



Elder Services of Berkshire County, Inc.

AREA PLAN ON AGING 2022-2025

ELDER SERVICES OF BERKSHIRE COUNTY AREA AGENCY ON AGING SERVING SENIORS OF
BERKSHIRE COUNTY

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ELDER SERVICES OF BERSKIRE COUNTY AREA PLAN ON AGING 2022-2025

TABLE OF CONTENTS

Planning and Service Area.....	3
Executive Summary	4
Mission and Goals.....	4
Focus areas.....	5
Target Populations.....	6
Context.....	6
ACL and EOEI Missions.....	7
Demographics and Population Data.....	8
Needs Assessment.....	9
GOALS, OBJECTIVES & STRATEGIES.....	11
Older American Act Core Program.....	11
Promoting Independence Through Person-Centered Planning.....	19
Elder Justice.....	22

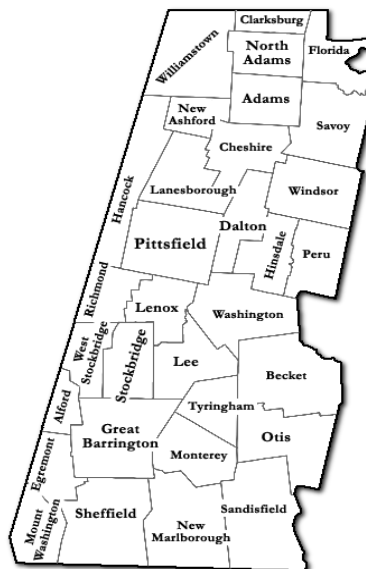
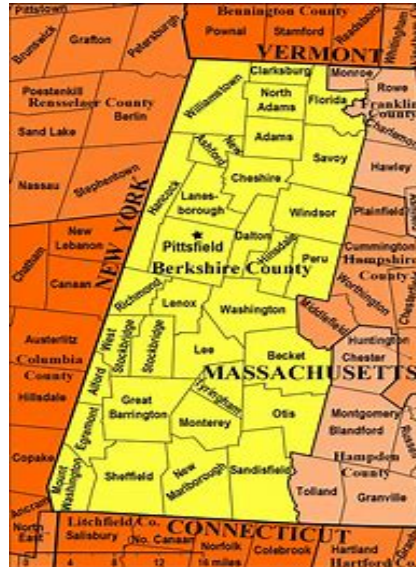
Area Plan Attachments

Attachment A: ESBCI Assurances and Affirmations.....	25
Attachment B: ESBCI Information Requirements.....	34
Attachment C: ESBCI Organizational Chart.....	42
Attachment D: ESBCI Corporate Board of Directors – Form 1.....	43
Attachment E: ESBCI Advisory Council Members – Form 2.....	44
Attachment F: ESBCI Focal Points Document – Form 3.....	45
Attachment G: ESBCI Title IIIB Funded Services Document- Form 4a.....	46
Attachment H: ESBCI Title IIIC, IIID, IIIE and OMB Funded Services Document – Form 4b.....	47
Attachment I: ESBCI Tile IIIE Family Caregivers Breakout – Form 5.....	48
Attachment J: To be Submitted Separately & at a Later Date	

Additional Attachments

Attachment K: Annual Report	
Attachment L: Emergency Plan	
Attachment M: Quality Assurance Plan FY 2021	
Attachment N: AAA Grievance Procedure	
Attachment O: Needs Assessment Survey	

ELDER SERVICES OF BERKSHIRE COUNTY, Inc.
Area Agency on Aging/Aging Services Access Point
Planning Services Area Map



Elder Services of Berkshire County serves all 32 cities and towns of Berkshire County in Western Massachusetts. ESBCI's service area for providing programs and assistance for seniors spans 946 square miles.

Berkshire County is the second largest county in Massachusetts by land area and includes some of the most rural communities in the Commonwealth.

Area Plan 2022-2025

MISSION: THE MISSION OF ELDER SERVICES OF BERKSHIRE COUNTY, INC. IS TO PROVIDE BERKSHIRE COUNTY SENIORS, CAREGIVERS AND INDIVIDUALS WITH DISABILITIES THE OPPORTUNITY TO LIVE WITH DIGNITY, INDEPENDENCE AND SELF-DETERMINATION AND TO ACHIEVE THE HIGHEST POSSIBLE QUALITY OF LIFE.

EXECUTIVE SUMMARY

MISSION & GOALS

Elder Services of Berkshire County Inc., (ESBCI), was established in 1974 as a private non-profit Home Care Corporation in accordance with the Older Americans Act. In 1975, ESBCI was federally designated as Berkshire County's Area Agency on Aging. In 1997, the Massachusetts Executive Office of Elder Affairs designated ESBCI as the Aging Services Access Point for Berkshire County.

To achieve our mission, ESBCI responds to the diverse and changing needs of elders, adults with disabilities and caregivers with a wide range of programs and services targeted to those in the greatest economic and social need. ESBCI's programs help seniors continue to live independently in their own homes and communities and delay or avoid more costly and confining nursing facility placements.

With a staff of over 120 and over 200 volunteers, ESBCI provides over 40 programs and services for more than 11,000 seniors (those 60 years of age and over), individuals with disabilities and caregivers each year. ESBCI provides a wide variety of services to Berkshire seniors including Meals on Wheels, Meals for Senior Meal Sites, Information & Referral, Case Management, Homemaker, Personal Care, Grocery Shopping, Companionship, Money Management, Supportive Housing, Serving the Health Insurance Needs of Everyone, (SHINE), Clinical Assessment, Long Term Care Ombudsman Program, Senior Community Service Employment Program (SCSEP), Elder Mental Health Outreach Team, (EMHOT), Berkshire Senior Outreach and Education (Berkshire Senior Newspaper and Berkshire Senior TV and agency website and social media).

FOCUS AREAS

As the Area Agency on Aging for all of Berkshire County, Elder Services offers programs and services in accordance with The Executive Office of Elder Affairs (EOEA) and the Administration for Community Living (ACL).

Administration for Community Living/Executive Office of Elder Affairs Focus Areas	Elder Services of Berkshire County's Focus Areas
Older Americans Act Core Programs (Title III) Supportive Services, Nutrition Services, Disease Prevention/Health Promotion and Caregiver Programs and Title VII Programs including Long Term Care Ombudsman and Elder Rights/Protective Services	Information & Referral, Community Volunteer Programs, Home Delivered and Senior Meal Site Meals, Family Caregiver Support, Long Term Ombudsman Program, Outreach, (Berkshire Senior TV & Berkshire Senior Newspaper), Protective Services through LifePath and Title III Sub Grants
Older Americans Act Core Program (Title V)	Senior Community Services Employment Program (SCSEP)
Participant-Directed/Person-Centered Programs that provide older adults and their family caregivers choice and control over long-term services and supports they need to remain in their homes.	Money Management, SHINE (Serving the Health Insurance Needs for Everyone), Rainbow Seniors of Berkshire County, Options Counseling, Elder Mental Health Outreach Team, Clinical Assessment and Case Management, Home Care Program and Supportive Housing
Elder Justice	Community Legal Aid, (Berkshire Elder Law Project), Berkshire Center of Justice (Justice for Elders Project) and Elder Protective Services, Money Management and Ombudsman Program.

* Title III Sub Grant contracts with community agencies in Berkshire County include Legal Services, Support & Education for Family Caregivers (AHEC), Transportation (Adams COA and Sheffield COA) and Rainbow Seniors (support and programming for LGBTQ+ seniors)

Berkshire Elder Protective Services is a program provided by LifePath, Inc. and is a component of LifePath's Area Plan.

Supportive Housing is a collaboration between Elder Services of Berkshire County and the Pittsfield Housing Authority at Providence Court to provide residents with on-site services that promote independence and the opportunity to age in place.

Target Populations

Elder Services of Berkshire County will continue to integrate ACL focus areas with populations targeted by the Older American Act and Title III services. Title III funding formula targets older individuals with the greatest economic need and older individuals with greatest social need with particular attention to low-income individuals and those living in rural areas. ESBCI's doors are open to anyone needing information or access to programs and services. The Older American Act, the law under which ESBCI maintains its designation as an Area Agency on Aging, identifies these priority* populations:

1. Living Alone (isolated) Elders
2. Low Income Elders
3. Minority Elder Populations
4. Native American Populations (where germane)
5. Rural Elder Populations (where germane)
6. Socially isolated population (i.e. geographic in nature, LGBTQ+ related; limited English proficient elders; separation from friends and family and other socially isolated populations)

*ESBCI embraces these priorities in all program planning and service delivery for seniors, individuals with disabilities and caregivers in Berkshire County.

CONTEXT

ESBCI's mission, goals, objectives and program planning directly align with the mission of the Federal Administration for Community Living. The Older American Act of 1965 is federal law that promotes the well-being of Americans, 60 years old and above, through services and programs designed to meet the specific needs of older citizens. All Older American Act Programs (OAA) are administered through the Administration of Community Living (ACL) under the Department of Health and Human Services. Older American Act Title III programs are available to all persons but are targeted at those with the greatest economic and social needs, particularly low-income minority persons, older individuals with limited English proficiency and older persons living in rural areas. ACL advocates across the federal government for older adults, people with disabilities and families and caregivers.



<p>US Administration for Community Living (ACL)</p>	<p>ACL's mission is to maximize the independence, well-being and health of older adults and people with disabilities across their lifespan and support their families and caregivers through a comprehensive, coordinated system of home and community-based services that helps elderly individuals maintain their health and independence in their homes and communities.</p>
<p>Executive Office of Elder Affairs (EOEA)</p>	<p>EOEA's mission is to promote the independence, empowerment and well-being of older adults, individuals with disabilities and their caregivers through a continuum of services that are responsive to the needs of constituents, families and caregivers. Older adults and individuals with disabilities will have access to the resources they need to live well and thrive in their communities. EOEA has six strategic goals which are: supporting aging in communities; preparing for evolving demographics trends; empowering healthy aging; preventing injury, violence and exploitation; strengthening the "no wrong door" access to aging and disability services; and ensuring quality, value and person-centered care.</p>

ADRC- Berkshire Aging and Disability Resource Consortium

As the state designated Aging Services Access Point (ASAP) for Berkshire County under contract with the Massachusetts Executive Office of Elder Affairs (EOEA) and the federally designated Area Agency on Aging (AAA) for Berkshire County, ESBCI partners with AdLib, Inc. of Berkshire County in the Aging and Disability Resource Consortium. The ADRC's purpose is to provide services and support to seniors and people with disabilities regardless of age, disability or income through a coordinated and seamless interagency system of service access. This ADRC collaboration provides for ***"no wrong door"*** for efficient and effective access for consumers.

DEMOGRAPHICS – Berkshire County Massachusetts – Population 124,944

The Donohue Institute of the University of Massachusetts reports that 32.68% of the population of Berkshire County is comprised of seniors age 60 and over, which designates Berkshire County as one of the "oldest" counties in the Commonwealth. This is 28.76 % increase in this age group over the past 10 years. The population of the County is declining and the population is aging. 30.4% of the population over the age of 65 reported as having a disability. Serious difficulty walking or climbing stairs is the most prevalent disability for this older population. Difficulty hearing is the second most prevalent disability. Nine percent of seniors 65 years of age and older live below the poverty level. Veterans make up 6.7% of the Berkshire County population, which is the headquarters for Soldier On, a national organization that provides services and shelter for homeless veterans as well as permanent cooperative housing.

In Massachusetts, nearly 62% of seniors live alone and 30% of seniors live in two-person households that are considered economically insecure. 11.4% of Berkshire County residents live in poverty. When state ranking for singles and couples are averaged, the worst states for senior financial security are in the geographic Northeast including Massachusetts. (UMASS-Boston Center for Social Demographic Research on Aging)

Berkshire County is predominantly comprised of two cities, (Pittsfield and North Adams) and small rural communities. The rural area of Berkshire County makes up 93.6% of the County's 946 miles. The County is the second largest county in Massachusetts in land mass and the second lowest population density in the state with 141.6 persons per square mile. The 2020 Census shows the population in Massachusetts surged over the last decade. Berkshire County and Franklin County were the only two County's in the State that experienced a decline in residents over the past 10 years.

Western Massachusetts and specifically, Berkshire County, has less racial and ethnic diversity than other counties and the average for the State of Massachusetts. The population diversity is beginning to shift with the increase in the Hispanic and Latinx population base.

Berkshire County	% Population	% Massachusetts
White	91.8%	80.6%
Black/African American	3.6%	9.0%

American Indian/Alaska Native	.3%	.5%
Asian	1.7%	7.2%
Hawaiian/Pacific Islander	.1%	.1%
Hispanic/Latinx	5.1%	12.4%

Source: U.S. Census

The language spoken at home most often in Berkshire County other than English is Spanish. With the County's growing Hispanic/Latinx population, Elder Services having the capacity to communicate and provide services in Spanish is a growing priority.

ELDER SERVICES OF BERKSHIRE COUNTY - COMMUNITY NEEDS ASSESSMENT

Elder Services of Berkshire County undertook the 2020 Community Needs Assessment Project in the fall of 2020 and completed it in December of 2020. During the time frame for implementation of the Needs Assessment, the COVID-19 pandemic and stay at home state mandates prohibited in person focus groups or meetings. It was determined that the most effective way to attain assessment feedback from the community was to utilize our Meals on Wheels network. Assessment forms were mailed to all 925 Meals on Wheels recipients with self-addressed return envelopes. 100% of the respondent were seniors (60 years of age and older). For the most part, Counsels on Aging were closed though some distributed grab-and go lunches. Seniors who picked up lunches also received assessments to complete. Needs assessments were also completed by Advisory Board members and volunteers. 201 (approximately 20% return rate) were received and manually input into the Needs Assessment portal.

Top Needs Identified in 2020 Community Needs Assessment Project

2018-2021	2022-2025
Access to Transportation	Ability to Maintain Independence
Affordable Housing	Decreased Mobility
Adequate Nutrition	Transportation
Lack of Medical Specialists	Availability of Nutrition
Access dental care providers	Seniors Who are Isolated
	Medical/Dental Care

The variance in identified needs from the last Needs Assessment may be explained in the fact that the 2020 Needs Assessment was conducted at the height of the COVID-19 pandemic and state mandates. The most frequent comments that appeared on returned assessments were:

1. Overwhelming number of respondents noted that they needed assistance with household activities, chores and home maintenance projects.
2. Almost as many individuals responded that they needed in-home care and access to caregivers.
3. Isolation of seniors who have no access to caregivers or family members and loneliness- Isolation due to the pandemic
4. The need for transportation to go to doctors' appointment and shopping

The overwhelming responses/needs reported from Advisory Council Members and volunteers were:

1. Must do everything possible to keep seniors safe and in their homes as there are very few alternative housing alternatives in Berkshire County. The few affordable assisted living residences are full. Other assisted living residences are very expensive.
2. Transportation is an on-going need in Berkshire County. Public transportation in the “central core” of the County is available, but limited. Transportation for individuals in the rural communities is a major challenge.
3. Seniors who are isolated, financially in-secure, alone and rural
4. Need to have outreach to immigrant/diverse populations

In addition to the Needs Assessment Program process and results, Elder Services recently (August 2021) convened two staff forums to identify the challenges and needs of seniors. In addition, three focus groups were held with Councils on Aging from the three geographic areas of the County (North, South and Central).

Loneliness and isolation were, (and still are), major issues for many of our seniors as a direct result of COVID-19 protocols. Many were not able to see their family members. Casework was predominantly conducted virtually. Home health care was a challenge for seniors who feared having workers come into their homes and workers who were hesitant to go into homes. During this time, Meals on Wheels drivers were conducting well-being checks, from a distance, with every meal delivered. Case managers consistently performed well-being checks by phone. Loneliness and isolation for seniors in Berkshire County is exacerbated by the fact that Berkshire County is predominately comprised of small, rural communities. These communities are not only rural but they have very limited public transportation and some of these communities still do not have reliable internet service.

Two programs were initiated as a means to reach out to seniors. For the holidays, the 2020 Holiday Elder Care Program collected and delivered over 500 holiday cards to seniors living alone and in nursing homes. The Valentine Project enlisted support from schools, volunteers, faith communities and individuals who made over 1,200 cards that were delivered to every Meal on Wheels consumer, Meal on Wheels drivers as well as the residents of the 13 nursing homes in the County.

A Note on COVID

COVID-19 has taken a toll on mental health, with older adults reporting an increase in symptoms of anxiety and depression. Among those ages 80 and older, this increase occurred most dramatically between late 2020 and early 2021.

The Impact of COVID-19 Pandemic on Well-Being:

- 21% of Medicare beneficiaries reported feeling more lonely or sad
- 15% of Medicare beneficiaries reported feeling less financially secure
- 38% of Medicare beneficiaries reported feeling less socially connected to family and friends

Source: *2020 Profile of American*, the Administration for Community Living, 2021.

GOALS, OBJECTIVE & STRATEGIES – 2022-2025

Elder Services of Berkshire County will provide services to as many older persons and adults with disabilities to ensure that they live with dignity, independence and self-determination and are able to achieve the highest possible quality of life. This is and will continue to be accomplished through a wide range of programs and services for Berkshire County seniors including the Senior Nutrition Program, Community Volunteer Program, (Homemaker, Personal Care, Grocery Shopping, Companionship and Laundry Services), Personal Emergency Response Systems, Elder Mental Health Outreach, Options Counseling, Money Management, Supportive Housing, SHINE (Serving the Insurance Needs of Everyone), Family Caregiver Services, Clinical Assessment and Eligibility, Long Term Care Ombudsman Program, Fallon Health NaviCare Program, The Senior Community Services Employment Program (SCSEP) and Communication & Outreach (Berkshire Senior Newspaper, Berkshire Senior TV, web site and social media).

OLDER AMERICANS ACT CORE PROGRAMS

As the Area Agency on Aging for Berkshire County, Elder Services offers the following Older American Act/Title III Programs:

- Community Volunteer Services
- Information & Referral
- Home Delivered & Senior Meal Site Meals
- Family Caregiver Support
- Long Term Ombudsman
- Outreach -Berkshire Senior TV and Berkshire *Senior* Newspaper
- Title III Sub Grants*

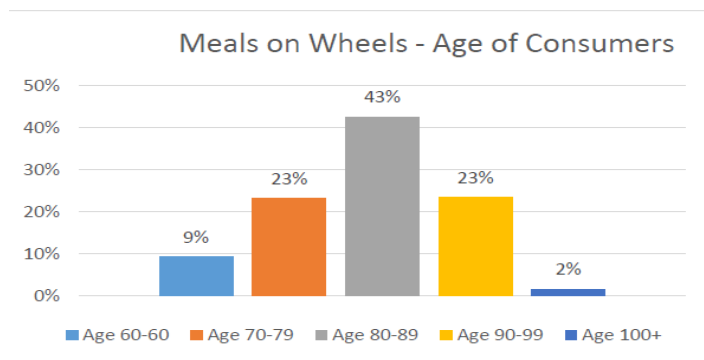
* Title III Sub Grants include community agencies that provide Legal Services, Caregiver Support & Education, Transportation and support and programming for LGBTQ+ seniors residing in Berkshire County.

Over the next four years, ESBCI will continue to provide Older Americans Act/Title III Program to seniors, individuals with disabilities and caregivers of Berkshire County targeting those persons over the age of 60 who are rural elderly, seniors with the greatest economic and social needs and low-income minority persons. ESBCI will address the concerns seniors have regarding isolation, food insecurity and financial security. ESBCI's programs address seniors' needs as identified in the Needs Assessment of 1). Ability to Maintain Independence, 2). Decreased Mobility 3). Availability of Nutrition 4). Concern for seniors who are Isolated.

MEALS ON WHEELS & MEAL SITE MEALS

ESBCI's Senior Nutrition Program provides 900+ home delivered meals and meals for 18 senior meal sites in Berkshire County (which are now all reopened). Home delivered meals are provided to homebound seniors who are unable to prepare nutritionally balanced noon meals for themselves or have no one who can prepare a meal for them. In Federal Fiscal Year 2021, ESBCI prepared and delivered 228,573 hot nutritious meals including grab and go lunches at meals sites and kosher meals in collaboration with the Jewish Federation of the Berkshires. Meals were provided to more than 1,937 seniors and 226 volunteers contributed 3,874 hours delivering meals. Hunger and nutrition are serious threats to the physical and mental well-being of seniors. 11.4% of seniors over the age of 60 experience some form of food insecurity or hunger. There are three

identified food deserts in Berkshire County. 74% of seniors receiving Meals on Wheels have fixed incomes below \$22,000/year.



The profile for seniors who receive home delivered meals or eat at a senior meal site are:

- 75+ years of age
- Female
- Live Alone
- Are lonely and vulnerable
- Live in Rural Areas of the County
- Self-report Fair or Poor Health
- 60% Are in Need of Additional Services/Case Management
- Are food and financially insecure

Congregate meals provide meals in a group setting and keep older adults healthy. In addition to healthy meals, the program offers social engagement and information on health aging, all of which contribute to seniors' overall health and well-being. Research shows that the Senior Nutrition/Meals on Wheels Program improves health, reduces the need for more expensive medical interventions and enables seniors to be independent and remain in their homes.

Seniors who receive home delivered meals or congregate meal are physically, mentally and financially healthier and less lonely and isolated.

GOALS:

ESBCI's Senior Nutrition Program/Meals on Wheels will maintain its ability to provide hot, nutritious meals with critical wellness checks to all Berkshire Seniors who need them, including seniors who live in the rural communities of Berkshire County. ESBCI operates its own kitchen, which enables the Agency to manage and control the variety and quality of the food and meal delivery. ESBCI is prepared to meet the needs of the growing number of seniors in Berkshire County and the increase in the number of seniors requesting Meals on Wheels.

ESBCI will develop the capacity to meet the dietary needs of all seniors by offering diet specific meals, Medically Tailored Meals, (gluten free, diabetic, specialized renal and cardiac diets and vegetarian). Medically Tailored Meals are a nutritional intervention for health as they improve healthcare outcomes, lower the cost of medical care and lower hospital readmission rates. Medically Tailored Meals, nutritional assessments, education and counseling address seniors' medical diagnoses with the goal of ensuring the best possible health outcomes.

ESBCI's Senior Nutrition/Meals on Wheels Program will provide ethnic menus that are relevant to the ethnic and cultural preferences of seniors. ESBCI will develop partnerships and contracts with local restaurants to prepare and deliver ethnic meal options to meet the needs of diverse senior populations. We will implement a

new “farm to table” program, which will work with the local Berkshire County farmers, and farm stands to integrate fresh fruits and vegetables into menus while at the same time contributing to the local farming economy. Grab-and-Go lunches provided during the pandemic will be continued year round as a nutritional alternative for seniors who request and need a nutritional meal but do not want to participate in congregate meals. A full-time dietician will be hired to expand the availability of nutrition education, nutritional assessments, counseling and intervention. The dietician will also provide Healthy Living evidenced-based programming such as “Healthy Eating for Successful Living in Older Adults” and “Diabetes Self-Management.”

ESBCI will provide support to local community Food Pantries (particularly those housed in councils on aging), providing them supplemental assistance for the purchase of food, especially during times of the year when pantries experience high usage (end of the month when seniors have spent their social security checks and need food, holidays and winter months). This assistance for food pantries should decrease food insecurity for seniors.

Meals on Wheels drivers will continue to provide well-being checks with every meal delivered. Seniors consistently report that the interaction with their driver is often the highlight of their day and that they look forward to seeing their driver. The majority of responses from Meals on Wheels consumers indicate that they are less lonely and feel safer because of their interaction with their driver.

With the community re-opening, Nutrition Education sessions will commence at the Senior Meal Sites and Councils on Aging. ESBCI will also provide Nutritional Education Programs for diverse communities including the African American, Asian and Spanish speaking communities. ESBCI will continue to distribute Farmers’ Market Coupons throughout the County as an additional means by which the Agency addresses food insecurity for seniors.

TITLE III SUB GRANTS

Title III Sub Grants address Older American Act Priorities:

- Community Legal Aid (Berkshire Elder Law Project) - provides free legal service for low-income seniors and Individuals with disabilities
- Berkshire Center for Justice (Elder Justice Project) - provides free legal services for low-income seniors and Individuals with disabilities
- Berkshire AHEC – (Area Health Education Center) provides support to caregivers through educational programs and support groups
- Adams COA and Sheffield COA provide transportation for seniors in their communities
- Berkshire Rainbow Seniors – provides support, education and programming for LBGTQ+ seniors living in Berkshire County. The number of individuals accessing Berkshire Rainbow Seniors will increase as the Program expands to North County and South County and coordinates additional programs for women.

GOALS:

These sub grants address the needs of individuals who are often physically and socially isolated, living in rural communities and are low income.

ESBCI will provide additional support for our legal services providers, Community Legal Aid, (Berkshire Elder Law Project) and Berkshire Center for Justice, (Justice for Elders Project), who provide free legal assistance to low-income seniors. Last year 54% of the seniors served through Title III legal services sub grants had incomes below the federal poverty level. This additional support will provide the funds for legal services to meet the increase in COVID-related legal issues that seniors are dealing with (unemployment and benefit issues and landlord issues). Both legal organizations will work with more clients facing eviction due to the end of the eviction moratorium. These cases will be in addition to the legal cases that they typically assist seniors with.

ESBCI will provide supplementary financial support to AHEC, (Area Health Education Center) to provide additional caregiver support and education specifically for our minority communities and to work directly with the agencies that are located in these neighborhoods.

ESBCI has just developed a collaboration between community agencies and COA's to provide Matter of Balance classes for seniors while, we have, at the same, organized the first Matters of Balance Instructor Course which will have representatives from throughout the County. This program can be an integral ingredient in keeping our seniors healthy and living at home.

COMMUNITY VOLUNTEER PROGRAM

ESBCI's Community Volunteer Programs coordinates volunteers who transport seniors to, from medical appointments, and to other appointments and errands. This Program was significantly curtailed by COVID-19 social distancing, as it was difficult to maintain distancing in passenger cars though some volunteers did provide grocery-shopping services for seniors. Volunteers also provide companionship and friendly visits. These services are beginning to resume. Transportation programs ensure that seniors are able to access their health care providers. Transportation for seniors in Berkshire County is a critical service as the County is rural with limited public transportation. Transportation needs and isolation were both dominant themes identified in ESBCI's 2020 Needs Assessment. The majority of seniors who benefit from these programs are isolated, living alone, living on fixed income and living in rural communities. This is consistent with the Older American Act's targeted priority population.

GOALS: The goal for the Community Volunteer Program is to increase the current number of drivers. This will increase the capacity to meet the needs of the increasing number of seniors living in Berkshire County. Additional drivers will increase availability of rides for seniors and meet the increasing demand for transportation services. In a multi-pronged approach, we will reengage drivers who took leaves of absence during the pandemic as well as advertise in *Berkshire Senior* newspaper and feature the need for volunteers on a segment of Berkshire Senior TV.

INFORMATION & REFERRAL

Elder Service's I & R Department is Berkshire County's gateway to information on services and programs available to our seniors, disabled population and caregivers. I & R maintains an extensive database containing contact and program information on local, statewide and national resources for seniors. Last year I & R assisted 8,980 callers with the majority of calls looking for information about homemaker assistance,

companionship, home delivered meals, subsidized home care, Home Health Aid Services and SHINE. I & R is the entry door for accessing Elder Services program and services. The Department was a beacon of light for hundreds of seniors seeking assistance accessing COVID-19 vaccinations.

GOALS: The goal for ESBCI's Information & Referral Department is to maintain its high customer service rating and to continue to meet the increasing number of calls each month (approximately 750).

FAMILY CAREGIVER SUPPORT

The Family Caregiver Support Program is available to help caregivers in need of assistance and support and in many cases provide respite care for these caregivers. The Program is available to all caregivers who care for someone 60 year of age or older, care for someone under the age of 60 who has a physical disability, developmental disability or mental illness or care for someone under the age of 60 with Alzheimer's disease or dementia. Response to the 2020 Needs Assessment identified the need to support caregivers. As the population of Berkshire County continues to age there will be an increased need for caregiver support. Options Counseling will continue to provide information and support to seniors and their families to address individual needs and housing options.

GOALS:

ESBCI will resume and expand the number of support groups held in the three regions of the County- North, South and Central. SAVVY Caregiver and Powerful Tools Caregiver will both be offered to the general public as well as in the diverse communities of the County, especially in collaboration with the Christian Center, Northern Berkshire Community Coalition, VIM (Volunteer in Medicine) and the Dream Center-organizations that work with minority, immigrant, non-English speaking and low-income populations. Community outreach and education will identify individuals who do not necessarily self-identify as caregivers though they are fulfilling the role of caring for a family member. New materials will be developed for caregivers that will identify programs and services available to them. Respite care scholarships will be provided for seniors to fund stay short term (one to two weeks) at senior assisted living facilities to provide respite for caregivers.

Elder Services' contract with Berkshire Area Health Education Center (AHEC), as a Title III Sub Grantee is to provide caregiver support and training. This year AHEC is providing "Social Isolation and Mental Health Training for Caregivers". We will also support a new collaboration with AHEC to provide caregiver support and education for and in the diverse populations in the County.

LONG TERM CARE OMBUDSMAN PROGRAM

The Ombudsman Program directly aligns with ACL and EOE priorities by helping maintain the health, dignity and well-being of seniors by assisting in enhancing their quality of life. ESBCI's volunteer-based Ombudsman Program assists seniors who are residents in the 13 nursing homes in Berkshire County. The Ombudsman Program Manager was able to ensure that nursing home residents had the ability to communicate with her or their Ombudsman volunteers via phone and Zoom during the long duration of time when all nursing homes

were closed to outside visitors. This Program has been especially critical during a time when families and friends did not have access to their loved ones and were not able to intervene on their behalf.

The Ombudsman Program directly addresses the Needs Assessment priorities of Isolation, Access to Health Care, seniors who are Frail and responding to the Needs of Disabled seniors.

GOALS: The immediate goal for the Ombudsman Program has been to again be able to provide in-person, face-to-face meetings with nursing home residents. It has been critical for the volunteer base of the Program to return to pre-COVID activity levels. ESBCI will recruit and train a cadre of new volunteers to provide expanded coverage for Berkshire County's 13 nursing homes. ESBCI will implement a targeted marketing plan to recruit Ombudsman volunteers. This initiative will be an integral part of the overall ESBCI Agency Marketing Plan that will be developed in consultation with a Marketing consultant. Additionally, the Marketing Plan will include brochures for nursing home residents, family members and hospital case managers that will highlight the Program and the services it provides. We intend to provide laptops to facilitate the reporting and documentation that Ombudsman volunteers are responsible for. These laptops will ensure timely completion of documentation and can be utilized for virtual and recorded trainings for volunteers.

OUTREACH

Berkshire Senior Newspaper is at the core of ESBCI's outreach program. *Berkshire Senior* is published every other month and primarily distributed as an insert to the County's newspaper, *The Berkshire Eagle*, with a circulation of 11,000. Copies are also delivered to two of the COA's. *Berkshire Senior* TV shows are taped each month and aired four times a week on the local cable access station.

GOALS:

The overall goal is to identify audiences and venues for outreach information/educational presentations including Councils on Aging and minority communities. ESBCI will identify additional outlets to distribute *Berkshire Senior Newspaper*.

ESBCI is in the process of redesigning and re-launching the Agency's website. Our new website will have more content, be more user-friendly and contemporary. Built into the site will be the ability for the entire site to be translated and read in 58 languages that will increase outreach to non-English speaking seniors. The pages of the website can also be altered for easier reading such as changing to a larger typed format to be more legible and user friendly for seniors with vision challenges.

The marketing and outreach material that ESBCI currently has is outdated, not relevant or non-existent. ESBCI will develop a comprehensive marketing plan that will include working with a marketing consultant to design and update materials and identify marketing outlets (i.e. print, radio, billboards). This marketing initiative will include updated Agency brochures and printed materials, brochures specific to ESBCI programs and services, brochures translated into Spanish and family caregiver materials for health and wellness courses and events.

The marketing plan will also include the development and implementation of a volunteer recruitment campaign to expand the volunteer workforce.

SUPPORTIVE SERVICES

GOALS:

TRANSPORTATION NAVIGATOR/COA LIAISON COORDINATOR

Transportation and the coordination of transportation are major issues in Berkshire County especially for seniors and more so for seniors living in rural communities. Transportation was identified as a major problem and need in the 2020 Needs Assessment. The problem of transportation and lack of transportation was also identified by Councils on Aging as a major barrier for seniors, especially in accessing medical care. Councils on Aging also identified the need to be more connected with Elder Services. ESBCI will hire a newly developed Transportation Navigator/COA Liaison. This position will assist COA's and seniors who need transportation, especially for seniors who need transportation to and from medical appointments. The position will coordinate with existing programs, services and/or vendors to increase access to transportation services for seniors. The Coordinator will also provide linkage and outreach to the Councils on Aging, allocating time at COA sites and senior centers providing information, education and services.

TECHNOLOGY NAVIGATOR

Older adults face challenges and barriers in adapting and utilizing technology whether it be cell phone, iPad, computer or THE internet. This became very evident as seniors struggled to make appointments for their COVID-19 vaccines. ESBCI assisted hundreds of seniors navigate the internet to access vaccine appointments. Technology is an integral part of people's daily lives, including the healthcare delivery system, telehealth and video conferencing. Many seniors do not have the knowledge to delete messages on their phones so caseworkers and family member cannot leave messages for them. The advantage of technology for seniors is that technology can make it possible for them to be independent and remain in their homes. Technology offers a wide range of benefits for older adults—but only if they have the tools and knowledge to take advantage of IT devices. Technology can connect seniors with friends, family and healthcare providers. It can provide news and weather. It can be used to order prescriptions and groceries.

ESBCI will establish a Technology Navigator Program to assist seniors on a one-on-one basis as well as in group settings at the Councils of Aging and Senior Centers. This Technology Navigator will be an intergenerational collaboration with Berkshire Community College. Students from the College's STEM Program will be recruited to provide information and instruction on topics such as email, phone messaging, using cell phones, navigating the internet, video conferencing, and passwords. Assistance will be provided for seniors on a one-on-one basis as well group presentations at Councils on Aging and Senior Centers. Students will be compensated with a stipend and mileage reimbursement.

MEDICAL NAVIGATOR

Figuring out how to get the best possible health care can be overwhelming and, for many seniors, doctor's appointments can be confusing. Doctor-patient communication relies on the ability of both parties understanding the words and concepts. Communicating with doctors can be tricky under the best of circumstances with unfamiliar terms, many details and rushed appointments. For older adults, medical appointments can be complicated and confusing. Managing one's health is, for some of our seniors, particularly difficult due their inability to remember medical information and manage the doctor's prescribed medical care. In one study, researchers concluded that 40% of seniors (65+) could not manage the complexities of navigating the healthcare system. Seniors may not be able to recall medical information and medication instructions.

ESBCI will partner and contract with an existing community provider to deliver Medical Navigation services for seniors in Berkshire County. Often times, seniors have no family members or friends who can assist them through medical appointments. The Medical Navigator will be available to attend doctor's appointments with seniors, take notes, ask questions and make sure that the senior understands the doctor's recommendations, orders and prescriptions. The Medical Navigator will provide "check ins" once the senior is home to ensure that the senior is complying with doctor's recommendations and to field any questions the senior may have. The Medical Navigator will also provide post-discharge follow-up for seniors.

Seniors who understand their medical care and are able to process health information and their doctor's recommendations have better health outcomes. The Medical Navigator will contribute to the health and well-being of seniors and improve their ability to remain independent in their homes.

HEALTHY AGING PROGRAMS

Evidence-based health promotion programs offer proven ways to promote health and prevent injuries and disease among older adults. Evidence-based programming provides education and activities that support seniors' ability to be healthy, independent and remain in their homes. ESBCI will increase our capacity and the availability of evidence-based health promotion programs for seniors, which will contribute to the health and fitness of seniors. Per Diem instructors and community agencies will be recruited and trained to provide healthy living programs in the community, Councils on Aging, senior centers and at organizations that serve minority populations. Programs may also be provided remotely. Programs will include those of the National Council on Aging's Center for Health Aging's approved evidence-base programs and may include Savvy Caregiver, Matter of Balance, Chronic Disease Self-Management, Active Choices, Better-Choice-Better Health, Eat Smart, Move More, Weigh Less, Get Fit, On the Move, Tai Chi for Arthritis, Silver Sneakers for Seniors or any other NCA approved program.

PROMOTING INDEPENDENCE THROUGH PERSON-CENTERED PROGRAMS

“ACL believes that every person should be able to make choices and to control their own decisions regardless of their age, disability or illness”

ESBCI operates under a person-centered philosophy of program planning and implementation. ESBCI strongly supports each senior’s right to accept or deny services. Person-centered programs empower seniors and their family caregivers giving them the choice and control over the services and support they need to live in the home of their choice. These programs are home and community-based services that help seniors and individuals with disabilities maintain their independence and determine for themselves what assistance and support works best for them. This philosophy is apparent in all of ESBCI’s policies and procedures. The senior is always the center of their care team.

RAINBOW SENIORS OF BERKSHIRE COUNTY (Title III Sub Grant)

Berkshire Rainbow Seniors provides programming, outreach and advocacy for LGBTQ+ seniors. Many of these seniors feel isolated from the wider community. Rainbow Seniors helps build relationships, provide support, grow in knowledge and cultural competence and advocate for human rights so that everyone can live and age in dignity. Some individuals are hesitant to divulge personal information or attend group meetings. COVID-19 actually increased participation at meetings as Zoom made it easier for some seniors to join meetings that were not held in person.

GOALS: ESBCI will continue to support Berkshire Rainbow Senior’s programs and services. Berkshire Rainbow Seniors will continue to meet the needs of more LGBTQ+ seniors by expanding programs to North and South County and providing directed programs for women, people of color and transgender individuals. Berkshire Senior Rainbow will begin offering monthly remote meetings to encourage increased participation.

MONEY MANAGEMENT (MMP)

ESBCI has been offering Money Management since 1994 to assist low-income Berkshire residents age 60 and older who need assistance writing checks, balancing their checkbooks and managing their money. Trained, insured volunteers visit seniors every month to help them manage their household finances. The primary goal of Money Management is to provide on-going bill paying and budgeting assistance for seniors who may be confused or overwhelmed by bills and paperwork. Money Management aligns with the goals of ACL and EOEA and ESBCI’s Needs Assessment. It provides home-based personalized financial support for seniors and promotes well-being and quality of life. Seniors in the MMP gain confidence in their ability to live at home with sufficient funds for their basic needs. Many of MMP consumers are isolated, low-income seniors living alone. The Program addresses the economic security and independence concerns identified in ESBCI’s 2020 Needs Assessment. Program. Volunteers are also able to identify financial fraud.

GOALS: The Money Management Program will conduct community outreach to underserved individuals and the community as a whole. The Program addresses the needs of seniors who are financially at risk by stabilizing their fiscal affairs. Stabilizing their finances also stabilizes their housing and contributes to consumers' ability to live independently. The Program will increase the number of Money Management trained volunteers to increase the number of individuals assisted while at the same time decreasing the caseload of current Money Management volunteers.

SERVING HEALTH INSURANCE NEEDS FOR EVERYONE (SHINE)

The SHINE Program provides free, unbiased and up-to-date health insurance information, one-on-one counseling and assistance to Medicare beneficiaries of all ages. The majority of SHINE consumers are seniors (65 years of age and older). SHINE volunteers help consumers navigate the complexities of health insurance options. Each year the SHINE Program provides assistance to approximately 3,000 individuals though the number did decrease during the height of the pandemic.

Access to quality affordable health insurance and health care are critical issues for seniors and essential to maintaining their health. The availability of affordable health insurance and health care were identified as concerns in the 2020 Needs Assessment. The SHINE Program has a significant impact on the lives of seniors, especially those who live on a fixed income or are low income. The SHINE Program addresses needs identified in the Needs Assessment including the ability to remain independent and financially secure. Seniors are often referred to the Money Management Program and Money Management seniors are referred to the SHINE Program.

GOALS: The SHINE Program will recruit additional volunteers to be trained to help meet the demand for the Program, especially during Medicare open enrollment periods. With the addition of new SHINE Counselors, the caseload of current SHINE Counselors will be able to be decreased. The SHINE Program will conduct targeted outreach to publicize the Program and its benefits so that a larger percentage of the senior population will benefit from the Program and will conduct outreach to minority senior community members and non-English speaking seniors.

OPTIONS COUNSELING

ESBCI's Options Counseling Program assists seniors, family member, caregivers and/or significant others to make informed decisions about long-term services, supports and living situations. Options counseling involves person-centered conversations that explore housing options for seniors including settings, programs, services and costs. The Program supports individuals so they can make their own decisions about long-term care. The Program also provides options for support needed to remain at home. Options counseling is an increasingly critical program with the growth of the senior population in the Berkshire County, the lack of availability of assisted living facilities and the closure of two nursing homes in the past year or so.

The Options Counseling Program addresses ACL and 2020 Needs Assessment populations of Seniors Living Alone and Low Income Seniors.

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

Elder Service's SCSEP Program promotes and facilitates training opportunities and job placement into subsidized employment for low-income individuals ages 55+. Participants are given 20 hours per week job assignments and on-the-job training with host agencies. SCSEP collaborates with MassHire (Berkshire Regional Employment Board). The SCSEP Program aligns with the mission and goals of ACL and EOE by providing individualized, community-based services that help seniors maintain their independence and promote their well-being and quality of life. The Program also address financial security and the ability to remain independent, as identified in the 2020 Needs Assessment.

GOALS: ESBCI will promote SCSEP in the community with the goals of filling available slots. Outreach will include working with community partners and promoting the Program via *Berkshire Senior* Newspaper, Berkshire Senior TV, web page and social media.

ELDER MENTAL HEALTH OUTREACH TEAM (EMHOT)

The goal of ESBCI's Elder Mental Health Outreach Team is to address the unmet, behavioral health needs of older adults (60 year of age and older), who live in Berkshire County. EMHOT offers individualized, flexible, intensive, short-term solutions-focused casework for seniors who are at risk of self-neglect and are socially isolated by geography, fractured relationships with families and friends or by their own choice. The need for flexible interventions for older adults in Berkshire County has increased dramatically, leaving our most vulnerable seniors at risk. Many EMHOT clients are over the age of 70, are female and live alone-often in subsidized housing. The complexities of these cases require individualized interventions that typically involve multiple home visits, phone calls and skilled casework.

GOALS:

Access to meaningful, person-centered behavioral services for older adults in Berkshire County has become very challenging. Mental health providers in the community may take 3-6 months to pair an older adult with a clinician making it increasingly difficult to transition current EMHOT consumers to longer term mental health supports. ESBCI will hire an additional full-time clinician to meet the growing demand for EMHOT services. (Non ARPA funded)

CLINICAL ASSESSMENT AND CASE MANAGEMENT

Elder Services participates in the Comprehensive Services and Screening Model (CSSM). The model ensures that nursing home residents, family members and caregivers receive comprehensive information and care-planning support to make decisions about a senior's future. During the screening process, options other than placement in a nursing home may be explored. The ESBCI Case Manager develops a community-based, person-centered service plan, the goal of which is to ensure the individual receives the services they need to be successful after they are discharged from the nursing home.

HOME CARE PROGRAM

ESBCI provides a variety of in-home, person-centered services designed to enable a senior to remain independent in their home. When a senior's ability to perform normal activities of daily living diminishes, there may be need for a variety of Home Care Services that allow her or him to remain in their home. Needs can be critical such as bathing, dressing, eating, meal preparation, food shopping, transportation and transferring from bed to chair. Non-critical needs include laundry, housework and taking medication. Home Care Services may also include companionship to lessen a senior's feeling of isolation and loneliness. Home Care Services can make it possible for seniors to remain in their home, be healthier and safer.

GOALS: ESBCI will identify seniors who have unmet home care needs. A questionnaire will be mailed to Meals on Wheels consumers and congregate meal site participants to inquire about home services they may need and qualify for. A side effect of COVID-19 is the current employment situation. Issues during the pandemic made direct workforce challenges even worse than they had previously been, decreasing the number of individuals willing and able to serve our consumers in their homes. The Enough Pay to Stay legislation and 10% ARPA related add-ons will provide temporary wage enhancements for direct care workers and should provide relief to the Home Care Agencies we contract with.

ELDER JUSTICE

ESBCI supports the protection and fundamental social and legal rights of elders, especially those who are most vulnerable. ESBCI maintains responsibility for the provision of elder protective services for Berkshire County seniors though LifePath, Inc. (the ASAP responsible for Franklin County, MA) administers the actual day-to-day management of Berkshire Elder Protective Services (BEPS). LifePath, a designated Protective Service Agency, provides Elder Protective Services in Berkshire County through the Berkshire Elder Protective Services Office. All ESBCI staff are mandated reporters.

Elder services supports legal services through Title III funding for sub grants with two local legal programs that protect the rights, independence, financial security and well-being of seniors. Community Legal Aid and Berkshire Center for Justice both provide free legal representation and education for seniors, caregivers and individuals with disabilities. Fifty-four percent of the seniors served have incomes below the federal poverty level. Both agencies prioritize legal assistance to those with the greatest economic and social needs with special focus on seniors who need legal assistance to maintain themselves in their own home, seniors who need protective services, seniors who have no other means of accessing the legal system and seniors whose legal problems threaten their independence and dignity. Legal assistance addresses various issues including housing disputes, Medicaid planning, property transfers, debt, fraud, consumer protection issues, domestic violence, poverty and mental illness. Both agencies provide advocacy for the basic needs for seniors that protect their well-being dignity and quality of life.


GOAL: ESBCI will monitor the legal assistance provided by the two Legal Sub Grantees especially in light of the end to the moratorium on rent and mortgage payments and the end to COVID unemployment payments. If needed, ESBCI may provide additional funding to subsidize the anticipated increase in caseloads.

MONEY MANGEMENT and **NURSING HOME OMBUDSMAN PROGRAM** also address elder Justice Issues including investigating and resolving complaints made by or on behalf of nursing home residents, protecting the rights of nursing home residents, and identifying suspected financial exploitation of seniors.

ATTACHMENTS

Attachment A: Area Agency on Aging Assurances and Affirmation

For Federal Fiscal Year 2022, October 1, 2021, to September 30, 2022, the named Area Agency on Aging hereby commits to performing the following assurances and activities as stipulated in the Older Americans Act of 1965, as amended in 2020:



Section 306, Area Plans

Each area Agency on Aging designated under section 305(a)(2)(A) shall, in order to be approved by the State agency, prepare and develop an area plan for a planning and service area for a two-, three-, or four-year period determined by the State agency, with such annual adjustments as may be necessary. Each such plan shall be based upon a uniform format for area plans within the State prepared in accordance with section 307(a)(1). Each such plan shall—

(1) provide, through a comprehensive and coordinated system, for supportive services, nutrition services, and, where appropriate, for the establishment, maintenance, modernization, or construction of multipurpose senior centers (including a plan to use the skills and services of older individuals in paid and unpaid work, including multigenerational and older individual to older individual work), within the planning and service area covered by the plan, including determining the extent of need for supportive services, nutrition services, and multipurpose senior centers in such area (taking into consideration, among other things, the number of older individuals with low incomes residing in such area, the number of older individuals who have greatest economic need (with particular attention to low income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) residing in such area, the number of older individuals who have greatest social need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) residing in such area, the number of older individuals at risk for institutional placement residing in such area, and the number of older individuals who are Indians residing in such area, and the efforts of voluntary organizations in the community), evaluating the effectiveness of the use of resources in meeting such need, and entering into agreements with providers of supportive services, nutrition services, or multipurpose senior centers in such area, for the provision of such services or centers to meet such need;

(2) provide assurances that an adequate proportion, as required under section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services—

(A) services associated with access to services (transportation, health services (including mental and behavioral health services), outreach, information and assistance (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible), and case management services);

(B) In-home services, including supportive services for families of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and

(C) legal assistance;

and assurances that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded.

(3)(A) designate, where feasible, a focal point for comprehensive service delivery in each community, giving special consideration to designating multipurpose senior centers (including multipurpose senior centers operated by organizations referred to in paragraph (6)(C)) as such focal point; and (B) specify, in grants, contracts, and agreements implementing the plan, the identity of each focal point so designated.

(4)(A)(i)(I) provide assurances that the area agency on aging will—

(aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;

(bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and

(II) include proposed methods to achieve the objectives described in items (aa) and (bb) of sub clause (I);

(ii) provide assurances that the area agency on aging will include in each agreement made with a provider of any service under this title, a requirement that such provider will—

(I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;

(II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and

(III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area; and

(iii) with respect to the fiscal year preceding the fiscal year for which such plan is prepared—

(I) identify the number of low-income minority older individuals in the planning and service area;

(II) describe the methods used to satisfy the service needs of such minority older individuals; and

(III) provide information on the extent to which the area agency on aging met the objectives described in clause (i);

(B) provide assurances that the area agency on aging will use outreach efforts that will—

(i) identify individuals eligible for assistance under this Act, with special emphasis on—

(I) older individuals residing in rural areas;

(II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

(IV) older individuals with severe disabilities;

(V) older individuals with limited English proficiency;

(VI) older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and

(VII) older individuals at risk for institutional placement, specifically including survivors of the Holocaust; and

(ii) inform the older individuals referred to in sub clauses (I) through (VII) of clause (i), and the caretakers of such individuals, of the availability of such assistance; and

(C) contain an assurance that the area agency on aging will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas;

(5) provide assurances that the area agency on aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals

with severe disabilities and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities;

(6) provide that the area agency on aging will—

(A) take into account in connection with matters of general policy arising in the development and administration of the area plan, the views of recipients of services under such plan;

(B) serve as the advocate and focal point for older individuals within the community by (in cooperation with agencies, organizations, and individuals participating in activities under the plan) monitoring, evaluating, and commenting upon all policies, programs, hearings, levies, and community actions which will affect older individuals;

(C)(i) where possible, enter into arrangements with organizations providing day care services for children, assistance to older individuals caring for relatives who are children, and respite for families, so as to provide opportunities for older individuals to aid or assist on a voluntary basis in the delivery of such services to children, adults, and families; \

(ii) if possible regarding the provision of services under this title, enter into arrangements and coordinate with organizations that have a proven record of providing services to older individuals, that—

(I) were officially designated as community action agencies or community action programs under section 210 of the Economic Opportunity Act of 1964 (42 U.S.C. 2790) for fiscal year 1981, and did not lose the designation as a result of failure to comply with such Act; or

(II) came into existence during fiscal year 1982 as direct successors in interest to such community action agencies or community action programs; and that meet the requirements under section 676B of the Community Services Block Grant Act; and

(iii) make use of trained volunteers in providing direct services delivered to older individuals and individuals with disabilities needing such services and, if possible, work in coordination with organizations that have experience in providing training, placement, and stipends for volunteers or participants (such as organizations carrying out Federal service programs administered by the Corporation for National and Community Service), in community service settings;

(D) establish an advisory council consisting of older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under this Act, family caregivers of such individuals, representatives of older individuals, service providers, representatives of the business community, local elected officials, providers of veterans' health care (if appropriate), and the general public, to advise continuously the area agency on aging on all matters relating to the development of the area plan, the administration of the plan and operations conducted under the plan;

(E) establish effective and efficient procedures for coordination of—

(i) entities conducting programs that receive assistance under this Act within the planning and service area served by the agency; and

(ii) entities conducting other Federal programs for older individuals at the local level, with particular emphasis on entities conducting programs described in section 203(b), within the area;

(F) in coordination with the State agency and with the State agency responsible for mental and behavioral health services, increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental and behavioral health services (including mental health screenings) provided with funds expended by the area agency on aging with mental and behavioral health services provided by community health centers and by other public agencies and nonprofit private organizations;

(G) if there is a significant population of older individuals who are Indians in the planning and service area of the area agency on aging, the area agency on aging shall conduct outreach activities to identify such individuals in such area and shall inform such individuals of the availability of assistance under this Act;

(H) in coordination with the State agency and with the State agency responsible for elder abuse prevention services, increase public awareness of elder abuse, neglect, and exploitation, and remove barriers to education, prevention, investigation, and treatment of elder abuse, neglect, and exploitation, as appropriate; and

(I) to the extent feasible, coordinate with the State agency to disseminate information about the State assistive technology entity and access to assistive technology options for serving older individuals;

(7) provide that the area agency on aging shall, consistent with this section, facilitate the area-wide development and implementation of a comprehensive, coordinated system for providing long-term care in home and community-based settings, in a manner responsive to the needs and preferences of older individuals and their family caregivers, by—

(A) collaborating, coordinating activities, and consulting with other local public and private agencies and organizations responsible for administering programs, benefits, and services related to providing long-term care;

(B) conducting analyses and making recommendations with respect to strategies for modifying the local system of long-term care to better—

(i) respond to the needs and preferences of older individuals and family caregivers;

(ii) facilitate the provision, by service providers, of long-term care in home and community-based settings; and

(iii) target services to older individuals at risk for institutional placement, to permit such individuals to remain in home and community-based settings;

(C) implementing, through the agency or service providers, evidence-based programs to assist older individuals and their family caregivers in learning about and making behavioral changes intended to reduce the risk of injury, disease, and disability among older individuals; and

(D) providing for the availability and distribution (through public education campaigns, Aging and Disability Resource Centers, the area agency on aging itself, and other appropriate means) of information relating to—

(i) the need to plan in advance for long-term care; and

(ii) the full range of available public and private long-term care (including integrated long-term care) programs, options, service providers, and resources;

(8) provide that case management services provided under this title through the area agency on aging will—

(A) not duplicate case management services provided through other Federal and State programs;

(B) be coordinated with services described in subparagraph (A); and (C) be provided by a public agency or a nonprofit private agency that—

(i) gives each older individual seeking services under this title a list of agencies that provide similar services within the jurisdiction of the area agency on aging;

(ii) gives each individual described in clause (i) a statement specifying that the individual has a right to make an independent choice of service providers and documents receipt by such individual of such statement;

(iii) has case managers acting as agents for the individuals receiving the services and not as promoters for the agency providing such services; or

(iv) is located in a rural area and obtains a waiver of the requirements described in clauses (i) through (iii);

(9) provide assurances that—

(A) the area agency on aging, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2019 in carrying out such a program under this title; and

(B) funds made available to the area agency on aging pursuant to section 712 shall be used to supplement and not supplant other Federal, State, and local funds expended to support activities described in section 712;

(10) provide a grievance procedure for older individuals who are dissatisfied with or denied services under this title;

(11) provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as “older Native Americans”), including—

(A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the area agency on aging will pursue activities,

including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;

(B) an assurance that the area agency on aging will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and

(C) an assurance that the area agency on aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans; and

(12) provide that the area agency on aging will establish procedures for coordination of services with entities conducting other Federal or federally assisted programs for older individuals at the local level, with particular emphasis on entities conducting programs described in section 203(b) within the planning and service area.

(13) provide assurances that the area agency on aging will—

(A) maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships;

(B) disclose to the Assistant Secretary and the State agency—

(i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and

(ii) the nature of such contract or such relationship;

(C) demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such contract or such relationship;

(D) demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such contract or such relationship; and

(E) on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals;

(14) provide assurances that preference in receiving services under this title will not be given by the area agency on aging to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title;

(15) provide assurances that funds received under this title will be used—

(A) to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and

- (B) in compliance with the assurances specified in paragraph (13) and the limitations specified in section 212;
- (16) provide, to the extent feasible, for the furnishing of services under this Act, consistent with self-directed care;
- (17) include information detailing how the area agency on aging will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery;
- (18) provide assurances that the area agency on aging will collect data to determine—
- (A) the services that are needed by older individuals whose needs were the focus of all centers funded under title IV in fiscal year 2019; and

(B) the effectiveness of the programs, policies, and services provided by such area agency on aging in assisting such individuals; and

(19) provide assurances that the area agency on aging will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on those individuals whose needs were the focus of all centers funded under title IV in fiscal year 2019.

The undersigned acknowledge the Area Plan Assurances for Federal Fiscal Year 2022 and affirm their Area Agency on Aging's adherence to them.

Enter Area Agency on Aging

Area Agency on Aging

9-15-2021

Date

Joan W. Pugh

Signature - Chairperson of Board of Directors

8/12/2021

Date

Lion Hatcher-Udd

Signature - Chairperson of Area Advisory Council

9/15/21

Date

C.J. McLaughlin

Signature - Area Agency on Aging Executive Director

Attachment B: Area Agency on Aging Information Requirements

Area Agencies on Aging must provide responses, for the Area Plan on Aging period (2022-2025), in support of each Older Americans Act (OAA), as amended 2020, citation as listed below. Responses can take the form of written explanations, detailed examples, charts, graphs, etc.

OAA Section 306 (a)(4)(A)(i)(I)

Describe the mechanisms and methods for assuring that the AAA will:

(aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;

- ESBCI supports Title III Sub Grants that focus on providing services to older individuals with the greatest economic and social needs and older individuals at risk for institutional placement. ESBCI provides both financial support and technical support to these sub grantees. Additionally, ESBCI provides benefits counseling, (SHINE), Money Management, caregiver support programming, distribution of federal surplus food, emergency funds with grants from the Berkshire Taconic Foundation, Farmer's Market Coupons, support for LGBTQ+ seniors, supportive housing, State Home Care, Senior Community Service Employment Program, home delivered meals with well-being checks for 920+ seniors each weekday as well as 16 meals sites in the County. These programs and assistance almost exclusively serve low-income individuals and individuals who live alone.

(bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas;

- Elder Services of Berkshire County serves the largest geographical county in Massachusetts and is the second most rural county in the state. ESBCI's new website provides the ability to translate the contents of the site into 58 languages. The new website also has an option to alter the "look" of pages including increasing font size for easier reading for seniors. New marketing brochures will be translated and available in both English and Spanish. We utilize translation and interpreter services as needed to address language needs. Berkshire Senior Newspaper is published bi-monthly and contains important news about Elder Service's programs and services as well as timely and informative articles of interest to seniors and their families. Berkshire Senior is distributed via the Berkshire Eagle with a countywide distribution of 11,000. Meals on Wheels consumers all receive a copy of Berkshire Senior and copies are distributed to Councils on Aging.

OAA Section 306 (a)(4)(A)(i)(II)

Describe the mechanisms and methods for assuring that the AAA will:

(ii) provide assurances that the area agency on aging will include in each agreement made with a provider of any service under this title, a requirement that such provider will—

(I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas [as germane] in the area served by the provider;

(II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas [as germane] in accordance with their need for such services; and

(III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas [as germane] within the planning and service area;

-Berkshire County is primarily comprised of rural communities with two cities- Pittsfield and North Adams. A 2020 U.S. Census report ranking 350 Massachusetts towns and cities rates Pittsfield as 324 lowest in per capita income and North Adams as 343. A 2019 report states that 10.9% of the Berkshire County population live below the Poverty Level, which is second highest rate in Massachusetts.

Each sub-grant recipient of Title III funding outlines the priority populations to be served which must include individuals in the greatest economic and social need. The contract signed by each sub contract provider includes the definitions of Greatest Social and Economic Need as set forth by the Older Americans Act (Section 102, parts 29 and 30). OAA priorities for funding are spelled out in the Request for Proposal (RFP) cover letter and the RFP information provided with the application. Question 7 of the RFP application requires applicants to "Provide a specific plan for targeting outreach and service to rural adults, elders with the greatest economic and social need, racially and ethnically isolated individuals, limited English speaking seniors, frail or disabled individuals and the caregivers of such individuals and/or elders facing cultural or social isolation including LGBTQ+ individuals." Sub grant agencies are required to provide monthly information that details monthly and year-to-date demographic information which includes the OAA focus areas. A discussion on how grantees are reaching seniors with the greatest socioeconomic needs and seniors living in rural areas is included in Title III monitoring reviews.

ESBCI's State Home Care Program, Money Management Program, SHINE Counseling, Meals on Wheels and Senior Meal Site meals, Supportive Housing Program, Emergency Funds, Farmers' Market Coupon Program, Supportive Housing, Elder Mental Health Outreach, NaviCare Senior Care Options Program, and Senior Employment Program primarily benefit seniors with limited financial resources who live in rural communities. Translation services are available for seniors, caregivers and individuals with disabilities who have limited English language proficiency.

2021 Title III Sub Grant Agencies

Agency	Project/Services Provided
Community Legal Aid-Berkshire Elder Law Project	Free legal services for low income and socially needy seniors in Berkshire County with special focus on seniors who reside in their homes with the assistance of government benefits, seniors with protective services, seniors with no other means to access the legal system and seniors whose legal issues threaten their independence and dignity.
Berkshire Center for Justice-Justice for Elders Project	Provides free legal services for low income and socially needy seniors with special focus on seniors who reside in their homes in Berkshire County with assistance of government benefits, seniors with protective services, seniors with no other means to access the legal system and seniors whose legal issues threaten their independence and dignity
Adams Council on Aging	Provides transportation for residents 60 years and older for the seniors residing in the rural communities of Adams, Cheshire and Savoy with priority given to those seniors with the greatest social and economics needs.
Sheffield Council on Aging	Provides transportation for individuals 60 years and older for seniors living in the rural communities of Sheffield and Ashley Falls. The program gives priority to those elders with the greatest social and economic needs
Berkshire Rainbow Seniors	Provides Berkshire County's senior LGBTQ+ community support through programming, education and resources and outreach in Berkshire County with a focus on outreach to rural and socially and geographically isolated seniors.
Berkshire Area Health Education Center (AHEC)	Provides educational support and workshops for family and professional caregivers of individuals 60 year of age and older with emphasis on meeting the needs of low income and minority seniors through outreach and community collaborations.

OAA Section 306 (a)(5)

Include information detailing how the AAA will:

(5) provide assurances that the area agency on aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities;

- ESBCI maintains an established partnership with AdLib, Inc. of Berkshire County in the Aging and Disability Resource Consortium (ADRC). AdLib is a nonprofit agency whose mission is to empower people with all types of disabilities to live more independently and have control of their own lives. This ADRC collaboration is designed to make access to information on services and supports for seniors and individuals with disabilities easily accessible. With a "no wrong door" approach, an individual can call either AdLib or Elder Services and receive information on programs and services available to seniors and individuals with disabilities.

OAA Section 306 (a)(6)

Describe the mechanism(s) for assuring that the AAA will:

(A) take into account in connection with matters of general policy arising in the development and administration of the area plan, the views of recipients of services under such plan;

-ESBCI conducts evaluations and surveys for program participants and caregivers. During sub grant monitoring visits sub grantees are provided the opportunity to provide feedback in addition to regular communication between sub grantees and the Planning & Development Supervisor. The Quality Assurance Supervisor provides a comprehensive report generated from statistical data and consumer satisfaction surveys. The Nutrition/Meals on Wheels Program conducts quarterly satisfaction surveys of its 920+ daily consumers. Participants at the 16 senior meals sites provide feedback to site managers. The county's Councils on Aging provide input and feedback on ESBCI services. Advisory Committee members provide feedback during bi-monthly meetings. Services are developed, refined, altered or refocused in the development of the Area Plan and ESBCI programs and services. The Board of Directors regularly receives reports on consumer satisfaction surveys.

(B) serve as the advocate and focal point for older individuals within the community by (in cooperation with agencies, organizations, and individuals participating in activities under the plan) monitoring, evaluating, and commenting upon all policies, programs, hearings, levies, and community actions which will affect older individuals;

- ESBCI is the advocate and focal point for seniors in the Berkshire County service area under the supervision of the Board of Directors and Advisory Council in cooperation with the area Councils on Aging, town officials and the Berkshire legislative delegation. There is on-going attention to policy matters affecting seniors, locally and statewide. Advocating for issues that impact seniors is on-going. ESBCI has direct contact with state and federal legislators concerning any budgetary, regulatory or policy proposals that directly affect seniors in Berkshire County. Berkshire Senior Newspaper often includes articles that address issues that affect seniors.

OAA Section 306 (a)(7)

Include information describing how the AAA will:

(7) provide that the area agency on aging shall, consistent with this section, facilitate the area-wide development and implementation of a comprehensive, coordinated system for providing long-term care in home and community-based settings, in a manner responsive to the needs and preferences of older individuals and their family caregivers, by—

- ESBCI's sub grantee, Berkshire Count AHEC (Area Health Education Center) provides Social Isolation Caregiver Training as well as evidence-based Savvy Caregiver. ESBCI provides 3 Savvy Caregiver Training Programs geared for the three geographic areas of the Berkshire County – North, South and Central. ESBCI also provides the Powerful Tools Caregiver Training Program

(A) collaborating, coordinating activities, and consulting with other local public and private agencies and organizations responsible for administering programs, benefits, and services related to providing long-term care.

- Since 1992 ESBCI has been designated by the Executive Office of Elder Affairs to provide coverage for the volunteer-based Long Term Care Ombudsman Program for the residents in the 13 nursing homes in Berkshire County. The Program receives, investigates and resolves complaints, protects residents' rights, provides information and advocates for positive change in the long-care system by working with residents, caregivers, and staff at local nursing home facilities. ESBCI's Options Counseling Program assists seniors, family members, and caregivers and/or significant others make informed decisions about long-term services, supports and settings. Options counseling involves person-to-person conversations that explore housing options for seniors including settings, programs, services and cost.

ESBCI provides counseling and assistance with discharge planning by working with seniors, individuals with disabilities, family caregivers and nursing homes. ESBCI's case management and nursing staff work closely with every health organization and social service agency in Berkshire County including Berkshire Elder Protective Services, physicians' offices, local boards of health, AdLib, Mass Rehab, Berkshire Health Systems, Community Health Program, the Brien Center for Mental Health & Substance Abuse, HospiceCare in the Berkshires and the State Department of Mental Health and Developmental Services. ESBCI collaborates with all of the county's Councils on Aging, Age Friendly Berkshires, Berkshire Alzheimer's Partnership and other local health and human service providers. These collaborations facilitate a comprehensive system for long-term care services for seniors in Berkshire County.

(C) implementing, through the agency or service providers, evidence-based programs to assist older individuals and their family caregivers in learning about and making behavioral changes intended to reduce the risk of injury, disease, and disability among older individuals;

- The Family Caregiver Support Program helps caregivers in need of assistance and support. The Program is available to all caregivers who care for someone 60 years of age or older, care for someone under the age of 60 who has a physical disability, developmental disability or mental illness, or care for someone under the age of 60 with Alzheimer's or dementia. Education is one aspect of the Program. Three support groups held each

year cover the three regions of the County-North, South and Central. The SAVVY Caregiver Program is offered. This 6-week program provides caregivers with the resources they need to be educated caregivers and helps participants cope with the stress of being a caregiver. Powerful Tools Caregiver is also a 6-week series that supports caregivers in their role. Sub grantee, Berkshire AHEC (Area Health & Education Center) provides The SAVVY training program as well as Social Isolation and Mental Health Training. ESBCI's Senior Nutrition Program prepares and delivers more than 920 meals each day to Berkshire Seniors. All meals provide at least one-third of the daily RDA's for essential nutrients. ESBCI's registered dietician creates healthy menus and provides presentations on healthy eating and good nutrition at our 16 senior lunch sites

ESBCI administratively and financially supports the Matter of Balance Falls Prevention Program on a countywide basis. Prior programs were coordinated through Berkshire Health System, which suspended the program indefinitely because of COVID layoffs of staff. ESBCI is currently filling the void with a multi-pronged approach. We are supporting a class at the Pittsfield Senior Center as well as a Matter of Balance Instructor Training Program, which will make instructors available throughout the county. Newly trained instructors will represent North, South and Central Counties, including the hill towns.

OAA Section 306 (a)(10)

Describe the procedures for assuring that the AAA will:

(10) provide a grievance procedure for older individuals who are dissatisfied with or denied services under this title;

- As a provision of sub-grantee contractual agreements, ESBCI requires that each sub-grantee "shall develop and adhere to a policy in writing, in a conspicuous manner at the place where services are rendered or delivered, a notice informing individuals eligible for or receiving Title III Programs that they may file a grievance with ESBCI within 21 days when said individuals are dissatisfied or denied." ESBCI maintains a Grievance Policy for all Title III services, (Attachment N-Guideline for Area Agency Grievance Procedure for Individual Eligible Older Individuals Who Are Dissatisfied or Denied Services Under Title III of the Older American Act).

OAA Section 306 (a)(11)

Describe the procedures for assuring that the AAA will:

(11) provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including—

(A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;

(B) an assurance that the area agency on aging will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under title VI; and

(C) an assurance that the area agency on aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans;

-There is not a significant Native American population in Berkshire County. The U.S. Census reports that the American Indian population in Berkshire County is 0.2% or 287 individuals with 246 individuals over the age of 18. Overall, Berkshire County does not have a diverse population. Considering the large geographic area that the County covers, individuals live primarily in rural communities. ESBCI reaches and provides services to all individuals in the same manner. ESBCI will continue its outreach to all seniors and individuals with disabilities through outreach activities, Berkshire Senior Newspaper, Berkshire Senior TV, ESBCI's webpage and social media.

OAA Section 306 (a)(17)

Describe the mechanism(s) for assuring that the AAA will:

(17) include information detailing how the area agency on aging will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery.

- ESBCI's Emergency Disaster Plan, (Attachment L- Elder Services of Berkshire County Emergency Management Plan, January 2021), has been developed to outline and describe ESBCI's responsibilities and complementary role in concert with those agencies and organizations whose primary missions are emergency preparedness, management and response. Specifically ESBCI will work with Federal Emergency Management (FEMA), Massachusetts Emergency Management (MEMA), Western Mass COAD (Community Organizations Active in Disasters), and local municipal Emergency Management Agencies. A list of ESBCI's at-risk clients will be shared with those agencies during an emergency response. The Plan differentiates ESBCI's response for a "declared" State of Emergency vs a "non-declared" emergency, (fire, flood, tornado/microburst, major snow/ice storm or prolonged power outage) which may be life threatening for at risk seniors and persons with disabilities. The Plan is designed to ensure the safety of ESBCI consumers to ensure the management of their care during an emergency event, ensuring that their basic needs are met by ESBCI, ESBCI vendors and/or family members and caretakers.

OAA Section 307 (a)(11)

In alignment with State Plan assurances, the AAA assures that case priorities for legal assistance will concentrate on the following:

(E) ...contains assurances that area agencies on aging will give priority to legal assistance related to income, health care, long-term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse, neglect, and age discrimination.

-ESBCI provides technical assistance and Title III financial support to two legal organizations that provide free representation, advice, referral and community education for seniors and caregivers residing in Berkshire County. Berkshire Center for Justice's (BCJ) Justice for Elders Program provides intakes for direct legal services with age, residence and income verified for seniors with questions that cover a range of legal areas including Medicaid planning, property transfers and deed issues, debt, fraud, housing and consumer protection issues and those who lack appropriate end of life documents. BCJ makes referrals for numerous other legal concerns including health, substance abuse, domestic violence, poverty and mental illness.

Community Legal Aid, Inc. (CLA) administers the Berkshire Elder Law Project, which provides free legal assistance, referral and community education to persons age 60 and over throughout Berkshire County, prioritizing service to those with the greatest economic and social needs. The Project has a special focus on

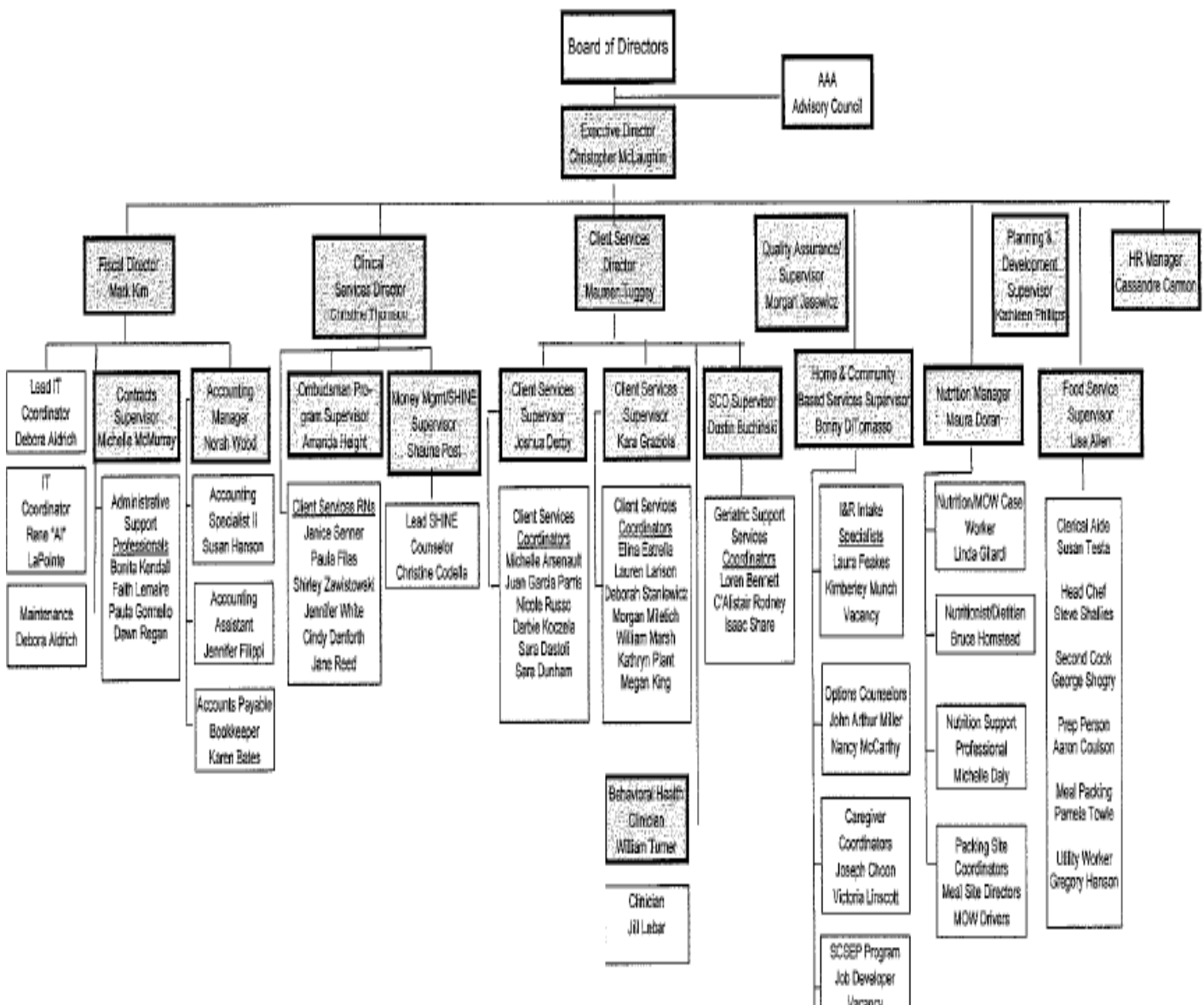
elders who need legal assistance to maintain themselves in their homes, elders who need protective services, elders who have no other means of access to the legal system and elders whose legal problems threaten their independence and dignity. The Project provides representation in problems related to government benefits, housing, health care, institutionalization, protective services, long-term care, abuse, neglect, guardianship issues, nutrition and utilities.

It is anticipated that landlord/tenant caseloads for both Berkshire Center for Justice and Community Legal Aid will increase dramatically when the COVID-19 rent Moratorium ends later in the year/beginning of 2022. Both agencies are working with Berkshire Regional Housing in representing seniors in Housing Court.

All ESBCI staff actively refer seniors to these providers for legal assistance and advocacy particularly in cases pertaining to tenancy preservation, landlord disputes, nursing home discharge, consumer protection and eligibility for government benefits and entitlements.

ATTACHMENT C - ELDER SERVICES OF BERKSHIRE COUNTY ORGANIZATIONAL CHART

ELDER SERVICES OF BERKSHIRE COUNTY, INC.



**ATTACHMENT D- Board of Directors
AREA PLAN ON AGING, 2022 - 2025**

Form 1 - AAA Corporate Board of Directors - Federal Fiscal Year 2022

Area Agency on Aging : Elder Services of Berkshire County, Inc.

Member Name	Identify Officers by Title	City/Town of Residence	Membership Affiliation
Randy Burdick		Cheshire	Bank Officer-MountainOne
Teresa Caldwell		Lee	Berk. Health/Social Worker
Jacob Dabrowski	Treasurer	Adams	Banker-Adams.Comm.Bank
Sandy Driscoll		Lee	Retired Nurse
Frank Engels		Pittsfield	SHINE Vol/Ret Goodwill Exec.
Dianna Fontana	Past Chair	Lenox	Retired Business Owner
Roberta Gale		Cheshire	BHS-VP Community Health
John Graziano		Lee	Attorney at Hunter & Graziano
Georgette Kinney		Gt. Barrington	Ret .Associate Professor
Kimberly Mathews	Clerk	Dalton	Hospice Social Worker
Mary K. O'Brien		Pittsfield	Ret.Berk.Registry of Deeds
David J. O'Neil		Lanesboro	Business Owner
Walter Orenstein		Gt. Barrington	Ret. CPA
John Philpott	President	Lee	Ret. Paper Industry
Stephen Radin		Pittsfield	Retired Professor
Mary Shogry-Hayer	Vice-President	Pittsfield	Retired-D.A.'s Office
Paula Walczyk		Dalton	Ret. Financial Advisory
	52%	Percentage of Board that	are 60+ years of age
	0	Percentage of Board that	are minority persons
	0	Percentage of Board that	Are 60+ and minority

ATTACHMENT F - Focal Points							
Form 3 - Designated Focal Points - Federal Fiscal Year 2022							
Area Agency on Aging:		Elder	Services of	Berkshire	County		
Focal Point Name	Address	Town	Focal Point Designations (Mark with "X")				
			Senior Center/ Council on Aging	Community Center	Nutrition Meal Site	SHINE Site	Adjacent Housing
Adams COA	3 Hoosac Street	Adams	X	X	X	X	
Alford COA	11 Jay Street	Alford	X				
Becket COA	Town Hall, Route 8	Becket	X		X	X	
Cheshire COA	119 School Street	Cheshire	X		X		
Clarksburg COA	712 West Cross Road	Clarksburg	X				
Dalton COA	40 Field St. Extension	Dalton	X	X	X	X	
Egremont COA	171 Egremont Plain Road	Egremont	X				
Florida COA	367 Mohawk Trail	Florida	X				
Great Barrington COA	909 South Main Street	Gt. Barrington	X		X	X	X
Hancock COA	3650 Main Street	Hancock	X				
Heaton Court	5 Pine Street	Stockbridge			X		X
Hindsdale COA	39 South Street	Hindsdale	X			X	
Jewish Federation-Berk.	16 Colt Road	Pittsfield			X		
Lanesboro COA	84 North Main Street	Lanesboro	X		X	X	
Lee COA	21 Crossway	Lee	X		X		X
Lenox COA	65 Walker Street	Lenox	X	X	X	X	
Monterey COA	435 Main Street	Monterey	X				
Mt. Washington COA	118 East Street	Mt. Washington	X				
New Ashford COA	124 Greylock Road	New Ashford	X				
New Marlborough COA	807 Miller Road	New Marlborough	X				
North Adams COA	116 Ashland Street	North Adams	X			X	X
Otis COA	One Main Street	Otis	X				
Peru COA	3 East Street	Peru	X				
Pittsfield COA	330 North Street	Pittsfield	X	X	X	X	
Providence Court	379 East Street	Pittsfield	X		X	X	X
Richmond COA	1529 State Road	Richmond	X				
Sandisfield COA	223 Sandisfield Road	Sandisfield	X				
Sheffield COA	25 Cook Road	Sheffield	X				
Stockbridge COA	50 Main Street	Stockbridge	X		X	X	X
Tyringham COA	116 Main Street	Tyringham	X				
Washington COA	680 N. Washington Road	Washington	X				
West Stockbridge COA	21 Albany Road	W. Stockbridge	X				
Williamstown COA	118 Church Street	Williamstown	X	X	X	X	
Windsor COA	1220 Old Route 9	Windsor	X				

AREA PLAN ON AGING, 2022 - 2025-----ATTACHMENT G
Form 4a - Title III-B Funded Services - Federal Fiscal Year 2022
Programs Funded in Whole or in Part by Title III-B

Area Agency on Aging: Elder Services of Berkshire County, Inc.

FUNDED SERVICES	EOEA Use Only	Title III Funding Category	Direct Service Status (Y/N)	Goal Number	NAPIS Code #s (1 to 131)	Priority Svc 'A', 'I', 'L', 'O' (&)	Provide Evidence- Based Program In Use (as applicable)	FFY2022 FUNDING - PLANNED	
								Title III Award	Non-Title III Funding
PROVIDER									
Community Legal Aide		B	N		11	L	Legal	\$38,514	\$12,718
Berkshire Center for Justice		B	N		11	L	Legal	\$18,486	\$6,159
Berkshire Rainbow Seniors		B	N		15	O	Other Supportive Services	\$11,000	\$2,265
Adams Council on Aging		B	N		10	A	Transportation	\$2,675	\$3,760
Sheffield Council on Aging		B	N		10	A	Transportation	\$1,700	\$300
Elder Services - Newspaper		B	Y		14	A, I	Outreach	\$10,600	\$4,346
Elder Services - I & R		B	Y		13	A	I & R	\$41,643	\$111,643
Elder Services - Volunteer Services		B	Y		9	A, I	Assisted Transportation 1 Way	\$86	\$42
Elder Services - Volunteer Services		B	Y		10	A, I	Transportation Round Trip	\$68	\$34
Elder Services - Volunteer Services		B	Y		34	A, I	Companionship - 15 Minutes	\$2,411	\$1,181
Elder Services - Volunteer Services		B	Y		83	A, I	Grocery Shopping & Delivery	\$3,292	\$1,613
Elder Services		B	Y		19	O	Other Supportive Services	\$288,934	\$110,000
		B							
		B							
		B							
		B							
		B							
		B							
		B							
		B							
		B							
& Priority Services: A - access; I - inhome; L - Legal; O - other.									
Total								\$419,408	\$254,061

AREA PLAN ON AGING, 2022 - 2025
Form 4b - Title III-C (1 and 2), D, E and OMB Funded Services - Federal Fiscal Year 2022
Programs Funded in Whole or in Part by Title III

Area Agency on Aging: **Elder Services of Berkshire County, Inc.**

FUNDED SERVICES	EOEA Use Only	Title III Funding Category (C/D/E/OMB)	Direct Service Status (Y/N)	Goal Number	NAPIS Code #s (1 to 124)	Provide Evidence- Based Program In Use (as applicable)	FFY2022 FUNDING - PLANNED	
							Title III Award	Non-Title III Funding
PROVIDER								
Elder Services of Berkshire County, Inc.		OMB	Y		31	Advocacy	\$72,745	\$14,617
Elder Services of Berkshire County, Inc.		C	Y		7	Congregate Meals	\$500,104	\$105,801
Elder Services of Berkshire County, Inc.		C	Y		4	MOW	\$539,818	\$1,575,357
Matter of Balance		D	N		68	Falls Prevention	\$10,000	
Berkshire AHEC		E	N		122	Savvy Caregiver	\$6,078	\$1,422
Elder Services of Berkshire County, Inc.		E	Y		51	Caregiver Counseling	\$91,371	
Elder Services of Berkshire County, Inc.		E	Y		52	Other	\$143,156	
Total							\$1,363,273	\$1,697,198

AREA PLAN ON AGING, 2022 - 2025
Form 5 - Title III-E Family Caregiver Services Breakout - FFY 2022

Area Agency on Aging:
Elder Services of Berkshire County, Inc.

Based on the AAA FFY2022 Federal Spending Plan, list the Title III-E Budget Total, and provide percentage (%) estimates for the services listed.

\$242,028

Program Cost	Percentage (%) of Total
All Wages/Personnel costs of AAA staff involved in Family Caregiver Support Program services (including counseling, support groups, training, access assistance and information outreach and other specific caregiver services). *	38%
Supervision cost. *	
All respite service costs.	48%
All supplemental service costs. *	
Contracted services that include: counseling, support groups, caregiver training, access assistance and information outreach.	3%
Administration costs. *	11%
Other (explain on separate attachment)	
Total estimated percentage must equal 100% of Title III-E planning budget.	100%
Projected total * FTE count for Title III-E (breakdown under "Detail" below).	

Detail - Family Caregiver Support Program

Personnel Position Title	FTE
Caregiver Coordinator	1.00
Caregiver Coordinator	1.00
Total FTE	2.00