

# MCOA BRIEFS

## Weekly News from your State COA Association

February 14, 2017

ALWAYS ONLINE @ [www.mcoaonline.com](http://www.mcoaonline.com)  
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### Formula Grant

We know that many Formula Grant payments were received last week. MCOA is curious to know who still has not received their Formula Grant. Please respond to [Lynn](#) if you have not received yours.

### Last Chance to Sign up for the Membership Meeting

February 16, 2017

Doubletree Westborough, 5400 Computer Dr, Westborough, MA

Agenda:

10:00	Department of Developmental Services: Working in partnership with Councils on Aging - Presenters TBD
10:30	Protective Services Update: Alec Graham, EOE Protective Services Director
11:00	The Village concept: Lessons from Beacon Hill Village Laura Connors, Executive Director Beacon Hill Village
12:00	Business Meeting - dues vote

[Register now](#)

### MCOA Membership Dues Vote Slated for February 16, 2017

MCOA Membership set to vote on dues increase for FY18 at our next meeting February 16<sup>th</sup> at the Doubletree in Westborough. This increase was triggered because of the raise in the formula grant for FY17 from \$9 to \$10/elder. MCOA dues has been traditionally 2% of the formula grant and thus a proposal was developed for a membership vote. The minimum and a maximum dues amount was adjusted accordingly and will also be part of the February 16<sup>th</sup> vote. For details go to

[http://www.mcoaonline.com/sites/mcoa/files/file/file/fy18\\_membership\\_dues.pdf](http://www.mcoaonline.com/sites/mcoa/files/file/file/fy18_membership_dues.pdf)

Register for the Membership meeting [here](#). Agenda to follow.

# Government Compliance Half-Day Boot Camps

MCOA has once again scheduled a training opportunity to learn from experts in state government about topic areas of importance to Councils on Aging.

You will have the opportunity to learn about Ethics (conflict of interests laws, codes of conduct, when you leave public service, and more) and political campaigning (what can and cannot be done at your Senior Center).

There are currently two dates scheduled:

March 8, Pittsfield COA, 320 North Street, Pittsfield, 8:30am Registration, 9am to 12pm Program

May 12, Barre COA, 557 South Barre Road, Barre, 8:30am Registration, 9am to 12pm Program

Cost: \$20.00

[Register Now](#)

Cancellation dates: March 1 for March 8 training; May 5 for May 12 training

## ***Work Place Safety Training***

March 21, 2017

Stoneham Senior Center

8:30am to 4:00pm

There have been a variety of situations involving work place violence in public buildings such as schools and public housing that have made the news. Recently, there has been an increase in anonymous bomb threats targeting municipal buildings and housing. Often times, people working at senior centers encounter folk they don't know and lack skills to handle threats in the work place.

This workshop, with **a senior center focus**, examines the prevalence, types and causes of violent behavior, and introduces skills to assess the potential for violence. Issues such as recognition of violent cues, protective stances, office and street safety, assessing weapons, and managing home visits are discussed. Participants learn verbal and physical skills necessary for de-escalating conflict.

**The training is presented by Ralph Detri, LICSW, LCDP, MPH; Private Practice, Professional Trainer, Consultant; Director, Personal Security Service.**

Please join MCOA for an all-day Work Place Safety Training on Tuesday, March 21 at the Stoneham Senior Center, 136 Elm Street, Stoneham 02180.

The topics include:

Morning -

- Psychology and Prediction of Violence in Clients
- Clinical Profiles and Prediction of Violence
- Forensic Mental Health Themes to assist Participants in Obtaining a Knowledge Base

Afternoon -

- Art of Law Enforcement and Situational Awareness of Dangers
- Violence Prevention Strategies
- Skills necessary to de-escalate conflict

Time; 8:30am to 4:00pm (registration 8:30 to 9:00 am)

Location: 136 Elm Street, Stoneham, Ma 02180

Cost: \$20.00 (includes course materials, light breakfast, lunch, refreshments)

RSVP: <https://fs16.formsite.com/mcoa/WorkplaceSafety/index.html>

## ***Protective Service Training***

**PS 101: An Overview of the Massachusetts Elder Protective Services Program** Although PS programs received nearly 24,000 elder abuse reports in Massachusetts in Fiscal Year 2014, experts suggest that elder abuse continues to be significantly underreported. As such, it is critical that professionals and non-professionals be educated on the signs and symptoms of abuse and how to proceed should concerns exist, as cases can easily escalate to the point of irreparable physical, emotional and financial damage. This presentation will provide an overview of the Massachusetts Elder Protective Services Program, including the principle of self-determination, definitions and potential signs and symptoms of abuse, contributing factors, and the reporting and investigation processes.

**Elder Sexual Abuse:** Does It Really Occur and if so, What Should I Do? While the total number of reports to the Elder Protective Services Program now exceeds 20,000 per year, the number of elder sexual abuse reports represents less than 1% of that total. Do these numbers accurately reflect what is occurring or are situations being overlooked? This workshop will provide a clear definition of elder sexual abuse, including signs and symptoms, and will help to clarify potential reasons why these situations rarely get reported to the proper authorities.

**Abuse in Later Life:** When Is Elder Abuse Domestic Violence Domestic abuse is a pattern of coercive tactics abusers use to gain and maintain power and control over their victims. It is a subset of elder abuse and must be recognized as domestic violence in order to appropriately intervene to keep victims safe. This presentation will present an overview of elder abuse, neglect and exploitation, the role of Protective Services, and then discuss the dynamics of abuse, barriers to elders staying safe, and effective interventions and collaborations.

**Financial Exploitation:** The incidence of financial exploitation of elders and vulnerable adults is growing nationally. Fraudulent telemarketing schemes and unscrupulous scam artists increasingly target elders, resulting in significant financial losses. In addition, loved and trusted family members too often make illegal and improper use of resources, resulting in emotional and financial damage that is devastating. Elders and vulnerable adults are left unable to pay for their basic daily needs, including housing, food, critical utilities and medications, and are traumatized by this victimization. To aid in early identification and prevention of elder financial exploitation and fraud and assist elders to remain safely in the community, Massachusetts has developed two community collaborations: the Massachusetts Bank Reporting Project and the Money Management Program. This workshop will provide an overview of these two nationally recognized programs, as well as signs and symptoms of financial exploitation and fraud, and simple strategies for protecting one's

assets. In addition, case examples will be presented that highlight the importance of community collaborations and a multidisciplinary team approach in battling the devastating and often irreversible impact of financial exploitation and fraud.

There are two full-day trainings scheduled:

- April 24 from 9:00 am to 4:00 pm at the Milton Council on Aging, 10 Walnut Street, Milton
- June 14 from 9:30am to 4:00pm at the Pittsfield Council on Aging, 330 North Street, Pittsfield

Cost: \$20.00

Cancellation dates: April 17 for the 24th Training and June 7 for the 14th Training

[Register Now](#)

## Creating A Welcoming Place for All

MCOA is launching a three-year project to work with local Councils on Aging to develop the skills, tools, and strategies to broaden community participation and inclusion at Senior Centers. This multi-faceted approach will include trainings, development of resource materials and videos to support local efforts to reach out to underserved populations. The initial, day-long training "Communicating Across Cultural Boundaries" for local COA teams, is being developed through a partnership between the Multicultural Coalition on Aging, UMass Boston, the VNA Care Network Foundation & Affiliates, and MCOA. The project is funded by EOEA. The initial training is composed of three elements:

1. "Communicating Across Boundaries" training
2. Review of local demographic data to identify underserved populations
3. Development of action plan to reach out to the underserved population in your community

We are looking for a "teach" approach on the local level and have up to four slots available for each community signing up for the training. It is recommended that the team be composed of the Director, a Board Member and one or two interested volunteers/participants.

There are two trainings currently scheduled:

- April 6, Harwich COA, 10am - 3pm
- May 23, Westborough Senior Center, 10am - 3pm

The trainings are funded by EOEA. Space is limited.

[Register your team here](#)

For questions, please contact [Kathy Bowler](#), Director of Technical Assistance, Training and Special Events

# Database Project Update

MCOA, in collaboration with UMass - Boston, is undertaking a multi-year project to develop a database of local Council on Aging programs. This database will facilitate clearer explanations about what COAs do, inventory current COA programming, provide a resource for program development opportunities and will allow member COAs compare their programs, services and resources with other communities. There are four major content areas in this project. The four major content areas are:

- Organizational information (such as level and types of funding, physical space)
- Services (addressing needs of older adults, including, but not limited to, outreach, brown bag, meals, transportation, assistance with applications)
- Programs (addressing interests of older adults including, but not limited to, fitness classes, computer classes, lifelong learning programs)
- Staffing (both paid and volunteers)

Over the course of the past several months, MCOA, in partnership with UMass-Boston, has sought information from you in order to develop a database of information about the programs and services that are available at COAs across Massachusetts. We are continuing to gather data from membership. We appreciate the efforts that you have made to complete the surveys and would encourage anyone who has not completed the surveys to do so. Although it will be some time before the final searchable database is complete and available on our website for your use, we wanted to share with you a preliminary report prepared by UMass so you'll have an idea of the data that will be available to membership. Thank you for your cooperation. Database Team - Jayne Colino (Newton), Vicki Lowe (Foxboro), Pam Woodbury (Spencer), Kathy Bowler (MCOA), Jan Mutchler (UMass-Boston), Ceara Somerville (UMass-Boston), Caitlin Coyle (UMass-Boston).

[Interim Database Report on Nutrition](#)

## Congratulations!

Seven of the Worcester Senior Center staff were recognized this week by the Worcester City Manager as the All Star Team of the Year!

## EOEA Regulations

- [Certification Procedures and Standards for Assisted Living Regulations](#)
- [Elder Abuse Reporting and Protective Services Program Regulations](#)
- [Home Care Program Regulations](#)

## Important Changes to the Lifeline Program

- [Announcement](#)
- [Lifeline Program: What Consumers Should Know](#)
- [Lifeline Program: What Consumers Should Know \(Spanish\)](#)

## Did you know...

We have great falls prevention article on our website for you to use in your newsletters? It was written by Mary Sullivan, Pharmacist on the Falls Commission. [Find it here.](#)

## Submit Your Awards Nominations Now!

[Call for Awards Nominations](#)

## Sign Your Staff Up to Receive the Briefs

[Enter information here](#)

## Formula Grant Available

Please know that you may access your SFY2017 state Formula Grant contract at:

<http://coadmin.800ageinfo.com/2016/12/fy2017-formula-grant-contracts-.html>

The complete instructions for submitting this contract/document can be found at the above web-site. We suggest the city/town authorized signatory sign, date and otherwise complete **two** (2) original contracts (use blue/black ink...see lower left hand corner of each), and that you forward one original to ELD and retain the other for reference. Thank you.

# MCOA Cancellation and Payment Policy

MCOA is pleased to offer workshops, events and trainings, and does have costs associated with these events.

Attendees who have registered for any MCOA function, may cancel up to the closing date deadline.

If you are unable to attend our function, we request notification prior to the closing date deadline. Registrants may send an alternate person to the event.

After that time, MCOA is obligated to the caterer and speaker for the costs incurred and will pass along that cost to the registrant.

A registrant who has cancelled before the closing but paid for the function will be able to apply the fee towards the next function.

Cash will no longer be accepted onsite. Invoices will be sent after the event.

Attendees (and their organizations) with a history of unpaid invoices will not be allowed to attend any event without prior payment.

**Cancellations must be made in writing to [shari@mcoaonline.com](mailto:shari@mcoaonline.com). Thank you.**

[Statewide Contacts for the Home Repair and Weatherization list](#) (xls document)

## Information Needed Please

### Check Your Files!

I am compiling forms and resource information that I will have available to MCOA Members in my role here at MCOA. Every week, I will be seeking some information from you. This week I am seeking:

### **Descriptions for COA Board and subcommittee (legislative, finance, staff, etc) position descriptions**

Please send to [resources@mcoaonline.com](mailto:resources@mcoaonline.com) or mail to MCOA, 116 Pleasant Street, Suite 306, Easthampton, MA 01027.

Thank you for your assistance.

Kathy Bowler

### **Accessing the Members Only Section of [mcoaonline.com](http://mcoaonline.com)**

Click Login either on the Member Services page or at the bottom of the home page.

Your user name is your town name followed by COA, all in one string. For example: northattleborocoa  
This is the case even if you are elder services or human services or something else.

Your password (unless you have changed it) is: mycoa2014

If you have changed it and can't remember it, just email Lynn ([lynn@mcoaonline.com](mailto:lynn@mcoaonline.com)) and she can reset it for you

Once you have logged in, it will ask you to reset your password. Make it something you will remember. There is also a "forgot password" option as long as you know your user name.

If you have any trouble logging in, contact Lynn.

Once you are logged in, more options will appear in the drop down menu under Member Services.

## **Are You Looking for a Speaker for an Event at Your Center?**

You may have heard Bridges Together founder and executive director Andrea Fonte Weaver present at the MCOA conference. Did you know that she is available to speak at your center as well? One topic that may be of interest to your constituents is **Grandparents & Grandchildren: Nurturing these Special Bonds**. Want to know more? Contact Debbie Howell at [debbie@bridgestogether.org](mailto:debbie@bridgestogether.org) or 978.793.9650.

## **Grand Conversation Cards: A Perfect Way to Spark Dialogue and Conversation**

Do you need ways to get the conversation flowing at your center? Bridges Together's [Grand Conversation Cards](#) are just the thing! These decks of cards -- comprised of 40 thought-provoking questions -- can be purchased for \$10/deck right [here](#). [Click here](#) to purchase a deck for your center or your home!

## **Create Healthy Communities with National Quality Forum's Action Guide**

America Walks is excited to partner with [National Quality Forum](#) to share [The Action Guide](#), an important resource for coming together to create healthy communities. The Action Guide is a framework to help multi-sector groups work together to improve population health by addressing 10 interrelated elements for success and using the related resources as needed. [Join us on February 1st at 3pm Eastern, 12pm Pacific](#) learn about the Action Guide from the experts who created it and how it can be used in your own work from real-life examples.

[Register Today](#)

## Find Out About ReServe

Encore Opportunities: What's Next for You?

On **Tuesday, March 7** - 1:00pm to 2:30pm, **ReServe New England** is offering a WEBINAR for people to learn more about how you put your experience to work. ReServe connects professionals 55 plus with stipended, part-time work opportunities at local nonprofit, schools, and public agencies. The WEBINAR is free but **registration is required**.

Register at by sending an email to [nmoorhouse@reserveinc.org](mailto:nmoorhouse@reserveinc.org) or call 617-910-5158.

## SNAP Replacement Benefits Due to Household Misfortune from Feb. 9th Winter Storm Niko - 4, 000 Power Outages in MA

TO: SNAP Coalition Members

FR: Pat Baker and Vicky Negus, MLRI

We want to remind you that SNAP households who suffered loss of power triggering loss of food (refrigeration etc) may be eligible for SNAP replacement benefits for the value of food lost that was purchased with SNAP.

According area news, Winter Storm Niko caused 4,000 power outages in Eastern and Southern MA - some lasting many hours.

[http://www.masslive.com/news/index.ssf/2017/02/more\\_than\\_4000\\_without\\_power\\_d.html](http://www.masslive.com/news/index.ssf/2017/02/more_than_4000_without_power_d.html)

Here's a link to our webpage on Household Misfortune, including DTA's form to request SNAP replacement benefits:

<http://www.masslegalservices.org/content/snap-replacement-benefits-due-natural-disaster-or-household-misfortune-including-power-loss>

For more information please contact:

Patricia Baker or Vicky Negus

Mass Law Reform Institute

[pbaker@mlri.org](mailto:pbaker@mlri.org)

[vnegus@mlri.org](mailto:vnegus@mlri.org)

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

Main Line: 617-357-0700

Fax Line: 617-357-0777

## FEMA Region 1 Newsletter - Winter Preparedness

### **Aging Training Series: Overview of Legal and Physical Health Aspects of Aging of Individuals with I/DD**

*Are you ready for aging? Can you answer your consumers' and caregivers' questions related to aging?*

If you answered no, you won't want to miss this highly informative and participatory presentation series led by leaders in the developmental disabilities field.

#### Purpose

America is graying and this change has profound impacts on consumers and caregivers as they age. This training provides in-depth information about the legal and physical health aspects of aging for both consumers and caregivers. The training series is intended to demystify the complex and fragmented delivery system and funding mechanisms that can aid individuals with disabilities and their families to age in place and remain in their homes for as long as they choose.

Intended audience: Employees at all levels working in I/DD field, health care and/or aging

#### Speakers

Attorney Lisa Neeley of Mirick, O'Connell, DeMallie & Lougee, LLP  
Kathy Service, RN, MS, FNP-BC, CDDN

#### Dates

Legal Aspects of Aging on March 21, 2017 at 9 a.m. - 12 p.m.  
Physical Health Aspects of Aging on April 3, 2017 at 9 a.m. - 12 p.m.

Location: ADDP/JRI Training Room, Rooms 104 - 106 (Basement Level), 1671 Worcester Road, Framingham, MA 01701

#### Admission

For series: \$135 member; \$170 non-member  
For individual session: \$85 member; \$120 non-member

#### Event Page

[Grandparents Raising Grandchildren Support Groups](#)

The Commission on the Status of Grandparents Raising Grandchildren presents:  
**Statewide Regional Workshops for Grandparents Raising Grandchildren**

The Commission on the Status of Grandparents Raising Grandchildren presents this three-hour workshop for grandparents and kinship caregivers throughout the Commonwealth. There will be special guests at each workshop presenting on topics important to grandparents raising grandchildren. There will also be an information panel at each workshop which will include representatives from DCF, DTA, Masshealth, Elder Services, and more.

*Breakfast pastries, coffee and tea will be provided*

**Worcester 3/22/17 9:30-12:30**

5 Salem Street Worcester, Ma.  
Special Guest: Elisabeth Haddad  
The Office of District Attorney  
Joseph D. Early, Jr.  
*Topic: Internet Safety*

**Lawrence 3/31/17 9:30-12:30**

Elder Services of Merrimack Valley  
280 Merrimack Street Suite 400  
Lawrence, Ma.  
Special Guest: The Federation for  
Children with Special Needs  
*Topic: Special Education Services*

**Boston 4/4/17 9:30-12:30**

So. Boston Neighborhood House  
136 H Street Boston, Ma.  
Special Guests: Lynn Girton  
and Ilene Mitchell  
*Topic: Legal Issues*

**Brockton 4/12/17 9:30-12:30**

The Brockton Public Library  
304 Main Street Brockton, Ma.  
Special Guest: Karen MacDonald  
AdCare  
*Topic: The Disease of Addiction*

**Northampton 4/26/17 9:30-12:30**

The Northampton Senior Center  
67 Conz Street Northampton, Ma.  
Special Guest: Deb Dowd-Foley  
*Topic: Take Care of the Caregiver*

**Hyannis 5/4/17 9:30-12:30**

Cape Cod Family Resource Center  
29 Basset Lane Hyannis, Ma.  
Special Guest: Ruth Bodian  
*Topic: The Impact of Trauma*

Please Register by contacting Colleen Pritoni 617-748-2454 or [colleen.pritoni@state.ma.us](mailto:colleen.pritoni@state.ma.us)

## ***Commission on the Status of Grandparents Raising Grandchildren***

Dear Grandparents and Kinship Caregivers,

Please contact your representative and senator *right away* and ask them to sign on as co-sponsors of **HD 2851 *An Act to promote the well-being of children living with guardians***. This proposed legislation will provide grandparents and other kinship caregivers with a right to have a lawyer when guardianships are being challenged in court.

Click on the link below to find and contact your Legislator and tell him/her that you would like them to sign as co-sponsors to Bill HD 2851

[Contact your Legislator by clicking here!](#)

My very best,

John A. Lepper, Chair

The Commission on the Status of Grandparents Raising Grandchildren

## **Western Union Settlement**

I have attached an article we received from the Federal Trade Commission, in regards to a \$586 million settlement from Western Union.

As you all know, wiring money is one of the most common ways that scammers get people's money. By using a variety of methods to scare or entice individuals, scammers most often ask you to wire money directly to them via Western Union or Money Gram.

I encourage you to print this article and make it avail be to members of your community that frequent your senior center. You can also feel free to print it in your newsletters

[https://www.consumer.ftc.gov/blog/western-union-settlement-586-million-refunds?utm\\_source=govdelivery](https://www.consumer.ftc.gov/blog/western-union-settlement-586-million-refunds?utm_source=govdelivery)

Best regards,

Chris

**Christy A. Geffin**

**| Coordinator Elders and Persons with Disabilities Unit**

**Northwestern District Attorney's Office** [Christy.A.Geffin@State.MA.US](mailto:Christy.A.Geffin@State.MA.US) | [NorthwesternDA.org](http://NorthwesternDA.org)

One Gleason Plaza | Northampton, MA 01060

**Office** (413) 437-5747 | **Fax** (413) 584-3635

*Project Bread's FoodSource Hotline 1-800-645-8333 is a toll-free information and referral service designed to connect people in need with a variety of food resources in their local community. The multilingual staff, complemented by able translators, can assist callers in over 160 languages. In addition, the FoodSource Hotline also offers the following:*

- Screenings for SNAP/Food Stamp eligibility. Hotline counselors are available to help callers determine if they might be eligible before they apply
- Provide over the phone SNAP application assistance and follow-up with applicants throughout the process
- Informational resource for agencies who have specific SNAP regulation questions that are affecting their clients
- General information to current SNAP recipients, applicants with pending applications and those who are hesitant to apply
- Referrals to community food programs and other programs such as WIC, School meals, housing, and utility assistance
- All calls are confidential

For more information, please contact, **Khara Burns**, FoodSource Hotline Director  
[Khara\\_Burns@projectbread.org](mailto:Khara_Burns@projectbread.org), 617-239-2586 (Direct Line), 617-248-8877 (Fax)

To: Food SNAP Coalition  
Fr: Vicky Negus

**We are starting 2017 off with a big victory for our low income clients in Massachusetts. Happy New Year, and a huge thanks to the SNAP Coalition for your help in making this victory happen!**

We last sent an eblast about the wage match lawsuit settlement in October. The settlement included retroactive relief- back benefits - for about 17,000 to 24,000 households that lost SNAP in 2014 or 2015 due to a wage match. Starting TODAY and at points over the next few months, back benefits will be issued and notices will be going out to impacted households. This eblast is one of a handful that should help with any confusion about these notices or what-if any-steps households should take. We will keep you updated as the settlement process continues.

### **What was the lawsuit about?**

In 2014 and 2015 DTA sent hundreds of thousands of notices to SNAP households based on a match with Department of Revenue (DOR) wage data and "new hire" data - and then it closed tens of thousands of cases. Advocates from MLRI, MetroWest Legal Services and private counsel filed a lawsuit challenging DTA's wage match procedures. We settled the lawsuit with DTA In October. DTA is starting to send out notices to groups of clients that will get one time retroactive SNAP payments (back benefits) under the settlement.

**The first group- about 9,000 households- got 2 months of retroactive SNAP on their EBT cards TODAY!!**

Today DTA also mailed the final version of the **attached notice** to this group (with their case specific information) telling them that 2 months of SNAP had been deposited in their EBT account.

These roughly 9,000 households lost SNAP due to a wage match in 2014 or 2015 but their case was reopened. When it closed, it closed for less than 4 months, or there was an unprocessed document in the case when DTA closed it. **If these households are not currently on SNAP, they might need help reapplying.**

We will keep you updated as DTA sends out more notices about retroactive SNAP and invites households who are still without SNAP to reapply.

**If you have questions or need more information:**

Clients might be confused about why they are getting extra SNAP or how to get back on SNAP if they got this notice but their case is closed. **If you have questions about a client who contacts you about this notice please do not hesitate to contact Vicky Negus: 857-241-1715 or [vnegus@mlri.org](mailto:vnegus@mlri.org).** To see a copy of the settlement agreement, go to [www.masslegalhelp.org/wagematch](http://www.masslegalhelp.org/wagematch)

**How is DTA handling these cases and applications from wage match clients?**

DTA has set up a special unit to work on these cases and the different parts of the retroactive relief in the settlement. Clients who got the attached notice are told to call a special phone number (not the DTA Assistance Line) with questions. If a client gets the attached notice and you have questions about their case, call the special unit. **Please do not call the special unit number unless it is for a client that got the attached notice. This special unit is NOT a replacement for the Assistance Line or Ombudsman office.** They are there to help those impacted by the wage match process. If you have other clients with case issues and you cannot get through the Assistance Line, please call the local office management or the Ombudsman office.

**Do households need to spend retroactive SNAP benefits by a certain date?**

No! These retroactive SNAP benefits- just like other retroactive SNAP payments or underpayments- do not expire or go away after the end of the month. Just like regular SNAP, this payment will stay on the EBT card until it is used up as long as the client is using the EBT card periodically. If a client does not use the card at all to buy food in a year, then DTA will expunge SNAP that is older than 1 year.

**A big THANK YOU to the SNAP Coalition for identifying wage match cases!**

Many legal services and community advocates, the new DTA Administration and the USDA Food and Nutrition Service contributed to this positive result. We are also very appreciative of the clients who were willing to share their stories to try to make sure other people did not have to go through the same harm. Many thanks to you all!

## **Possible Dept. Transitional Assistance Calls Going to Incorrect/Outdated Client Phone Numbers:**

We are writing to you today with a specific problem we need your help with. A few months ago DTA changed the process for the SNAP application interviews. Instead of DTA workers manually making the phone calls, DTA uses an "automated dialer" option. An outbound DTA phone call automatically goes to the SNAP applicant on the date and time of the scheduled interview. If the SNAP applicant picks up the phone call and accepts the call, a live DTA worker comes on the phone line to do the interview.

However, we have found in a number of cases, **DTA's automated dialer appears to be using OLD PHONE NUMBERS that may be in the clients' BEACON case record from when they got SNAP benefits in the past.** The automated dialer is NOT consistently calling the most recent -- or "primary" -- phone number listed in the SNAP application.

This issue appears to be happening mostly for households that: a) filed a paper SNAP application, b) received SNAP or cash assistance in the past, and c) have changed their phone number since they were last on benefits (which is not unusual at all). This problem could also be happening for Virtual Gateway (online) applications, but DTA thinks it is primarily a SNAP paper application issue. (The automated dialer is not calling out for recertification interviews).

### **How can you tell if DTA called the WRONG phone number for a SNAP interview?**

Ask the client to look at the notice received from DTA that lists their scheduled appointment. If they do not have the notice, they can download [DTA Connect](#) on a smartphone to look at it. You can also see a copy of the notice on the [My Account Page](#). Attached is a sample redacted SNAP appointment notice-- the phone number that DTA is calling is the number listed on the right-hand side, right under the date.

### **If DTA called the wrong number for an interview, what should you do?**

- If the phone number listed is not the correct phone number and your client is within the 30 days application period, please call the DTA Assistance Line. If you cannot get through, then call DTA Ombudsman office at 1-617-348-5354. or email Ombuds Director Sara Craven at [sara.craven@state.ma.us](mailto:sara.craven@state.ma.us) Tell the Ombuds what you think happened and include just the Agency ID (listed on all DTA notices) to help DTA look up the case. You can also call the local DTA Office Director or Assistant Director if you cannot get through to the Ombuds Unit or do not get any response back.
- If your client was DENIED his or her SNAP application for failure to complete the interview ("failure to complete the application process") - but DTA called the wrong number - DTA should reopen the SNAP application back to the original date of application. Again, tell the please contact the DTA Ombudsman and ask them to reopen the case.

**Please let MLRI (Pat or Vicky) know if you have any of these cases** (we do not need client identifying information, but just how many clients you see with this problem).

## **Announcing the recipients of the 2016 MLRC mini-grants for Innovative Respite**

*This mini-grant project was made possible through funding from the U.S. Federal Administration on Community Living. It is the third in a series of grants awarded by the MLRC in partnership with the Department of Developmental Disabilities.*

*All projects focus on the direct provision of respite services to fill identified gaps in service delivery and address unmet needs of family caregivers across the lifespan. Each group was awarded a grant of ten thousand dollars.*

### **Alzheimer's Family Support Center of Cape Cod**

Dementia Care Corps (Brewster)

The AFCSC will use the MLRC mini-grant to establish the Alzheimer's Family Support Center Dementia Care Corps to meet the needs of Cape Cod's LGBTQ dementia community. This program is part of the AFCSC's overall strategy for supporting individuals and families living with Alzheimer's and other dementia-related illnesses. The respite service will be provided free of charge to anyone who needs them, regardless of ability to pay. Participating families will receive 2, two and a half-hour visits per month by a dementia-trained, Certified Nursing Assistant. Respite providers will be fully insured and supervised by an RN or LPN, who will help establish safety guidelines and parameters to ensure safety and reduce liability in the home.

### **The Berkshire County Arc**

Respite Caregiver Voucher Project (Pittsfield)

The Caregiver Respite Project offers families and caregivers an array of respite options In-Home Respite, Facility-Based Respite at BCARC's Respite House in Pittsfield, MA and Group Respite Outreach. The goal of this latter option is to provide recreational social support activities in community settings.

### **Berkshire Family and Individual Resources (BFAIR)** "Saturday Solutions" (North Adams)

Respite care for caregivers of individuals with disabilities ages 18 and over, meeting monthly on Saturdays from 9 am to Noon at the BFAIR facility in North Adams. Trained respite workers, including a bilingual staff member, will provide direct care and a wide variety of center-based activities. Four caregiver trainings, including a full-day REST training, will also be a part of this program.

### **Creative Living**

"Escapadas de Fines De Semanas" (Andover)

Creative Living will bring its largest existing program; planned, site based respite of adults with mild to moderate developmental disabilities, to the Spanish-speaking community. This addresses the need for caregivers to recharge and attend to personal concerns, while creating a safe, intimate, caring environment for their loved one in a bed and breakfast style setting with trained staff.

### **Greater Marlboro Programs, Inc (GMPI)**

Culturally Competent Respite Service (Marlborough)

GMPI will hire a Respite Specialist who will spend 50% of their time outreaching to Brazilian, Cape Verdean, Portuguese-speaking families as well as LGBTQ families with family members with Intellectual or Developmental Disabilities and/or fixed incomes, and 50% of their time providing direct respite through the

GMPI existing respite models which include both in and out-of-home care.

### Greater Springfield Senior Services

"You're Not Alone" (Springfield)

Using existing Family Caregiver Support Program (FCSP) staff, extensive outreach will be conducted to the LGBTQ and non-English speaking populations. As well as respite, caregivers will receive one-on-one personalized assistance to assess needs, identify options, and gain access to community-based services. Caregivers will also receive training, support, and counseling to assist caregivers in decision making, problem solving and stress management.

### Hope Health

Vouchers for Respite care (Hyannis)

Since 2007 Hope Dementia & Alzheimer's Services has been supporting the desire of caregivers to keep their family members home by providing families with free comprehensive care planning and support services. The Lifespan Respite Grant provides an opportunity for new caregivers to be introduced to respite in either adult day health, home care, or overnight facility care as we seek to help caregivers find appropriate pathways for sustainable respite.

### Life Links, Inc

Inclusive Memory Café: (Chelmsford)

Bi-Monthly Inclusive Memory Café in the evening that will include a meal. Open to all community members in greater Lowell with memory impairment and their caregivers. Focused outreach efforts will strive to attract diverse populations such as LGBTQ Elders, those dealing with challenges associated with Parkinson's disease or developmental disabilities.

### LUK Crisis Center

Youth at high risk for out-of-home placement (Fitchburg)

Planned hourly out-of-home respite services will be provided to youth involved with a state system who are at high risk of out-of-home placement. The intent of the project is to demonstrate that intensive respite services can prevent out-of-home placement, thereby resulting in significant cost savings for the youth as well as savings for the Commonwealth.

### Senior Care, Inc

Respite Vouchers (Gloucester)

Senior Care will provide respite scholarships to family caregivers with low to moderate income with a focus on outreach to the LGBTQ Community. It is estimated they will serve 14 low-income caregivers, a projected 1/3 of these will be from the LGBTQ Community. In addition, specialist staff will support the family caregiver in problem solving, decision making and finding options for short and long term care needs.

## **Training Opportunity: Boston University Alzheimer's Course Online**

There are about 20 slots left for the Boston University Alzheimer course online. This invitation is for COA staff. Please share with outreach workers or any other staff that you think would benefit from the course. For more information about the course schedule, enrollment or cost, please contact Sherri Sore at EOEA--[sherri.sore@state.ma.us](mailto:sherri.sore@state.ma.us) or call her at, 617-223-9928.

## **Mini Grant Opportunity**

Do you currently (or are you interested in) implement a Walk with Ease Program? The [Osteoarthritis Action Alliance](#) (OAAA) has released a Request for Applications to expand the delivery of the evidence based, cost effective and arthritis - appropriate [Walk With Ease](#) program. This mini grant of up to \$7,000 can be used to strengthen delivery and help develop sustainable models for program delivery and funding.

**Email of intent due 12/16; Applications due 1/20.**

Learn more and apply today! <http://unc.live/2fRY4Je>

## **Honoring Choices -- Create a Health Care Plan**

### **Upcoming Events**

Events in Chronological Order

## **Save the Date**

## **Aging and Dignity Conference**

June 7, 2017

## Member Questions

## Job Opportunities

### ***Minuteman Senior Services--Care Manager***

**Position Summary:**

Reporting to a Care Management Supervisor and as a member of an interdisciplinary team, the Care Manager has responsibilities for maintaining a caseload of elderly and disabled adult consumers including determining home care programs eligibility, conducting home visits, assessing consumer needs, developing service plans, and maintaining consumer records. The Care Manager is also responsible for maintaining information relating to each case in accordance with EOEA (Executive Office of Elder Affairs) and program documentation standards. Care Managers may also assist in the implementation of the Comprehensive Screening and Service Model (CSSM) in conjunction with agency RN's and Nursing Homes.

[See full job description and how to apply](#)

Posted 2/7/2017

### ***Minuteman Senior Services--Protective Services Supervisor***

**Job Summary:** The Protective Services Supervisor provides oversight and guidance to Protective Service Workers who provide intervention for elderly clients facing abuse, neglect by a caregiver, financial exploitation or self-neglect and assists with the overall management of the Protective Services program. This position reports to the Protective Services Program Manager.

[See full job description and how to apply](#)

Posted 2/7/2017

### ***Cambridge--Information and Referral Specialist***

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Provide social services for clients of the Council on Aging, including triaging participants who request assistance; providing intake, information and referral; benefits counseling; and some case management services.

[See full job description and how to apply](#)

Posted 1/31/2017

## **SNAP Case Worker in Springfield**

### **Jobs search by Johnson Jobs**

#### ***Hingham--Benefits Coordinator***

The Town of Hingham is seeking a Benefits Coordinator responsible for a variety of clerical duties in the administration of health/dental/life benefits for Town employees and retirees. Work includes administering benefits, coordinating payroll deductions, coordinating open enrollment and benefits fair, and performing a variety of clerical support for the Town Accountant's office.

See full description and how to apply

Posted 1/27/2017

#### ***Holliston--COA Director***

The Town of Holliston is seeking a full time Director for its well established twenty-five year-old Senior Center. The Director works with the Council on Aging to identify and provide for needs of citizens age 55 or older; helps recruit, train, supervise and encourage paid and volunteer staff; responsible for daily operation and function of the senior center; prepares and submits required paperwork including reports, budgets, and grant requests; functions as liaison to the community and state and federal agencies. Bachelor's degree in human services or related field; ability to foster warm, friendly, flexible atmosphere. Information available at [www.townofholliston.us](http://www.townofholliston.us). Compensation starts at \$54,493 to \$62,000, Grade M-4, with a competitive benefits package. . Please e-mail your application and resume to Andrea Minihan at [minihana@holliston.k12.ma.us](mailto:minihana@holliston.k12.ma.us) by February 21, 2017.

The Town of Holliston is an EOE/AA.

Posted 1/27/2017

#### ***Framingham--Programs Manager***

Full-time 37.5 hrs/week, M5 Range \$53,096 - \$55,241

Monday through Friday 8:30 a.m. to 5 p.m.

The Programs Manager assesses the needs of the older adult population and develops and implements programs defined to meet those needs. Plans, schedules and advertises programs and special events. Supervises four staff and many volunteers. Evaluates programs and presenters. Develops and edits monthly newsletter. Contributes to website design and social media presence.

See Town of Framingham website for complete job description and how to apply.

<https://ess.framinghamma.gov/MSS/custom/documents/Programs%20Manager%202017-080.pdf>

Posted 1/25/2017

## **Concord--Geriatric and Public Health Nurse**

The Town of Concord seeks a Geriatric and Public Health nurse to perform clinical and administrative work in health maintenance and promotion, disease prevention, emergency preparedness and health education. Position based at the Concord Council on Aging. Requires RN and minimum of 3 years gerontology and public or community health experience. This is a benefits eligible position. Salary \$25 - \$30 hour depending on experience. 32 hours per week preferred - exact schedule to be determined with successful candidate. Application Deadline: Open until Filled. For application instructions and further information, visit [www.concordma.gov/jobs](http://www.concordma.gov/jobs) or contact the Human Resources Department at the Concord Town House at 978-318-3025.

Posted 1/20/2017

## **Needham--Director of Aging Services**

The Town of Needham seeks a highly qualified individual for the full-time position of Director of Aging Services. Under the direction of Needham's Health and Human Services Director, this position will oversee the daily operation of the Aging Services Division including the development, implementation, and coordination of all services and programs for the Division.

Duties and Responsibilities (these duties are a general summary and not all inclusive):

- Identifies alternative sources of program funding, writes and manages grant proposals, and must possess strong organizational, budgetary and public relations skills. Needham's Aging Services and faculty (Center at the Heights) are nationally accredited.
- Perform highly responsible work requiring significant initiative and independent judgment related to senior services, health and recreational needs for our seniors.

[See full listing and how to apply](#)

Posted 1/9/2017

## **Marlborough--Outreach Worker**

The City of Marlborough Council on Aging seeks a highly qualified individual for the position of Outreach Worker. Position is a Social Service Advocate responsible for disseminating information, referrals, SHINE counseling, home assessments, short term case management and functions as a primary liaison to local and community elder service providers for elders and their families. Work is performed in a fast-paced environment under the supervision of the Council on Aging Director. Bilingual (Portuguese/Spanish) highly preferred.

Minimum qualifications: Bachelor's degree in human services, social work, community health or related field: excellent interpersonal skills, writing skills, computer skills and organizational skills. Two years of working with seniors in a community setting or in-patient setting, knowledge of Metro West elder service network. Must be SHINE (Serving Health Information Needs of Elders) certified or certifiable within timeframe negotiated with the COA Director.

Salary: \$46,410.52

Contact: Human Resources, City of Marlborough

Posted 1/4/2017

### ***Billerica--Volunteer & Activities Coordinator (Senior Supervisor), Full-time***

This key position ensures that we offer an evolving range of activities and events that fosters the health and wellness of our patrons at a very active and engaged COA that sees 140 to 150 seniors daily. The position is also responsible for recruiting, training and mobilizing about 100 volunteers to increase the capacity of the organization to deliver impact. The position also works very closely with many partners in the town to produce and deliver key events such as Senior of the Year, Tree Lighting Dinner and Yankee Doodle Home-coming week-end. As a senior member of the leadership team the position manages many other projects to maximize the COA's impact.

[See full job description and how to apply](#)

Posted 1/3/2017

### ***Holliston--Clerical Assistant, Part-Time***

The Holliston Senior Center is seeking a part time Clerical Assistant. Primary job responsibilities include: program and administrative tasks, coordinating the volunteer program, media outreach, rentals, day trips, assisting the Director with other tasks. Requires high school diploma/GED and 1 year of job related experience; or any equivalent combination of education and experience. Requires computer literacy with Word, Excel and Publisher. Compensation starts at \$18.97 per hour, Grade 2 Step 1

Must pass CORI check. Please submit resume with letter of interest by January 20, 2017 to Jean Boulette, Director at: Holliston Senior Center, 150 Goulding Street, Holliston, MA 01746. EEO/AA

Posted 12/28/2016