

# MCOA News

MCOA 116 Pleasant Street, Room 306, Easthampton MA 01027 tel: 413.527.6425 email: [Janiece@mcoaonline.com](mailto:Janiece@mcoaonline.com)  
Notes from the Executive Director: September 2011

**Please Circulate to Your Staff & Board**  
Point them to [www.mcoaonline.com](http://www.mcoaonline.com)

## Enclosed in This Mailing:

- MCOA Announces Annual Awards for 2012
- List of Nominations for Board of Directors – Election October 5, 2011
- MCOA Charity Campaign – Senior Centers Helping Statewide
- Things You Need to Know Now! – Important updates – please circulate!
- NISC Delegate Selection Process
- Job Opportunities, Member Requests, and News You Should Use
- Upcoming Events, including details on **MCOA's Fall Conference to be held on October 5-7 at the Sturbridge Host.**
- New Calendar of Events for MCOA – Note Significant Changes – Please read carefully and log into your daily planners.

## MCOA Announces it Fall 2011 Awards

- Director of the Year- Liz Smith, Orleans
- Innovator of the Year- Hampshire/Franklin TRIAD Program
- Advocate of the Year- Diane F. Paulson, Medicare Advocacy Project
- NISC Accreditation- Callahan Senior Center, Framingham, MA
- Certified Director- Karen Alves, Franklin Senior Center
- Certified Program Manager- Angela Smith, Carlisle Council on Aging
- Recertified Staff-

### COA DIRECTORS

Diane Bertolino – Rockport  
Carolyn Brennan – East Longmeadow  
Pat Carty-Larkin – Westwood  
Joanne Collins – Woburn  
Barbara Farnsworth – Hingham  
Sharon Lally – Rochester  
Sandra LaPollo – Chicopee  
Joanne Moore – Duxbury  
Pat Roberts – Marblehead  
Susan Schwager – Marion  
Lynne Waterman – Mashpee

### PROGRAM MANAGERS

Karen Albright – Blackstone  
Teri Allen McDonough – Marblehead  
Dorothy Blain-Hamel – Holyoke  
Amy Kent Wilson – Mendon  
Jared Krok – Chicopee  
James Leyden – Chicopee  
Gail Murley – Beverly  
Mary McLeod – Hopkinton  
Judith Tanner – Woburn  
Deborah Thompson – Groton

**These awards will be given at our Fall Conference at the Sturbridge Host  
on Thursday, October 6<sup>th</sup> at the Plenary Session from 1-2pm**

**Note: MCOA elects a Board of Directors every year and they serve as the decision making body for the Massachusetts Association of Councils on Aging. This list below has been nominated to fill an abbreviated term from October 5, 2011 - June 7, 2012 due to a change in our Annual Calendar which moved our Annual Meeting out of the Fall Conference to every year in June, beginning in 2012. This is the slate of nominees:**

# MCOA

## 2011-2012

### Nominations for Election of Officers & Regional Representatives

Submitted by the Nominating Committee:

Chair Kathy Bowler, Holyoke  
Mary Parcher, Framingham  
Laura Mailman, Merrimac  
Carol Hamilton, Marshfield  
Mary Ellen Gomes, Westport

#### Board of Directors

<u>Board Position</u>	<u>Slate to be elected on October 5, 2011</u>	<u>Region</u>
President	Barbara Farnsworth, Hingham	SE
Vice President	Jayne Colino, Newton	Metro
Secretary	Laura Mailman, Merrimac	NE
Assistant Secretary	Marge McDonald, Burlington	NE
Treasurer	Sandra Lapollo, Chicopee	West
Assistant Treasurer	Carolyn Brennan, East Longmeadow	West
Conference Chair	Kathy Bowler, Holyoke	West
Legislative Chair	Ruthann Dobek, Brookline	Metro
Certification Chair	Joanne Moore, Duxbury	SE
Past President	Sharon Lally, Rochester	SE
At Large	Pam Hunt, North Attleboro	SE
At Large	Norma Simons Fitzgerald, Sharon	Metro
At Large	Cindy Hickey, Somerville	Metro
At Large	Pat Roberts, Marblehead	NE
At Large	Amy Waters, Worcester	Central
At Large	Donna Popkin, Billerica	NE
At Large	Tina Gorman, Westfield	West

*MCOA is currently filing the roster for Regional Representatives for our statewide Advisory Council and will have the final roster available at the October 5, 2011 Annual Meeting. We review and accept nominations throughout the year to fill gaps that are created by departures. Interested parties should contact a member of the Nominating Committee.*

*Committees, Working Groups, Task Force and Liaisons appointments will be made by the new President. Interested parties should complete the FY12 "Call for Participation".*

# Last Chance to Register

## MCOA 2011 Conference *"Preparing for Tomorrow"*

October 5-7, 2011

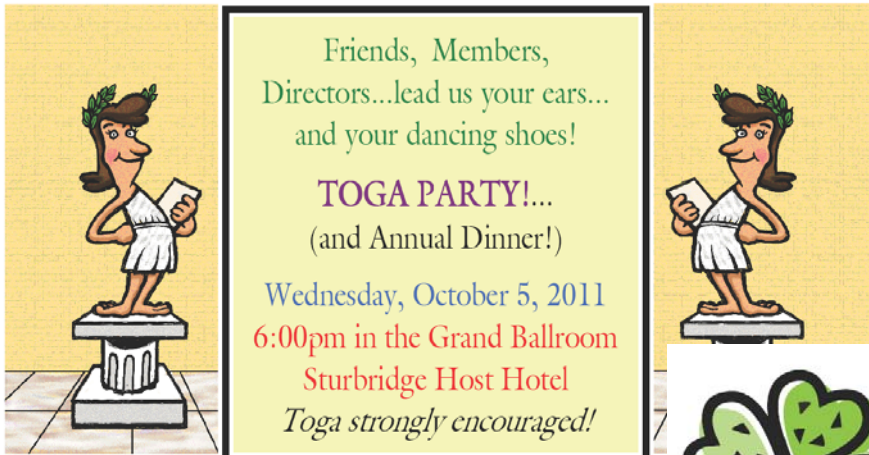
At the Sturbridge Host & Conference Center  
Sturbridge, Massachusetts

Go to [www.mcoaonline.com](http://www.mcoaonline.com) for links to the

Sturbridge Host Reservation Form 2011 — *a few rooms still available*

- Preliminary Conference Bulletin - September 7 edition Update With 28 Social Work CEUs, and 15 Nursing CEUs — Confirmed
- Conference Registration Kit & Form
- Register Online
- 2011 Conference at a Glance
- Sponsor and Exhibitor Information Packet

The Preferred Conference Registration Deadline was Tuesday Sept. 13<sup>th</sup>  
but registrations are continually being taken after this date.



For each petal in the shamrock  
This brings a wish your way  
Good health, good luck, and happiness  
For today and everyday!

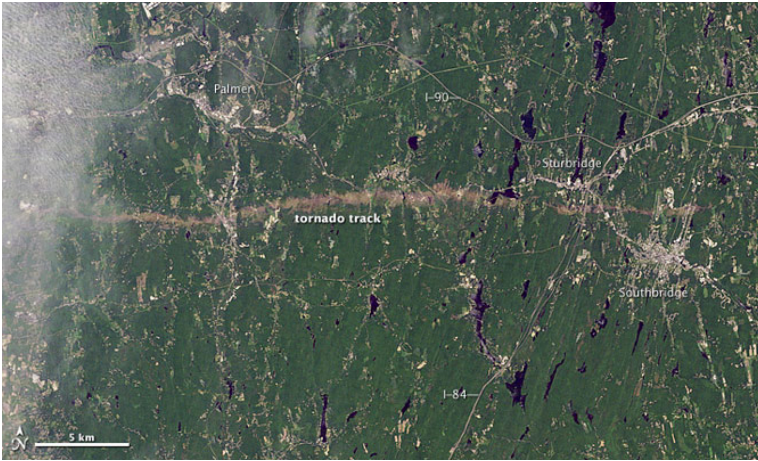
*1/2 Way to St. Patrick's Day!*

*Join us for some great music, good food and new friends!*

Thursday, October 6, 2011  
6:00pm under the Tent  
Sturbridge Host Hotel

# Things You Need to Know Right Now!

## MCOA Charity Campaign — Tornado Relief Many Asked: “What Can We Do to Help!”



As we all know, many towns in western Massachusetts were changed on June 1, 2011 when a tornado ripped through the area. After speaking with several senior center directors in affected areas, the MCOA is committed to helping the senior centers and the older adults within these communities by raising funds to assist in tree planting efforts as well as providing funding for individual and group therapy sessions for those suffering from post-traumatic stress. Funds raised would be given to MCOA for disbursement to area senior centers, mental health organizations and town tree wardens. The MCOA charity campaign

is asking for participation in this project from you and your senior center community, to raise money at your senior center and donate towards this important cause. Our goal is \$100 from each COA. Full details and useful fundraising ideas can be downloaded at [www.mcoaonline.com](http://www.mcoaonline.com). Look under the “**Breaking News**” section of the Home Page. **We have set a deadline of December 31<sup>st</sup> to complete all fundraising activities.**

### Additional Resources

- WGGB ABC Channel 40 provides an excellent recap of the damage, narrated by David Madsen, that can be viewed at <http://www.wggb.com/story/14837918/in-an-instant-tornado-of-2011>
- Aerial photos of the aftermath can be reviewed at [http://www.masslive.com/news/index.ssf/2011/06/photo\\_gallery\\_video\\_aerial\\_vie.html](http://www.masslive.com/news/index.ssf/2011/06/photo_gallery_video_aerial_vie.html)

## **Attention: New COA Directors**

MCOA recognizes the high turnover of COA directors over the last few years. To meet the needs of the incoming directors we have formed a committee to produce resources to assist:

- A New Director’s Manual is available from MCOA — contact Janiece at 413.525.6425 or at [Janiece@mcoaonline.com](mailto:Janiece@mcoaonline.com)
- A series of trainings will be conducted during the year providing you with the information you need to do your job. Besides our New Directors Orientation at regional events, we also hope to offer several Governmental Workshops on Record Keeping, CORI, Political Activity, Purchasing etc. — stay tuned!
- At the Fall Conference several workshops will be offered, including our **New Director’s Orientation** (Wednesday) and **Management 101: Techniques for Success for First Time Managers and Supervisors** (Friday). Review the Fall Conference Bulletin for additional opportunities at [www.mcoaonline.com](http://www.mcoaonline.com). Look for the Conference section on the homepage for all the details of this three-day event.
- In addition, on Thursday, October 6<sup>th</sup> from 5-8pm at the Fall Conference we will have our annual “Networking Reception” where we will have a chance to say goodbye to retired Directors and a chance to welcome New Directors. This year’s theme is “Half Way to St. Patrick’s Day” so it should be a relaxing and enjoyable event – open to all.

## **Things You Need to Know Right Now! – Worth Repeating**

### **MA State Delegate to NISC (National Institute of Senior Centers)**

The term of current Massachusetts State Delegate to NISC, Jayne Colino/Newton, expires at the Joint ASA/NCOA Conference to be held March 28-April 1st in Washington D.C. According to MCOA Bylaws, MCOA's Board has the authority to make a recommendation authorizing a MCOA Designee during the election process and encouraging all eligible NISC members to vote for this designee. Any member of NISC can run for this position but MCOA Members have always wanted the State Delegate to have close ties to MCOA to report back information from our national affiliate. In addition, MCOA budgets \$2500 to help defray travel costs to delegate meetings for this individual – if he/she has an established close relationship to MCOA.

#### **To be clear:**

1. Any member of NISC can run for this spot
2. NISC establishes its own timelines and criteria and conducts the election
3. MCOA merely reviews candidates and makes a recommendation to our members to consider voting for our Designee

#### **If an MCOA Member wants to be chosen as MCOA's Designee during the NISC Election process, then the following guidelines and deadline must be followed:**

- October 15<sup>th</sup>: Deadline for a letter of interest, a resume, and any other background information are due from qualified candidates seeking to be MCOA's recommended MA State Delegate to NISC
- Mid November: A Committee comprised of three Board members –Sharon Lally, Jayne Colino, and Donna Popkin– will review applicants and make a recommendation to the full MCOA Board
- Mid November: MCOA Board votes on recommendation to endorse one candidate as our designee – all members of both MCOA and NISC would be notified and urged to support this recommendation during the NISC Ballot Process
- By ASA Spring Conference: NISC will complete ballot process as determined by the Delegate Council and designee announced
- Late Winter/Spring: MCOA votes to allocate funding to support travel of the state delegate

All potential applicants are urged to contact Jayne Colino (Outgoing Delegate) to understand the duties expected and travel requirements prior to the October 15<sup>th</sup> deadline. Contact Jayne at the Newton COA.

<a href="mailto:jcolino@newtonma.gov">jcolino@newtonma.gov</a>	345 Walnut Street	Newtonville MA 02160-02460	(617)796-1660
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### **MCOA FY12 Calendar**

MCOA listened to suggestions made to alter our annual calendar of events. Specifically, our Annual Meeting and Awards Ceremony will be moved to June beginning in 2012. We do plan to conduct the ceremony and Annual Meeting at this year's fall conference, but beginning in June of 2012 we will hold these events as part of a day-long training and meeting to be held at a local hotel/ conference facility. The complete list of changes is enclosed within this newsletter and was approved by the Membership on June 17<sup>th</sup>. A revised MCOA Planning Calendar for FY12 is included in this mailing. Thank you for your input. Please log these events in your daily planners.

### **FY12 MCOA Dues & Call for Participation** (Volunteer Leadership Opportunities within MCOA)

Early last month our Call for Participation was mailed with your FY12 Dues Request. Please join our leadership team, and if possible expedite payment of our dues request to help cash flow. Elections of Officers and Regional Representatives will take place at our annual conference on October 5<sup>th</sup> at the Sturbridge Host. The Deadline for your response to our Call is Friday, September 2<sup>nd</sup> but MCOA always accepts interested parties all year round. **Also Note, Our Goals and Objectives are posted on our website**

**[www.mcoaonline.com](http://www.mcoaonline.com)** Please review them to see if any changes are needed to be considered at our annual meeting October 5<sup>th</sup> at the Sturbridge Host.

## To MCOA Members: Note Calendar Changes-worth repeating -Save The Dates

On June 17<sup>th</sup> MCOA's Membership voted to make changes to our annual calendar - briefly:

- Beginning after this year's fall conference, our annual meeting will be moved annually June.
- We cancelled September Membership Meetings since they were 'too close' to the fall conference.
- The November Advisory Council and the December membership Meetings have been combined and will be conducted on the 3<sup>rd</sup> Friday in November.
- A membership survey indicated a desire to move off of our traditional meeting date of the 3<sup>rd</sup> Friday-this Calendar reflects those results. **Please note changes and log them into your planners.**

*Book these events in your calendar now-*

*Send additional dates to david@mcoaonline.com*

# MCOA 2010-2011 Planning Calendar

## UPCOMING Events: – Circulate to Your Staff

### 2011

October 5-7	MCOA Fall Conference, Sturbridge Host
November 2	MCOA Outreach Summit, Worcester Senior Center
November 18	MCOA Membership Meeting (am) Advisory Council Meeting (afternoon) Belmont COA

### 2012

January 13	MCOA Board Meeting, Milford COA
February 3	MCOA Membership Meeting TBA
March 9	MCOA Advisory Council TBA
April 20	MCOA Board Meeting TBA
May 18	MCOA Advisory Council TBA
May 22	Joint WMASS Spring Conference (DPH, ASAPs, COAs), Holyoke Community College
June 6	Aging and Dignity Conference, Holy Cross
June 7	MCOA Annual Meeting, Sheraton Four Points, Norwood
July 19 (Th)	MCOA Advisory Council TBA
August 23	MCOA Board Meeting TBA
October 3-5	MCOA Fall Conference. Sea Crest Resort
November 16	MCOA Membership Meeting (am) Advisory Council Meeting (afternoon) TBA

*TBA = Date or Location to be announced*

### Regional Meetings:

<b>WMACA</b>	represents the four western MA counties, meets quarterly. Jodi Ahern, Ludlow (413)583-3564
<b>CIRCA</b>	represents SE MA and Cape Cod and the Islands, meets quarterly. Jan Timmons/Sandwich (508)888-4737
<b>NSACA</b>	represents greater North Shore area meets quarterly. Contact Diane Bertolino/ Rockport (978)546-2573
<b>DUN/MetroWest</b>	Consortium meets regularly. Contact Mary Parcher/ Framingham (508)6204819
<b>Minuteman</b>	Consortium meets regularly. Terri Marciello/ Wilmington (978)657-7595
<b>Merrimack Valley</b>	Consortium meets regularly. Lynne Stanton/ Groveland COA (978)372-1101 or Colleen Fiorello (Georgetown: (978)352-5726
<b>HESSCO Area</b>	Consortium meets regularly. Contact Barbara Coghlan/ Walpole (508)668-3330 or Janet Angelico/ Wrentham (508)384-5425 or Pat Carty Larkin/ Westwood (781)329-8799
<b>Greater Boston</b>	Unaffiliated COAs in Boston, Chelsea, Revere, Winthrop, Somerville, & Cambridge
<b>LOHSC</b>	Meets the 2 <sup>nd</sup> Friday of each month at MMA/Boston. Contact Sue Baldauf, 781-275-7727

### UpComing National Conferences:

March 28-April 1, 2012, Joint Conference of NCOA and the American Society on Aging, Washington DC

Revised: July 25, 2011 Check out [www.mcoaonline.com](http://www.mcoaonline.com)

# MCOA Legislative Alert: Mass Home Care FY 2012 Budget Amendment to Eliminate Projected Waiting Lists

**The purchased service line item for ASAP clients is underfunded for FY12. Mass Home Care is mounting a campaign to ask the Legislature to include additional funds in the Supplemental that is currently making its way through both chambers. MCOA urges its membership to take action.**

Representative \_\_\_\_\_ moves that chapter 68 of the Acts of 2011 be amended in Section 2, in item 9110-1636, by striking the figure “\$97,780,898” and inserting in place thereof the figure “\$99,134,013”.

Background:

The month by month projections for growth in the home care purchased services account is as follows:

July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total	
30,116	30,257	30,400	30,542	30,685	30,831	30,974	31,121	31,268	31,415	31,562	31,710	370,881	FY 12 current
30,573	30,573	30,573	30,573	30,573	30,573	30,573	30,573	30,573	30,573	30,573	30,573	366,876	FY 12 Projected
457	316	173	31	- 112	-258	-401	548	-695	- 842	-989	-1,137	4,005	Difference

Based on FY 2011 caseload growth, our projections for the growth in home care billable units for FY 2012 will be approximately .47% per month (1.0047) for a total annual need of 370,881 units. The 9110-1630 appropriation will support 366,880 billable units. There is a gap of 4,005 units x \$266.52 per unit= \$1,067,412 in additional funding to avoid waiting lists. The care management share of the current FY 2012 appropriation of \$133.518 million is 26.766% (\$35.738 million). An increase in 1630 purchased services of \$1,067,412 should be accompanied by \$285,703, for a total of \$1,353,115. The total need is reflected in the amendment request above.  
[Source: Mass Home Care]

— PAID ADVERTISEMENT —

Active Older Adult Chair Fitness classes are offered twice a week at the Hampshire Regional YMCA in Northampton. Join our certified instructors Tuesdays and Thursdays from 10:35am – 11:15am for both seated and optional standing exercises focusing on functional strength, balance, and mobility. For non-member rates, please call (413)584-7086 or visit our website at [www.hrymca.org](http://www.hrymca.org) Additional older adult classes are also offered throughout the week, including both land and water aerobics. Members and program participants are invited to join our free coffee hour at 10am every Tuesday and Thursday, starting September 6th.

**The Y: We’re for youth development, healthy living and social responsibility.**



— PAID ADVERTISEMENT —

## **MCOA Briefs: Member Inquiries**

### **Seeking Needs Assessment surveys**

Seeking Needs Assessment surveys – the Hampden Senior Center is looking to create a new town wide needs assessment and would like to see what other towns have done. If you can email a copy of your assessment to [coa@hampden.org](mailto:coa@hampden.org) or fax 413 566-2103, I would greatly appreciate it. Thanks, Becky Moriarty, Director, Hampden Senior Center.

### **Volunteer Library Aide Job Sample ?**

I am in need of a job description for a volunteer library aide job here in Concord.

I can be reached at 978 318-3020 — [Coa\\_volunteer@concordma.gov](mailto:Coa_volunteer@concordma.gov) — Fax : 978 318-0856

Thank You so much, Carol Dromgoole

### **Tap Dance Instructor for Bellingham ?**

Looking for a Tap Dance Instructor for Bellingham Senior Center. If you know anyone in this area, please email me at [ldemattia@bellinghamma.org](mailto:ldemattia@bellinghamma.org) Thanks — Laura DeMattia Director, Bellingham Council on Aging/Senior Center, 40 Blackstone Street, Bellingham MA 02019 – 508-966-0398 - website:

[www.BellinghamMA.org](http://www.BellinghamMA.org)

### **Line Dance Instructor for Charlton ?**

Looking for Line Dance Instructor for Charlton Senior Center. If you know anyone in this area, please email me at [elaine.kingston@townofcharlton.net](mailto:elaine.kingston@townofcharlton.net) Thanks — Elaine Kingston, Director, Charlton Council on Aging/Senior Center, 37 Main Street, Charlton, MA 01507 — (ph) 508-248-2231 — (fax) 508-248-2379 — (cell) 508-726-9906 website: [www.townofcharlton.net](http://www.townofcharlton.net)

### **Community Publications CPi contracts ?**

I am seeking input from our members on any issues/concerns regarding Community Publications, especially with regards to the Newsletter Publishing Agreement. CPi is trying to reduce our newsletter from 10 pages to “up to 6 pages”, 25% of the newsletter space will contain paid advertising (now we are down to 4.5 pages), 5 year contract and more. Your thoughts, comments, suggestions would be greatly appreciated. Linda Talbot, Executive Director Easthampton COA [ltalbot@easthampton.org](mailto:ltalbot@easthampton.org)

### **Home Rule Petitions on Elder Tax Help ?**

Do any of you have information on the various home rule petitions that have been filed and passed related to helping seniors with their taxes. I know there is a "Hamilton" proposal and a Sudbury one but I don't have the details and the "process" for moving it forward in Shirley. There may be others and better ones. Any help you can give is appreciated. John Oelfke, Director, Shirley COA — [coadirector@shirley-ma.gov](mailto:coadirector@shirley-ma.gov)

## **MCOA Transitions:**

### **Mary Parcher Retirement Party !**

**Friday 30 September** Mary is embarking on a new adventure after 30+ years in the work world. Come celebrate this milestone with Mary! <http://www.mcoaonline.com/content/conferences/index.php>

### **Welcome New Director:**

- Melissa Beauchemin , Director, Sturbridge Council on Aging
- Janice Fitzgerald, director, Brockton COA- her email address is: [jfitzgerald@cobma.us](mailto:jfitzgerald@cobma.us).

### **New Email for**

Vicki Lowe, Foxborough COA - [vlowe@town.foxborough.ma.us](mailto:vlowe@town.foxborough.ma.us)

## EOHHS Transitions at the Office of Medicaid

- Friends, it has truly been an honor to have worked on “Team Bigby” with you over the past four years. I think you will all agree that her leadership within EOHHS has made a difference. In retrospect this period may go down in history as one of the worst in terms of the Commonwealth’s fiscal resources, but by keeping the people we serve foremost in your work, numerous instances of good deeds in fact occurred and still happen every day due to your dedication. Keep at it, our friends and families need to know that they can count on you in their time of need. I may not begin the next chapter right away, but if you are looking for me I’ll be east of the sun and west of the moon, or try [tgdoc@verizon.net](mailto:tgdoc@verizon.net) your best chance at reaching me. All the best, Terry.

**Terry Dougherty, former Director of Medicaid**

### Welcome from Medicaid Director Julian Harris, M.D.



MASSHEALTH SHAKEUP DEEPER THAN OFFICIALS PREVIOUSLY ACKNOWLEDGED

By Kyle Cheney STATE HOUSE NEWS SERVICE

STATE HOUSE, BOSTON, SEPT. 21, 2011.....Three senior officials in MassHealth – the state Medicaid program that insures more than 1 million residents – have vacated their position in recent weeks, adding to a string of high-level departures within the agency as the administration prepares to push forward on an ambitious health care reform agenda.

The officials – Rachel Richards, director of the office of long-term care; Phyllis Peters, director of the office of acute and ambulatory care; and Mary Diaz-Przybyl, director of operations integrity – “are no longer employed by MassHealth,” according to Jennifer Kritz, a spokeswoman for the Executive Office of Health and Human Services.

Kritz declined to say when the three directors departed or why. When asked for a list of high-level departures within MassHealth and other agencies, the administration declined to include them in response to an initial request.

The shakeup comes as Gov. Deval Patrick is pushing for a major overhaul of the health care payment and delivery system, which has major implications for Medicaid and is driven in part by research conducted by the Division of Health Care Finance and Policy, both of which have seen substantial turnover in recent weeks.

The News Service reported earlier this month that Seena Carrington, commissioner of health care finance and policy, and assistant commissioner Stacey Eccleston, planned to leave their posts, following closely on the heels of the departure of Terry Dougherty, director of MassHealth.

Julian Harris succeeded Dougherty top MassHealth, while Carrington was replaced by Aron Boros.

When management changes hands at state agencies, they often have latitude to install a preferred leadership team. But the administration, until Tuesday, declined to acknowledge the depth of the staff changes.

Requests to speak with Secretary JudyAnn Bigby about the implications of the staff changes have been denied. “Our policy is not to comment on personnel matters,” Kritz said.

According to MassHealth documents, Richards and Peters have worked within MassHealth since early in Gov. Deval Patrick’s first term. According to a LinkedIn page for Diaz-Przybyl, she has worked in her current position since 2007.

END

09/21/2011

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# MCOA Wishes for a Speedy Recovery to a long time ally of all COAs

## Special Statement from Senator Stan Rosenberg

September 8, 2011

Hello,

Each year, more than a million Americans are diagnosed with some form of cancer.

Earlier this week, I became one of them.

My particular cancer, squamous cell carcinoma, a common cancer, was discovered during a routine procedure and is in the earliest stages of development. My oncology team has told me that, because the cancer was detected early, that it is highly curable. That will be my focus during the next several weeks as I undergo radiation and chemotherapy treatments.

I understand the personal challenge that lies ahead. I also understand that the millions of Americans who are affected by this disease, either directly or indirectly, meet this same challenge with courage, dignity, and a lot of help from their friends. I am confident that with the expertise of my doctors, and the support of my family and friends, and my partner Bryon, that I will make a rapid and complete recovery.

So, if you don't see me during the next few weeks having breakfast in Amherst, shopping in downtown Northampton and Greenfield, walking the Bridge of Flowers in Shelburne Falls, drinking tea at McCusker's Market in Buckland, or lunching at your senior center, not to worry. My staff and I will continue providing the same level of service my constituents have come to expect.

Yours,



## Congratulations: Framingham

The Framingham COA has just been awarded National Accreditation from the National Institute of Senior Centers (NISC). Framingham becomes the 12<sup>th</sup> Center in Massachusetts to achieve the very prestigious honor. **An Accreditation Reception was held Wednesday, September 14, 2011 at the Callahan Center's Blais Room. MCOA will recognize Framingham at our Fall Conference on October 6<sup>th</sup> during the afternoon Plenary Session. Information on the NISC Accreditation process will be shared at our Fall Conference on October 6<sup>th</sup> third session/after lunch.**

**WLEN**

*Save the Date!*

**Silent No More**  
A Conference About  
*The Emerging Needs of Aging LGBT Adults*

Tuesday, October 4, 2011  
1:30 - 4:30 p.m.  
Worcester Senior Center  
126 Providence Street, Worcester MA 01604

Featuring a screening of  
*Gen Silent*  
An award-winning documentary by Stu Maddux  
The film follows the lives of a group of GLBT elders in the Boston area as they try to negotiate healthcare and aging services systems that are at best unprepared to meet their needs and are at worst openly hostile to them.

Sponsored by  
Worcester LGBT Elder Network

**WLEN**  
Central MA Agency on Aging  
Central Massachusetts  
Agency on Aging  
Elder Services of Worcester Area

## **MCOA Briefs: Job Opportunities:**

*For the most current listings always read our weekly MCOABriefs*

### **Boston ABCD – Case Manager, citywide**

Conduct intake process and assist clients in establishing educational and occupational goals. Identify support services needed and make appropriate referrals. Continued....

Full Job Description: <http://www.mcoaonline.com/content/jobs/index.php>

### **Town of Bedford – COA Director**

The Town of Bedford (pop. 13,986) seeks an energetic and team-oriented individual for the position of Director for the Council on Aging. This full time position reports directly to the Town Manager. **Deadline for applications is Friday 14 October.** Full Job Description: <http://www.mcoaonline.com/content/jobs/index.php>

### **Town of Adams – FT Outreach Coordinator**

The Town of Adams is seeking a qualified individual to fill a full-time Outreach Coordinator position with the Council on Aging. This is a 35hr/week clerical union position with benefits.

Full Job Description: <http://www.mcoaonline.com/content/jobs/index.php>

### **Abington – PT Outreach Worker**

The Town of Abington is now in need of a part-time Outreach Worker. The position is temp to permanent, part-time, non-benefited, consisting of between 15 and 19.5 hours/week as needed at the Abington Senior Center at 441 Summer Street, Abington, MA 02351. Full Job Description: <http://www.mcoaonline.com/content/jobs/index.php>

### **Wellesley – Transport Options Coordinator**

The Wellesley Council on Aging is seeking an individual to join our transportation effort to provide outreach, education, and coordination of existing transportation options for Wellesley elders.

This is a non-benefited 8-hr/week position. Full Job Description: <http://www.mcoaonline.com/content/jobs/index.php>

### **Framingham – Director of Elder Services**

The Town of Framingham is seeking an experienced and qualified candidate for the Director of Elder Services. The ideal candidate is responsible for managing and supervising employees, budgets, operations, maintenance, and programs for the Callahan Senior Center. Full Job Description: <http://www.mcoaonline.com/content/jobs/index.php>

### **Northborough Sr. Ctr Program Coordinator**

Town seeks Program Coordinator for 15 hr/wk temporary position to develop & implement programs and services for Northborough's Seniors. Some evening hours required.

Full Job Description: <http://www.mcoaonline.com/content/jobs/index.php>

## **MCOA: UpComing Events**

### **New England Boomers and Seniors Expo 2011**

<http://boomersandseniorsexpo.com/>

*We invite you to attend the New England Boomers and Seniors EXPO 2011 which will take place October 29-30, 2011 at the Seaport World Trade Center in Boston, Massachusetts. EXPO hours are Saturday 9am-6pm and Sunday 9am-4pm.*

The New England Boomers & Seniors EXPO 2011 is as much a social event as it is an opportunity for mature New Englanders to gather important information on everything from travel and financial planning to health and wellness... and so much more!

EXPO visitors will enjoy interactive exhibits including a Travel Pavilion, Green Pavilion, Small Business Start Up/Entrepreneur area, Health & Wellness Stage, wine/food tasting, etc. The EXPO also features fashion shows, prize giveaways, live music and entertainment including theatre, dance and Boston Pops members' The April Hall Group, plus workshops and seminars...and much more! All entertainment (except the David Cassidy concert) is free with your EXPO admission.

In addition, David Cassidy (of Partridge Family fame) and his band will perform live in concert on our main stage at 8pm on Saturday night!

Tickets purchased for the concert include free admission on Saturday to the EXPO.

# MAOA Annual Meeting: October 21, 2011

The Massachusetts Association of Older Americans (MAOA) is pleased to announce that **Michael J. Astrue, the Commissioner of Social Security**, will be the keynote speaker at our 2011 Annual Meeting, *Social Security and Economic Security for Older Adults*. The meeting will be held at the Federal Reserve Bank of Boston, 600 Atlantic Avenue on Friday, October 21, 2011, from 8:30 AM to 12:00 PM. We are writing to invite you to join us and to seek your support for this important gathering.

A Massachusetts native and current resident of Belmont, Commissioner Astrue, has led the Social Security Administration since 2007, and his six year term will end in January 2013. Prior to his Presidential appointment and Congressional confirmation, he served as Associate Counsel to two U.S. Presidents and as Counsel to the U.S. Department of Health and Human Services. Here in Massachusetts, Commissioner Astrue has been a leader in the development of biotechnology law and policy; having served as Vice Chair of the MA High Technology Council and Chairman of the MA Biotechnology Council. His broad experience and his leadership of the Social Security Administration at this critical time in its history provides him with important insights into the future of economic security for our nation's elderly, disabled adults and children.

**A highlight of MAOA's Annual Meetings is the presentation of the highly regarded *Elsie Frank Elder Advocacy Award*. We are proud to announce that the 2011 recipient of this prestigious award is David Stevens, Executive Director of the Massachusetts Council of Aging & Senior Center Directors Association.** David's efforts over the past three decades to assure local opportunities for older men and women to share in the life of their communities reflect Elsie's strong commitments to action and to the respect and dignity due all people of all ages.

**MAOA's Board of Directors recently established the *Frank J. Manning Leadership Award*. Given in honor of our founder, this award recognizes an individual whose accomplishments in the field of aging offer a vision, approach and standard of success to all who work to better the lives of Massachusetts elders. We are excited that former Secretary of Elder Affairs, Co-Director of the Management in Aging Services Program at the University of Massachusetts Boston, teacher, advocate, innovator Lillian Glickman, MSW, Ph.D. has been selected as the first winner of this award.**

MAOA's annual meeting will mark the beginning of our 43<sup>rd</sup> year of education, advocacy and action on issues that provide all elders with opportunities to remain healthy, economically secure, and engaged in life as they wish. We will be joined by our members, as well as by public officials, neighborhood and community groups, faculty, and students who share MAOA's vision and commitment. We do hope you will be able to join us on October 21<sup>st</sup>.

**About MAOA** The Massachusetts Association of Older Americans, Inc. (MAOA), founded in 1969 by Frank J. Manning, has a rich history of advocacy for seniors. MAOA led the successful campaign to establish the Executive Office of Elder Affairs, the first cabinet-level agency in the nation to bring the voices of older adults to the center of state government. We worked successfully to establish a statewide home care network, to abolish mandatory retirement in MA, to secure reduced MBTA fares for elders and to encourage local communities to create Councils on Aging and senior centers.

Today, the Commonwealth's older adults face increasingly difficult challenges to leading successful, satisfying lives. Economic insecurity among elders is growing as they deal with evaporating personal retirement savings, increasing medical and insurance costs, loss of employment and job opportunities, and major cuts in state and municipal services. New efforts to cut Social Security and Medicare raise alarms for elders already unable to afford the cost of meeting basic daily needs. Mounting attacks on Medicaid threaten the health and well-being of the most vulnerable elderly receiving care in community and nursing facility settings. National health care and consumer credit reform offer some help to older adults; but few understand the changes. The education and advocacy we engage in is needed now more than ever!

MAOA's mission is to keep elders in the mainstream of our Commonwealth's life. We believe that knowledge is powerful and the key to accomplishing our mission. Our programs build knowledge among elders and those who work beside and care for older adults. Please join with us by supporting *Social Security and Economic Security for Older Adults*. Thank you! For additional information about MAOA contact Chet Jakubiak, Executive Director at 617-426-0804 or [cjakubiak@maoamass.org](mailto:cjakubiak@maoamass.org)

## MCOA: UpComing Events

To : Councils on Aging

From : Host Site Councils on Aging

Re : **Board Trainings** **ADDITIONAL SITES**

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Please know that Elder Affairs will conduct regional board trainings this fall and you are cordially invited to attend.

These informative trainings cover a variety of subjects including the roles and responsibilities of board members, staff and volunteers, as well as topics relating to COA services and activities, and an overview of the aging network in Massachusetts. Board members, COA directors and "Friends of the COA" are welcome; audience participation is strongly encouraged.

The programs are 2½ hours (with a short break). The program will run from 9:15 a.m. to 11:45 a.m. with registration starting at 8:45 a.m. Kindly confirm attendance with the site host at least one week in advance. Lunch may also be available: if you are interested, please contact the host site prior to the program.

Training will be conducted by Mr. Emmett Schmarsow, program manager for Councils on Aging and senior centers at Elder Affairs for many years.

Light refreshments will be served. We look forward to seeing you soon!

<b>October 20<sup>th</sup></b> Christine Clish	<b>Townsend COA</b> <a href="mailto:coa@townsend.ma.us">coa@townsend.ma.us</a>	<b>16 Dudley Rd.</b> 978-597-1710
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<b>October 24<sup>th</sup></b> Rachelle Cloutier	<b>Leicester COA</b> <a href="mailto:cloutierr@leicesterma.org">cloutierr@leicesterma.org</a>	<b>40 Winslow Ave.</b> 508-892-7016
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<b>October 31<sup>st</sup></b> Del Kent	<b>Easton COA</b> <a href="mailto:kdent@easton.ma.us">kdent@easton.ma.us</a>	<b>15 Barrows St. *</b> 508-238-3160
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Additional trainings will be scheduled based on interest from at least four towns/cities in your general vicinity.

If you have any questions or suggestions regarding COA board trainings, please contact Emmett Schmarsow at [emmett.schmarsow@state.ma.us](mailto:emmett.schmarsow@state.ma.us), or toll-free at 1-800-698-9723. Thank you.

\* If using on-line directions (e.g., Mapquest), do **not** use Lincoln St., Travel via Main St. to Center St. (or call senior center for directions)

## **MCOA: UpComing Events – continued**

**Save the Date! October 4, 2011**

### **Ounce of Prevention Conference 2011:**

#### **Communities ~ Taking Charge ~ Making Change**

Keynote Speaker: Dr. James Marks, Robert Wood Johnson Foundation, Senior VP & Director, Health Group

Location: Best Western Royal Plaza Hotel, Marlboro, MA

More information available

[http://www.mass.gov/?pageID=eohhs2terminal&L=4&L0=Home&L1=Government&L2=Newsroom&L3=Department+of+Public+Health+News+and+Publications&sid=Eeohhs2&b=terminalcontent&f=dph\\_healthy\\_comm\\_g\\_conf\\_oz&csid=Eeohhs2](http://www.mass.gov/?pageID=eohhs2terminal&L=4&L0=Home&L1=Government&L2=Newsroom&L3=Department+of+Public+Health+News+and+Publications&sid=Eeohhs2&b=terminalcontent&f=dph_healthy_comm_g_conf_oz&csid=Eeohhs2)

*This conference is brought to you by the Massachusetts Department of Public Health*

### **Gerontological Society of America Mtg**

**November 18-22, 2011** — Location: **Boston, MA** — <http://www.geron.org/>

**GSA Conference – Special Day of Sessions** NCOA will host a special day of sessions during the Gerontological Association of America (GSA) 64th Annual Scientific Meeting. Mark your calendars now to join us!

**Monday 21 November 2011** — Location: **Boston, MA**

Flyer: <http://www.mcoaonline.com/content/conferences/index.php>

### **NCOA Elder Financial Webinar**

**Friday 16 September** – Becoming Resource-FULL with the Help of Benefits & Peace of Mind Savings

For many vulnerable and disadvantaged older adults, the path to economic security begins with basic money management.

Webinar Page: <http://www.mcoaonline.com/content/webinar/index.php>

### **MA Transportation Listening Sessions**

**Transportation Access for All – The Governor's Commission to Reform Community, Social Service, and Paratransit Transportation Services** September 21 — October 4, 12, 27 — November 7

Schedule & Information: <http://www.mcoaonline.com/content/conferences/index.php>

### **MCOA Briefs: For our Members — EOEI October Regional Board Trainings**

Elder Affairs will conduct regional board trainings — You are cordially invited to attend.

**Thursday 20 October in Townsend MA**

**Monday 24 October in Leicester MA**

**Monday 31 October in Easton MA**

### **Amherst COA Thursday Lecture Series**

**29 September** – How to Make Your Home Safe for Maximum Independence @ 1:30 pm

**Prior Registration is Required.** Please call 413-579-4845 or email [heather@aayllc.net](mailto:heather@aayllc.net) to confirm.

Amherst Senior Center, 70 Boltwood Walk, Amherst MA

### **When to Stop Driving – Acton Sr. Ctr.**

The Driving Decision—When to Stop Driving **Tuesday, October 4th, 6:30-8:00 p.m.** at the Acton Senior Center  
When to stop driving is a difficult, often emotionally charged, decision. When should someone with mobility issues, decreasing reaction time, failing vision, Alzheimer's or other dementias hand over those keys? Dr. Elizabeth Dugan, author of The Driving Dilemma and gerontology professor at the University of Massachusetts, Michele Ellicks of the Registry of Motor Vehicles and Occupational Therapists from the new Driving Assessment program at Emerson Hospital will speak on this subject. Open to seniors, family members and caregivers. Please call the COA at 978-929-6652 to register. Refreshments will be provided by Right at Home, an in-home care and assistance agency. The Senior Center is located at 50 Audubon Drive in Acton. Event Flyer: <http://www.mcoaonline.com/content/conferences/index.php>

# MCOA: UpComing Events – continued

## Greater Haverhill Annual Home Repair

Application **Deadline is December 31, 2011** for consideration for home repair work scheduled for April 28th, 2012 at the Annual Rebuilding Day event.

Information Flyer: <http://www.mcoaonline.com/content/conferences/index.php>

Massachusetts  
Gerontology  
Association



A STATEWIDE ORGANIZATION ADVANCING THE FIELD OF AGING

## INNOVATION IN AGING SERVICES

*The Massachusetts Gerontology Association's Annual Fall  
Policy Forum to be held on Friday, November 4<sup>th</sup>  
from Noon to 4 PM*

The Massachusetts Gerontology Association (MGA) invites providers of aging services to display information about innovative services or policies at its annual Fall Policy Forum on **Friday, November 4<sup>th</sup>**. The forum will be held in Great Meadow Hall at the Hebrew Senior Life's NewBridge on the Charles located at 45 West Street, Dedham, MA. The forum will begin at noon and conclude at 4 PM.

Organizations interested in showcasing their innovative program or policy should send a one-paragraph proposal by e-mail to MGA President Dr. Sarita Bhalotra at [bhalotra@brandeis.edu](mailto:bhalotra@brandeis.edu). The deadline for proposals is Wednesday, October 19<sup>th</sup>. Exhibitors will be selected on a competitive basis. Organizational members of MGA whose proposals are selected will be able to display their innovation without charge. Nonmembers will be asked to pay a \$ 75 display fee to help offset conference expenses.

# SAVE THE DATE Vision Awareness Day

Wednesday, November 2, 2011

Join us for a very SPECIAL Vision Awareness Day at the new Grousbeck Center for Students and Technology at the Perkins School for the Blind campus in Watertown, Mass.

Stop by anytime between 9 AM to 4 PM for an exciting day that includes:

- Presentations and hands-on demonstrations of new products from Freedom Scientific, Humanware and Perkins Products.
- Interactive discussions of the kinds of challenges you (as a user, teacher, administrator, etc.) have in selecting and using the appropriate devices.

[Register online](http://support.perkins.org/site/Calendar?id=103301&view=Detail) at <http://support.perkins.org/site/Calendar?id=103301&view=Detail> or email [perkinsproducts@perkins.org](mailto:perkinsproducts@perkins.org).

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20 Main Street, Suite G2, Acton, MA 01720 [www.abisee.com](http://www.abisee.com)

## **MCOA News You Should Use:**

### **Mass-ALFA \$10K in Grants Available**

The Massachusetts Assisted Living Facilities Association (Mass-ALFA) is pleased to announce the availability of a total of \$10,000.00 in grant monies to be awarded in late 2011 to three (3) Massachusetts Councils on Aging/Senior Centers (COA). Each one-time award will be for no more than one third of the \$10,000.00 total funds available, or \$3,333 per award.

Grants page: <http://www.mcoaonline.com/content/grants/index.php>

**Flood Assistance FEMA Flood Assistance — 1-800-621-3362 —**  
[www.disasterassistance.gov](http://www.disasterassistance.gov) **Franklin & Berkshire County Filing Deadline — Wed Nov 2**

### **Tornado Relief Resources**

See our updated Emergency Management page.

Information & Link: <http://www.mcoaonline.com/content/consumer/EM.php>

### **Scam (Active) for Debit Card Numbers**

This is an automated phone call targeting mostly cell phones. They will state the name of the institute you bank with which makes it seem more believable. They then request your Debit Card number.

Scams page: <http://www.mcoaonline.com/content/consumer/scams.php>

### **MARTap Driver Training at Medfield**

Please know that Medfield COA is hosting driver training at the Center on the following dates:

Tuesday, October 4                      9am-1pm   Coaching the Van Driver

Thursday, October 20                    9am-1pm   Wheelchair Securement

Thursday, November 17                9am-1pm   ADA Driver Training

Please RSVP to Roberta Lynch 508-359-3665. If interested in HESSCO lunch (11:30am) cost is \$2.50.

### **The Latest on Medicare/Medicaid**

Each week new articles and updates are added to our Medicare/Medicaid website.

Medicare/Medicaid: <http://www.mcoaonline.com/content/medicare/index.php>

### **Read NCOA's News & Publications**

New toolkit offers budget basics for seniors — We're taking your stories to Congress — Understanding evidence-based health care

Information & Link: <http://www.mcoaonline.com/content/ncoa/index.php>

### **AARP's \$2 Million Grants Initiative**

The Washington, D.C.-based AARP Foundation has announced a \$2 million program to support nonprofit organizations working to improve the lives of low-income Americans age 50 and older.

The AARP Foundation Grants Program will focus on four impact areas — hunger, housing, income, and personal connections. Information: <http://www.mcoaonline.com/content/grants/index.php>

### **Updated Medicare/Medicaid webpage**

Direct Link: <http://www.mcoaonline.com/content/medicare/index.php>

## MCOA News You Should Use: continued

### MCOA Briefs: For our Members — Keep Moving – Autumn Walks, Regn.

Upper Charles River Trail, Milford MA – **Friday, September 23, 2011 – 10:30 am**

Cape Cod Canal, Bourne MA – **Monday, October 17, 2011 – 10:30 am**

Gloucester Senior Ctr, Gloucester MA – **Thursday, October 20, 2011 – 9 am to 1 pm**

Schedule & Registration Forms: <http://www.mcoonline.com/content/wellness/keepmoving.php> 8/19

### Medicare Preventive Services

CMS has posted 27 FAQs regarding preventive services for Medicare Fee-For-Service providers/ suppliers to the Medicare Learning Network® Products Preventive Services webpage; to access the entire list of 27 FAQs, scroll to the "Related Links Inside CMS" section at

[http://www.CMS.gov/MLNProducts/35\\_PreventiveServices.asp](http://www.CMS.gov/MLNProducts/35_PreventiveServices.asp) and select "Preventive Services FAQs."

Direct Link: <http://www.mcoonline.com/content/medicare/index.php>

### FY 2012 Formula Grant Allocation

- A Message from Governor Patrick and Elder Affairs (EOEA) to Massachusetts Council on Aging (COA) Directors Regarding FY2012 Formula Grant Allocation and Award Process.

- Adjustment Schedule for 18 Towns experiencing +10% drop in 60+ population (Emmett Schmarsow)

Two Documents: <http://www.mcoonline.com/index.php>



STATE CAPITOL BRIEFS – MORNING EDITION – WEDNESDAY, SEPT. 7, 2011  
STATE HOUSE NEWS SERVICE

AARP SALUTES FOUR AS BEST EMPLOYERS FOR WORKERS OVER 50

UMass Medical School in Worcester, DentaQuest of Charlestown, Massachusetts General Hospital in Boston and MIT in Cambridge were named Wednesday as AARP's best employers for workers over the age of 50. In recognizing the employers, AARP cited their emphasis on flexible work schedules, professional development, job sharing and redesign, good health benefits and opportunities to save for retirement. "Even as workers and employers continue to struggle in tough economic times, one fact remains: by 2012, almost one in five Bay State workers will be at least age 55," AARP Massachusetts state director Deborah Banda said in a statement. "At the same time, the pool of younger, replacement workers will be smaller than previous generations and may not be sufficient to meet employer needs. As employers face the generational shift in their workforce, it's in the best interest to keep 50-plus workers on the job. Employers who prepare today have the potential to be more competitive tomorrow." END 09/07/2011 Serving the working press since 1910 <http://www.statehousenews.com>

### Policy Recommendations to Increase Older Worker Engagement in the Massachusetts

**Workforce** can be found at [http://www.mass.gov/Eelders/docs/news\\_employment\\_policy\\_recommedations.doc](http://www.mass.gov/Eelders/docs/news_employment_policy_recommedations.doc)

**The Community Guide - Mental Health and Mental Illness** can be found at

<http://www.thecommunityguide.org/mentalhealth/index.html> The Guide recommendations on collaborative care management of depressive disorders that I mentioned at the Collaborative meeting Friday (9:30-11:00).

These are published by the US Preventive Services Task Force and represent an analysis of numerous studies of both outcomes and economic impact. These findings are very relevant to our discussions.

## MCOA News You Should Use: continued

### *Don't Wait Until It's Too Late!* *Medicare's New Open Enrollment Period*

**October 15 – December 7**  
**Medicare plans change every year!**

#### **SHINE Can Help!**

SHINE counselors provide Medicare counseling free of charge.  
Call your senior center for a SHINE appointment now!

**Or**

Call **1-800-AGE-INFO (1-800-243-4636)**, then *press or say 3*.  
Once you get the SHINE answering machine, leave your name and number.  
A volunteer will call you back as soon as possible.

**Or**

For assistance from a Medicare customer service representative  
24 hours/day, 7 days/week, call **1-800-MEDICARE (1-800-633-4227)**.

**Medicare Open Enrollment is Changing!**  
**New Dates: OCTOBER 15 – DECEMBER 7**

The annual Medicare Open Enrollment (**October 15 - December 7**) is the time to enroll in or CHANGE your Medicare coverage for next year. State-certified SHINE (Medicare) Counselors can help you understand your plan, as well as other options you may have. Call now to schedule a SHINE appointment during the Open Enrollment.

In September, if you are a member of a Medicare Prescription Drug Plan or a Medicare Advantage Plan, you will be getting information in the mail about changes to your current plan. Be sure to save this information and bring it, along with your prescription drug list and Medicare card, to your SHINE appointment.

**Remember: The Medicare Open Enrollment ends on December 7!**

**DO NOT WAIT UNTIL IT'S TOO LATE!**

Trained SHINE (**S**erving **H**ealth **I**nformation **N**eeds of **E**lders) volunteers offer free, confidential counseling on all aspects of health insurance to anyone on Medicare. Call your senior center and ask for a SHINE appointment. You can also call 1-800-AGE-INFO (1-800-243-4636), then press or say 3. Once you get the SHINE answering machine, leave your name and number. A volunteer will call you back, as soon as possible. For assistance from a Medicare customer service representative 24 hours/day, 7 days/week, call 1-800-MEDICARE.

## MCOA News You Should Use: continued



### **ITNGreaterBoston, a new non-profit transportation option drives success through grass-roots collaboration and community connections**

ITNGreaterBoston is part of a national nonprofit organization called Independent Transportation Network® that was founded in Portland, ME in 1995. As the newest addition to a network of over 20 Affiliates nationwide, ITNGreaterBoston brings together families, businesses, healthcare providers and community organizations to weave a strong local web of support for mobility for seniors and the visually impaired. After signing up as members (individual \$60, family \$100/year) riders open a Transportation Account and begin to enjoy door-through-door, arm-through-arm

service, 24 hours per day, 365 days a week to any destination of their choice. As she works to establish a solid infrastructure for service to begin in late Fall Jean Patel Bushnell shares her conviction, “for this to be successfully sustained we need the community to own the service. The need is great; the options are limited. Together we must combine our resources and connections to expand today’s supply in an efficient way that puts seniors first.”

In phase one of the service members enjoy going between any of the towns of Fenway, Mission Hill, Hyde Park, Jamaica Plain, Roslindale, West Roxbury, Allston, Brighton, Brookline, Newton, Needham, Wellesley, Natick, Framingham and Ashland. The service is cost effective through a mix of volunteer drivers and paid drivers. Volunteer drivers with a good driving record and a sedan in good working order, who love to drive give time to ITNGreaterBoston that fits their schedule, in exchange for credits. Beyond helping to solve a national problem and enhancing the lives of community members, volunteer drivers earn credits which they can use in 3 ways; **SAVE** them for their future use, **TRANSFER** them to a loved one or **DONATE** them to the Road Scholarship Program for low income riders. Families get involved by donating to the mission, driving and earning credits for a loved one or helping a member manage their transportation account. The organization works closely with local businesses to maintain their visually impaired and older customer-base. Donations, volunteers and riders are being accepted. To learn more about the service and how you can participate please visit [www.itngreaterboston.org](http://www.itngreaterboston.org) or contact:

Executive Director, Jean Patel Bushnell [jpbushnell@itngreaterboston.org](mailto:jpbushnell@itngreaterboston.org) or 781 275 8097.

### **Newsletter Highlights:**

Ruth Anne Bleakney has volunteered to resume her column that highlights new and unique programs and activities that are described in your monthly newsletters. Please put Ruth Ann on your mailing lists to receive copies of your newsletter. If there is something specific that you wish her to highlight – contact her directly.

Milford COA	Ruth Anne Bleakney	<a href="mailto:msc@worldband.net">msc@worldband.net</a>	60 North Bow Street	Milford, MA 01757-3405
Tel: (508)473-8334		Fax: (508)634-2339		

**ALWAYS ONLINE @ [www.mcoasonline.com](http://www.mcoasonline.com)**

The latest MCOA Monthly Newsletter — **August 2011**

**Discover the MCOA Bulletin Board**

[http://www.mcoasonline.com/members\\_only/mcoabb/](http://www.mcoasonline.com/members_only/mcoabb/)

(Right-Click on the open Bulletin Board to save as an icon on your Desktop.)

**MASSACHUSETTS  
SENIOR LEGAL HELPLINE  
1-866-778-0939 (Eff. 7/5/11)**

The Helpline provides FREE legal information, advice and referral services for Massachusetts senior citizens (60 years or older) in most areas of civil law, including:

Social Security/SSI  
Mass Health  
Consumer issues  
Unemployment  
Guardianship  
Bankruptcy  
Landlord/Tenant  
Family law

Veterans Benefits  
Medicare  
Public Benefits  
Foreclosures  
Powers of Attorney  
Evictions  
Utilities  
Nursing Home

We provide interpretation services in many languages.

If you get our voicemail, please leave your name, telephone number and the town where you reside, and we will return your call within 2 business days.

The Massachusetts Senior Legal Helpline is a project made in collaboration with the Massachusetts Office of Elders Affairs, the Legal Advocacy & Resource Center, the Massachusetts Justice Project and the Massachusetts legal services providers. This project is made possible with a generous grant from the U.S. Department of Health and Human Services, Administration on Aging.

**MCOA  
OUTREACH SUMMIT WORKING GROUP  
& BUFFET LUNCHEON  
Worcester Senior Center  
Wednesday, November 2, 2011**

**Agenda:**

**9:30 - 10:00 Registration**

**10:00 - 10:15 Welcome and Introductions**

**10:15 – 12:00 “The Annual Enrollment Period: Are You Really Ready”**

Representatives from the Boston Regional Office for the Centers for Medicare and Medicaid Services will explain improvements to Medicare under the Affordable Care Act that will improve quality and enhance choice for beneficiaries. Changes we will cover include changes in the enrollment periods, marketing of plans, plan ratings and special enrollment periods for 5 star plans. We will also highlight current Affordable Care Act provisions assisting the uninsured.

**Presented by: Maureen Kerrigan, JD**

She is Partnership and Outreach Manager for the Division of Medicare Health Plans, Centers for Medicare and Medicaid Services, Boston Regional Office, serving the 6 New England States. Among her roles is heading the National Medicare Training Program in the Boston Region, organizing and providing trainings throughout the Region. Maureen has more than 25 years experience in health care policy.

**12:15 -1:00 Lunch/Round Table Discussion**

Many of you have asked to have more of an opportunity to share with each other, so let’s eat and discuss what is working and not working at our Senior Centers.

**1:00 - 2:45 “Maintaining Professional Boundaries”**

Professional boundaries are those invisible lines that exist between the worker and the client as well as the client’s caregiver. This session will assist you in identifying these “lines” which allow all of those involved to maintain a professional relationship and avoid having a work relationship evolve into one on a social level. Learn the definition of the term “Professional Boundaries”; Examples of when it is or is NOT appropriate to cross professional boundaries and examples of preventing it.

**Presented by: CherylAnn S. Owoc, RN, BSN, MEd; Outreach Worker, Holden COA**

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Registration deadline is Wednesday, October 26, 2011

**Registration: \$20.00 including morning coffee & luncheon  
\$10.00 for morning only**

**Registrant’s Name**

**COA/Agency**

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**Total Due \_\_\_\_\_**

**Payment or Purchase Order should accompany registration form. Make checks payable to MCOA.**

Send to: MCOA, 116 Pleasant Street, Ste 306, Easthampton, MA 01027-1283

Or: Tel: (413)527-6425, Fax: (413) 527-7138 or Email: [janiece@mcoasonline.com](mailto:janiece@mcoasonline.com)

**Directions to Worcester Senior Center 128 Providence Street, Worcester 01064 - 508.799.1232**

**From the North:** Route 190 South to 290 West. Take Exit 14, Route 122. This exit goes two ways: you should go straight and Route 122 bears right. Take a left onto Harrison Street. Go over bridge and to the stop sign at the top of the hill. Take a right onto Providence Street. Stay on Providence Street through one stop sign (Dorchester Street) and one street light (Winthrop Street). The senior center is the brick building on the right. Take the first right onto Spurr Street and the second driveway on the right is the parking lot.

**From the South, West and East:** Mass. Pike to 290 east. Take Exit 13, Vernon Street. Turn right at end of exit and go up Vernon Street. At the fork in the road, you can take the right (Vernon Street) and then a left onto Spurr Street. Or at the fork you take the left (Winthrop Street) and at the street light take a right onto Providence Street. The senior center is the big brick building on your right. Take the first right onto Spurr Street and the parking lot entrance is the second driveway on the right. The office is w/c accessible.