

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.

<p>Home Care Services</p> <p>State Home Care; *Community Choices; Consumer Directed Care; *Enhanced Community Options; *Medicaid and Spousal Waiver; *Money Follows the Person</p>	<p>State funded programs designed to promote successful independent life at home for frail elders, preventing and 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; meet financial guidelines; 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 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 Information and Referrals Specialists are the first contact point for consumers and professionals to access services and receive information on resources in the community. The 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. The Protective Services Team is available to accept elder abuse reports during business hours: 8:00a.m. – 5:00p.m. Monday through Friday. Elder abuse reports are accepted during non-business hours on the Elder Abuse Hotline 1-800-922-2275. <i>The Protective Services’ service area includes the 15 communities listed above and Northborough, Southborough, Westborough, Marlborough and Hudson.</i></p>
<p>Nutrition</p>	<p>The Nutrition Program 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>The Aging and Disability Resource Consortium (ADRC) 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 people to make informed decisions about their long term supports, and help people easily access public and private long term supports and services programs. <i>There is no fee for this service.</i></p>
<p>Respite</p>	<p>The Respite Program is designed to provide relief to the daily caregivers of frail elders regardless of income. Caregiver is defined as a family member over the age of 18 who provides daily care for a frail elder. The family member is not required to live with the elder to be eligible for services. Non-family members over the age of 18 who live in the same house as the elder also qualify as caregivers. Program eligibility criteria: Individual must be over 60 years old, frail and require daily care. Caregivers of persons under the age of 60 with a diagnosis of Alzheimer’s Disease or related disorders are also eligible. <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 PACE Program (Program of All-Inclusive Care for the Elderly) and the following Medicaid Services: Nursing Home placement and Adult Day Health. Our team of Nurses is also involved in discharge planning from Nursing Homes. <i>There is no fee for this service.</i></p>

Family Caregiver	The Family Caregiver Program recognizes 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>
Personal Care Attendant	The Personal Care Attendant Program (PCA) 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. <i>There is no fee for this service.</i>
Senior Care Options (SCO)	The SCO Program coordinates and delivers all Medicare and Medicaid covered benefits to eligible seniors. The Program enables enrollees to remain in the community through a Team approach to care including the enrollee, family, medical providers and community agencies. The SCO has contracted with Elder Services to provide the necessary community services through social workers called Geriatric Support Services Coordinators. Program eligibility criteria: Age 65 or older, MassHealth Standard, if a Medicare beneficiary must have Parts A & B, and have a Primary Care Physician (PCP) in the network. <i>There are no fees for enrollees. Elder Services is unable to choose a SCO for you; however we will provide you with information to help you to make an educated choice.</i>
Money Management	The Money Management program assists people having trouble managing their finances; people remain in control of their finances but just need some help keeping things in order. Bonded Bill Payer volunteers help people develop a budget, write checks, balance their checkbooks, and work with banks and 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>
Health Aging Programs	Our Health Aging programs have proven positive results for participants, are evidence based, and provide individuals with the opportunity to take more control of their health- improving their quality of life. We have trained certified staff conducting workshops throughout the year within our service area. Our current programs include: A Matter of Balance – Fall Prevention; Chronic Disease Self Management – My Life, My Health; Healthy Eating for Successful Living; Diabetes Self Management; and Powerful Tools for Caregivers. <i>An anonymous voluntary donation is requested for this service, some programs may have a small fee for materials.</i>
WLEN	The Worcester LGBT Elder Network (WLEN) promotes access to education, support, resources and social opportunities for LGBTIQA* elders and 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.

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

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

