As a mission-driven non-profit, Somerville-Cambridge Elder Services (SCES) is proud to provide essential services that help more than 4,800 older adults Age in Place. This has continued throughout the Coronavirus pandemic.

continued on page 2
Our data from March through June helps illustrate the impact of elder services during COVID-19:

- Referrals to Meals on Wheels increased by 20%. We are providing approximately 1,100 meals per day and delivered 8,500 frozen and shelf-stable backup meals for at-risk older adults.

- Our Case Managers conducted 11,739 telephonic check-ins with clients, to assess well-being, provide emotional support, and adjust service plans to meet new needs.

- Our Home Care program worked closely with our vendors to provide more than 338,689 hours of Home Care Aide Services for 2,902 clients. Home Care aides assist clients with bathing, dressing, eating, ambulating, and other essential needs.

- Our Aging Information Center assisted 1,266 callers. In many cases, they connected older adults with food, masks, and other essential resources.

- Our Elder Protective Services program continued to investigate reports of elder abuse. We received 216 reports, leading to 91 investigations. Of those 91 investigations, 80% resulted in Protective Services successfully intervening on behalf of elders impacted by abuse, neglect, and exploitation.

- Adult Family Care (AFC) provided compensation and telephonic case management for our 240 family caregivers. The people served by AFC cannot live alone and many would otherwise be facing nursing home placements.
Measuring the Impact of Elder Services During COVID-19

Corinne Lofchie is an Elder Care Advisor in our Aging Information Center. She recently worked with a local man who was facing food insecurity and arranged for him to receive Meals on Wheels. He was recovering from a recent surgery and having trouble getting support from friends and family due to COVID-19. He was low on food, with limited means, and very much appreciated the help.

“He said ‘God bless you’ multiple times and stated how much of a difference this would make for him to be able to have a meal delivered every day,” said Lofchie.

Megan Krey is a Community Care Coordinator, who recently responded to a request for help from a woman who is in her late 70s and lives alone. The woman, who is extremely hard of hearing and has no family in the area, was referred by a concerned neighbor.

Krey soon found the woman qualified for MassHealth and helped her sign up for benefits. She hadn’t seen a medical professional in more than three years, so Krey scheduled appointments, arranged transportation, and provided reminders. Krey also arranged for Meals on Wheels and amplifying devices.

“It is hard to know where she would be if we hadn’t connected,” said Krey. “But what I do know is that without SCES she would be very isolated, would not have any medical care, she would not have regular meals or any connection to the outside world, since her family is not involved.”

Nathaniel Meyer is a Social Worker for our Adult Family Care program. He recently provided guidance and support for a family to bring about a transfer of their mother home from a nursing home, where she was unhappy and in poor health. The family now receives support and education from SCES as they provide care for her at home. The mother has mid-stage dementia, but with her caregiver receiving training from a dementia specialist and ongoing support from AFC, she is thriving at home, enjoying dancing, hairstyling, and other activities with her family.

“This is a model home in terms of the quality of care, and a strong example of improved care and health when someone goes from a nursing care center to a home setting,” said Meyer.

Numbers are one way to tell the story, but our work is about people. Here are a few of our stories:

Want to learn more about how Somerville-Cambridge Elder Services can provide assistance with challenges of aging, caregiving, and disability? Contact our Aging Information Center at 617-628-2601, email info@eldercare.org, or visit eldercare.org.
Home delivery has become a popular option during the Coronavirus pandemic, and nutrition programs at Somerville-Cambridge Elder Services (SCES) have been no exception. In many cases, volunteers are playing a key role in helping the agency meet increased demand.

Since the pandemic began in March, SCES volunteers have delivered nearly 10,000 frozen and shelf-stable meals to older adults who are at risk for food insecurity. This is over-and-above standard Meals on Wheels deliveries, which increased by 20 percent during that same timeframe.

“It has been very busy time,” said SCES Volunteers Director Colleen Morrissey. “Fortunately, we have had a lot of new volunteers step forward and it has been a great team effort.”

SCES began shelf-stable meal distribution in March, with the agency purchasing the additional meals to ensure Meals on Wheels clients had extra food on hand. While local Coronavirus numbers have since receded, older adults are still advised to remain at home and delivery remains popular.

For example, the annual SCES produce drop-off saw unprecedented demand in July. The drop-off is part of the annual Farmers’ Market Coupon program, which provides $25 of Farmers’ Market coupons for eligible older adults. Funded by the USDA and the Department of Agriculture, the coupons are accepted at Farmers’
Markets across the region, but SCES also provides delivery for home-bound clients. All told, 10 volunteers delivered more than $2,700 worth of fresh produce to 85 older adults.

In late July, a dozen volunteers delivered boxes of shelf-stable meals to 120 older adults at risk for food insecurity. Provided by the Executive Office of Elder Affairs (EOEA), each box contained seven meals. SCES Nutrition Director Meghan Ostrander thanked everyone who turned out to help, saying the extra food will help their neighbors prepare for the unexpected.

“One benefit of these meals is that they don’t require refrigeration,” said Ostrander. “Many clients have homes with small freezers and can’t store extra meals. If there is a severe weather event and clients can’t get out or lose power, they will have seven meals on hand.”

Somerville resident Colin Kirkland was one of four first-time volunteers that day. He heard about SCES Volunteer Programs online and thought it would be a good use of some free time.

“I work in the restaurant industry, and we are not too busy right now, so I thought it would be nice to help out,” he said.
Working with families in their homes is at the heart of how Adult Family Care (AFC) helps families provide care for loved ones. But with Coronavirus changing everything in recent months, the nonprofit program is sharply increasing use of videoconferencing technology to deliver support.

“Normally, the most important tool in our toolbox is the interpersonal relationships we develop by being in people’s homes,” said AFC Social Work Manager Nina Cohen. “We can’t do that right now, so we’re working twice as hard to make that personal connection.”

The numbers bear that out. With AFC pivoting to telephonic support, its nurses and social workers are spending twice as much time every month with each family. In practice, the calls are a mix of a well-being check, support, and caregiver training.

AFC provided training in July on managing caregiver stress. It featured a series of discussion items to help caregivers gauge their current level of stress. The AFC team also provided advice on how to manage and reduce stress during the pandemic, sharing information drawn from Cen-
ters for Disease Control and Prevention Guidelines.

“We had many good discussions,” said AFC Social Worker Rachel Lynch. “A lot of times, caregivers appreciate just being heard out and reminded that many of the additional challenges they’re dealing with are temporary.”

Caregiving can be a stressful role under the best of circumstances. Support systems are often key to managing caregiver stress, but the Coronavirus pandemic has turned many routines upside down. For instance, Adult Day Health Centers have closed, and families must socially distance from those who usually provide informal support.

While teleconferencing has helped AFC maintain connections with many of the families they serve, some homes lacked the necessary technology. To support these households, AFC provided 46 of them with tablets.

“The pandemic has resulted in a great deal of social isolation for many families,” said Cohen. “We recognize how vital human connection is for everyone’s health and well-being. Therefore, maintaining a sense of connection with the families in our program has been our top priority during this time.”

AFC Program Director Jeanne Leyden said the tablet distribution was a team effort, adding that she enjoyed reaching out to the families to tell them about the new equipment.

“It was just so nice to call the families and hear how appreciative they were,” said Leyden. “There is no substitute for being in people’s homes, but this helps.”

UnitedHealthcare SCO is a Coordinated Care plan with a Medicare contract and a contract with the Commonwealth of Massachusetts Medicaid program. Enrollment in the plan depends on the plan’s contract renewal with Medicare. This plan is a voluntary program that is available to anyone 65 and older who qualifies for MassHealth Standard and Original Medicare. If you have MassHealth Standard, but you do not qualify for Original Medicare, you may still be eligible to enroll in our MassHealth Senior Care Option plan and receive all of your MassHealth benefits through our SCO program.

Got one or both of these cards?
Get more.
Call today to enroll or get answers to your questions.
1-855-790-8873, TTY 711
UHCCommunityPlan.com/MA

UnitedHealthcare Community Plan

UnitedHealthcare SCO is a Coordinated Care plan with a Medicare contract and a contract with the Commonwealth of Massachusetts Medicaid program. Enrollment in the plan depends on the plan’s contract renewal with Medicare. This plan is a voluntary program that is available to anyone 65 and older who qualifies for MassHealth Standard and Original Medicare. If you have MassHealth Standard, but you do not qualify for Original Medicare, you may still be eligible to enroll in our MassHealth Senior Care Option plan and receive all of your MassHealth benefits through our SCO program.

H2226_190905_095352_M UHCSCO_190905_095352_M CST29053_H2226-001

Sponsor the Advocate
Limited Paid Advertising Opportunities are Now Available in the Advocate.

Published three times per year by Somerville-Cambridge Elder Services, the Advocate is a free magazine that showcases advice and helpful resources to meet the challenges of aging, caregiving, and disability.

Email Nathan Lamb, SCES Director of Outreach and Community Relations for more details.

Nathan.Lamb@eldercare.org
Somerville Cambridge Elder Services

61 Medford Street
Somerville, MA 02143-3429

Phone: 617-628-2601
Fax: 617-628-1085
Email: info@eldercare.org
Web: www.eldercare.org

Susann Wilkinson President
Paul Hollings Executive Director
Mary Ann Dalton Assistant Executive Director
Nathan Lamb Editor

This agency and its programs are funded in part by contracts with the Massachusetts Executive Office of Elder Affairs.

About Somerville-Cambridge Elder Services

Somerville Cambridge Elder Services (SCES) is a non-profit elder services agency that’s dedicated to helping people maintain independence and well-being at home. We facilitate many state and federal programs, which can be accessed through our Aging Information Center. This free community resource provides ready access to the following:

- **Information & Guidance**  Aging can be complicated. But our Elder Care Advisors are experts on aging, caregiving, and disability issues—and can facilitate access to resources that can help.

- **In-Home Services**  We provide a wide range of programs that support health and well-being, including Meals on Wheels, caregiver support, and assistance with daily tasks (such as housecleaning and personal care) through our Home Care program.

- **Volunteer Programs**  Our volunteer programs help older adults maintain their current lifestyle, providing everything from basic companionship to medical advocacy.

- **For More Information**  Contact our Aging Information center at 617-628-2601 during regular business hours, visit our website, eldercare.org, and follow us on Facebook and Twitter!

Questions, Comments, or Suggestions

Contact the editor, email info@eldercare.org or call 617-628-2601

Please check if you would like to:

- Have the Advocate mailed directly to your house
- Make a donation to Somerville Cambridge Elder Services

Name__________________________________
Address________________________________
City___________________________________
State___________Zip code________________

To mail a donation:

- A check is enclosed made payable to Somerville-Cambridge Elder Services.
This gift is  ❑ in honor of ❑ in memory of
Name:___________________________

- I would like my donation to remain anonymous.

Please mail to:
Somerville-Cambridge Elder Services
61 Medford Street
Somerville, MA 02143-3429

For on-line donations visit:
www.eldercare.org