

Attachment B – ModPHASE 2 NOFA: Community-Based Elder Service Agencies and Examples of Partnerships between LHAs and Elder Service Organizations

The Executive Office of Elder Affairs (EOEA) prepared this document in order to assist ModPHASE applicants in identifying potential service agency partners and to provide some examples of how Local Housing Authorities have brought supportive services into their public housing residents. If applicants need further assistance connecting with service agencies or have questions about how to approach partners, please contact Emily Cooper, Chief of Housing at EOEA, at 617-222-7472 or Emily.Cooper@state.ma.us

Community Based Elder Service Agencies

There are many community agencies across the Commonwealth that provide services to older adults (elders). LHAs are encouraged to partner directly with these agencies and enter into agreements to provide services to residents in the proposed developments. These elder service agencies are described below.

Aging Services Access Points (ASAPs)

Aging Services Access Points administer the Home Care Program which enables thousands of elders per month to age with independence and dignity in their own homes through the delivery and coordination of a variety of services. There are 26 non-profit regional ASAPs. A listing of ASAPs can be found online at: <https://contactus.800ageinfo.com/FindAgency.aspx>.

Councils on Aging (COA)

COAs provide outreach, social and health services, advocacy, and information and referral for elders and their families and caregivers. Some 34,500 volunteers statewide provide essential support totaling nearly 53,000 hours per week in areas such as transportation, nutrition, fitness and recreation, health insurance benefits counseling, health screening, education, supportive day care and many others.

Aging and Disability Resource Consortia (ADRC)

An ADRC is a partnership between an area's elder service organizations, known as Aging Service Access Points (ASAPs) and an area's Independent Living Center (ILC's) serving people with disabilities. The ADRC enhances collaborations between elder and disability service providers, ensuring there's no wrong door when an elder or person with a disability contacts one of our agencies for assistance and services. There are 11 regionally-based ADRCs in Massachusetts. A listing of ADRCs can be found online at: <http://www.mass.gov/elders/docs/adrc-member-agencies.pdf>

MassHealth Programs

In addition to the agencies listed above, the following programs are available to MassHealth

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members. LHAs are encouraged to partner with provider agencies to access these services for elderly residents.

Program of All-inclusive Care for the Elderly (PACE)

Program of All-inclusive Care for the Elderly (PACE) is a fully capitated Medicare and Medicaid managed care program serving frail individuals age 55 and over who meet the nursing facility clinical criteria and who, at the time of enrollment, are able to live in the community with supports. PACE provides a wide range of medical, social, recreational, and wellness services to eligible participants. The goal of PACE is to allow participants to live safely in their homes. When you enroll in a PACE program you receive all your care and services coordinated through one place – a PACE center. If you decide to join PACE you must go to doctors and other providers that are part of PACE. PACE will assign you an experienced team of health care and social service professionals to help create your personal care plan. A listing of PACE providers can be found online at: <http://www.mass.gov/eohhs/docs/masshealth/pace/pace-brochure.pdf>

Senior Care Options (SCO)

An innovative full-service Medicare and Medicaid managed care program that is offered to eligible Mass Health members age 65 and over, at all levels of need, in both the community and institutional settings. SCOs provide comprehensive, medically necessary health care services, including services that may not be covered in other plans, such as eye exams and dental care. People enrolled in SCO have 24-hour access to care and active involvement in decisions about their health care. A team of doctors, nurses, specialists, and a geriatric support services coordinator work with you to develop a plan of care to specifically address your needs. Nurses and other SCO staff will visit members at home to help find out what they need to stay health and remain at home. Members also receive support to help you stay independent, like rides to doctor appointments. The SCO coordinates and covers all services determined necessary by a care team to improve and maintain members' health. SCO members must go to doctors and other providers that are part of that SCO's provider network. There are 6 SCOs in Massachusetts and is available nearly statewide. A list of SCO providers can be found online at: <http://www.mass.gov/eohhs/consumer/insurance/senior-care-options/senior-care-options-sco-publications.html>

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Examples of Partnerships between LHAs and Elder Service Organizations

The following examples illustrate how some Local Housing Authorities have successfully implemented partnerships with service organizations. While EOEA and DHCD encourage these kinds of partnerships, applicants do not have to exactly model their service expansion proposals on the examples presented.

EOEA/DHCD Supportive Housing Program

EOEA and DHCD partner in creating supportive housing in 42 towns across the state. By pooling resources that are currently being invested by an Aging Service Access Point (ASAP) and a housing authority in an existing development, frail, low-income elders have an opportunity to access a model of affordable supportive housing that promotes independence and aging in place. Like traditional assisted living, services are offered on an as needed basis, 24 hours per day. Residents who do not qualify for state funded home care services based on their frailty level and income are able to privately purchase the entire package of supportive services or some of the services based upon their needs. Residents who are home care eligible receive all or some of the services at no additional cost. The following are some of the services that are available to elders participating in this program:

- Service coordination
- Case management
- 24-hour personal care/on-site, on-call person
- Homemaker services and laundry
- Medication reminders
- Social activities
- At least one meal per day

Cambridge Housing Authority and CASCAP Service Coordination

Four full-time and one part-time Service Coordinator, through a contract with local non-profit service provider CASCAP, conduct needs assessments, providing case management, and making medical and social service referrals for over six hundred elders in four of Cambridge Housing Authority's federal developments.

Cambridge Housing Authority and Cambridge Health Alliance Elder Service Plan (a PACE program)

Cambridge Housing Authority maintains a partnership with the Cambridge Health Alliance Elder Service Plan (ESP) to provide on-site staffing 24/7 in a congregate facility at the Putnam School Apartments, which is comprised of three, three-bedroom apartments. The ESP program at

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Putnam School Apartments was so successful that Cambridge Housing Authority expanded the program to 2 other housing authority properties.

Boston Housing Authority and Upham’s Corner Elder Service Plan (a PACE program)

Boston Housing Authority (BHA) recently completed a \$4 million renovation at 125A Amory Street, a formerly dilapidated structure behind the Amory Street Elderly/Disabled public housing development. The community is now supported by a full-service center for elderly and disabled residents over the age of 55. The Center is operated by the Upham’s Corner Health Center through its Elder Service Plan-PACE (Program of All-inclusive Care for Elders). PACE is a community-based, comprehensive initiative providing medical, adult day health and supportive care for frail elders that allows them to remain living independently in the community rather than in a nursing home. The proximity of the PACE center facilitates the provision of services to BHA residents.

In addition to the new PACE Center, BHA has created 12 residential apartments on the ground floor at 125 Amory Street for clients that will benefit from on-site, 24-hour care and services.

Chelmsford Housing Authority Supportive Housing Site – Delaney Terrace

This elderly / disabled development is home to over 50 residents that reside in 47 one bedroom apartments and 1 four bedroom Transitional Congregate Apartment. The close proximity to the Chelmsford Senior Center allows for a high quality of life. Delaney Terrace is part a Supportive Housing Site created through a partnership with Elder Services of the Merrimack Valley. This development has a 24 hour on call homemaker that can provide laundry, light housekeeping, grocery shopping as well as other supportive services. There is a full time Resident Service Coordinator, on-site wellness checks, meals program, free prescription delivery, full service hair salon and senior yoga. The development is in close proximity to the Chelmsford Council On Aging / Senior Center which serves lunch every day to seniors, and is on the city bus line.

2017 ModPhase Awardees

- **Malden Housing Authority:** Proposed capital scope includes complete building envelope upgrade, new accessible units, accessibility site improvements, and kitchen and bath renovations. ModPHASE funds will leverage and bring to the development local resources for seniors including services from Mystic Valley Elder Services and the Elder Service Plan of the Cambridge Health Alliance. The City of Malden has also committed to funded a Resident Service Coordinator.
- **Ipswich Housing Authority:** Proposed capital scope includes complete unit renovations; replacing roofs, windows, and doors; and upgrades to mechanical, electrical, and plumbing systems. ModPHASE funds will enhance the existing partnerships between the

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Housing Authority and local resources for seniors including Senior Care, The Open Door (food pantry and mobile market distribution) and the Ipswich Council on Aging.

- **Chelsea Housing Authority:** Proposed capital scope includes new accessible units, kitchen and bath renovations, replacing windows and doors, heating system replacement, plumbing upgrades, and site renovations. ModPHASE funds will leverage and bring to the development local resources for seniors including services from Mystic Valley Elder Services, Mass General Hospital, MetroCare LLC, Elder Service Plan of the Cambridge Health Alliance, and the Chelsea Council on Aging.
- **Gloucester Housing Authority:** Phase one (\$695,956), includes an upgrade of community space for resident services, accessible unit bathrooms, and a new roof. Phase two (\$5,602,206), which will not be initiated until two years from now, includes kitchen and partial bath renovations and upgrades to the mechanical, electrical, and plumbing systems. . ModPHASE funds will enhance the existing partnerships between the Housing Authority and local resources for seniors including Senior Care, Element Care, and Backyard Growers.