

# COMMUNITY CARE LINKAGES

Partnering to Improve the Health and Well-being  
of BIDCO Patients in the Community



# Intro to Springwell and the ASAP Network

**Springwell** is a private non-profit agency that has been helping seniors and individuals with disabilities live at home with dignity and independence for the past 40 years.

**Springwell staff** are skilled at assessing needs, identifying supports and coordinating services.

**Springwell** contracts with the State and Federal government, Masshealth, Insurance Companies and health providers, including BIDCO and Atrius Health.

**Springwell** administers subsidized home care programs as part of the State's Aging Services Access Point network.

# The ASAP Network

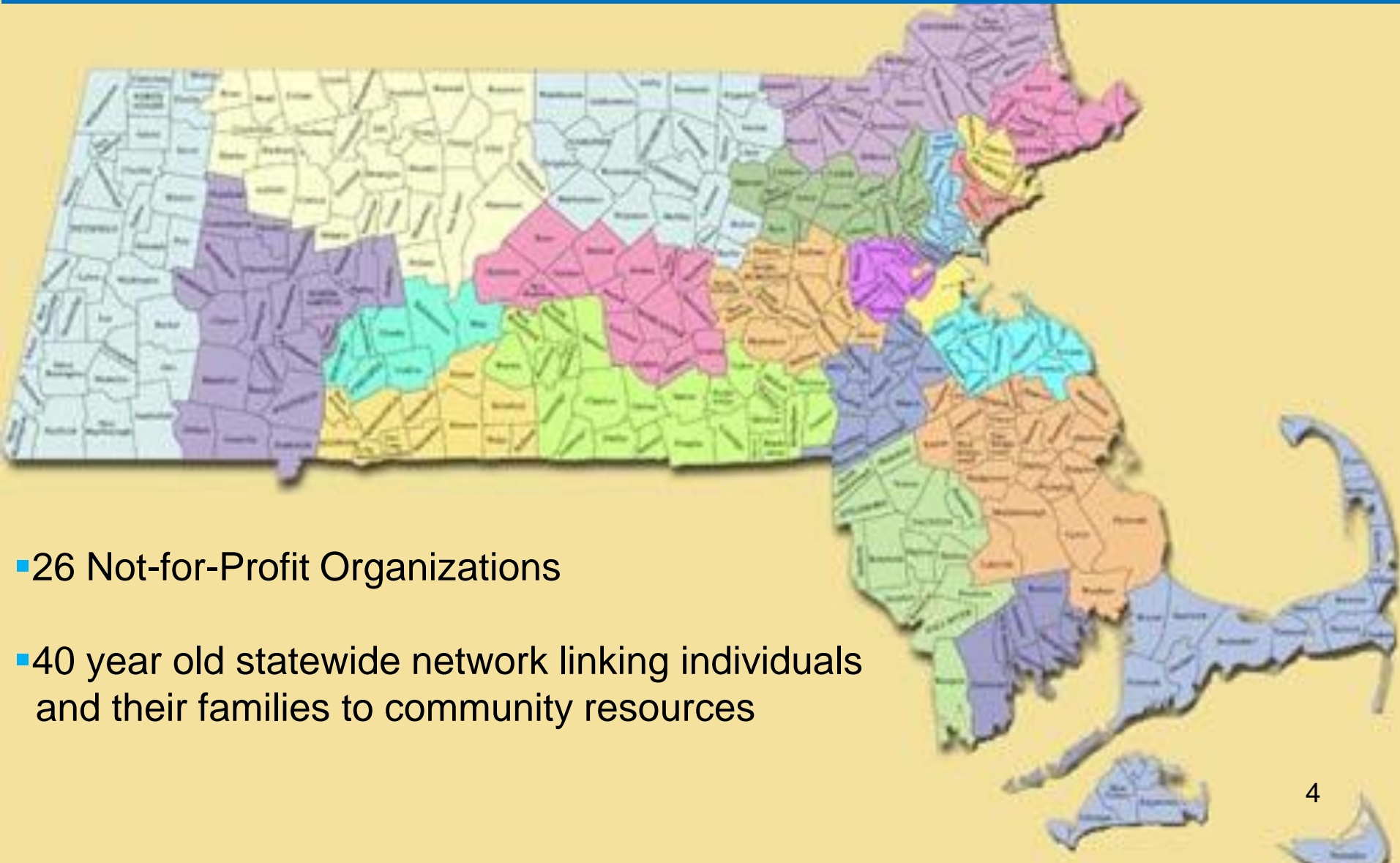
One of the entities which Springwell contracts with is the Massachusetts Executive Office of Elder Affairs (EOEA).

Under this contract Springwell is designated as an **Ageing Services Access Point (ASAP)**.

There are 26 private, non-profit agencies across the State which also have this contract with EOEA to administer subsidized programs to elders, caregivers and disabled adults as an ASAP.

Under the ASAP contract each agency is given a specific number of towns to cover.

# State-wide Network of ASAPs (Aging Services Access Points)



- 26 Not-for-Profit Organizations
- 40 year old statewide network linking individuals and their families to community resources

# Webinar Objectives

The primary objective is to provide you with some key tools that can help you design comprehensive discharge plans that set your residents (and their caregivers) up for success at home.

- Provide an overview of the ASAP network and what it has to offer.
- Identify ways to collaborate with community providers who may know your residents well and may have valuable input regarding their needs and vulnerabilities when they are at home.

# State Subsidized Home Care Program

Eligibility based on:

- **Age** (60+) (Under 60 exception for dx of Alzheimer's or other Frontotemporal dementias)
- **Need for assistance with ADLs and/or IADLs**

Type and amount of services based on need; Cost based on services and income

Consumers are assigned a **Care Advisor** who provides coordination of services and does regular home visits to assess/reassess for functional needs and care gaps.

HC Program can be for life - *not* episode-focused

(If income is > \$49,175 annually, then person pays 100% of the cost of service, but gets discounted rate and a care advisor.)

# State Subsidized Home Care Program

Enhanced Community Options Program (**ECOP**) offers a higher level of services to seniors who are not financially eligible for MassHealth, but meet clinical criteria for SNF placement.

Consumers on ECOP receive home visits more frequently and have a higher monthly dollar amount available to them to design a service plan to meet their specific needs.

# Available Services

- Personal Care/ HHA
- Homemaking
- Companion
- Meal preparation
- Laundry service
- Grocery Shopping
- Habilitation Therapy
- Home delivered meals
- Heavy chore
- Supportive HHA
- Adult Day Health Program
- Adaptive Equipment
- Respite
- PERS
- Medication Dispenser
- Medical Transportation



# Programs for Persons on MassHealth

## Personal Care Attendant Program (age 18+)

### Eligibility:

- Long term disability and the need for hands-on assistance with at least 2 ADLs
- Must be prescribed by physician or nurse practitioner
- Determination by MassHealth that PCA services are medically necessary

Consumer hires and supervises worker who provides care.

Not all ASAPs offer the PCA Program, but there are a number of PCA Program providers throughout Massachusetts. Your local ASAP can provide you with a list of agencies which administer the PCA Program.

# Programs for Persons on MassHealth

## **Adult Family Care (age 16+)**

- Live with a host or family member
- Family member can move in with consumer
- Must need assistance with at least one ADL
- Caregiver receives a monthly stipend
- Caregiver receives ongoing training from AFC staff

[Springwell](#) administers this program across Eastern MA.

## **Group Adult Foster Care (age 22+)**

- Must live in a group setting (e.g. apartment bldg. with 24 hr. access)
- Must need assistance with at least 1 ADL
- Can receive up to 1 hour of personal care daily
- Homemaking can be provided as well.

# Resources for Disabled Adults Under 60

Independent Living Centers (ILCs) are private, non-profit, consumer-controlled, community-based organizations which provide services and advocacy by and for persons with all types of disabilities.

ILCs offer peer counseling, skills training, advocacy, and information and referral.

ILCs may also provide a range of other services such as housing referrals, communication assistance, support groups, transportation, health information and more.

To find the ILC which serves the town where your resident lives:

<http://www.mass.gov/eohhs/consumer/disability-services/living-supports/independent-living/independent-centers.html>

Or ask your local ASAP to connect you to the appropriate agency.

# ASAP Services for Persons on MassHealth at risk of LTC placement

Clinical screenings for SNF short and long-term stays

Nursing Home Diversion / Transition Initiative

Frail Elder Waiver Screenings

- For those with income \$2205/month or lower and clinically eligible for SNF placement. (Assets can be moved.)
- Eligible for high level of home care services, if needed

# The Community Choices Program

ASAP program available to seniors 60+ years old who are Masshealth members and meet criteria for SNF placement (on the Frail Elder Waiver).

Provides the highest level of in-home services and supports available to help seniors remain living in a community setting. Funds also may be available for home modification and equipment.

Service plans over 42 hours of in-home service per week must be approved by a Complex Care Team.

# Waivers Available to SNF Residents who are Masshealth Members

In addition to Frail Elder Waiver:

Waivers for adults with Acquired Brain Injury (including stroke)

MFP Waivers (Money Follows the Person) for adults who require a residential setting or who can receive services/supports at home.

Residents must be in the facility for 90+ days; Several eligibility requirements. Seek assistance from local ASAP RN.

Large menu of waived services to allow for the design of a comprehensive care plan, including home accessibility adaptations, respite, specialized medical equipment, transitional assistance funds, transportation and vehicle modification – and many more.

# Other Services Available through the ASAP/AAA Network

Anyone can refer patients to any of the following services which are available at little or no cost to the patient:

- Information and Consultation
- Short-term Care Advice
- Family Caregiver Support
- Nutrition Services
- Transportation to Medical Appointments
- Volunteer Services
- Evidence-Based Healthy Living Programs

# Information and Consultation

- Available 9AM-5PM Monday-Friday to respond to any caller (patient/family member/community professional/concerned citizens) in need of information, resources or referrals.
- Each I&C staff member receives 40 hours of training each year.
- Springwell alone received 10,000 inquiries in the last 12 months.



# Short-Term Care Advice

A Care Advisor can

- Meet with patients/family members to assess their needs and hear their preferences
- Identify the array of options and provide guidance on which ones may best meet their expressed needs/wishes
- Empower them to access resources through education and referrals
- Assist with accessing any entitlement benefits

# Family Caregiver Support Program

Most ASAPs offer a dedicated Caregiver Support Specialist.

Provides short-term 1:1 education, training, & counseling for the caregiver/family.

Subsidies may be available to help pay for supports and services such as respite, adaptive equipment, classes, etc.

# Nutrition Services

## Home Delivered Meals

- 60+ year olds (also dependent under 60 living in home)
- Therapeutic meals available (cardiac, diabetic, renal, low lactose, mechanical soft, ground and puree)
- In some communities, kosher and ethnic meals are available.
- Serves as a well check

## Community Dining Sites

- Often at Senior Centers or Housing sites
- Opportunity for socialization as well as nutrition support

Donation requested.

# Transportation and Housing Site Support

Transportation to medical appointments  
(at some ASAPs is only available for your patients who are enrolled in subsidized programs)

- Must be 60+ years old
- Donation requested

Supportive Housing – Care Connections sites and Congregate Living sites

# SHINE Volunteers

## Serving the Health Information Needs of Elders

SHINE volunteers provide free health insurance information, counseling and assistance to Massachusetts residents with Medicare.

Call your local Senior Center, your ASAP or 1-800-AGE-INFO (1-800-243-4636)/press 3 to make an appointment with a SHINE counselor.

For help with Masshealth applications:

<https://betterhealthconnector.com/enrollment-assisters>

# Protective Services

ASAPs are designated by EOEA to investigate allegations of

- Physical abuse
- Sexual abuse
- Emotional abuse
- Caregiver neglect
- Financial exploitation
- Self-neglect

for those 60+ years old living in the community.

Identity of the reporter is protected by law.

When filing a report, be prepared to address the elder's level of risk and capacity.

To make a report call [1-800-922-2275](tel:1-800-922-2275) (24/7)

# Volunteer Services

Springwell and many other ASAPs run robust volunteer programs to provide additional services to local elders and disabled adults, such as:

- Friendly Visitors
- Medical Escorts
- Grocery Shopping Assistance
- Money Management Program

# Evidence Based Education Programs

My Life, My Health (Chronic Disease Self-Management)

Diabetes Self-Management Program

Chronic Pain Self-Management Program

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A Matter of Balance

Powerful Tools for Caregivers

- 2.5 hours, once a week, for six weeks (MOB 8 weeks)
- Free or very low cost
- Offered in various community locations
- Open to adults of any age



# Private Geriatric Care Management

A new private pay service currently available in Springwell, Minuteman Senior Services and Somerville-Cambridge Elder Services areas.

More affordable hourly rates for case management

Option of in-home care through ASAP vendor contracts at a discounted rate

Call the Information & Referral Department to make a referral or for more information.

# Contact Info

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