



Elder Services Of Worcester Area



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.

OUR SERVICES

INFORMATION & REFERRAL

For many people, a phone call, or an email to ESWA is their introduction to the complex network of long-term services and supports. Certified Community Resource Specialists are available to answer questions, offer current resources, and help individuals access services.

HOME CARE

Care Managers conduct home visits to assess eligibility for community-based services through our state funded programs, public benefits, and community resources. Successful independent living at home is possible. By providing individualized care ESWA is able to prevent or postpone one's need for institutionalization.

State Home Care; Community Choices; Consumer Directed Care; Enhanced Community Options; Medicaid Frail Elder Waiver and Spousal Waiver

NUTRITION

Addresses a number of issues faced by today's older adults, including poor diets, health problems, food insecurity, and loneliness. Whether an individual visits one of our 16 dining centers & lunch clubs, or is a recipient of Meals on Wheels, they will receive a nutritious tasty meal with a smile.

FAMILY CAREGIVER SUPPORT PROGRAM

Through outreach activities, assessments, educational programs, support groups, stipends, and Memory Café, our Caregiver Specialist provides family caregivers with the foundation and ongoing support to be successful.

MONEY MANAGEMENT

Bonded Bill Payer Volunteers help individuals develop a budget, write checks, balance their checkbook, and negotiate with creditors. ESWA also serves as Social Security Representative Payee for those older adults who are unable to manage their finances.

OPTIONS COUNSELING

Provides a "No Wrong Door Approach" to anyone in need of long-term services and supports, regardless of age. Options Counselors empower individuals to make informed decisions about their long term supports and help them easily access appropriate public and private services.

PERSONAL CARE MANAGEMENT

Functional Skills Trainers and Nurses foster independence in eligible individuals with disabilities who receive MassHealth. The PCM Program enables individuals to maintain control over their personal care needs by hiring and training their own Personal Care Attendants (PCA).

ADULT PROTECTIVE SERVICES

Designated by the state to receive and investigate reports of elder abuse and neglect including physical, emotional, and sexual abuse; neglect, self-neglect and financial exploitation as defined by the state's criminal code.

WELLNESS PROGRAM AT COLONY RETIREMENT HOMES

In partnership with Colony Retirement Homes, the Wellness Program is an enhanced supportive services housing model that facilitates aging in place by helping residents proactively address their social and health care needs.

SENIOR CARE OPTIONS & ONE CARE ORGANIZATIONS SERVICE SUPPORT COORDINATION

Our specialized team provides support by coordinating an enrollee's vital long-term community-based services.



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CLINICAL ASSESSMENT ELIGIBILITY

Team of nurses screen individuals for clinical eligibility for the following Medicaid Services: nursing home placement, Adult Day Health and Frail Elder Waivers. Our nurses are also involved in discharge planning from nursing facilities.

SHINE

Serving Health Insurance Needs of Everyone is a health insurance assistance program that provides free health insurance information and counseling to Massachusetts residents with Medicare.

BEHAVIORAL HEALTH OUTREACH FOR AGING POPULATIONS

Provides short term mental health services directly in consumers' homes. The BHOAP program has expanded to include a bi-lingual Spanish speaking clinician and a Behavioral Health Care Manager.

ACCOUNTABLE CARE ORGANIZATIONS (ACO)

MassHealth Long Term Services and Supports: ESWA serves as a community partner with local community organizations providing long term services and support coordinators to eligible ACO members. MassHealth Health Related Social Needs (HRSN) Services: ESWA is an HRSN provider providing nutrition flex services to eligible ACO members.

TRANSITIONS IN CARE

Personal health coaching to help manage the transition from the hospital back to home; connecting members with health care support and resources in the community. During the 30-day program, members receive: one in-home visit, one week post discharge and three follow up phone calls once a week following the home visit from a TIC Coach.

WORCESTER LGBTQIA+ ELDER NETWORK AND RAINBOW LUNCH/SUPPER CLUB

Access to education, support, resources and social opportunities for LGBTQ+ older adults and their caregivers; additionally ongoing Rainbow Lunch and Supper gatherings offer the benefit of nutritious meals and socialization in a safe welcoming environment.

COMMUNITY TRANSITION LIAISON PROGRAM

The CTLP team engages with residents of nursing facilities to understand if they are interested in returning to the community. The CTLP team aids in the coordination of discharge planning and will assist the residents in mitigating issues that may impact their ability to successfully transfer to the community.

TECH CONNECT

Providing eligible individuals with in-person tutoring to support the recipient's device learning needs. Further support can be provided to qualifying individuals such as free devices and data plans. Access to technology allows recipients to conduct tele-health visits with medical and social service providers, while social visits with family and friends help decrease social isolation.



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

