



Massachusetts Executive Office of Elder Affairs (EOEA)

Statewide Support for Persons Living with Dementia and their Care Partners

December 2019

Description	Goals	Target Groups (training participants or support recipients)	Contact Information
<p><u>Savvy Caregiver Training for Family Caregivers of Persons with Dementia.</u> A free six-session series of evidence-based training sessions for family caregivers of persons with dementia. Caregivers are urged to learn, develop and modify their strategies so they can accomplish their role of caregiving, which includes the contented involvement of the person they care for.</p>	<p>Enable family caregivers to effectively face the challenges of caring for a person with dementia while reducing their level of stress.</p>	<p>Family caregivers of persons with dementia.</p>	<p>Contact The Healthy Living Center of Excellence: (978) 946-1211.</p>
<p><u>Family Caregiver Support Program.</u> Assistance and support for family and other non-paid caregivers of elders and persons with dementia at any age.</p>	<p>Ease the strain and reduce the challenges of caregiving.</p> <p>Empowers elders, persons with dementia, and caregivers by providing information, education, and support.</p>	<p>Family or other non-paid caregivers of elders, or individuals with dementia, regardless of age, income, or ability.</p>	<p>Contact your regional elder care agency. https://contactus.800ageinfo.com/FindAgency.aspx, or by calling 1-844-422-6277.</p>
<p><u>Adult Day Health.</u> A MassHealth community-based day program providing nursing and therapeutic services and oversight. Services provided include nursing, therapy, nutrition, dietary counseling, case management, activities, and assistance with activities of daily living.</p>	<p>Support emotional, cognitive, and physical wellbeing, while preventing or delaying nursing home placement.</p>	<p>Elders at least 65 years old (including persons living with dementia) who require assistance for at least one activity of daily living or require skilled nursing services. Participants must also meet the financial requirements of MassHealth.</p>	<p>Contact your regional elder care agency: https://contactus.800ageinfo.com/FindAgency.aspx, or by calling 1-844-422-6277</p>
<p><u>Alzheimer's/Dementia Coaching (Habilitation Therapy).</u> Services designed to assist participants in acquiring, retaining, and improving the self-help, socialization, and adaptive skills necessary to reside successfully in home and community-based settings. Provides education and support to the individual and caregiver and provides suggestions to modify elements of the environment that may exacerbate the symptoms of the disease. Habilitation Coaches provide knowledge and expertise to caregivers (and the person with the disease when appropriate) in understanding the disease process and pitfalls to avoid, as well as techniques of communication, behavior management, structuring the environment, creating therapeutic activities and planning for future care needs.</p>	<p>Create and sustain positive experiences and emotions for persons with dementia.</p>	<p>Individuals with a dementia enrolled in EOEA's non-waiver and waiver home care programs.</p>	<p>Contact your regional elder care agency: https://contactus.800ageinfo.com/FindAgency.aspx, or by calling 1-844-422-6277</p>

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<p><u>Advanced Cellular Personal Emergency Response Service (mobile PERS).</u> Communication system for persons with dementia who are at risk for wandering, or persons with other serious medical conditions where the individual will be alone with no other way to summon help. The service provides 24/7 emergency assistance both inside and outside the home, GPS monitoring, and can automatically detect falls.</p>	<p>Return a person with dementia safely home after wandering. Effectively provide 24/7 emergency assistance both inside and outside the home.</p>	<p>Individuals with dementia or other serious medical conditions who enroll in EOE's non-waiver home care programs.</p>	<p>Contact your regional elder care agency: https://contactus.800ageinfo.com/FindAgency.aspx, or by calling 1-844-422-6277</p>
<p><u>SHINE (Serving the Health Information Needs of Everyone) Program .</u> The SHINE program provides free health insurance information, counseling and assistance to all Massachusetts residents with Medicare. Individuals with Medicare (or about to become eligible for Medicare) and their caregivers can meet with a counselor to learn about health insurance benefits and options available. SHINE counselors review programs that help people with limited income pay for their health care costs.</p>	<p>Improve the economic stability of elders, including seniors with dementia, by helping them attain the best health insurance and prescription drug coverage possible.</p>	<p>Massachusetts residents with Medicare (or about to become eligible for Medicare) and their caregivers.</p>	<p>You can reach a SHINE counselor at (800) 243-4636, press 3 or press 5 if calling from cell phone. (TTY 877-610-0241)</p>
<p><u>Prescription Advantage.</u> Prescription Advantage is a state-sponsored prescription drug program providing financial help to lower prescription drug costs. It helps to fill gaps in coverage for residents with Medicare or other prescription insurance. For people not eligible for Medicare, Prescription Advantage provides primary prescription drug coverage.</p>	<p>Provide financial help to lower prescription drug costs.</p>	<p>Massachusetts residents age 65 and older, as well as younger people with disabilities who meet income and employment guidelines.</p>	<p>For more information: https://www.prescriptionadvantagemma.org/, or call (800) 243-4636, press 2. TTY (877) 610-0241.</p>
<p><u>Options Counseling Program.</u> Options Counselors (OCs) provide older adults, adults with disabilities of any age, and care partners with information, decision-support and help connecting to supportive services. This free, short term service is available to people of all ages, incomes, and insurance types. Options counselors provide services to individuals with cognitive challenges and their family members. Most OCs are designated Dementia Friends and have completed dementia training as well as other trainings.</p>	<p>Ensure that individuals in need of long term services and supports have the information and support they need to make an informed choice, and to help provide access to community living options.</p>	<p>Adults age 60 and above, individuals with disabilities of any age, guardians and care partners.</p>	<p>To reach an Options Counselor, go to: https://www.massoptions.org/massoptions/ or call: 1-844-422-6277.</p>
<p><u>The Personal Care Attendant (PCA) Program.</u> The PCA program is a MassHealth program that provides eligible individuals with funds to hire personal care attendants (PCAs). The person receiving PCA services is the employer of the PCA, and is fully responsible for recruiting, hiring, scheduling, training, and, if necessary, firing PCAs.</p>	<p>Enable persons with permanent or chronic disabilities (including eligible individuals living with dementia) to keep their independence, stay in the community, and manage their own care.</p>		<p>Contact MassHealth Customer Service: (800) 841-2900 (TTY: 800-497-4648)</p>

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<p><u>The Home Care Program.</u> Home care services are available to help eligible individuals continue to live independently and safely at home. The Home Care Program offers a variety of in home assistance including dementia day care, home health services, transportation, companion services, meal preparation, grocery shopping/delivery and more. Any senior or younger adult with dementia is eligible for a free in-home assessment and personalized package of information.</p>	<p>Prevent or delay nursing home placement.</p>	<p>Persons, including those with dementia, who are having difficulty carrying out daily tasks such as bathing, dressing and meal preparation. Eligibility requirements and fees vary by program and income.</p>	<p>For more information, see https://www.mass.gov/in-home-services, or call (800) 243-4636 for additional details.</p>
<p><u>Adult Foster Care Program.</u> Adult Foster Care (AFC) is a community-based service provided in a person's home by an AFC provider. It is designed to assist with activities of daily living (ADLs) and instrumental activities of daily living (IADLs). Persons receiving AFC services live with an AFC caregiver, who receives a stipend from the AFC provider and is responsible for the person's care twenty-four hours per day. AFC service recipients also receive visits from a multidisciplinary team consisting of, at a minimum, a registered nurse and care manager.</p>	<p>Promote community living and prevent or delay nursing home placement.</p>	<p>Persons, including those with dementia, must be eligible for MassHealth and require assistance with at least one activity of daily living.</p>	<p>Contact your regional elder care agency: https://contactus.800ageinfo.com/FindAgency.aspx, or by calling 1-844-422-6277</p>
<p><u>Protective Services.</u> Statewide system that receives and investigates reports of elder abuse and neglect and provides individuals with needed protective services. To help protect individuals and families affected by cognitive impairment, all protective service workers in Massachusetts have been trained in how to assess a person's decision-making capacity.</p>	<p>Eliminate or alleviate abuse or neglect of older adults.</p>	<p>Older adults age 60 and over living in the community.</p>	<p>For more information, contact your regional elder care agency: https://contactus.800ageinfo.com/FindAgency.aspx, or by calling 1-844-422-6277</p>
<p><u>Money Management Program.</u> A free service for elders, jointly sponsored by EOE, Mass Home Care and AARP Massachusetts. Trained and monitored volunteers provide bill-paying assistance to older adults (including seniors with cognitive impairment) who are having difficulty managing their finances.</p>	<p>Improve the money management of elders who are having difficulty keeping track of their financial matters.</p>	<p>Elders with money management difficulties.</p>	<p>Contact your regional elder care agency: https://contactus.800ageinfo.com/FindAgency.aspx, or contact EOE's Protective Services: 617-222-7434</p>
<p><u>Councils on Aging (COAs).</u> Municipal agencies serving as community focal points for social and support services for older adults including people living with dementia and their care partners in 350 cities and towns in Massachusetts.</p>	<p>Provide local outreach, social and health services, advocacy, information and referral for older adults, their families and caregivers.</p>	<p>Older adults.</p>	<p>Find your local Council on Aging: https://mcoonline.com/, or call 413-527-6425.</p>

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<p><u>Nutrition Programs.</u> State and federally funded local nutrition programs providing healthy meals and nutrition education. The program also provides nutrition assessments and counseling to seniors who are at nutritional risk.</p>	<p>Provide at least one daily balanced meal to older adults and help seniors maintain independence so they can continue to live in their homes.</p>	<p>Congregate meals for adults age 60 and over and their spouses. Home delivered meals for clinically eligible (home-bound) or home care program consumers.</p>	<p>For more information, contact your local regional elder care agency: https://contactus.800ageinfo.com/FindAgency.aspx, or by calling 1-844-422-6277, or view: //www.mass.gov/nutrition-program-for-seniors</p>
<p><u>Assisted Living Ombudsman Program.</u> The Assisted Living Ombudsman acts as a mediator to resolve problems or conflicts between the assisted living facility and its residents including residents in memory care units. The ombudsman service offers a way for older adults to voice their complaints and have concerns addressed so they can live with dignity and respect. The Ombudsman has frequent telephone contact with residents and facility staff members. The Ombudsman may also conduct site visits, often to address issues that impact several residents.</p>	<p>Improve the quality of life for assisted living residents in the areas of health, safety, and resident rights.</p>	<p>Residents of assisted living facilities.</p>	<p>To contact an Assisted Living Ombudsman, call (617) 727-7750.</p>
<p><u>Community Care Ombudsman Program (CCO).</u> A service for people aged 60 and over who receive home health care, community-based MassHealth programs, home care funded programs and federal private pay elder care programs. The CCO responds to inquiries from older adults and their families, educates consumers about their rights and responsibilities, counsels consumers about concerns with their services, refers consumers to appropriate resources for help, and investigates and resolves complaints through mediation.</p>	<p>Help elders review and resolve community care program complaints.</p>	<p>Older adults, age 60 and above participating in covered community care programs.</p>	<p>To contact a Community Care Ombudsman, call (617) 727-7750.</p>