Aging and Disability Services
An Office of the Department of Health and Human Services
Paul R. LePage, Governor Mary C. Mayhew, Commissioner

Department of Health and Human Services
Aging and Disability Services
41 Anthony Avenue
11 State House Station
Augusta, Maine 04333-0011
Tel.: (207) 287-9200; Toll Free (800) 262-2232; Fax (Aging): (207) 287-9229
Fax (Disability): (207) 287-9915; TTY Users: Dial 711 (Maine Relay)

October 17, 2014

Dear Interested Persons –

The Older Americans Act of 1965 requires the Office of Aging and Disability Services (OADS), as the designated state unit on aging, to submit a four year State Plan on Aging that must be approved by the Governor and the federal government. Our current plan covers the time period October 1, 2012 through September 30, 2016. The plan has 6 Goals, 24 Objectives and multiple strategies and measures to address the goals.

For the first time during 2012 the State Plan was developed in conjunction with the area agencies on aging to assure consistency in program development and implementation across the state. This was a collaborative effort and included public and private organizations, advocacy groups, employers, and the public through a telephone survey/needs assessment, a family caregiver survey, a survey of providers and public hearings. The results of these surveys and comments made at the public hearings helped inform the development of the Plan.

We are pleased to provide a summary of highlights achieved as outlined in the State Plan on Aging during the past two years. You will see major accomplishments such as:

- Development of a training curriculum called Senior$afe delivered to front line staff, managers and security officers at financial institutions on how to identify financial exploitation, report suspect financial exploitation and community resources available;
- Implementation of a three year grant to assure our systems of care are capable of serving persons with dementia and that the caregiver support programs are geared to provide appropriate information and resources;
- Implementation of a statewide integrated data management system for aging services, and
- Addition of surrogacy to all self-directed long term care programs.

It is our intent to provide periodic updates of our progress. Should you have questions or if you want additional information, please feel free to contact me.

Thank you.

Sincerely,

James Martin
Director

Paul R. LePage, Governor *Mary C. Mayhew, Commissioner*

Maine State Plan on Aging
2012-2016
Developed in collaboration with the area agencies on aging.
August 2014 Update

Goal 1: Protect the rights of aging and disabled adults, and enhance the response to elder abuse, neglect, and exploitation

- A training curriculum has been finalized by the Maine Council for Elder Abuse Prevention (MCEAP). The State Unit on Aging's Legal Services Developer (LSD), Maine Adult Protective Services (APS), Maine Office of Securities, the Maine Banker's Association, the Maine Credit Union League, Legal Services for the Elderly (LSE), the Elder Law Section of the Maine State Bar Assoc., and others all worked on the development of the curriculum. The Senior$afe program was rolled out at a press conference in February that received national attention. Front line staff, managers and security officers at financial institutions were trained in February and April, 2014. The training focused on how to identify financial exploitation, how to report suspected financial exploitation and what other community resources are available to help prevent financial exploitation.
- A similar training for front line law enforcement officers was completed in August by MCEAP's Law Enforcement Officer Work Group. This training reinforces prior training on the red flags of elder abuse, neglect and self-neglect, how to identify suspected cases of abuse, neglect and exploitation and what other community resources are available to help protect vulnerable seniors. Training to be completed in FFY15.
- The number of Senior Medicare Patrol Volunteers has increased by over 25% and we have exceeded the goal of offering 12 annual informational Medicare sessions to groups statewide related to identification, prevention and reporting of healthcare fraud, abuse and errors.
- Maine is a Model Approaches to Statewide Legal Assistance – Phase II grantee. A collaborative response system is being developed between the OADS, Maine's Adult Protective Services Program (APS), Legal Services for the Elderly, Inc. (LSE) and Long Term Care Ombudsman Program (LTCOP). Memoranda of Understanding are currently being drafted to set out the roles and responsibilities of participants. Expected completion early FFY15.

Goal 2: Assist aging people and their families to make informed decisions about, and be able to easily access, existing health, and long-term care options.

- All Aging and Disability Resource centers (ADRC's) are working on developing a common "brand" and consistent message about ADRC Services. They are working with Alpha One to enhance their ability to be a referral source to all persons with a disability. Expected completion early FFY15.
- The ADRCs all provide options counseling which assists individuals and or their caregivers make decisions about their long term care options.
- Training has been offered to staff at the area agencies on aging, Alpha One and OADS case workers, on person centered planning and the components are being incorporated to the extent feasible. Follow up training will be provided.
- Training has been offered to staff at the area agencies on aging, Alpha One and OADS case workers on understanding long term care insurance and on resources available to a person with a disability. A recent training was also held on services available to someone with a brain injury.
- OADS is expanding its newsletter to reach a broader audience and include more updated information about activities happening within the Office.
- OADS contracted with the Long Term Care Ombudsman Office (LTCOP) to be the local contact agency and to work with OADS' Money Follows the Person Program to accept referrals for residents in nursing facilities who wish to speak to someone about their options for returning to the community. As of August, 2014, 17 persons have transferred out of a nursing facility.
- ADRCs are actively cross training their program staff and volunteers in order to achieve enhanced knowledge of programs offered at the agencies that may be helpful to the consumer. For example State Health Insurance Counseling/Senior Medicare Patrol staff have been trained on Evidence Base Disease and Disability Prevention programs offered while counseling the Medicare beneficiaries on the new ACA initiative and the Medicare Annual Wellness visit benefit
- ADRCs continue to offer annual Aging and Disability focused events to share resources and information regarding services to meet Mainer's needs. Examples: SMAAA, Spectrum Generations, AAAA and EAAA all held Senior Expos. Major activity occurred during May, Older American Month including a Proclamation signed by Governor LePage recognizing in part the contributions and sacrifices made by older adults to ensure a better life for future generations
- OADS has developed a listserv for consumers and providers to provide updated information and announcements.

Goal 3: Enable aging and disabled adults to remain safely in their community ensuring a high quality of life for as long as possible through the provision of home and community-based services, including supports for family caregivers.

- The OADS has received a three year grant of $566,060 to assure our systems of care are capable of serving persons with dementia and that the caregiver support programs are geared to provide appropriate information and resources. The overall goal of the grant is to assure that the Long term Care System and Supports system is prepared and trained to provide services to someone with a dementia and his or her caregiver.
- A four hour, free, online training course is being offered for direct care workers and others on the basics of dementia care. At the end of August about 150 persons have enrolled in the course including PSS', family caregivers, staff at the area agencies on aging and at OADS.
- As part of this grant the following are in various stages of development; a toolkit for use by Primary Care Specialists on dementia screening, assessment and community referrals, a standard protocol to identify people with potential dementia and two evidenced-based interventions will be delivered - Savvy Caregiver Training and an expansion of the Coleman Care Transitions model to include dementia which assists in transition from hospital to home.

- The Long Term Care program is working to add surrogacy to all self-directed programs and creating a uniform design based on best practices to be implemented October 1, 2014.
- OADS staff is working with Maine Emergency management Agency (MEMA) to provide training on the specialized needs of vulnerable people, including those with a dementia, in the event of a disaster.

Goal 4: Encourage aging and disabled people to stay active, healthy and connected to their communities through employment, civic engagement, and evidence-based disease and disability prevention programs.

- OADS has a Senior Service Employment Program Plan which provides training and employment for low income individuals aged 55 and older with multiple barriers to employment.
- OADS contracts with the local area agencies on aging to provide a variety of volunteer opportunities. Service programs are becoming more reliant on volunteers who provide "professional" level services such as State Health Insurance Program (SHIP) counseling. It is estimated that volunteers provided nearly 13,000 hours of one on one Medicare counseling valued at $221,000 or the equivalent of 65 full time employees. These volunteers helped beneficiaries save nearly one million dollars on their annual Medicare premium costs in 2013.
- The ADRCs continue to provide evidence based healthy aging programs such as a Matter of Balance and Chronic Disease Self-Management, Pain Management, Arthritis Management and Savvy Caregiver programs.
- Several area agencies on aging (AAAs) are developing "career ladders" to retain interest and commitment of volunteers. Most AAA volunteers serve in multiple roles for the organization s they serve.

Goal 5: Increase programmatic consistency and the appropriate transfer of information between OADS, Maine's AAA/ADRCs, and Aging Network partners, to ensure data integrity, quality, and access to services for aging and disabled adults.

- OADS has completed its first year of implementing a statewide integrated data management system. It will be enormously helpful in monitoring services provision and planning for service needs.
- It was a yearlong effort to consolidate 5 separate systems, and come to agreement on uniform definitions of services and consensus on ways to count services delivered.

Goal 6: Continue to educate policy makers and state leaders about the aging demographic and encourage policy initiatives that address resource allocation related to this demographic shift.

- OADS provided information to the recent Aging Series in the Maine Sunday Telegram.
- OADS staff participated in the Speaker's series of Round Tables and staff is assisting in the workgroups which resulted from recommendations from the Aging Summit held in January 2014.
- Our State Plan, 2012 Chartbook, and Report on Dementia in Maine have been widely distributed to policy makers and other interested parties.
- The LSD, and APS Director are members of the Maine Elder Death Analysis Review Team (MEDART), a statutorily created team located within the Office of the Attorney General. The LSD is the current chair of MEDART. The team examines deaths and serious injuries associated with suspected abuse or neglect of elderly adults and vulnerable adults. The team identifies needed systemic changes and recommends methods of improving systems.

Other:

In addition to the development of the State Plan on Aging, OADS assisted with the development of the Alzheimer's State Plan and developed the Senior Community Service Employment Program (SCSEP) Strategic State Plan.

- The OADS will be working with the Maine Alzheimer's Association to update the Alzheimer's State Plan in October, 2014 as directed by the Legislature. The SCSEP Plan will be completed by Decemeber 2014.