

P: 508-756-1545 ■ F: 508-754-7771 ■ TF: 800-243-5111 ■ TTY: 774-312-7291

In service to people age 60 and over, younger individuals with disabilities and their caregivers since 1974

Service Area: Auburn, Barre, Boylston, Grafton, Hardwick, Holden, Leicester, Millbury, New Braintree, Oakham, Paxton, Rutland, Shrewsbury, West Boylston & Worcester. The Protective Services Program’s service area includes the 15 communities listed above and Northborough, Southborough, Westborough, Marlborough and Hudson. The Personal Care Attendant Program’s service area includes the 15 communities listed above and Northborough, Southborough, Westborough, Hudson, Bolton, Clinton, Acton, Sterling, Lancaster, Shirley, Ayer, Groton, Pepperell, and Townsend.

<p>Home Care Services State Home Care; *Community Choices; Consumer Directed Care; *Enhanced Community Options; *Medicaid and Spousal Waiver</p>	<p>State funded programs designed to promote successful independent life at home for frail elders, preventing or postponing the need for institutional care. Home Care Programs utilize an expert professional team of Care Managers and Nurses to coordinate service plans for frail persons 60 years of age and older. Care Management is the Core Service. Examples of services purchased for Home Care Consumers include: Homemaker & Personal Care; Medical Transportation, Meals on Wheels, Adult Day Health, Home Health Aide Services, and Personal Emergency Response Systems. Program eligibility criteria: individual must be age 60 years or older; and be determined to be frail, according to levels set by the Massachusetts Executive Office of Elder Affairs. <i>Income level determines whether the services are cost-free, partially subsidized or at full cost.</i> *These Programs have additional eligibility criteria; please contact us for more information.</p>
<p>Information & Referral (I&R)</p>	<p>Certified Specialists are the first contact point for consumers and professionals to access services and receive information on resources in the community. Our I&R Department maintains a database of current information in order to provide appropriate information and referrals to callers. Although this service is primarily offered by phone, we also accept email requests and on site consultations during business hours. All information requests are kept confidential. <i>There is no fee for this service.</i></p>
<p>Protective Services</p>	<p>Receives and investigates reports of elder abuse and neglect including: physical, emotional and sexual abuse; neglect, self-neglect and financial exploitation. <u>Elder abuse reports are accepted 24 hours a day, seven days a week on the Elder Abuse Hotline 1-800-922-2275</u></p>
<p>Nutrition</p>	<p>Addresses a number of problems faced by many elders, including poor diets, health problems, food insecurity, and loneliness. Noontime meals are provided at congregate Dining Centers and delivered to the homebound through Meals on Wheels. People age 60 or older and their spouses are eligible to receive nutrition services. <i>An anonymous voluntary donation is requested for this service.</i></p>
<p>ADRC Options Counseling</p>	<p>Provides a “No Wrong Door Approach” to anyone in need of long term care services, regardless of age; addressing many of the frustrations individuals and their caregivers’ experience when trying to find needed information, services, and supports. Options Counselors empower individuals to make informed decisions about their long term supports, and help them easily access public and private long term support services. <i>There is no fee for this service.</i></p>
<p>Respite</p>	<p>Designed to provide relief to the daily caregivers of frail elders regardless of income. This Program has special eligibility criteria; please contact us for more information. <i>Individuals pay a sliding fee based on income and the cost of care.</i></p>
<p>Clinical Assessment Eligibility</p>	<p>Our team of Nurses is available to screen individuals for clinical eligibility for the following Medicaid Services: Nursing Home placement and Adult Day Health. Our Nurses are also involved in discharge planning from Nursing Homes. <i>There is no fee for this service.</i></p>
<p>Family Caregiver</p>	<p>We recognize that caregivers, whether they live in the same home, same town or out of state, need to access information, one-on-one assistance, respite and support. Through outreach activities, assessments, educational programs, support groups and scholarships this program provides caregivers with the foundation and ongoing support to be successful. <i>There is no fee for this service.</i></p>

<p>Personal Care Attendant (PCA)</p>	<p>Fosters independence in individuals with disabilities who receive MassHealth to maintain control over their personal care needs by hiring and training their own assistant(s). A team of Functional Skills Trainers and Nurses provide the assessments, training and guidance to be successfully in charge of your own care. This Program has special eligibility criteria; please contact us for more information. <i>There is no fee for this service.</i></p>
<p>Senior Care Options (SCO)</p> <hr/> <p>One Care</p>	<p>Health Plans providing the full spectrum of MassHealth, Medicare & Medicaid benefits to dually eligible adults; <i>One Care - ages 21-64; SCO - age 65 and older.</i> These plans contract with a group of doctors, hospitals, community support providers, and other professionals, all who work together to bring the enrollee a team approach toward their care. Our specialized Social Workers provide support by coordinating an enrollee's vital long term community based services. These programs have special eligibility criteria; please contact us for more information. <i>Elder Services is unable to choose a SCO or a One Care Plan for you; however we will provide you with information to help you to make an educated choice. There are no fees for enrollees.</i></p>
<p>Money Management</p>	<p>Bonded Bill Payer Volunteers help individuals develop a budget, write checks, balance their checkbook and negotiate with creditors. The agency also serves as Social Security Representative Payee for those elders who are unable to manage their finances. <i>An anonymous voluntary donation is requested for the Bill Payer service, the Representative Payee program may apply a fee if the individual can afford it.</i></p>
<p>Care Transitions Coaching</p>	<p>Working collaboratively with local area hospitals, the Coleman Care Transitions Program[®] is a 4-week program where patients with complex care needs are supported by a Transitions Coach[®] and learn self-management skills to ensure their needs are met during their transition from hospital to home. Patients enrolled in this program are significantly less likely to be readmitted to the hospital and more likely to achieve self-identified personal goals around symptom management and functional recovery. <i>There is no fee for this service.</i></p>
<p>Healthy Aging Programs</p>	<p>6-8 week series of evidence based workshops providing individuals with the opportunity to improve their quality of life by taking more control over their health. Our Certified Leaders are currently offering these classes: A Matter of Balance; Savvy Caregiver and Powerful Tools for Caregivers. <i>An anonymous voluntary donation may be requested for this service, some programs may have a small fee for materials.</i></p>
<p>Worcester LGBT Elder Network (WLEN)</p>	<p>Promoting access to education, support, resources and social opportunities for LGBTIQA* seniors & caregivers. WLEN connects LGBTIQA individuals to services that will allow them to maintain or regain their independence. WLEN also sponsors periodic educational and social events. <i>While most WLEN events are free, some educational programs may have a fee.</i> *Lesbian, gay, bisexual, transgender, intersex, questioning and allies.</p>
<p>SHINE Counseling</p>	<p><u>S</u>erving <u>H</u>ealth <u>I</u>nsurance <u>N</u>eeds of <u>E</u>veryone is a health insurance assistance program that provides free health insurance information, counseling and assistance to Massachusetts residents with Medicare. <i>There is no fee for this service.</i></p>

**For more information please call (508) 756-1545,
visit www.eswa.org or email: irinfo@eswa.org**

The Agency and its programs receive funds administered through the Massachusetts Executive Office of Elder Affairs; and federal financial support under the Older Americans Act provided by the Central Massachusetts Agency on Aging. Other funders include the United Way of Central Massachusetts, Greater Worcester Community Foundation, local Councils on Aging & governments, participant donations, grants and individual support. We also contract with Senior Care Organizations, One Care Organizations and other health insurance providers. .

www.800ageinfo.com 1-800-AGE-INFO

