



Massachusetts Executive Office of Elder Affairs (EOEA)

EOEA's Training and Support for Persons with Dementia and their Care Partners

March 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 series of six 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</p>
<p><u>Money Management Program.</u> A free service for elders, jointly sponsored by EOEA, 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 EOEA's Protective Services: 617-222-7434</p>
<p><u>Adult Day Health.</u> EOEA's Office of Long Term Services and Supports provides Adult Day Health services for individuals with cognitive impairment and their caregivers. It is a 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>Prevent or delay nursing home placement.</p>	<p>Elders at least 65 years old who require assistance for at least one activity of daily living or require skilled nursing services.</p> <p>Participants must also meet the financial requirements of MassHealth.</p>	<p>Contact your regional elder care agency: https://contactus.800ageinfo.com/FindAgency.aspx</p>

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<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 EOEAs non-waiver and waiver home care programs.</p>	<p>Contact your regional elder care agency: https://contactus.800ageinfo.com/FindAgency.aspx</p>
<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 EOEAs non-waiver home care programs.</p>	<p>Contact your regional elder care agency: https://contactus.800ageinfo.com/FindAgency.aspx</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>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>

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<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>Persons eligible for MassHealth Standard or CommonHealth with doctor approval for PCA services; a chronic or permanent disability that prevents them from performing their own personal care; and a need for physical (hands-on) assistance with at least two of seven activities of daily living (ADLs).</p>	<p>Contact MassHealth Customer Service: (800) 841-2900 (TTY: 800-497-4648)</p>
<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>Call (800) 243-4636 for additional details.</p>
<p><u>Training for Banks.</u> Working with the Attorney General’s office and the Massachusetts Bankers Association, EOEА provides training for local bank staff to recognize the signs of financial exploitation of elders, including persons with cognitive impairment.</p>	<p>Eliminate financial abuse of elders.</p>	<p>Staff at local banks</p>	<p>Contact EOEА's Protective Services: 617-222-7434</p>
<p><u>Local Protective Services Training.</u> EOEА’s Protective Services staff have developed a series of workshops for local Councils on Aging around elder abuse. Training includes strategies for overcoming shame and fear that people who are being victimized or who are suffering from cognitive impairment may feel in acknowledging problems. Regional Protective Services staff also work with local sheriffs, police and other agencies to increase awareness of consumer exploitation, fraud, self-neglect and other signs of victimization.</p>	<p>Raise awareness of domestic violence, sexual and financial abuse of elders.</p> <p>Increase knowledge of what actions to take when it is suspected that an elder is being victimized.</p>	<p>Staff at Councils on Aging, local sheriffs, police and other community agencies.</p>	<p>Contact your regional elder care agency: https://contactus.800ageinfo.com/FindAgency.aspx, or contact EOEА's Protective Services: 617-222-7434</p>