



The AGE Home Care Program MCLE Training

April 17, 2025

Your Partners in Aging.

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Agenda

- About AGE
- The Aging Network
- The Age Home Care Program
- The Role of the ASAP RN
- Frail Elder Waiver (FEW) Overview
- Self-Directed Service Delivery and Additional Program Options
 - ANCHOR
 - BHOAP
 - COAPS/SOARS
- How Do I Make a Referral to an ASAP for services?
- Questions

The Massachusetts Executive Office of Aging & Independence (AGE)



Executive Office of Aging & Independence

AGE Mission

Together we support aging adults to live and thrive, safely and independently— how and where they want

AGE Vision

We envision a state in which every person has the tools, resources, and support they need to fully embrace the aging experience



About Aging & Independence

Aging & Independence provides quality age-related resources, tools, and support through a network of regional non-profits & municipal agencies across the state

- Aging Services Network
 - Aging Services Access Points/Area Agencies on Aging
 - Councils on Aging & Senior Centers
 - Behavioral Health Older Adult Programs

About Aging & Independence

Aging Services Access Point (ASAP)	Adult Protective Services	Alzheimer's Disease and Related Dementias	Area Agencies on Aging (AAA)
Assisted Living Residences	Behavioral Health Older Adult Programs	Community Transition Liaison Program	Councils on Aging (COA) and Senior Centers
Information & Resources	Frail Elder Waiver	MassOptions	Medicare Savings Program
	SHINE (Serving the Health Insurance Needs of Everyone)	State Home Care Program	



Aging Network

Aging Service Access Points (ASAPs) / Area Agencies on Aging (AAAs)

- Contracted with AGE
- Provide state plan on aging programs & services to support adults aged 60+, and their caregivers
- Services provided
 - Home Care Program
 - Senior Nutrition Program
 - Options Counseling
 - Family Caregiver Support Program
 - Community Transition Liaison Program
 - Supportive & Congregate Housing
 - Protective Services

ASAP Functions

An ASAP is a regional agency that contracts with AGE and provides programs and services to older adults and individuals with disabilities

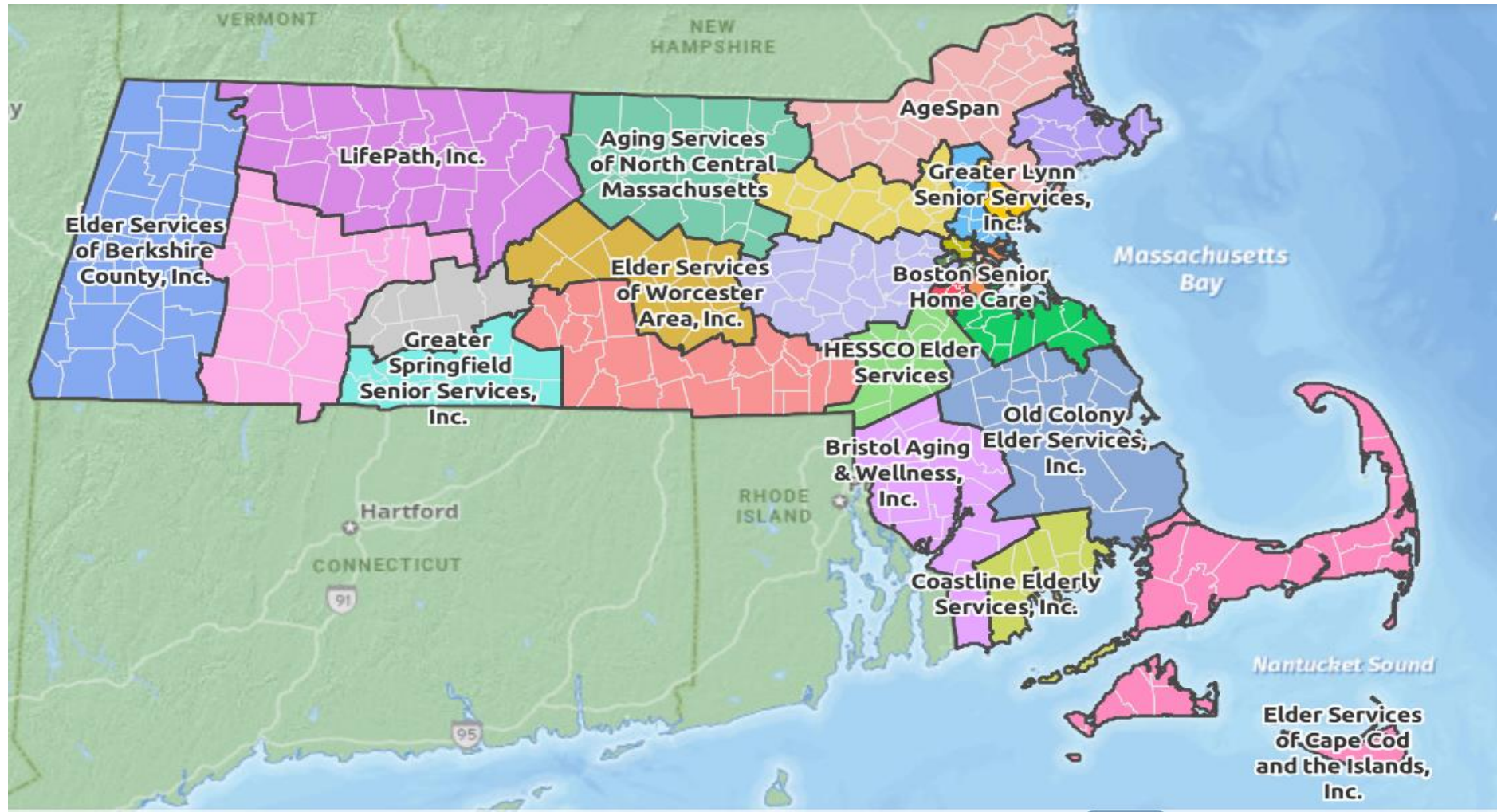
There are 24 ASAPs in Massachusetts that are designated by AGE, ensuring coverage across the commonwealth. ASAPs are defined in Massachusetts Law M.G.L. 19A

Provide assistance
regardless of income
or eligibility

Provide programs &
services to older
adults and individuals
with disabilities

Provide
resource/community
service information
at no or low cost

ASAP Map



<https://www.mass.gov/location-details/aging-services-access-points-asaps-in-massachusetts>

The AGE Home Care Program



AGE Home Care Program

The Home Care Program provides care management, care coordination, advocacy, education, and in-home and community-based support services for adults aged 60+, people with disabilities, and people under age 60 living with Alzheimer's disease or related dementia.

Program participants are connected to a trained, professional Care Manager who coordinates the participant's care.

Services are available based on assessed needs.



[Learn more about the Home Care Program](#)

Home Care Program Eligibility



Age

- 60+
- Under age 60 with a diagnosis of Alzheimer's or related Dementia disorder



Residence

- Resident of Massachusetts
- Not living in an institutional setting or Assisted Living Residence

Function & Need Eligibility



- **Functional Impairment Level (FIL):**
 - Require assistance with at least One Activity of Daily Living (ADL)
OR
 - 6 or more Instrumental Activity of Daily Living (IADL) impairments
AND
 - *Intervention that Home Care will provide to meet this need at the time of **enrollment** - a critical unmet need (any ADL, meal preparation, food shopping, home health services, medication management, Respite, transportation for medical treatments)**

Exceptions to the Home Care Eligibility (only need 4 IADLs):

At Risk:	Older adults who are at risk due to a variety of factors, including, but not limited to substance abuse, mental health problems or cultural and linguistic barriers.
Protective Services:	Older adults who are receiving or are eligible to receive Protective Services.
Congregate Housing:	Older adults residing in a Congregate Housing Facility.
Waiver Consumers:	Older adults who are eligible for the Home and Community Based Waiver Program.

Cost Share

- Any Income
- A co-pay can only be assessed after a financial assessment has been completed
- Cost share contribution based on Income & MassHealth:
 - Annually adjusted based on cost-of-living adjustment (COLA)
 - Exceptions to income: some VA benefits, pooled trust, etc.

2025 Cost Share Schedule		
Voluntary Donation	Fixed Monthly Max Copay (ranges from \$10-\$199, not to exceed actual cost of qualifying services)	% Based Monthly Copay (based on qualifying services received)
Individuals whose annual income is below \$15,847	Based on a sliding scale, Individuals whose annual income is \$15,878 - \$35,601	Based on a sliding scale, Individuals whose annual income is \$35,602 and above
A couple whose annual income is below \$21,341	Based on sliding scale, A couple whose annual income is \$21,342 - \$50,374	Based on a sliding scale, A couple whose annual income is \$50,375 and above
MassHealth members whose income is at or below 300% SSI FBR (\$2,901.00/month in 2024) will not have a copayment for Home Care Services, including Medicare Savings Plan		

AGE Home Care Services

Adaptive housing/
equipment

Adult Day Health

Aide Assisted
Transportation

Alzheimer's/
Dementia
Coaching

Assistive
Technology for
Telehealth

Behavioral Health
Services

Certified Older
Adult Peer
Specialists
(COAPS)

Chore Services

Companion
Services

Complex Care
Training &
Oversight (Skilled
Nursing)

Dementia Day
Care

Electronic
Comfort Pets

Emergency
Shelter

Evidence Based
Education
Programs

Family Caregiver
Support Program

Goal Engagement
Program

Grocery Shopping/
Delivery

Home Based
Wandering
Response Systems

Home Delivered
Meals

AGE Home Care Services

Home Delivery of
Pre-Packaged
Medication

Home Health
Services

Home Safety -
Independence
Evaluation

Homemaker
Services

Information &
Referral

Laundry Service

Medication
Dispensing
System

Money
Management

Nutrition
Assessment

Orientation &
Mobility

Personal Care

Personal
Emergency
Response System

Respite Care

Supportive Day
Care

Supportive Home
Care Aide

Transitional
Assistance

Transportation

Virtual
Communication &
Monitoring

Vision
Rehabilitation

The Role of the ASAP RN



Clinical Assessment & Eligibility (CAE)



MassHealth Screenings:

- Adult Day Health
- Group Adult Foster Care
 - Eligibility screens completed by Coastline Elderly Services only
- Frail Elder Waiver Clinical Eligibility
- Nursing Facility Clinical Eligibility
 - Pre-Admission Screenings
 - Post-Admission Screenings

State Home Care Screenings:

- ECOP Clinical Eligibility
- Personal Care Determinations (PC, SHCA, HHA)

Frail Elder Waiver (FEW)



Frail Elder Waiver (FEW) Overview

The Frail Elder Waiver is a Home and Community Based Services (HCBS) waiver available for individuals that meet the following criteria:

Age 60+

Resident of
Massachusetts

In need of Nursing
Home Level of Care

Eligible for
MassHealth under
the expanded
income guidelines*

Any necessary changes made to the waiver must go through a waiver amendment process with CMS before changes can be implemented.

HCBS/Frail Elder Waiver Eligibility

Requires nursing facility level of care (LOC)

- Clinical Eligibility Criteria based on Federal Requirements

Participants must be financially eligible for MassHealth

- Financial Eligibility for HCBS Waivers based on Federal Regulations
- MassHealth is the only entity that can determine financial eligibility

Applicants Income (Spouse's Income not Reviewed)

- Below 300% SSI Federal Benefit Rate
- 2025 300% SSI FBR is \$2,901

Assets 2025

- Requirement for applicant is \$2,000
- Countable limit on applicant's spouse is \$157,920.00

FEW Options

Higher income threshold for MassHealth eligibility allowing consumers who need a nursing facility level of care to access MassHealth

Access to MassHealth State Plan Benefits

Option to enroll in a **Senior Care Options (SCO) Plan**

Applicant's single/individual income and assets is reviewed for eligibility

Spouse's assets are considered

FEW Options within the Home Care Program

Choices

- Minimum care plan cost 2x Basic POS Rate
- For older adults needing significant formal supports through home care
- Up to 24/7 Care
- Informal supports
- Consumer accessing state plan services (such as ADH, PCA)

Home Care Basic-Waiver

- For older adults with involved supports (Informal & Formal)
- Receiving some formal supports through home care
- Consumer accessing state plan services (such as ADH, PCA)
- Support through Home Care may be supplementing state plan services

Application Process: Financial Eligibility

MassHealth is the only entity that can determine Financial Eligibility

- Financial Eligibility for waiver includes an asset test
 - Consumers under age 65 with MH Standard will need SACA
 - Consumers under age 65 must be formally disabled
 - Consumers over age 65 must complete SACA



Application Process: Clinical Eligibility

ASAPs conduct all Initial FEW Clinical Screenings and any annual redeterminations for ASAP Home Care enrolled consumers

- Individuals who are eligible for FEW and enroll in a Senior Care Options (SCO) Plan
 - SCO RNs will complete the annual redetermination for SCO enrolled FEW members
- ASAPs have a process for review of clinical denials of FEW clinical eligibility
 - Recommend internal Nursing Quality Review for all Denials
 - Denials are appealable
 - Must be linked to MassHealth NF regulations 130 CMR 456.409



Maintaining Waiver Eligibility

Consumers are visited & assessed a minimum of 2x/year for an in-home assessment

Consumers must have one waiver service scheduled monthly to maintain waiver status

Waiver clinical eligibility is re-determined every year to ensure consumer remains Nursing Facility eligible

MassHealth will collect updated income & asset information annually



Service Delivery Options



Self-Directed Service Delivery Options

Consumer Directed Care (CDC)

- A *self-directed* service delivery option for non-waiver enrolled consumers in accordance with AGE PI-18-02
- **Consumer** can choose to recruit, train and hire their own worker for personal assistance services
- **ASAP** assesses need & authorizes an average number of hours per week, is responsible for the overall management of program service costs within the limits for HCB-NW and ECOP program

Self-directed service delivery options available within Home Care

- Homemaking
- Personal Care
- Chore
- Companion



Additional Program Options



Community Transition Liaison Program (CTLTP)



Program Description:

The Community Transition Liaison Program (CTLTP) supports nursing facility residents in transitioning to the community. CTLTP supports any resident (age 22+) of a nursing facility (regardless of insurance) who is interested in receiving information, support & assistance to transition to the community.

The CTLTP Team Weekly:

Engages with residents who are in the nursing facility to understand if they are interested in returning to the community

Provides informed choice on community transition options

Provides assistance & coordination with discharge planning

Connects residents to state programs & local community supports

Assists the resident in mitigating issues that may impact their ability to successfully transfer to the community

AGE Behavioral Health Enrollments/ Programs



Advocacy & Navigating Care in the Home with Ongoing Risks (ANCHOR)

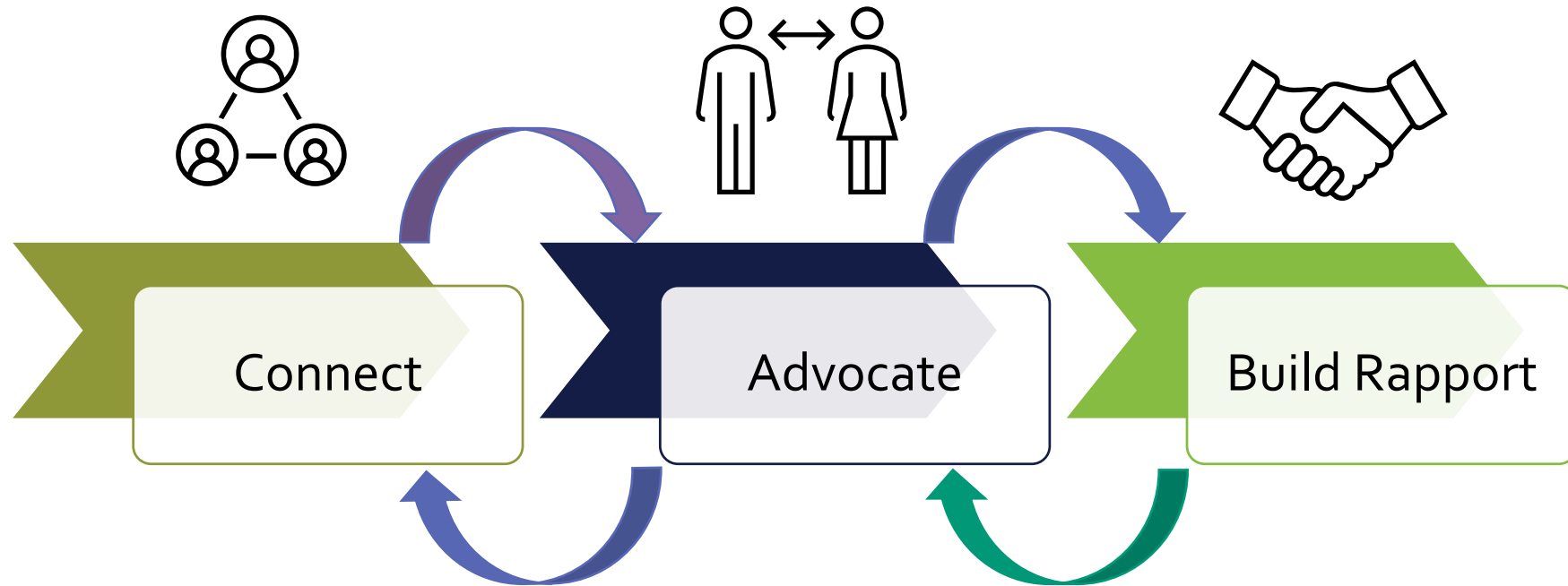
ANCHOR provides

- Highly-focused, goal-oriented care management (intensive care management)
- More frequent, rigorous, & time-intensive delivery of advocacy & other supports

ANCHOR Supports older adults whose behavioral health diagnoses impede or reduce their ability to accept services

- Older adults with suspected or confirmed behavioral health needs who are at risk of institutionalization or homelessness due to their inability to accept or retain services
 - Anxiety, suspicion, paranoia
 - Substance use
 - Chronic behavioral health concerns
 - Chronic homelessness or history of housing instability
 - Family dynamics that impact service delivery
 - A constant level of risk in their lives that may impact service utilization
 - Consumer is “pre-protective” or receiving “Protective Services Ongoing Services” & ANCHOR can help transition the consumer to Home Care Services

Advocacy & Navigating Care in the Home with Ongoing Risks (ANCHOR)



Assist consumers navigating care & community resources to stabilize & consistently receive services through the AGE Home Care Program

Behavioral Health Outreach for Aging Populations (BHOAP)

- Behavioral health clinicians work directly with adults 60+ experiencing emotional/ behavioral health challenges. Recognizing individuals as a whole person, & helping to take steps towards wellness.
 - Community-based care in the consumer's preferred meeting location
 - Behavioral health assessments
 - Personalized care plans
 - One-on-one counseling
 - Medical/ mental health referrals & connection to transportation services
 - Referral to home care services
 - Connection to social services (housing, food, financial support, etc.)
 - Encourage individuals to participate in safe & supportive community programming to reduce isolation

For more information about the program or how to reach an BHOAP in your area, contact [Mass Options](#) at 800-243-4636.

BHOAP History

Behavioral Health Outreach for Aging Populations (BHOAP) partners serve Massachusetts older adults ages 60+ and provides in-depth assessments and develop care plans that may include individualized counseling, care coordination to community resources, and referrals.

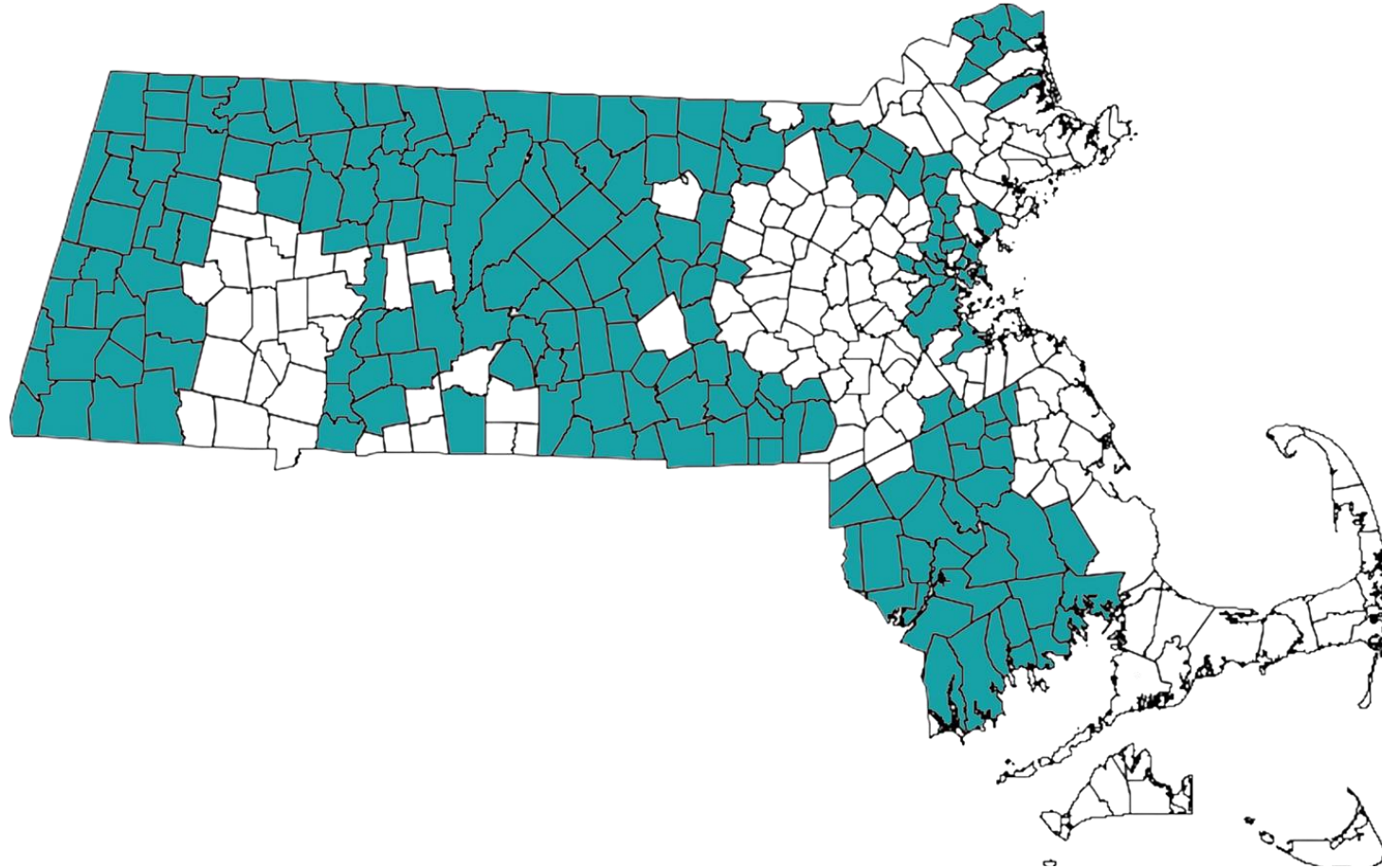
This behavioral health program meets consumers where they are at in the community.

These programs were managed by Massachusetts Councils on Aging (MCOA) through FY24 and are now managed by the Massachusetts Executive Office of Aging & Independence (AGE) beginning in FY25.

This program was formerly known as the Elder Mental Health Outreach Teams/ Elder Mobile Outreach Teams (EMHOT/ EMOT) and has since been rebranded as BHOAP beginning in FY25.

BHOAP Areas Served

As of July 1, 2024, there are 18 community partners contracted to offer services through Behavioral Health Outreach for Aging Populations. The BHOAP Program now provides services to 211 Massachusetts cities and towns.



What is a Certified Older Adult Peer Specialist (COAPS)?



COAPS

Training program developed by Dr. Cynthia Subritsky, UPenn's Center for Mental Health

Introduced in MA using this model and we have since found other equivalent models

Individual age 50+ with a lived experience of recovery from behavioral health challenges, trauma, and/or substance use challenges & has completed the MA COAPS certification training

What is Supporting Older Adults Remotely (SOAR)?

SOAR



Supporting Older Adults Remotely (SOAR) was developed in 2020 by Dr. Karen Fortuna of Dartmouth College and Robert Walker at the Massachusetts Department of Mental Health

Designed using the community-engaged research model with and for older adults with a lived experience of behavioral health challenges

Originally a 12-week structured service for the virtual delivery of peer support

AGE piloted SOAR adapted SOAR into a Home Care service to meet telehealth peer support needs of older adults

Title III Meals

The Senior Nutrition Program provides nutritious meals to older adults who are unable to leave their homes due to illness, disability or frailty through the Home Delivered Meals Program.

- Supper & weekend meals are also available in some areas
- Nutrition assessments & nutrition counseling provided to older adults at nutritional risk

Who Qualifies?

- People aged 60 or older if they:

Have physical, emotional, or cognitive impairments, or have inadequate kitchen facilities, resulting in an inability to prepare nutritionally adequate meals

Are unable to attend congregate meal sites

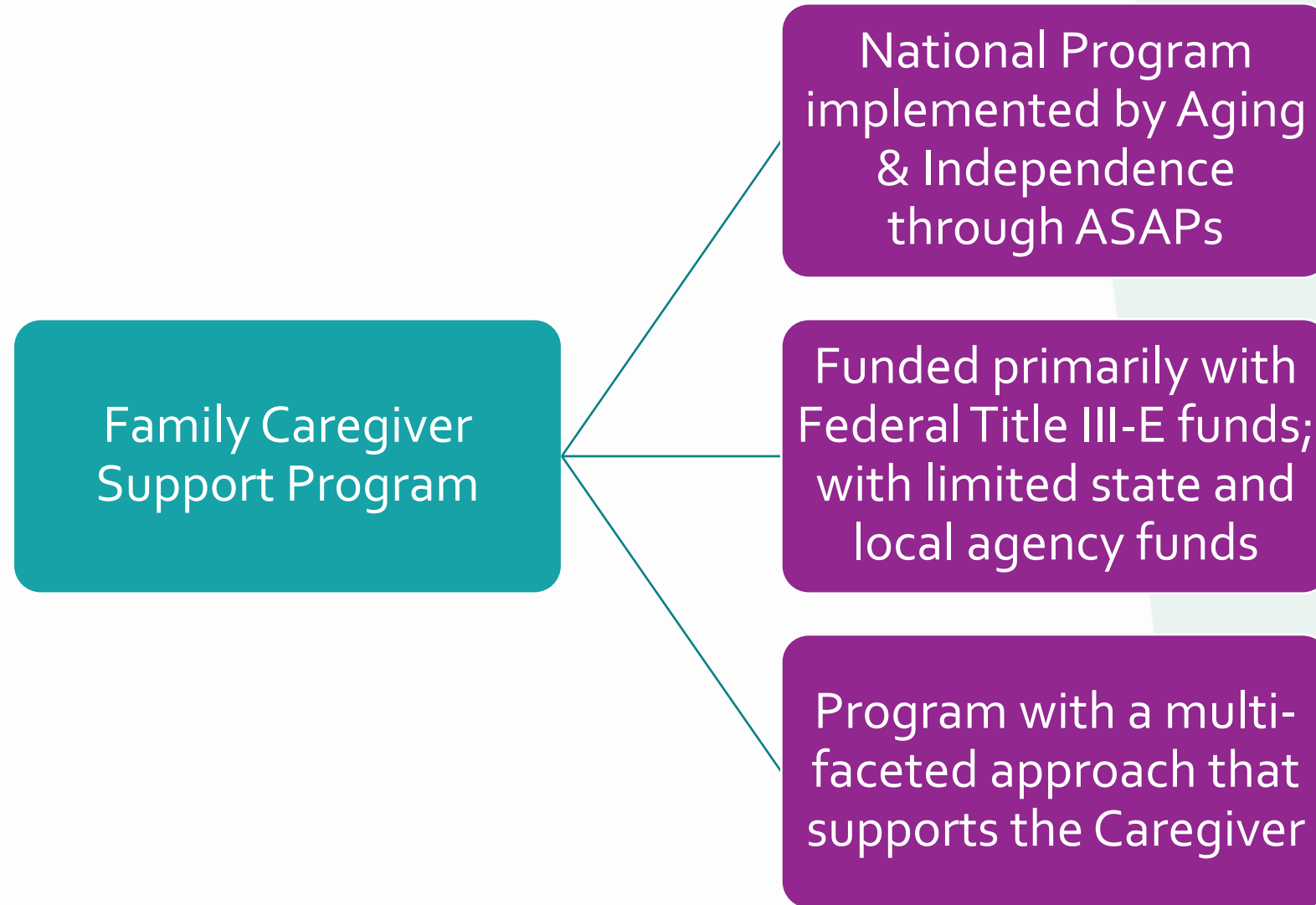
Have no one to help with meal preparation

Meet home delivered meals intake criteria

Act as a caregiver to an immediate family member, and the family member is disabled

No income eligibility review required

Family Caregiver Support Program (FCGS)



Caregiver Specialist

Caregiver Specialist focuses on supporting the Caregiver

- Conducts caregiver assessments
- Develops a caregiver action plan
- Provides personal assistance in connecting caregivers with resources and services which may include:
 - Respite care options
 - Supplemental Services
- One-on-one counseling & coaching
- Identified training in group settings or for individuals
- Facilitates family meetings

Who is a Caregiver in the FCGS Program?

A family or informal caregiver who is:

- caring for an individual aged 60 or older, or someone with Alzheimer's
- a grandparent aged 55 or older caring for a child aged 18 or younger
- over the age of 55 caring for a disabled individual between the ages of 18-59; can be the parent

Contact the Massachusetts Family Caregiver Support Program: Local ASAP 1-800-243-4636 or www.mass.gov/caregiver



Other AGE Programs

Assisted Living
Operations –
Certification &
Ombudsman

Aging & Disability
Resource
Consortia

Home Care
Programs

Nutrition Title III
Programs

Protective Services

Family Caregiver
Support Program

Information &
Referral

Community Care
Ombudsman

Long Term Care
Ombudsman

Council on Aging

Prescription
Advantage

Senior
Employment

SHINE

How Do I Make a Referral for ASAP Services?

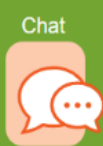


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Are you looking for a local aging or disability service?



MassOptions will connect you to the care you need in your community.



MassOptions will find the local organization that can best meet your needs.

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www.MassOptions.org

Referral for Services

Connect with your
local ASAP directly



Find Your
Regional ASAP



Questions?



A decorative pattern of stylized leaves in various colors (yellow, green, teal, blue, white, and grey) is arranged vertically along the left edge of the slide. The leaves are of different shapes and sizes, some pointing upwards and others downwards, creating a sense of movement and growth.

THANK YOU!