programs.

This area plan will summarize major needs of older adults in the Metrowest area and outline how BayPath Elder Services intends to address them over the next four years. In addition to employing Older Americans Act funding to support the efforts of local

agencies to address these issues, BayPath will also continue to develop new initiatives focusing on the unmet needs reported during the needs assessment process.

BayPath has worked diligently to develop programs and initiatives that are aligned with the focus of the Area Agency on Aging and meet the needs of older adults in our communities. In 2014, BayPath unveiled our Caregiving Metrowest website ([www.caregivingmetrowest.org](http://www.caregivingmetrowest.org)), which was initially funded through the Metrowest Health Foundation. This website encompasses 25 communities in the Metrowest area, the same 25 communities serviced by the Foundation. The website is rich in resources and information, and also features a Wellness Wall, with caregiving tips provided by BayPath's Caregiver Specialist. For ease in browsing, the website features a clickable map of Metrowest. The "Caregiver Concierge" is a brief assessment tool that will assist the user in quickly locating the resources and information they need, based on the information they enter. "Caregiving Chronicles" is a blog that is updated regularly and contains information on events and new resources. The statistics of the website include (from inception to June 30, 2017):

- 49,907 users
- 153,686 page views
- 58,860 sessions
- 2.61 pages per session
- 2:17 average time per session

In 2016, Caregivingmetrowest.org was the recipient of an Innovation Award from the National Association of Area Agencies on Aging, and placed second in the nation in the Innovation Award category.

BayPath has further enhanced its caregiving program by implementing, with our community partners, a dementia friendly (DF) initiative. With additional grant funding from the Metrowest Health Foundation, in 2015 Come 2 B Dementia Friendly was implemented. A dementia friendly community is informed, safe, and respectful of individuals with dementia and their families and caregivers, and provides supportive options that foster quality of life. Social isolation is most often reduced, which in turn reduces isolation and depression.

The communities of Hudson, Marlborough and Northborough came together to work with BayPath and other partners. The initiative modeled the ACT on Alzheimer's project that began in Minnesota. A free toolkit is offered, and provides the "roadmap" to becoming dementia friendly. There is a 4-stage process in the ACT on Alzheimer's project:

- Convene key community leaders and members and form an Action Team.
- Assess current strengths and gaps in meeting the needs that result from the disease and related dementias, using a questionnaire.
- Analyze the data from the questionnaire; the result will be the needs of the community, and then set community goals.

- Act together to establish implementation plans for the community goals and identify ways to measure progress.

Hudson, Marlborough and Northborough have completed the process and have implemented action plans. Marlborough developed a dementia friendly community website; Hudson developed a dementia registry for community members with the disease; Northborough has implemented an education and awareness campaign. All three communities saw significant engagement from all sectors of their communities, including local government, first responders and business individuals. The communities of Westborough and Ashland are now engaged in the process to become dementia friendly.

BayPath Elder Services has been actively involved in the CMS Community Care Transitions Program (CCTP). The CCTP “tests models for improving care transitions from the hospital to other settings and reduce readmissions for high-risk Medicare beneficiaries. The goals of the CCTP are to improve transitions of beneficiaries from the inpatient hospital setting to other care settings, to improve quality of care, to reduce readmissions for high-risk beneficiaries, and to document measurable savings to the Medicare program.” (CMS) BayPath partnered with Elder Services of Worcester Area, UMass Memorial Health System, Tenet Health System and four other ASAPs to provide care transitions services in 90 communities in central Massachusetts and Metrowest areas. Initiated in 2012, the program concluded in January 2017 and demonstrated exceptional results in reducing hospital readmissions.

BayPath Elder Services is committed to monitoring the needs of older adults in our Planning and Service area and develop programs and services to meet those needs.

## Area Profile

The 2010 U.S. Census revealed that there were 51,695 individuals over the age of 60 living in BayPath’s planning and service area. This is a 22% increase over the 2000 census. All 14 towns in BayPath’s planning and service area saw increases in the older adult population with the town of Hopkinton having the largest increase (57.1%). BayPath’s planning and service area has 4.1% of the total 60+ population in the state of Massachusetts. The 60+ population in BayPath’s service area is projected to grow an additional 30% by 2020.

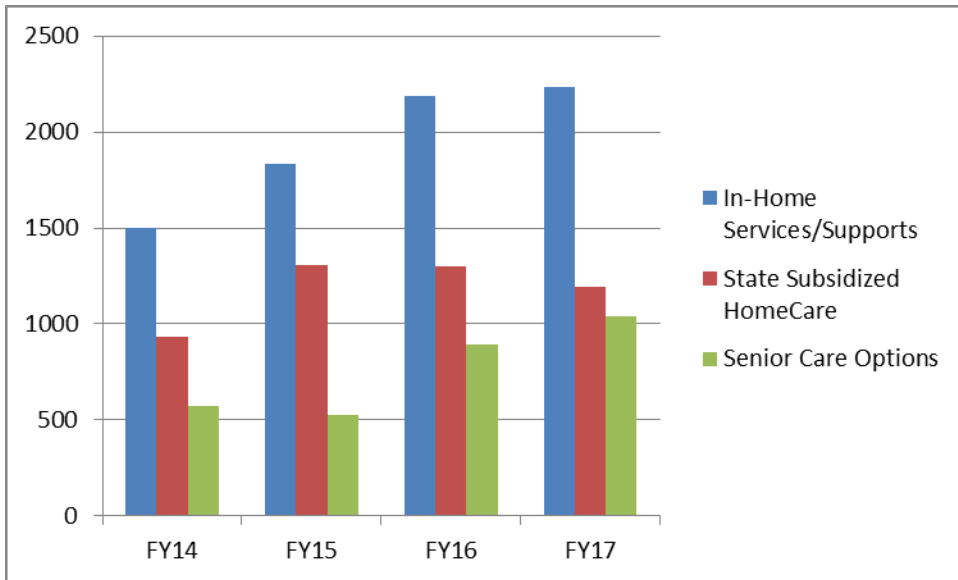
### BayPath’s PSA 60+ Census Data and Population Projections\*

#### 2000 – 2020

City/Town	2000	2010	Change 2000-2010	2020	Change 2000-2020
<b>Massachusetts</b>	<b>1096567</b>	<b>1272323</b>	<b>16.0%</b>	<b>1632168</b>	<b>48.8%</b>
Ashland	1927	3020	<b>56.7%</b>	5024	<b>160.7%</b>
Dover	884	1068	<b>20.8%</b>	1303	<b>47.4%</b>
Framingham	11187	12288	<b>9.8%</b>	14234	<b>27.2%</b>
Holliston	1744	2467	<b>41.5%</b>	3181	<b>82.4%</b>
Hopkinton	1239	1946	<b>57.1%</b>	3421	<b>176.1%</b>
Hudson	2977	3613	<b>21.4%</b>	4647	<b>56.1%</b>
Marlborough	5465	6734	<b>23.2%</b>	9047	<b>65.5%</b>
Natick	5943	6510	<b>9.5%</b>	8077	<b>35.9%</b>
Northborough	1872	2723	<b>45.5%</b>	3761	<b>100.9%</b>
Sherborn	670	816	<b>21.8%</b>	926	<b>38.2%</b>
Southborough	1035	1311	<b>26.7%</b>	1888	<b>82.4%</b>
Sudbury	2277	2958	<b>29.9%</b>	3669	<b>61.1%</b>
Wayland	2485	2953	<b>18.8%</b>	3393	<b>36.5%</b>
Westborough	2619	3288	<b>25.5%</b>	4584	<b>75.0%</b>

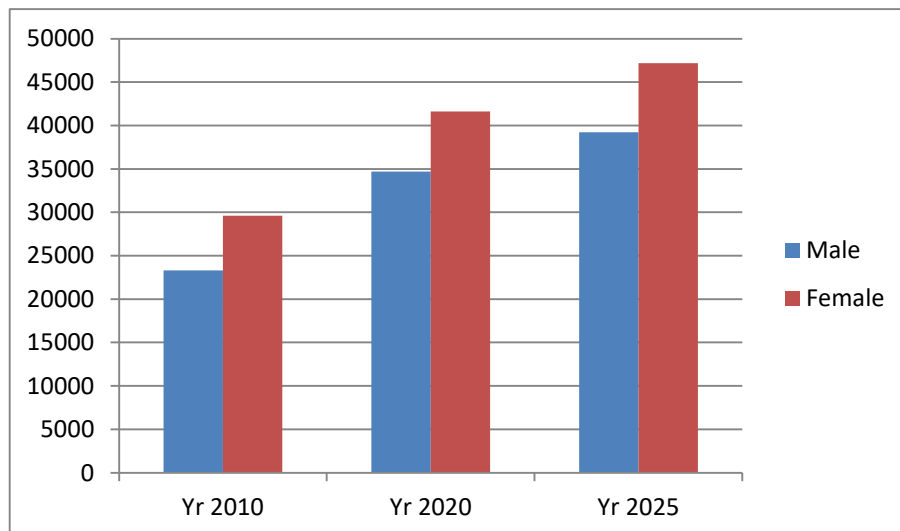
*\*Data from the Research Unit, Executive Office of Elder Affairs, based on MISER data and projections. Federal census data is updated every 10 years. Contact town or city administration for state census data that is updated annually.*

To show the increasing need for in-home services and supports, the next chart reveals the number of consumers that BayPath has provided in-home support during the past four years. The State Subsidized Home Care Program and the Senior Care Options (SCO)\*\* Program have both seen increases of those older individuals with the greatest economic and social need, and those at risk for institutional placement. Since the last Four Year Area Plan the increase in need has exceeded 48%. The combined programs had an increase in consumers from 1502 in FY14 to 2231 in FY17.



*\*\* SCO is a MassHealth program, providing comprehensive care to those elders over the age of 65 years. The MassHealth Program income and asset limits gear this program toward the most economically vulnerable elder.*

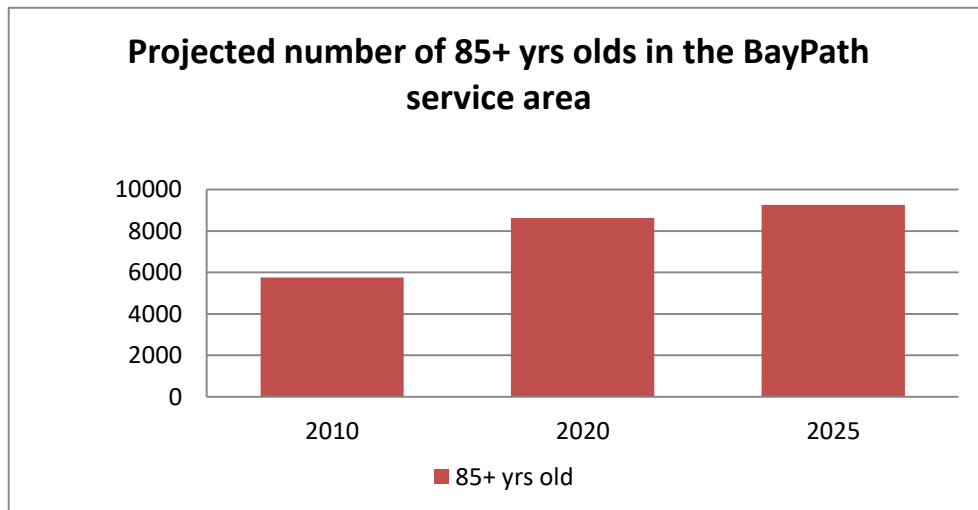
The chart below, shows the increase in population, by gender, for those individuals 60 years old and older from 2010 through 2025.<sup>1</sup> The increase in older females may result in an increase in need of financially supported services as their lower Social Security benefits will be a major factor.





In 2014, the median earnings of working-age women who worked full-time, year round were \$39,000, compared to \$50,000 for men. In 2014, the average annual Social Security income received by women 65 years and older was \$13,150, compared to \$17,106 for men. Social Security provides dependent benefits to spouses, divorced spouses, elderly widows, and widows with young children. In 2014, for unmarried women – including widows – age 65 and older, Social Security comprises 47 percent of their total income. In contrast, Social Security benefits comprise only 34 percent of unmarried elderly men's income and only 29 percent of elderly couples' income. <sup>2</sup>

Another factor when looking at increased need for long term services and supports is the growing number of older adults diagnosed with Alzheimer's disease. The greatest known risk factor for Alzheimer's is increasing age. Most individuals with the disease are 65 and older. One in nine people in this age group and nearly one-third of people age 85 and older have Alzheimer's. <sup>3</sup>



- (1) Donahue Institute at UMass <http://pep.donahue-institute.org/>
- (2) Calculations are based on the U.S. Census Bureau, public-use March 2015 Current Population Survey (CPS) (income year 2014), and are subject to non-sampling error (such as respondent error in reporting characteristics and amount and type of income).
- (3) [www.alz.org](http://www.alz.org)

## Needs Assessment Summary

The priorities and intentions of the Older Americans Act is to serve elders with the greatest economic needs, the greatest social needs and low-income minorities. In conjunction with these OAA priorities the most recent needs assessment data was used to determine the funding priorities for the Federal Fiscal Year (FFY) 2018 grant cycle.

Overall results from the needs assessment were based on focus groups, COA member and staff input, as well as surveys received from the general public during the period from 9/1/2016-12/31/2016.

At the Natick Community Senior Center, the Natick Council on Aging held two focus groups with the Lesbian, Gay, Bi-sexual, Transgender (LGBT) older adult population. At each session the number one issue raised was social isolation. The lack of medical professionals with an awareness of the needs of LGBT older adult was an important issue for the group.

At Algonquin Regional High School, serving the towns of Northborough and Southborough a focus group was held during English as a Second Language (ESL) class for older Chinese adults. The students provided translation for the elders who expressed the inability to communicate causes feelings of isolation. The need for translation and advocacy for this population would help reduce if not eliminate these feelings. Lack of adequate transportation was also voiced as a factor in their isolation.

Eleven stakeholder groups provided input on the needs of the elders in their communities. These stakeholders included the Councils on Aging and Friends of the Senior Centers within BayPath's service area. The Senior Center Directors also provided their valuable insight to the needs of their consumers.

The Annual Senior Health and Wellness Fair, sponsored by Senator Karen Spilka, held in Framingham, provided a great opportunity to speak with many seniors and their family members about their needs and interests.

Additionally, electronic versions of the survey were sent to all Senior Centers for informal responses from those who frequent the centers. A survey monkey version was also disseminated across all 14 communities.

The results of this needs assessment process was the following:

The most often reported need remains transportation. The need included all of the following:

1. To/from medical appointments with assistance (escort)
2. To/from medical appointments in Boston and Worcester area.
3. Transportation for social/recreational activities.
4. Transportation, weekends/evenings

The data also supported the frequency of depression and loneliness by the general population as well as the minority populations as a result of isolation. The request for transportation for social/recreational activities as well as weekend and evenings would help to improve and enrich their lives. Several Senior Centers have been able to expand their hours and programs to include evening activities, however, local budgetary constraints do limit the ability across the service area.

Lastly, homemaker services, such as, vacuuming, mopping, laundry are needed to help maintain independent living. The simple task of vacuuming or mopping is compromised when you have balance issues and or need a walker for stability. Senior housing complexes often have community laundry rooms. This can be a significant challenge for an elder with limited mobility. In addition, the modest home repair (handyman) and maintenance needs were reported as needed to allow seniors to remain independent longer. The simplicity of changing a light bulb is lost, when you are unable to stand on a step stool, because of fear of falling. Installing and removing window air conditioners can be impossible without assistance for many frail elders.

## Funding Priorities FFY2018-2021

- **Transportation Programs**
  - Proposals must be for pilot projects or projects that *expand upon current transportation options*. The committee is also encouraging proposals that serve multiple towns.
  
- **Programs that Reduce Loneliness/Isolation/Depression**
  - Friendly visitor programs
  - Educational programs, such as Life Long Learning
  - Age friendly community projects
  - Culturally diverse social/recreational programs
  
- **Homemaker, repair, maintenance programs**
  - Homemaker services-housekeeping
  - Minor home repairs
  - Minor home maintenance projects

## Focus Area Summary

The Massachusetts Executive Office of Elder Affairs has identified major “focus areas” to be addressed through the FY 2018-2021 Area Planning process: Older Americans Act Core Programs, Participant-Directed/Person-Centered Planning and Elder Justice.

**Older Americans Act Core Programs.** Core programs include Titles III (Supportive Services, Nutrition Services, Disease Prevention/Health Promotion and Caregiver Programs) and VII (LTC Ombudsman and Elder Rights/Protective Service Programs) and serve as the foundation of the national aging services network.

### Supportive Services

#### 1. **Information and Referral:**

BayPath's Information and Referral (I&R) Department is a member of the Alliance of Information and Referral Systems, Inc. (AIRS), a professional organization committed to improving access to services for all people through the mechanism of information and referral. BayPath's I&R department is the gateway to the programs and services of the agency. The I&R staff will continue to provide updated resources to callers in the community as well as other agencies and organizations. Over the next four years, BayPath I&R department will keep updating resources with new programs and services that develop within its service area. These resources will include annual updates of the changing guidelines for local, state and federal benefits. BayPath will expand its resources by cross training with community partners that serve both elders and persons living with disability of all ages. BayPath staff will continue to outreach to potential consumers and caregivers at health fairs and community events.

#### 2. **Title IIIB community grants**

Over the next four years, BayPath plans to address some these unmet needs by partnering with councils on aging and other community organizations to start or expand services in each of these areas (through the title III planning and grants process). Priority will be given to proposals and projects that serve the needs of older adults with the greatest economic need, the greatest social need and low-income minorities. BayPath's funding priorities for FFY18 as decided by the planning and allocations committee are:

#### **Transportation Programs**

- Transportation for medical appointments with assistance (escort)
- Transportation for medical appointments in Boston and Worcester area.
- Transportation for social/recreational activities to reduce social isolation and support community engagement.
- Transportation on weekends/evenings

The committee is also encouraging proposals that serve multiple towns.

## Programs that Reduce Loneliness/Isolation/Depression

- Friendly visitor programs
- Educational programs
- Age friendly community projects
- Culturally diverse social/recreational programs

## Programs to enable independent community living:

- Homemaker services-housekeeping
- Minor home repairs
- Minor home maintenance projects

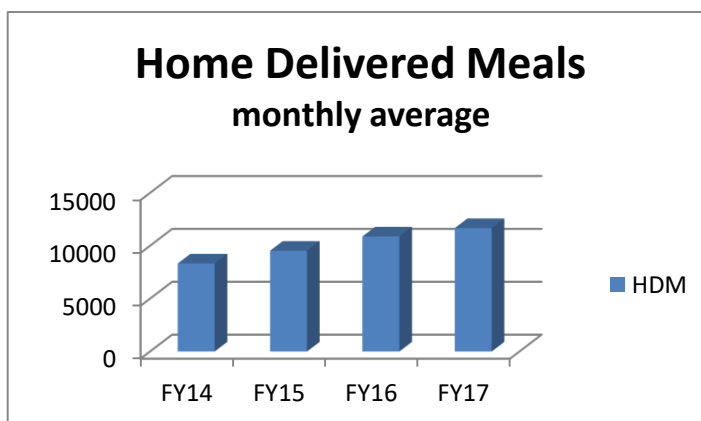
## Nutrition Services

### 1. Home Delivered Meals

BayPath provided approximately 140,000 home delivered meals in the past year which is a 12% increase in meals delivered from the year prior. BayPath is continuing to see an upward trend in Title IIIC Home Delivered Meal referrals. Numbers of seniors served has increased which means the increased need for volunteers to deliver them is unceasing. One way BayPath has been able to accommodate this increased need for volunteers is to partner with community based organizations. Several of these partners provide programs for individuals who are developmentally delayed. Participants at the Bridge, the Autism Services Association and others help with meal delivery. BayPath partners with organizations in this way and continues to develop relationships while providing the opportunity for volunteers to deliver meals to seniors in need. It is a win-win for both organizations.

BayPath's goal is to continue to closely monitor revenue and expenses so we can continue to provide home delivered meals to eligible seniors in need of nutritional support.

This chart shows the 40% increase in the number of home delivered meals served each month to consumers in the BayPath service area.



## **2. Congregate Meals**

BayPath has nine congregate lunch programs, seven of which serve American fare and two that serve authentic Chinese meals. BayPath also provides monthly Hispanic congregate meals at the Marlborough Senior Center and the Callahan Center in Framingham. BayPath's goal is to expand the ethnic meal programs as well as develop monthly supper clubs for senior veteran's groups and LGBT seniors.

## **3. Nutritionist Services**

BayPath's registered dietitian (RD) develops at least two senior specific nutrition curriculums and educates seniors in the 14 town catchment area twice per year on subjects such as Diabetes, sodium, pro-biotics, brain health, cooking for one, etc. The goal for this area is to continue to expand host sites for these education sessions to reach diverse senior populations.

BayPath's RD also provides one-on-one nutrition assessment and therapy to seniors found to be at high nutrition risk. The RD delivers therapy to an eligible senior in their home or other agreed upon location like a Council on Aging or senior center. The RD completes a nutrition assessment and provides a customized nutrition plan for each senior in need of nutrition support. The need has increased over this past year due to staff education and outreach and education to community based organizations in our catchment area. One future goal is to continue to outreach to the 14 communities so the BayPath RD is known as the "community dietitian" for seniors in our area. The second goal would be, to continue with the increased hours of the RD to accommodate the amount of referrals for nutrition therapy.

## **Disease Prevention/Health Promotion**

The Healthy Living Center of Excellence has seven regional coordinators that provide assistance to The Center in meeting the needs of their communities throughout the state. The organizations serving as regional coordinators provides oversight for planning, implementation and evaluation of the evidence- based programs under grant funding for the regional collaborative and helps to ensure the systematic and coordinated delivery of programs. Each region hosts regular coalition meetings where community organizations can gather to share best practices and coordinate services. BayPath's Program Coordinator is also the Metrowest Regional Coordinator. She is responsible for the building and maintaining of partnerships with area Councils on Aging and other community organizations. These partnerships, over the years have expanded to include Housing Authorities, Adult Day Health agencies and several YMCAs. The Coordinator also proactively outreaches to other community based organizations, such as physical therapy offices, to establish relationships that support the efforts in establishing new sites and also offering financial support to further the program goals. BayPath's Healthy Aging Coordinator provides consultation and technical assistance to organizations in Metrowest interested in running evidence-based programs. In 2016

more than 30 programs were coordinated throughout the Metrowest region. In 2017, between September and December, there are eighteen programs already scheduled. These programs included the Stanford Chronic Disease Programs, A Matter of Balance and Savvy Caregiver.

BayPath continues to rely on trained volunteers in the Healthy Living Programs. These trained volunteer leaders include individuals fluent in Spanish and Mandarin Chinese. BayPath staff is committed to expanding the programs to insure that they are accessible to the diverse population within the Metrowest region. Here are the participants at the Matter of Balance Program recently completed at the Southborough Senior Center:



This Matter of Balance Program with Spanish speaking instructors was held at the Edward M. Kennedy Health Center in Framingham:



### **Family Caregiver Support Program**

The Family Caregiver Support Program at BayPath provides educational programs and support services to these family caregivers and professionals. BayPath's Caregiver Specialist provides one-on-one counseling and assistance in accessing and understanding available resources and services, while several staff members have been trained in and regularly lead sessions of the Powerful Tools for Caregiving and Savvy Caregiver evidence-based programs.



Over the past four years, BayPath has provided counseling to approximately 200 caregivers and hundreds more received information and resources to assist them. But there are many more Metrowest caregivers in need of assistance, and those numbers are expanding rapidly. In the most recent needs assessment, 35% of respondents reported caregiver support and 5% reported grandparents taking care of grandchildren as a priority.

The program had many accomplishments this past year alone, from increasing face-to-face counseling numbers to presenting at the National Association of Area Agencies on Aging Conference in San Diego. Outreach and flyer distribution for the combined programs increased the number of referrals and the information, resources and face-to-face counseling administered. This also included grandparents raising grandchildren, as the program made a concerted effort at outreaching to that population and succeeded in working with multiple grandparents. Caregivingmetrowest.org has also seen a significant growth of the website and continued increase in site visitors (23,574 in 2016 compared to 14,068 in 2015). Overall, since it was launched in May, 2014 through March, 2017, Caregivingmetrowest.org has had over 46,000 unique users.

Still, there remains a large and growing caregiver population in our coverage area and BayPath strives to reach more of those caregivers in need of information, resources and support. A 2013 Pew Research Center survey estimated that 39 percent of the adult population nationwide is currently serving as unpaid family caregivers. Using that metric, the caregiving population in the 14 communities served by BayPath is approximately 83,770 individuals based on a total population of 285,806, including an adult (over 18) population of 214,794 (Source: MetroWest Health Foundation's 2012 Community Health Profiles).

Caregivingmetrowest.org has been one of our most effective tools to reach a broader caregiver audience. In 2016, it was honored with a National Association of Area Agencies on Aging (n4a) Aging Innovations Award, placing second nationally. BayPath staff also gave a presentation at the 2016 n4a National Conference on the agency's multifaceted approach to caregiver support with home-based, web-based and community-based programs. This approach also includes the COME 2 B Dementia Friendly community initiative, which is helping to engage local communities in identifying and addressing the needs of people with dementia and their caregivers.

The innovative Caregiving MetroWest program and COME 2 B Dementia Friendly community initiative, along with evidence-based programs like Powerful Tools for Caregivers and Savvy Caregiver have helped enhance the Family Caregiver Support Program to provide comprehensive support to caregivers with enhanced approaches to meet their complex and diverse needs. BayPath is moving to bring all caregiver support programs together in order to break down organizational boundaries and redundancies and instead create effective, efficient, and seamless care to family caregivers in MetroWest and provide effective education, resources, and supports in a variety of ways that include face-to-face, web-based, and community-based intervention strategies.

## **VII (LTC Ombudsman and Elder Rights/Protective Service Programs)**

### **1. Long-term Care Ombudsman Program:**

The primary goal of the Long-term Care Ombudsman Program is to offer a way for residents to voice their complaints and have their concerns addressed so they may live their lives with dignity and respect. BayPath's volunteers and staff advocate for the residents in a variety of ways. The ombudsman work closely with DPH to address systemic issues and review the facilities best practices during their annual surveys. The director of the program or the volunteer will sit in on Resident Council meetings so that they can better understand the more global issues that the residents may have. However, the most reliable way to insure the safety of the residents is through the volunteer weekly visits to the facilities. The LTC Ombudsman Program Director will routinely visit the facilities as well to meet with the Nursing Supervisor or the Executive Director to review systemic issues and their resolution.

BayPath will continue to support the Program Director in her recruiting and training efforts in order to attract more volunteers for the program. In FFY16, volunteers and staff made over 1100 visits to the 26 Skilled Nursing Facilities and Rest Homes in our service area. The complexity of the situations, requiring additional time and attention has grown as there are more residents with complex mental health and/or substance abuse diagnoses. The visits included face-to-face time with residents, families and nursing home staff.

The volunteer team has grown by 50% since 2014. This brings the current number of volunteers to 19. Increasing the number of volunteers helps maintain the weekly visits to the facilities, however the retention of seasoned volunteers, 26% have been in the program for over 8 years, one is in her 35<sup>th</sup> year of volunteering is impressive as well. The Program Director herself has been with the program for 25+ years, demonstrating her passion and commitment that motivates and inspires the team.

### **2. Elder Rights/Protective Services**

BayPath relies on two sister Aging Service Access Point (ASAPs) for the Protective Service (PS) program for our consumers. Springwell, to our east and Elder Services of Worcester, to our west, work closely with BayPath staff to insure that our consumers receive the necessary protection of the PS Program. Springwell and Elder Services of Worcester both hold office hours at BayPath twice each month. These office hours will continue to provide one-on-one, in-person consultation to BayPath staff members. These Protective Services departments are always available by phone and a valued resource to both staff and our consumers. All BayPath staff and program volunteers receive ongoing supervision and training on recognizing and reporting signs of elder abuse, neglect and exploitation. BayPath staff members will continue to consult with a supervisor and protective services when concerns about potential abuse, neglect, and exploitation or self-neglect of a consumer arise. BayPath's

Interdisciplinary Decision Team (IDT) meets regularly to discuss complex cases and outline a plan for additional assessment and intervention.

## **Participant-Directed/Person-Centered Planning**

### **1. Aging and Disability Resource Center:**

The MetroWest ADRC partners are BayPath Elder Services, HESSCO Elder Services and the Metrowest Center for Independent Living. The three agencies work together as the “No Wrong Door” or “Single Entry Point” for people of all ages, incomes and disabilities to go to get information and resources on the full range of long term services and supports (LTSS) options. The MWARDC partners, collectively, outreach to Veteran’s Service Officers, various Town Department staff, rehab facilities, nursing homes, rest homes, councils on aging, hospitals and physician groups, to name a few. The Options Counselors, support individuals who need assistance in seeking services and making person-centered decisions. They provide trainings and presentations to the community through these partnerships which benefit mutual staff and their consumer groups. The community partners represent the membership of the MetroWest ADRC Coalition which meets 3 times per year to share resources, information and knowledge. In FY16 the MWADRC Options Counselors provided person centered, person directed support to over 800 consumers and their families. They also participated in 143 outreach initiatives reaching over 3600 consumers. The MWADRC will continue strengthening the current partnerships at the same time reaching out to build new ones.

### **2. Personal Care Assistance (PCA)Program**

The PCA program is a person centered, person directed program. The consumers assume the responsibility for hiring their own personal care attendants (PCAs) to meet their specific care needs. They instruct the attendant on how they want their care provided.

BayPath’s Personal Care Attendant (PCA) program has expanded considerably over the past few years. Last year, the BayPath PCA program took on the additional responsibility of a portion of the Springwell ASAP catchment area as they discontinued their PCA program. In the past four years the number of consumers enrolled in the BayPath PCA program has grown from just over 200 to 425 participants. This year, with the expectation of additional growth, BayPath has reorganized staffing of the program to include a dedicated supervisor and support staff.

### **3. Enhanced Community Options Program (ECOP – State Home Care)**

BayPath has incorporated a person directed care option for several years now in the ECOP program. All ECOP enrollees have an option to utilize the “Person-Centered Planning” option for their services. The approach to this model is patient centered and focuses on the consumer goals. The consumer is able to

develop a plan of care that can include “off-menu” services for the currently allowable home care services. Examples of off-menu services include transportation for social purposes, a hairdresser coming into a consumer’s home to do their hair, meal delivery from a restaurant and pet therapy. Consumers are extremely pleased and satisfied with this option within the ECOP program. Approval for this program was granted by EOE in 2009 and has been replicated by other ASAPs.

## **Elder Justice**

### **1. Money Management Program**

For more than 25 years, BayPath’s Money Management Program has provided bill-pay support to help older adults remain independent and in control of their finances. BayPath’s Money Management Program has provided much-needed support for older adults who have difficulty managing their day-to-day finances. Providing individualized assistance through the dedicated efforts of trained volunteers, consumers are assisted with, organizing and reviewing bills, preparing checks, balancing and reviewing bank statements and establishing a workable budget. The volunteers also advocate on behalf of the elder with creditors and service providers.

This is achieved through the dedicated support of screened and trained Money Management volunteers. BayPath has 58 active Money Management volunteers serving approximately 45 older adults in the Metrowest community. Volunteers receive continuous training and support during regularly scheduled meetings and daily access to the Program Supervisor and Coordinator. Volunteers are also trained in recognizing the potential mental health issues which could put their consumers at higher risk of being abused, neglected or exploited. BayPath’s money management program will continue to work closely with legal services and both Protective Services departments in the BayPath catchment area.

### **2. Legal Services**

BayPath has partnered with Metrowest Legal Services (MWLS) to help protect the rights of vulnerable elders for nearly 40 years. Through the Title IIIB grant, MWLS provides free legal services to low income elders within BayPath’s 14 communities. In FFY 2016, MWLS provided legal representation and/or advice to 227 elders. The majority of those elders live below the poverty level and 10% (24) of those elders had limited English proficiency. Housing issues were the top legal issue facing the elders during this fiscal year, with 34% of the cases related to housing. Consumer issues, including bankruptcy/debt relief are the more time consuming and challenging cases that legal services handled. BayPath will continue to partner with Metrowest Legal Services to serve the legal needs of older adults.

## **FY2018-2021 Goals, Objectives and Strategies**

### **Goal #1: Improve meal/nutrition programs and services for current consumers as well as underserved populations.**

- Expand community dining to two additional sites over the next four years.
- Continue to increase ethnic meals diversity based on the increasing numbers of culturally diverse individuals.
- Develop one community dining site for the LGBT older adults.

### **Strategies # 1**

- Elder Nutrition will research opportunities for community dining sites, including new housing opportunities.
- The Nutrition Program will work with the current caterer, Bateman, to identify opportunities to increase the ethnic diversity of meals, based on the underserved and minority populations of the area. If this is not feasible, the Nutrition Program will identify an opportunity to work with an external caterer to provide ethnic meals.
- Work with the LGBT grant-funded coordinator at BayPath in surveying LGBT older adults to determine their preferences in community dining. Work with the Nutrition Program to implement a once-monthly dining program.

### **Goal #2: Help older adults and caregivers access information and an array of health and support services.**

- Determine what barriers exist for older adults in obtaining ancillary health services and offer the necessary resources to help older adults access these services.
- Explore ways to increase the identification of older adults in the community who are experiencing isolation/depression and connect them with the necessary support.
- Address the unmet mental health needs of older adults, including identification of depression and potential suicide.

- Maintain regular communication with councils on aging and senior centers to strengthen ongoing relationships, coordinate care and improve services for older adults in the BayPath service area.
- Continue to work with HESSCO Elder Services and the Metrowest Center for Independent Living as the area's Aging and Disability Resource Center to strengthen the "No Wrong Door" or "Single Entry Point" for people of all ages, incomes and disabilities to get information and one-on-one counseling on the full range of LTSS options.
- Conduct outreach and education activities to LGBT older adults to assist them in identifying LGBT friendly resources and support services

## **Strategies #2**

- Work with community partners, such as the MetroWest Health Foundation and CHNA 7, in determining barriers to ancillary health services as identified in the Area Plan. Work with community partners to develop these resources through grant or AAA funding.
- Continue to fund proposals that address the area of social isolation and depression. Continue to submit proposals to external funders that address the issue of social isolation, i.e. dementia friendly communities.
- Continue to provide training to staff members to identify and intervene with older adults with mental health issues. Research further options available to older adults in order to assist them with their individual needs related to loneliness and mental health.
- Arrange periodic meetings with case managers and senior center outreach staff as well as Executive Directors and Senior Center Directors. Work with the senior centers in arranging options counseling sessions, healthy living programs.
- The ADRC leadership will continue to have a monthly "Third Thursday" conference call as well as Coalition meetings three times per year. Cross training will be provided to IL staff when requested.
- Coordinate LGBT resource updates and support services from I&R with the BayPath LGBT coordinator.

**Goal #3: To ensure the rights of older adults and prevent their abuse, neglect and exploitation.**

- Continue to partner with the protective services programs at Elder Services of Worcester Area and Springwell, Inc. to provide staff with ongoing training and consultation to prevent, identify and intervene with older adult abuse, neglect and exploitation.
- In order to provide comprehensive advocacy for the residents of the Skilled Nursing Facilities (SNF), the Ombudsman Program will increase its volunteer base, to provide on-site advocacy on a reliable schedule. The needs and complexity of the current consumer has increased, adding volunteers will help to mitigate this.
- Increase awareness of the Ombudsman program by increasing participation in community events. This includes outreach at local senior centers and assisted living facilities. Providing information to both the consumers and family members is key.
- Increase awareness of the Money Management Program as a free service in the community that assists elders with budgeting and routine financial matters.
- Maintain solid relationship with Legal Services to ensure advocacy for elders in the community.

**Strategies #3**

- Over the past four years, the Ombudsman Program has increased the number of volunteers from 15 to 22, which exceeded the goal set in the 2014-2017 Area Plan. This increase will be maintained and increased slightly to ensure comprehensive coverage at all the SNF in the BayPath service area.
- Increase awareness of the Ombudsman program by increasing participation in community events. The strategy will be to hold at least one information session at all 14 communities at a Senior Center, Assisted Living or Senior Residential Community. The use of local cable access bulletin boards will also be utilized where available.
- The Money Management program coordinator will conduct 4 new outreach activities this year. These activities will be held at a Senior Center, Assisted Living or Senior Residential Community.
- Commitment to protecting elder rights is demonstrated by the continued funding in excess of mandatory percentage of Title III allocations for legal services.

#### **Goal #4: Help older adults live healthy and active lives.**

- Continue partnerships with Senior Centers and other community agencies to provide Healthy Living programs.
- Provide opportunities for meaningful community engagement through volunteer opportunities in BayPath. These volunteer opportunities include, the Board of Directors, several Advisory Councils, Meals-On-Wheels, Money Management and Nursing Home Ombudsman programs.
- Decrease social isolation in older adults by funding community-based programs throughout the PSA that address this issue.
- Decrease social isolation in caregivers and persons with dementia by working with communities to become dementia friendly

#### **Strategies #4**

- Provide a minimum of 20 Healthy Living programs in BayPath's 14 communities per year.
- Natick 2 community grants (tele-conference group and LGBT Aging Project)
- Come2Be Dementia Friendly initiatives to expand into additional BayPath communities

#### **Goal #5: Provide a more person-centered approach in working with caregivers and consumers.**

- Provide training to BayPath staff on strategies for working with individuals using a person-centered model.
- Continue to utilize a person-centered model in the Enhanced Community Options Program (ECOP) that can implement services that are "off menu" in the home care program. Promote Consumer Directed Care (CDC) State Subsidized Home Care, Long Term Services and Supports Options Counseling and Personal Care Attendant (PCA) Program.

#### **Strategies #5**

- BayPath management will continue to encourage and support the training of staff in the person-centered approach of care.



- BayPath staff will participate in various outreach efforts promoting person centered/person directed care programs as viable options. These events will include regional and local health fairs, conferences and workshops.
- The staff will present information on these programs at local senior centers to both staff and the community.