

## **Important Advisory**

**To:** Referral Agencies

**From:** Elder Services of Worcester Area, Inc.

**Date:** June 24, 2025

**Subject:** Managed Intake – Home Care Waitlist

### **Effective July 1, 2025**

Due to budgetary constraints, the Executive Office of Aging & Independence (AGE) has implemented a managed intake policy for all Aging Services Access Points (ASAP). Elder Services of Worcester Area (ESWA) will continue to assess all referrals; however, only those individuals with the most urgent needs and highest levels of vulnerability will be prioritized for immediate services. Others may be placed on a waitlist for Home Care Services.

AGE will guide us on when individuals can be moved off the waitlist and begin receiving services.

We encourage you to continue submitting referrals. Each referral will receive a phone call and screening, and we will work closely with individuals to determine how best to support their needs. Please note that many of our programs and services are not affected by the managed intake policy. For your convenience, we have included an overview sheet detailing all available programs and services.

If you have questions about the Home Care Waitlist or would like to make a referral, please contact us at **(508) 756-1545**.

We will provide updates as soon as the managed intake policy is lifted. Thank you for your continued cooperation and support during this challenging time.