



**Elder Services**

of Cape Cod and the Islands

**ELDER SERVICES OF CAPE COD  
AND THE ISLANDS, INC.**

**AREA AGENCY ON AGING  
AREA PLAN 2026-2029**

## **Table of Contents**

|                                                                         |    |
|-------------------------------------------------------------------------|----|
| 1. PSA Map .....                                                        | 1  |
| 2. Area Plan 2026-2029 Narrative                                        |    |
| a. Executive Summary .....                                              | 2  |
| b. Focus Area Coordination .....                                        | 10 |
| 3. Attachments.....                                                     | 21 |
| Attachment A: AAA Assurances and Affirmation .....                      | 22 |
| Attachment B: AAA Information Requirements .....                        | 30 |
| Attachment C: AAA Planning and Service Area Maps.....                   | 37 |
| Attachment D: AAA 2025 Needs Assessment Project and Public Input....    | 38 |
| Attachment E: AAA Organizational Chart .....                            | 40 |
| *Attachment F: AAA Administrative, Financial Information and Forms..... | 41 |
| *Form 1 AAA Corporate Board of Directors.....                           |    |
| *Form 2 AAA Advisory Council Members.....                               |    |
| *Form 3 AAA Designated Focal Points.....                                |    |
| *Form 4a AAA Title III-B Funded Services.....                           |    |
| *Form 4b AAA Title III-C, D, E and OMB Funded Services.....             |    |
| *Form 5 AAA Title III-E Family Caregiver Breakout.....                  |    |
| *FFY2026 Projected Budget Plan.....                                     |    |
| 4. Supporting Documents:                                                |    |
| FFY2024 Title III Grants.....                                           | 42 |
| *ESCCI Continuation of Operations Plan.....                             | 44 |
| *ESCCI Emergency Plan.....                                              | 44 |

\*Indicates Files Are Electronically Attached

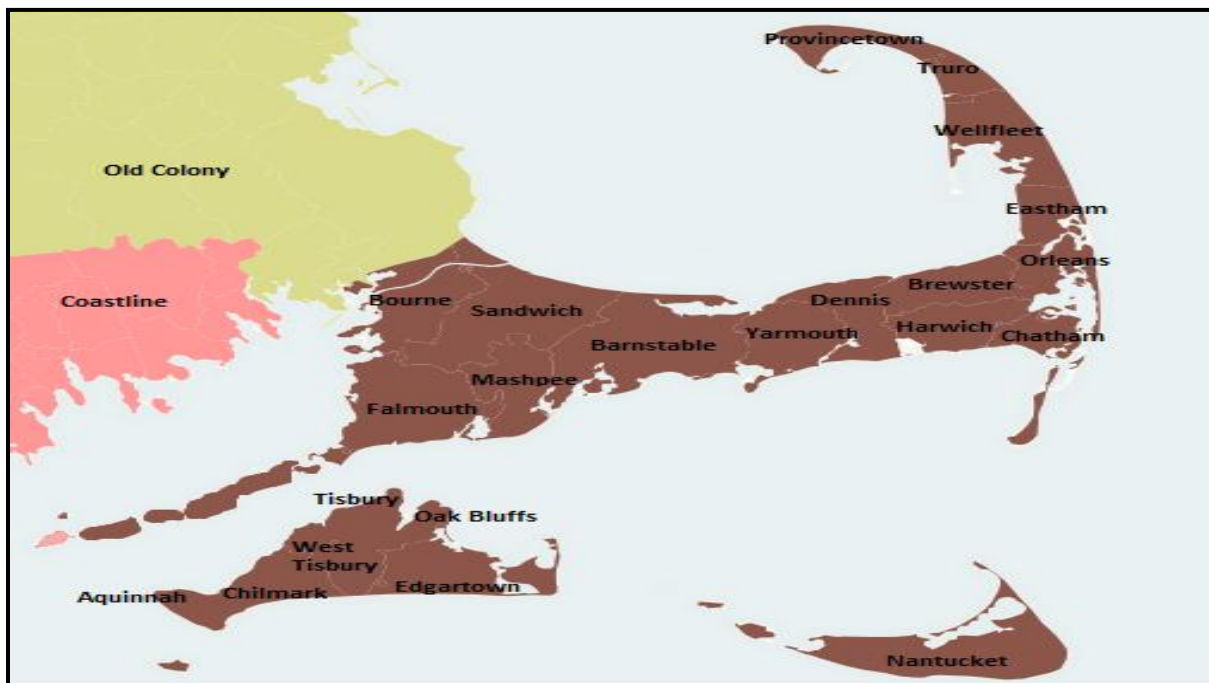
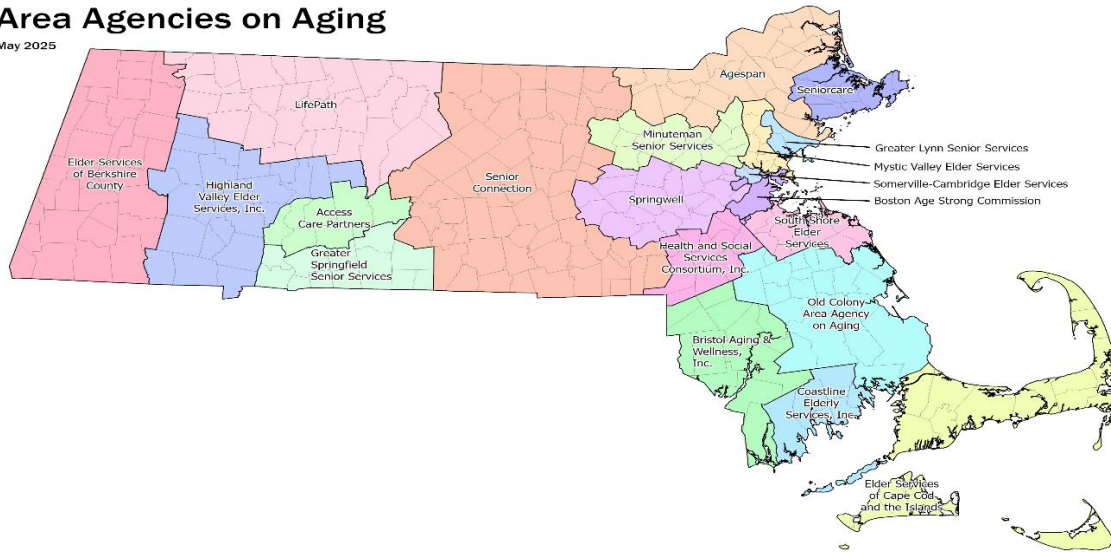
**Elder Services of Cape Cod and the Islands, Inc.**  
**Area Agency on Aging/Aging Services Access Point**  
[www.escci.org](http://www.escci.org)

**68 Route 134**  
**South Dennis, MA 02660**

**Tel: 508-394-4630**  
**Fax: 508-394-3712**  
**TTY: 508-394-8691**

**Massachusetts**  
**Area Agencies on Aging**

May 2025



# Executive Summary

## Agency Overview

---

Elder Services of Cape Cod and the Islands, Inc. (ESCCI) is a private not-for-profit corporation. Incorporated in 1972, our planning and service area encompasses the counties of Barnstable (Cape Cod), Dukes (Martha's Vineyard) and Nantucket. ESCCI is the federally designated Area Agency on Aging (AAA) as well as the state designated Aging Services Access Point (ASAP), and the region's Aging and Disability Resource Consortium (ARDC). Our planning and service area is comprised of the fifteen towns on Cape Cod, and the islands of Martha's Vineyard and Nantucket which can only be accessed by air or ferry.

On June 27, 2024, the U.S. Census Bureau released its 2023 State and County Characteristics Estimates for Massachusetts, Puerto Rico, and the United States. The Donahue Institute at UMass 2023 report included a "blended base" population that integrated data from the 2020 Census and a 2023 demographic analysis. The combined data indicated that Barnstable County's population of adults aged sixty-five and older is 34.0% of the total population. Dukes County is 28.0% and Nantucket County is 17.1%. This compares to a statewide average of 18.5%. Barnstable County has the oldest population in the Commonwealth. Taking into account the persons who are 55-64 and are moving into the 65+ group demonstrates that the demand for services will continue to grow. Simultaneously, younger individuals are continuing to move from the region which leaves fewer workers to provide the additional services which are likely to be needed. Stemming from the Covid19 Pandemic and other factors, the shortage of home health aides and personal care attendants is at crisis level.

ESCCI provides a wide range of programs and services including:

|                                      |                            |
|--------------------------------------|----------------------------|
| Information and Referral             | Protective Services        |
| Home Care Program                    | Senior Nutrition Program   |
| Family Caregiver Support Program     | Options Counseling         |
| Long-Term Care Screening             | Nelson Congregate House    |
| Long-Term Care Ombudsman Program     | Money Management Program   |
| Technology Assistance and Education  | Community Health Programs  |
| The Volunteer Resource Center        | Title III Community Grants |
| Senior Care Options                  | One Care                   |
| Veterans Independence Program        | Provider Specialists Team  |
| Community Transition Liaison Program | Hospital to Home Liaison   |

The Information and Referral department is the central clearinghouse for all services available to older adults, people with disabilities, and caregivers on Cape Cod and the Islands, as well as the entry point for referrals to ESCCI's many programs.

## Executive Summary

ESCCI's main office is located in South Dennis (mid-Cape area) with full-service offices on Martha's Vineyard and Nantucket. There are thirteen Nutrition sites serving all twenty-two of the Cape and Island towns.

ESCCI is governed by a volunteer Board of Directors and advised by the volunteer members of the AAA Advisory Council. The Board is comprised of individuals representing each of the Cape and Island towns and additional at-large members. The AAA Advisory Council is comprised of community members and local elected officials. At least 51% of the membership must be over the age of 59 for both the Board of Directors and AAA Advisory Council.

ESCCI has a paid staff of 149 full and part-time staff. In a typical year, more than 1,300 volunteers give their time and energy to ESCCI consumers and assist with the provision of services throughout Cape Cod and the Islands. In addition, these volunteers experience increased socialization and receive all of the other related benefits through participation in these volunteer opportunities.

ESCCI's primary financial support comes in the form of contracts with the Massachusetts Executive Office of Age & Independence. Funds from the Commonwealth of Massachusetts and Title III and V of the Federal Older Americans Act account for nearly 85% of the agency's budget. Additional funding comes from counties, towns (cash and in-kind), consumer donations/fees, private grants and private donations. The total budget for Fiscal Year 2024 was \$57,164,179 and approximately 86,986 (up from 30,045) individuals were served.

### **Area Agency on Aging Responsibilities**

As the federally designated Area Agency on Aging (AAA) since 1976 ESCCI is charged with certain responsibilities as mandated by the Older Americans Act. These responsibilities include:

- To conduct periodic Needs Assessments throughout the service area in order to collect information about the critical needs of older adults, caregivers and others in the community who are served by AAA programs.
- To develop and administer a multi-year Area Plan which assesses and prioritizes the needs and concerns of older persons and caregivers, identifies deficiencies and gaps in service delivery and proposes possible solutions.
- To work with other agencies and organizations in the service area to ensure a coordinated system of service delivery.
- To serve as a community focal point for information and referral.
- To advocate for the needs of all older adults, persons with disabilities, and their caregivers, and others in the community who are served by AAA programs.
- To distribute funds authorized by the Older Americans Act (Title III) in an effort to fill gaps in priority service needs. These funds are allocated for community-based and in-home services which promote self-sufficiency and independence.

# Executive Summary

- To monitor and evaluate the effectiveness of service providers who receive Older Americans Act Title III funding.
- To maintain an active AAA Advisory Council that will provide guidance and support to AAA staff and serve as a vital link between the agency and those in need.

## **Coordination with Service Provider Network**

As the region's Area Agency on Aging (AAA), Aging Services Access Point(ASAP), and Aging and Disability Resource Consortium (ADRC), Elder Services of Cape Cod and the Islands (ESCCI) takes the lead in providing services to older adults, their families, people with disabilities, caregivers and others in the community in need of the agency's programs and services. ESSCI will continue to promote and participate in the ongoing development of Dementia Friendly and Age Friendly Communities initiatives. In addition, ESSCI coordinates with a wide variety of organizations across the service area in order to create a seamless system of services and ensure that its consumers have access to all available resources. In FFY2024, the agency's Title III grants will provide funding for thirteen community based programs which help meet critical needs of older adults, people with disabilities, and caregivers. Refer to FFY2024 List of Grantees in attachments under Supporting Documents.

ESCCI staff members participate as board/advisory council members and also represent ESSCI in many collaborative efforts including:

|                                                |                                                  |
|------------------------------------------------|--------------------------------------------------|
| Healthy Aging-Cape Cod                         | Cape & Islands Workforce Board                   |
| MCOA 55 plus Job Seekers                       | Cape Cod Citizen Corps Council                   |
| Healthy Living Cape Cod                        | Cape Cod Elder Abuse Coalition                   |
| Healthy Aging Martha's Vineyard                | Cape Cod Hoarding Task Force                     |
| Suicide Prevention Coalition                   | The MA Transportation Taskforce                  |
|                                                | Lower Cape Community Solutions (Rural)           |
| Parkinson's Support Network                    | Cape Cod Hunger Network                          |
| The Falls Prevention Coalition (MV)            | Massachusetts Meals on Wheels Association        |
| The Homeless Prevention Council                | Senior Planet OATS Technology                    |
| Dennis Community Crisis Intervention Team      | Cape Cod Chamber of Commerce                     |
| Department of Mental Health Advisory Board     | Mashpee Wampanoag Tribe                          |
| Nantucket Behavioral Health Advisory Group     | Martha's Vineyard Health Council                 |
| Barnstable County Emergency Planning Committee | Wampanoag Tribe Gay Head (Aquinnah)              |
| Healthy Aging Task Force – Martha's Vineyard   | Community Action Committee                       |
|                                                | Nantucket Healthy Community Collaborative        |
|                                                | The Cape Cod Hospital Quality of Life Task Force |

# Executive Summary

Cape and Islands Regional Network on Homelessness  
Cape Cod & Islands Community Health Network (CHNA )  
Barnstable County Health and Human Service Advisory Council  
Cape Cod LGBTQ Coalition for Older Adults  
Barnstable County Regional Substance Abuse Council  
Policy Board for Cape and Islands Regional Network on Homelessness  
DMH Citizen Advisory Council  
MA Coalition to Build Community and End Loneliness

As a AAA, ESCCI works to increase awareness among other agencies and the public about the needs of older adults, educate caregivers, and inform the public about our services. We make efforts to reach and prioritize the delivery of services to the following population:

- Elders who are isolated and/or live alone
- Low income elders
- Minority elders
- Native American populations
- Rural older adult populations
- Veterans
- Socially Isolated populations including limited English-speaking older adults, and lesbians, gay, bisexual and transgender elders: LGBTQ.

We advocate for older adults, younger disabled individuals, and caregivers. For example, we provide in-home services, nutrition, and money management. Through contract and grants to other agencies we are able to offer critical services such as transportation and legal advice.

With fifty+ years of serving Cape Cod and the Islands, ESCCI has been responsive in meeting the needs of an ever growing population. Through the on-going recruitment and support of a dedicated group of volunteers and our partnerships with other organizations, ESCCI will continue to promote the independence, empowerment and well-being of older adults, people with disabilities and their caregivers on Cape Cod and the Islands

# Executive Summary

## **Introduction and Mission Statement**

The Focus Areas that comprise the 2026-2029 Area Plan reflect a continuation of existing services provided by the Agency and plans for new initiatives. Current activities will be evaluated for effectiveness and, when possible, enhanced or expanded. New projects will be developed and implemented according to identified needs and available funding.

The Area Plan reflects Elder Services of Cape Cod and the Islands' (ESCCI) Mission Statement: "Elder Services of Cape Cod and the Islands is a nonprofit, community-based organization dedicated to promoting the welfare, enhancing the quality of life, and maintaining the dignity of elders in Barnstable, Dukes (except Gosnold) and Nantucket Counties. The organization works through communities and their citizens to identify and respond to the needs, problems and concerns of elders and their families. ESCCI acts as a central source for information and referral, as an advocate, collaborator and catalyst, as a coordinator of services and care, as an educator and as a provider of direct services". Since its incorporation in 1972, ESCCI still embodies the principles of its original mission statement which is closely aligned with the mission statement and values of the Executive Office of Aging & Independence and the Administration for Community Living. These common values, intrinsic to autonomy, independence and wellbeing, embrace partnership, inclusion, justice, community, connection, individual choice and humanity as a whole.

## **Needs Assessment Project**

Information collected through the FFY 2025 Needs Assessment Project helped to form the basis for many of the Area Plan's objectives. In Fall 2024 there were thirteen (13) public forums that were held within the region, both in person and online. These listening sessions were directed towards elders who were identified as being representative of "minorities" and "target populations" i.e. Lesbian/Gay/Bi-Sexual/Transgender (LGBTQ) and elders who are socially isolated and/or low income, including a contingent of seniors experiencing homelessness (via Duffy Health Center). Caregivers were also targeted for participation in this needs assessment process, including grandparents raising grandchildren. Elders from a local faith-based community were heard, under employed seniors were addressed, as were residents of several skilled nursing facilities. Comments and feedback shared by forum attendees was recorded in detail and compiled by the AAA Planner. In addition, a survey created by the Executive Office of Aging & Independence was conducted. This survey was offered electronically and via paper copies to different groups including caregiver support groups, 1200+ ESCCI volunteers, consumers of our AAA services, all ESCCI providers, all area Councils on Aging, SCSEP Program partners and participants, LGBTQ elders, and at stakeholders' meetings. Over 2000 known contacts received surveys. There was a total of 355 surveys returned.



## Executive Summary

The following are the findings of the 2025 Needs Assessment Project:

The most frequently identified critical needs of Older Adults include access to home-based services, caregiver respite, access to affordable healthcare, affordable housing, transportation, nutrition support, and technology education and assistance. Additional critical needs identified include access to mental and behavioral health (including inpatient beds), access to primary care physicians, staying active, combatting social isolation, access to long term care support and legal services.

A specific section of the survey was dedicated to caregivers. Data reported here indicates the following needs: Respite, in-home services, financial assistance, transportation, information regarding resources, home modification, support groups and training and education.

Additionally, the assessment determined the following barriers to getting help: Reluctance to ask for help or admit financial need, fear of discrimination, fear of falling, lack of awareness of available services and ineligibility for services. Despite the end of the Covid 19 Pandemic, seniors continued to express fear and concern over becoming ill by participating in public or group programming.

Programs that were considered the most successful were: Meals-on-Wheels, the State Homecare Program, caregiver support services and support groups, the Senior Planet computer basics courses, Councils on Aging programming for staying physically active (exercise, yoga and walking), volunteering opportunities and attending faith based services.

As stated previously, information collected through the FFY 2025 Needs Assessment Project helped to form the basis for many of the Area Plan's objectives. This includes the following: During the term of the Area Plan 2026-2029, ESCCI senior staff will continue to be active members of the "Healthy Aging Cape Cod" steering committee whose mission is to "promote the ability of persons to age successfully on Cape Cod, regardless of income." ESCCI Communications and Public Information Officer is the Co-Chair of the Health and Human Services Workgroup. In partnership with multiple community agencies there is an ongoing assessment of consumer needs and commitment to implementing new initiatives that will address those needs. Where funding allows, the work of Healthy Aging Cape Cod and other needs assessment data will be reviewed for the purpose of developing new services/programs that can meet the changing needs of elders within the Cape and Islands planning and service area. ESCCI's AAA Planner intends to host networking and problem-solving meetings on various community needs. One such area, identified in the Needs Assessment and validated by the National Strategy to Support Family Caregiving document, is addressing caregiver stress with an aim to provide respite and self-care opportunities to Family Caregiver Support Program consumers. Similarly, as a member of the Massachusetts Coalition to Build Community and End Loneliness, the AAA Planner will prioritize ways the agency can address mental health needs of consumers, advance public policy, and ensure that community members experience a strong sense of social

## Executive Summary

health through meaningful connections. ESCCI's continued Cape wide offering of Senior Planet workshops, free computer basics courses for seniors, demonstrates our effort in bridging the digital divide and making assistive technology more accessible.

A new feature for the planning period; ESCCI's revised state-of-the-art website, managed by senior staff, now offers the latest, most up to date information on programming, and the ability to connect to services electronically. Likewise, consumers and community partners may make referrals through the website. The goal here is to put consumers in touch with services quickly and more efficiently.

### **Minority and Hard to Reach Populations**

Although there were few identified Native Americans who responded to the Needs Assessment Project, the AAA has cultivated a strong relationship with Tribal Elders. The AAA planner regularly meets with health and human services leaders of the Mashpee Wampanoag Tribe. The AAA Planner often acts as a liaison for the tribe's Indian Health Services: an important avenue for service referrals and information for Tribal Elders. A connection which has enhanced relations, a Tribal Elder holds a position on ESCCI's AAA Advisory Council.

The AAA serves approximately 450 Tribal Elders of the Aquinnah and the Mashpee Wampanoag tribe. Tribal Elders are participants of Meals on Wheels, Home Care, Senior Care Options, Consumer Directed Care Programs, Options Counseling and the Family Caregiver Program. During the previous planning period, ESCCI began sponsoring the Tribe's third day of weekly, congregate dining. Based on the success, a larger Title III C funding allocation will be awarded going forward. In particular, the funds will be used for "Grab and Go" style meals.

A current recipient of a Title III B community grant, which provides home based services for Tribal Elders who are caregivers, The Aquinnah and Mashpee Tribes will be encouraged by the AAA to apply for future Title III B and Title III D funds in the FFY 2026 upcoming grant cycle.

To encourage wellness and prevent social isolation, Tribal Elders have expressed a desire for collaboration with the AAA to support the following: expanding exercise and health programs as well as caregiver support. As funding allows, the AAA will sponsor equipment and program materials for the Tribe's fall prevention exercise classes. The Evidence-Based program Fit & Strong will be made available to Tribal Elders on an annual basis. To further address caregiver needs, AAA staff will facilitate a quarterly caregiver support group at the Tribe's main facility. This activity will include continuing education on relevant topics like self-care and stress relief.

## Executive Summary

The growth in our Brazilian Portuguese speaking community continues. The AAA plans ongoing publishing and distribution of brochures of services in the Portuguese language. Currently, interpreter services are available from the AAA for anyone in the community who speaks Portuguese and needs our services. The brochures have shown to assist the AAA with targeted outreach to this minority community.

AAA planner, along with other AAA/ASAP staff, participate, volunteer, and help organize programs for the LGBTQ (Lesbian, Gay, Bi-sexual, Transgender, Queer) older adult community. The AAA CEO organizes the “Cape Cod 55 Plus LGBTQ Group” on Meetup, an online forum where community activities are posted for this population, and questions and information about resources are exchanged. In the service area five COAs host LGBTQ community meals and social events for LGBTQ older adults (Bourne, Chatham, Eastham, Orleans, and Yarmouth). ESCCI has a long history of providing Title III B grants to agencies who propose to offer LGBTQ programs and support services to older adults.

In the 2024 Needs Assessment, the LGBTQ community had its own forum to discuss community needs. Social isolation was a prevalent concern expressed. For FFY2024 and FFY 2025, a Title III B grant was awarded to the Chatham Council on Aging in support of its program which provides monthly, free social and emotional programming for LGBTQ elders and their allies (of any town in the service area). This includes bereavement services, specialized legal support and educational and social experiences to enhance their lives. The AAA Planner will encourage this entity, and other organizations that support LGBTQ elders, to apply for future Title III B and D funds in the FFY2026 RFP.

## **Focus Area Coordination:**

---

### **1. Older Americans Act Core Programs**

The following discussion will represent ESCCI's efforts to meet consumer need and guide services in a direction supported by the results of the Needs Assessment Project. As funding allows, ESCCI will enhance and expand Older Americans Act core programming during the term of Area Plan 2026-2029.

#### **Nutrition**

The Elder Services Senior Nutrition Program was identified as a significant resource in meeting the needs of elders and preventing malnutrition. The Senior Nutrition Program faced great challenges during the 2020 Pandemic but bounced back, in some instances with vigor. In particular, the Home Delivered Meals program, which had seen an increase in service deliveries of 16 % in FY2021, went up an additional 10.3% in FY2024. Not as quickly to rebound, the Senior Dining Program, suspended during the Pandemic, resumed in four locations. In a combined effort to offer the benefits of congregate dining, and coordinate Title III programs with Cape Cod's Native American population, in 2024 ESCCI sponsored a third day of the Mashpee Wampanoag Tribe's weekly, congregate dining program. This effort has seen success and will continue. Based on expressed need and interest, a larger Title III C funding allocation will be awarded going forward. In particular, the funds will be used for "Grab and Go" style meals at the Tribes' headquarters.

Meals-on-Wheels, available to consumers within each of the twenty-two-town service area, offers "healthy eating" and provides a valuable well-being check. During the period of the 2026-2029 Area Plan, efforts will be made to increase opportunities for older adults to access these programs, with an emphasis on outreach to elders living alone, in rural areas and elders with low incomes.

ESCCI will resume the popular holiday-time "Grab 'N Go" campaign, enjoyed by 300+ consumers in more remote parts of the Cape and Islands. New since the previous Area Plan was written, ESCCI's Meals-on-Wheels service now ensures a menu for consumers adjusted for cultural and medical preferences where practicable. Selections besides a traditional meal include Caribbean, vegetarian, diabetic and pureed.

#### **Goals**

- ESCCI will provide information and education on making good nutritional choices for consumers and others in the community. The staff will conduct sessions at Senior Dining Centers, and other focal points throughout the

region, regarding healthy eating. Meals-on-Wheels recipients will receive similar printed information regularly with the delivery of their meals.

- The Evidence-Based program “Healthy Eating for Successful Living” will be offered two times per year in different parts of the service area, with a focus on reaching lower income residents of housing authorities and other subsidized housing, as well as elders in rural/remote areas of the region.
- In consideration of cultural and medical preferences, specially tailored meals will continue to be available. It is anticipated expanded choices like dairy free; gluten free and Latino inspired meals will be added.
- To address food insecurity, as well as caregiver stress, caregivers enrolled in the Family Caregiver Support Program, will be eligible to receive a home delivered meal, along with the care recipient, if that individual is aged 60 or over.

### **Disease Prevention and Health Promotion**

ESCCI is an active partner with Healthy Living Cape Cod (HLCC). Free, Evidence-Based workshops (and leader training courses) are made available to participants to improve health and longevity. Also, working with The Healthy Living Center of Excellence, Evidence-Based programs such as A Matter of Balance, Chronic Disease Self-Management, Fit and Strong, Healthy Eating for Successful Living, Nordic Walking, and The Savvy Caregiver, are offered throughout the service area. In 2020 many in person programs were suspended due to the Covid 19 Pandemic, and online programming was introduced. By 2023, as the Pandemic ended, seniors expressed desire to attend workshops in person once again. Most online forums were discontinued. However, if requested a virtual program can be scheduled.

Title III D grants have been awarded to community partners, to offer caregiving, health promotion and Dementia education workshops on Cape Cod, Martha’s Vineyard and Nantucket. One such recipient is the Alzheimer’s Family Support Center in Brewster and Hyannis.

A 2024 CDC study of community-dwelling older adults found that 44% of participants reported a fear of falling. This concern is also reflected in ESCCI’s Needs Assessment results. ESCCI will focus on offering and advertising A Matter of Balance programs, Fit and Strong, and our Osteoporosis Prevention Exercise classes, to educate consumers on falls prevention.

To encourage wellness and prevent social isolation, Tribal Elders have expressed a desire for collaboration with the AAA to support expanding exercise and health programs. As funding allows, the AAA will sponsor equipment and program materials

for the Tribe's fall prevention exercise classes. The Evidence-Based program Fit & Strong will be made available to Tribal Elders on an annual basis.

### **Goals**

- Provide an Evidence-Based workshop quarterly within the service area.
- Provide the Fit & Strong Evidence-Based program annually, as well as sponsor equipment materials to Tribal Elders of the Aquinnah and the Mashpee Wampanoag tribe.
- Provide Evidence-Based Leader training to ESCCI staff members and volunteers, with a focus on A Matter of Balance, Chronic Disease Self-Management and Fit & Strong.
- "Healthy Eating for Successful Living" will be offered a minimum of two times annually in different parts of the service area.
- "The Savvy Caregiver" will be offered two times annually in different parts of the service area.
- Offer exercise classes for older adults with Osteoporosis, by specially trained ESCCI volunteers, 1-3 times a week in 4 towns across Cape Cod.
- Provide Title III D funding via a competitive RFP process to community organizations for the provision of Title III D Evidence-Based programs on Cape Cod and the Islands.

### **Elder Justice**

Elder Services of Cape Cod and the Islands has a demonstrated history of providing services which protect the independence, well-being, and financial security of seniors. In FY2024, the Protective Services Unit responded to 2,314 reports of abuse/neglect/financial exploitation or self-neglect and the Money Management Program assisted 692 consumers to pay their bills in a timely manner and protect their financial security. The Ombudsman Program made 1,105 facility visits and calls to nursing/rest homes to advocate for residents' concerns.

In addition to these direct services, the agency has collaborative relationships with other community organizations which provide protection for elders. The Elder Law Project (a program of South Coastal Counties Legal Services) is largely funded by a Title III grant. The Cape Cod Five Cents Savings Bank Fraud Unit assists seniors in identifying financial scams and recovering assets. The Money Management Program Advisory

Board includes representatives from SHINE, the Elder Law Project, community banks, housing and law enforcement.

During the term of the Area Plan 2026-2029 these partnerships will be strengthened and new ones established to ensure Elder Justice.

## **Goals**

- The Protective Services Program will provide at least twelve trainings per year to mandated reporters in the community. Trainings will consist of how to recognize reportable conditions and how to file reports either through the statewide hotline or online. This will include fire/police departments, COA's, and in-home provider agencies. Special attention will be given specifically to an elder's right to refuse, consent, and service planning. Trainings will be a combination of in-person and virtual.
- The Protective Services Program will work closely with AGE on our Designation Review and to establish a continuous quality improvement process.
- The Money Management Program will provide two trainings per year to volunteers to maintain quality control and conduct a minimum of two outreach presentations to banks, financial institutions, and senior serving organizations. These efforts are designed to promote awareness of the program and recruit volunteers.
- ESCCI will continue to partner with the Elder Law Project. In addition to continuing its practice of providing one-to-one legal counsel for older adults the Project advocates for initiatives such as:

\*Assisting older adults facing evictions due to circumstances/conditions caused by the 2020 Pandemic.

\*Housing Court expansion/implementation for the Cape and Islands.

\*Development of quality housing which is targeted for older persons and people with disabilities with lower incomes.

\*Consumer education regarding eviction rights, elder estate planning, reverse mortgages, credit card debt etc.

## **Computer and Tech Training**

ESCCI's Cape wide offering of Senior Planet workshops, free computer basics courses for seniors (a curriculum created by AARP) demonstrates our commitment to bridging the digital divide and making assistive technology more accessible. 10 -12 educational sessions are scheduled a year, take place at centralized community locations and can accommodate up to 15 students each. The courses span five or ten weeks and are taught by peer instructors. In addition to teaching basic computer use, instructional topics also include how to use a smart phone or tablet, how to access an online health portal and understanding your smart TV. Graduates of Senior Planet courses have repeatedly shared how life changing these classes have been and it is ESCCI's aim to make them available on an ongoing basis.

---

## **2. Greatest Economic Need and Greatest Social Need**

As required by the OAA, and supported by recent Needs Assessment results, the following initiatives demonstrate ESCCI's efforts to serve older individuals and family caregivers with the greatest economic and social needs during the term of Area Plan 2026-2029.

### **Transportation Assistance**

The geographical span of Cape Cod and the Islands is vast, can be remote, and rural. For many consumers, the cost of and accessibility to transportation is difficult. ESCCI community grants, funded annually by Title III B monies, support several local organizations which provide older adults transportation to and from medical appointments, including facilities in Boston. Transportation to grocery stores, pharmacies and other businesses is also available. Current transportation grantees, serving elders on Cape Cod and the Islands, include Helping Our Women in Provincetown, The Truro Council on Aging, Sight Loss Services in Dennis, The Brewster Council on Aging and the Martha's Vineyard Center for Living Shuttle.

Additional community grantees, funded by ESCCI and Title III B, address further challenges elders face like digital literacy, isolation, in-home mental health, substance abuse assessment and intervention, outreach for LGBTQ elders, caregiver stress and legal aid. **Please see the Attachments section for further information on Title III B&D Community Grantees.**

- Request for Proposals for FFY 2026-2027 Title III B&D will be released in 2025, pending allocation of funds.



### **Meals on Wheels and Congregate Dining**

Meals-on-Wheels, available to consumers in the twenty-two-town service area, offers a nutritious meal to seniors and provides a valuable well-being check. This is especially important considering that many older adults suffer from food insecurity, live alone and do not have other points of contact. During the period of the 2026-2029 Area Plan, efforts will be made to increase opportunities for older adults to access our Senior Nutrition Program, with an emphasis on outreach to elders living alone, in rural areas and elders with low incomes.

New since the previous Area Plan submission, ESCCI's Meals-on-Wheels service now ensures a menu for consumers adjusted for cultural and medical preferences. Selections besides a traditional meal include Caribbean, vegetarian, diabetic and pureed. Consumers have widely appreciated these options. Where funding allows, ESCCI anticipates collaborating with our contracted caterer to expand the tailored meals menu to include vegan, lactose-free and dairy-free meals.

ESCCI's Congregate Dining Program, where nutrition and fellowship meet, serves hundreds of Cape and Islands residents annually. Weekly Senior Dining luncheons remain robust in the towns of Brewster, Mashpee, Nantucket and Yarmouth.

### **Long Term Care Ombudsman Program**

The Long Term Care Ombudsman Program monitors the care of nursing and rest home residents in twenty-one facilities throughout the region. With 19 trained and certified Ombudsman volunteers, the program visits residents on a weekly basis. 1,105 facility visits took place in FY2024. Within the period of the last Area Plan, the Covid19 Pandemic greatly challenged the Ombudsman Program. In person monitoring became impossible and advocacy was forced to take place over the telephone. With the Pandemic's end however, in person advocacy resumed. Residents experienced difficult issues because of the crisis. The number of workers in skilled nursing facilities became significantly reduced. This influenced a rise in resident complaints related to unacceptable wait times for things like personal care, meal delivery and medication administration and a lack of engaging activities. For Area Plan 2026-2029, the ESCCI LTC Ombudsman Program will continue to prioritize regular oversight and response to residents' complaints and concerns. Ombudsman Program staff and volunteers will advocate for improved quality of life, an engaging activities program, maintaining resident rights and empowering residents to make choices based upon individual preferences and desires.

### **Goals**

- Ombudsman Program staff will conduct outreach activities in person and online to community groups including but not limited to senior centers, church

groups, civic organizations, etc. at least twice per year. This outreach will consist of information about the mission of the program, ways to seek quality care and the protection of residents' rights. Central to the outreach will be education on the newly revised federal nursing home regulations.

- Program staff and volunteers will advocate for residents' growing access to quality activities, behavioral health services, and full-time personnel, employed directly by the nursing facility and located on site.
- Ombudsmen will conduct outreach to senior LGBTQ residents living within the nursing/rest home community. Ensure that all are aware of the program's intention to advocate for the rights of every nursing home resident, without discrimination.
- Supporting self-determination and elder justice, staff and volunteers of the Ombudsman Program will ensure that a residents' rights presentation is made annually at every skilled nursing facility in the service area.



### **3. Expanding Access to Home and Community Based Services**

As required by the OAA, and supported by recent Needs Assessment results, the following initiatives demonstrate ESCCI's mission to assist elders and family caregivers who desire to age in place. As funding allows, ESCCI will enhance and expand HCBS programming during the term of Area Plan 2026-2029.

#### **Home Care, SCO and Pending Services Team**

ESCCI's Home Care and Senior Care Options Programs secure the opportunity for older individuals to receive managed in-home and community-based long-term care services. Care Managers assess the needs of a consumer, develop a service plan and arrange for a variety of in-home supports such as homemaking, personal care, laundry service and personal emergency response systems.

As a direct result of the Covid 19 Pandemic, homemaking and personal care providers lost a significant percentage of their workforce. The effects of this shortage lasted much longer than expected and forced the creation of ESCCI's Pending Services Waitlist. At one point in 2023, the waitlist peaked at over 700 individuals. In response, ESCCI increased provider rates in hopes we would see an uptick in Homemaker, Personal Care and HHA hiring. Internally it became clear that the Homecare and Senior Care Options departments could not keep up managing the rapidly growing Pending Services

Waitlist and their caseloads. Thus, in January 2024 ESCCI created a Pending Services Team of Provider Specialists who work solely on filling cases from the waitlist. The three Provider Specialists operate as a unit on the following: daily communication with providers to fill the services for consumers who have been waiting the longest; calling all consumers on the waitlist to reassure them we are working on finding them a provider, and to document any changes that may have occurred regarding their needs. As a result of their efforts, in December 2024 the waitlist was reduced to 259 individuals. Currently the waitlist is well under 100.

### **Goals**

- The Pending Services Team will continue to oversee the role of working with providers to fill cases for our Homecare and SCO departments as it has proven to be the most efficient way of keeping up with daily demand from consumers requiring HM/PC/HHA services.
- The Provider Specialists will continue to be prepared for the seasonal increase in pending services cases during the summer months, brought on by seasonal jobs which take direct care workers away from provider agencies (a problem unique to Cape Cod for over 20 years).

### **Participant-Directed/Person-Centered Planning and CTLP**

Elder Services of Cape Cod and the Islands continues its commitment to supporting participant directed care and person-centered planning. It is imperative that people have choice and control over the supports they need to remain at home or return home from an institutional setting. To address this need, the Community Transition Liaison Program (CTLP) launched at ESCCI in August of 2023. The primary purpose: to assist eligible nursing facility residents transition back into the community. CTLP Program staff collaborate closely with residents who express an interest in returning to the community by providing personalized support and guidance throughout the discharge process. Including helping individuals secure stable housing, CTLP staff ensure that residents have access to critical resources, state programs and local supports, essential for a successful transition. The CTLP team acts as a bridge between nursing home residents and the wider community, providing personalized referrals and assistance to each resident. To date, CTLP has enrolled over 350 nursing facility residents in the program. This has allowed staff to build individualized plans for each resident, with careful attention to their specific needs and preferences. Over 200 residents have successfully discharged home or have been accepted into waiver programs, making noteworthy results toward our mission to support community integration and independent living.

## **Goals**

- Expand Community Partnerships to further deepen CTLP relationships with community organizations, state agencies, and local resources to ensure a seamless transition for every resident. Including housing options and increasing collaboration with community agencies.
- Increase the number of residents enrolled in the CTLP program by 20-30%, targeting more nursing facility residents via outreach efforts.
- Create more comprehensive support networks for residents post transition, ensuring they have access to ongoing services such as home health services, social support, and transportation, which are crucial for long term success.
- Refine internal processes to ensure efficient service delivery and responsiveness to the evolving needs of residents. This includes enhancing case management tools, improving communication, and ensuring timely access to resources.
- Expanding housing options for residents at risk of institutionalization, ensuring that those in need have access to safe, affordable, and supportive housing that allows for successful community reintegration.

## **Transitional Assistance and Options Counseling**

As a designated Transitional Assistance (TA) Provider, in partnership with MASS ABILITY, and the State Home Care Program, ESCCI's Options Counselors will facilitate the purchase of goods and services for an eligible consumer who wishes to transition out of a long-term care facility to a home setting. To encourage a successful transition, Options Counselors will operate in concert with CTLP and Home Care staff to ensure the TA consumer has the appropriate home-based services in place to support their desire to live independently in the community.

## **Hospital Liaison Program**

The Hospital to Home Partnership Program was developed to address the steady growth of residents over the age of 65 and the increased demand for home and community-based services. Elder Services of Cape Cod and the Islands partnered with Cape Cod Healthcare and Cape Cod Hospital following a grant allocation in June 2024. A Hospital Liaison position was created and filled by an ESCCI employee. The Liaison, an RN who is embedded in the hospital, meets with patients to address any potential needs that may arise at home post discharge. The Liaison follows up on referrals that

are made to ESCCI programs, such as Home Care, Options Counseling, Family Caregiver Support or CTLP, to ensure the consumer is satisfied with the discharge plans. This also includes follow up with rehabilitation or skilled nursing facilities.

### **Goals**

- The Hospital Liaison will continue to address the numerous barriers patients face after an acute hospital stay, enabling individuals to return home and avoid hospital readmission.
- The program will facilitate successful discharges directly to the community by reducing discharges to skilled nursing facilities.

---

## **4. Caregiving**

As required by the OAA, and supported by recent Needs Assessment results, the following initiatives demonstrate ESCCI's mission to assist informal and family caregivers in their roles caring for loved ones. As funding allows, ESCCI will enhance and expand caregiver programming during the term of Area Plan 2026-2029.

### **Family Caregiver Support Program**

ESCCI Family Caregiver Support Program (FCSP) provides education, advocacy and connections to community resources that enable the caregiver to better care for their loved one, as well as themselves. Since the onset of this program in 2002, the number of individuals served continues to increase. In the last fiscal year, ESCCI served over a thousand caregivers. Of the number of satisfaction surveys returned, 100% of caregivers said their overall experience with our Caregiver Support Program was excellent. Our Family Caregiver Support Specialists work hand in hand with caregivers to address their individual issues and design a response plan that empowers and sustains them in their roles.

### **Individualized Support**

The Covid19 Pandemic resulted in the closure of many respite and social day programs, as well as curtailing the availability of other resources previously beneficial to caregivers. Caregiver Support Specialists actively strategized alongside caregivers to provide unique services, referrals and assistance, utilizing zoom and online platforms more heavily than in the past. In several situations, caregivers were given the option to spend allotted program funds on whatever they considered most helpful in terms of

caregiving tasks or alleviating stress. This more consumer directed, No Wrong Door approach, was well received by caregivers and will continue as funding allows.

### **Education and Support Groups**

In 2023, as a direct response to pandemic-induced caregiver stress, ESCCI hosted its first Caregiver Expo Event. In honor of the challenges caregivers face, this free event offered attendees education on understanding the realities of Compassion Fatigue. Additionally, community resources were shared, self-care experiences were made available and a healthy lunch served. Respite was provided for care recipients. Feedback from attendees was overwhelmingly positive. The Caregiver Expo is an event that will be repeated on an annual basis.

ESCCI provides a variety of ongoing opportunities to educate caregivers and equip them with tools to be successful in their roles. Evidence-based workshops offered include The Savvy Caregiver and Powerful Tools for Caregiving. Three support groups, spread out within the service area, including one online forum, meet weekly and continue to expand membership. A fourth support group designed for LGBTQ caregivers is in the planning stages. To further address caregiver needs, those of Tribal Elders who are caregivers, Family Caregiver Support Program staff will facilitate a quarterly caregiver support group at the Mashpee Wampanoag Tribe's facility beginning in late 2025.

To reach caregivers in more rural and remote parts of the service area, Caregiver Support Specialists will provide a multi-week "traveling" Caregiver Educational Series beginning in 2026. Bringing vital information to caregivers who can't easily leave home, or access programming, these 3–6-week sessions will resemble other established curriculums like The Savvy Caregiver or Powerful Tools for Caregiving, but may also focus on individualized topics like grandparents raising grandchildren, caring for the disabled adult child, obtaining legal guardianship, estate planning or providing meaningful engagement activities for individuals living with dementia.

### **Advocacy**

ESCCI recognizes that, due to the COVID 19 Pandemic and other external forces, healthcare workforce numbers have lowered drastically. Caregivers cannot as easily hire aides to provide care or assist with other activities of daily living. To make a positive impact on the current and future state of this workforce, ESCCI is giving substantial annual rate increases to providers of direct service care and respite workers. Similarly, ESCCI hosts a yearly Legislative Breakfast to which all local, state and national delegates are invited. Issues facing caregivers, the workforce and others named by the National Strategy to Support Family Caregiving are emphasized. Caregivers have an opportunity at this event to speak directly to legislators and share their stories, needs, and the desire for better caregiver policies.

## **Attachments**

## **Attachment A: Area Agency on Aging Assurances and Affirmation**

***For the Federal Fiscal Year 2026, October 1, 2025, to September 30, 2026, the named Area Agency on Aging hereby commits to performing the following assurances and activities as stipulated in the Older Americans of 1965, as amended in 2020:***

---

### OAA Sec. 306, AREA PLANS

(a) 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 areawide 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)(A) provide assurances that 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;

(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;

(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 2026 and affirm their Area Agency on Aging's adherence to them.***

**Area Agency on Aging:**

|        |                                                                                      |
|--------|--------------------------------------------------------------------------------------|
| 7/2/25 |  |
| Date   | Signature - Chairperson of Board of Directors                                        |
| 7/2/25 |  |
| Date   | Signature - Chairperson of Area Advisory Council                                     |
| 7/2/25 |   |
| Date   | Signature - Area Agency on Aging Executive Director                                  |

## **Attachment B: Area Agency on Aging Information Requirements**

### **1. OAA Section 306 (a)(4)(A)(i)(I)**

**Describe the activities and methods that demonstrate 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;

(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;

#### **AAA Response:**

Elder Services of Cape Cod and the Islands, Inc. (ESCCI) will continue its practice of providing services to “target populations” as well as those with greatest economic need. The agency’s promotional materials contain the disclaimer that services are provided “without regard to race, ethnicity, age, gender, sexual orientation, religion, or disability.” Staff trainings have included working with various diverse consumers. Services such as Home Care, Meals-on-Wheels, Money Management Program, Protective Services, Family Caregiver Support Program, and Options Counseling, which promote independent living, are available throughout the service area. Geographically this includes the Mashpee Wampanoag Tribe and remote regions of Cape Cod, Martha’s Vineyard and Nantucket islands.

ESCCI continually provides outreach, information and services to residents in areas such as senior housing (low-income) and subsidized housing. ESCCI collaborates with many agencies that also target low-income individuals such as Community Action, Duffy Health Center, Mass Ability, Mass Hire, Housing Assistance Corp, and Homeless Prevention Council.

ESCCI is committed to providing services to Tribal Elders of the Mashpee Wampanoag Tribe. The AAA Planner often acts as a liaison for the Tribe’s Indian Health Services: an important avenue for service referrals and ongoing outreach. Tribal Elders are enrolled in several AAA programs including Home Care, Consumer Directed Care, the Family Caregiver Support Program and the Nutrition Program. ESCCI expanded nutritional supports to the Tribe by providing a third day of congregate dining to their program. In response to recent outreach efforts, AAA programs in support of the physical and mental health of Tribal Elders are in the planning stages.

Title III transportation grants especially target remote areas which help to ensure that older adults residing there can attend to medical needs, the necessities of daily life (such as shopping and banking), and utilize other local services and municipalities.

TTD/TTY services are available, and agency staff is trained in the use of this service. If needed, translation services are available through a contract with Rapport International. The Agency produces and distributes Portuguese brochures to assist Cape Cod’s Brazilian community, which is large and ever growing. On-going outreach through participating in community health fairs, forums and speaking opportunities helps to inform older adults of their eligibility for the services which will support their choice to remain at home in the community.



## **2. OAA Section 306 (a)(4)(A)(ii)**

### **Describe the activities and methods that demonstrate 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 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 [as germane] within the planning and service area;

### **AAA Response:**

All ESCCI sub-contractors and grant recipients have written signed contracts that state they will prioritize elders who are low-income, living alone, living in rural areas, minority individuals, older individuals with limited English proficiency, Native Americans and socially isolated. These grants and agreements are managed by the AAA Planner on a monthly basis, and annually via an AGE approved monitoring report process.

## **3. OAA Section 306 (a)(4)(B)**

### **Describe how the AAA 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 organic brain dysfunction (and the caretakers of such individuals); and
  - (VII) older individuals at risk for institutional placement, specifically including survivors of the Holocaust;

### **AAA Response:**

As previously stated in the Plan, ESCCI continually provides outreach, information and services to elders and their caregivers. In particular, the staff of I&R, The LTC Ombudsman Program, Options Counseling, the Community Transition Liaison Program and the Family Caregiver Support Program conduct outreach with target populations in mind. Translation services and bilingual staff members are available to consumers who do not speak English. Reaching rural and low income consumer populations is achieved by attendance at events that span the entire geographic area, including the Islands. ESCCI's website and newsletter promote our programming on a wider scale, and communication with community partners is vital for information sharing (Alzheimer's Family Support Center and CORD; Cape Organization for the

Rights of the Disabled, for example). At times support groups and other training opportunities travel to parts of the service area that are difficult to reach. More recently ESCCI has developed an in-house committee designed to monitor the agency's outreach activity to ensure our seniors and caregivers are informed as best as possible and no group is overlooked.

#### **4. 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;

(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;

#### **AAA Response:**

As the region's Area Agency on Aging, ESCCI has the mandated responsibility of assessing the unmet critical needs of older adults, caregivers, target populations and other service recipients. This is accomplished formally every four years through the Needs Assessment Project – which includes public hearings, informal listening sessions, and surveys. Additionally, every other year, within the framework of conducting the Title III Community Grants RFP, several public hearings are held. These hearings, which are also conducted on the islands of Martha's Vineyard and Nantucket, provide attendees with the opportunity to share concerns about the needs of elders and gaps in services. The information collected helps to guide the development of the Area Plan. The AAA Advisory Council reviews the content of the proposed Area Plan and makes recommendations to the AAA Planner regarding the completion of the Plan. ESCCI's Quality Improvement Manager is the chairperson of the Quality Improvement Committee. This committee reviews the goals and outcomes of the various departments on a monthly basis. The agency's programs conduct regular surveys to determine if program recipients are satisfied with their services. In addition, ESCCI senior staff are active members of the "Health Aging-Cape Cod" steering committee whose mission is to "promote the ability of persons to age successfully on Cape Cod, regardless of income". ESCCI Clinical Services Officer is the Co-Chair of the Health and Human Services Workgroup. In partnership with multiple community agencies the assessment of consumer needs continues. New programming and initiatives designed to address identified needs are implemented when funding allows.

#### **5. OAA Section 306 (a)(6)(I)**

**Describe the mechanism(s) for assuring that the Area Plan will include information detailing how the AAA will:**

(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;

#### **AAA Response:**

ESCCI is a licensed partner with AARP and their social impact organization OATS (Older Adults Technology Services), to offer the Senior Planet computer basics curriculum. This program provides free training workshops throughout the service area to help seniors acquire the digital

skills and literacy they need to achieve measurable outcomes related to social engagement, health and wellness, financial security, creative expression, and civic participation. Classes and lectures are designed specifically for older learners and are delivered by trainers in-person at ESCCI, local COA's and other community centers.

Additionally, technology education and assistance is furnished weekly to Cape Cod seniors via a Title III grant recipient. This one to one instruction, which allows for a more personal experience, is unlimited to any digital device.

#### **6. OAA Section 306 (a)(7)**

##### **Describe how the AAA will address the following assurances:**

(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;

##### **AAA Response:**

During the term of the Area Plan 2026-2029 ESCCI will continue to provide a comprehensive array of services that will assist older adults and caregivers to remain as independent as possible and to enhance their quality of life either in their own home or in a community setting. The agency directly offers such programs as Home Care, Nutrition services (Meals-on-Wheels or Senior Dining Centers), Protective Services, Family Caregiver Support Program, Consumer Directed Care, Money Management Program, Long Term Care Ombudsman Program, Options Counseling, and Information & Referral. To meet an identified increasing need, the Family Caregiver Support Program has been able to increase and provide funds to caregivers for home based support and respite.

The development of “Health Aging-Cape Cod” strengthens community partnerships and provides a vehicle for coordination of services. ESCCI has a current Title III B contract for the provision of “in-home” mental health/substance abuse assessment and referral services which provides opportunities for intervention in a setting which is comfortable for the elder. On-going relationships with all of the service areas’ councils on aging are critical to achieving a seamless system of service delivery.

New since 2023, ESCCI's Community Transition Liaison Program (CTLP) staff work closely with nursing home residents who express an interest in returning to the community by providing personalized support and guidance throughout the discharge process. Including helping individuals secure stable housing, CTLP staff ensure that residents have access to critical resources, home based services, state programs and local supports, essential for a successful transition. The CTLP team acts as a bridge between nursing home residents and the wider community, providing personalized referrals and assistance to individuals, who require long term care services, but wish to live in the community.

ESCCI provides a variety of evidence based programs for older individuals and their family caregivers to learn about making behavioral changes intended to reduce the risk of injury, disease, and disability among older individuals. Healthy Living Cape Cod, a partnership with the Cape Cod Healthcare VNA and ESCCI, offers several different evidence programs such as A Matter of Balance, Chronic Disease Self-Management, Fit & Strong and Healthy Eating For Successful Living throughout Cape Cod. In addition, ESCCI's Family Caregiver Program provides the Savvy Caregiver Program and Powerful Tools for Caregivers. Title IIID grant funds will continue to be distributed to community based organizations on Cape Cod and the Islands.

#### **7. OAA Section 306 (a)(10)**

**Provide the policy statement and 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;

#### **AAA Response:**

Elder Services of Cape Cod and the Islands, Inc. has a formal grievance procedure for older adults who are dissatisfied with their services, or have been denied services. Each program/department has a written policy detailing how grievances will be received and processed. All have a form that is completed and kept in a confidential file. In general, the policy is to try and resolve the issue at the program manager's level. This manager, who meets with the dissatisfied party, collects pertinent information, explains the program's/agency's eligibility standards (if applicable to the situation) and offers solutions. If the problem is not resolved by the manager, to the satisfaction of the older individual, then it is taken to the next level of manager. If necessary, a grievance may be elevated to the CEO and Board of Directors. Each step in this process is documented and maintained in a confidential manner. All staff strive to meet their consumers' needs and expectations. Regular surveys are conducted to assess consumer satisfaction and make appropriate adjustments in service delivery.

#### **8. OAA Section 306 (a)(11)**

**Describe the procedures for assuring 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;

**AAA Response:**

During the term of the Area Plan 2026-2029 ESCCI will collaborate with the Mashpee Wampanoag Tribe and the Aquinnah Wampanoag Tribe. As described in the Area Plan, ESCCI serves 450 tribal elders in our clinical programs; for example: Meals on Wheels, Home Care, Senior Care Options, Consumer Directed Care Programs, Options Counseling and the Family Caregiver Support Program. ESCCI sponsors the Tribe's third day of weekly, congregate dining. Based on this success, a larger Title III C funding allocation will be awarded going forward. **The Mashpee Wampanoag Tribe also receives a Title IIIB grant to assist those faced with caregiver needs.** The grant can be used by Tribal Elders to select and pay for their own caregivers, usually members of the tribe, who understand the elder's needs, customs, and traditions. New initiatives in support of the Tribe include the following: To encourage wellness and prevent social isolation, the AAA will sponsor equipment and program materials for the Tribe's fall prevention exercise classes. The Evidence-Based program Fit & Strong will be made available to Tribal Elders on an annual basis. To further address caregiver needs, AAA staff will facilitate a quarterly caregiver support group at the Tribe's main facility.

**9. 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;

**AAA Response:**

Elder Services of Cape Cod and the Islands, Inc. has a formal Emergency Plan for the agency, as well as a Continuation of Operations Plan (COOP). The plans are based on a completed risk assessment, updated on a yearly basis and staff members are reeducated on each one at this time. The plans offer detailed procedures for staff to follow to ensure the continuance of essential agency functions in circumstances that lead to serious staff reduction, reduce direct care workforce capacity, disrupt communications and/or business operations. The plans also identify current Tribal (Mashpee Wampanoag Tribe) contacts and local and national emergency preparedness resources. Emergency drills are conducted annually. The plans detail the responsibilities of specific programs and staff members within those departments, including established alternate evacuation plans for individuals with disabilities. The COOP Plan outlines where ESCCI would set up operations should the office facility become uninhabitable in some type of catastrophic emergency or natural disaster. The critical functions and essential personnel of the agency are designated. A MOU with Barnstable Adult Community Center, to serve as ESCCI's Alternate Location, is actively on file and updated annually. As required, ESCCI will establish a continuity of operations plan specific to cyber incidents in line with any AGE guidance.

These documents provide guidance on disaster/emergency preparation, agency leadership succession and specific responsibilities of staff in an emergency. ESCCI department protocols

are reviewed regularly to ensure that staff contact is maintained with our highest risk consumers.

ESCCI receives a letter annually from AGE instructing staff on how to contact and coordinate emergency response efforts with AGE in the event of emergencies affecting services to consumers.

ESCCI's Continuation of Operations Plan (COOP), in tandem with the ESCCI Emergency Plan, outlines the agency's All Hazards Emergency Response Plan (including fire, flood, snow, hurricane etc.). The COOP identifies critical functions and key staff for those functions as well as levels of succession for key staff in the event of an emergency. Additionally, the plans will address a training plan so that all successor staff will be trained on their assigned critical functions. The COOP and Emergency Plan will each contain provisions that the plans will be updated and exercised annually, ensuring that building evacuation procedures are up to date. These building evacuation procedures will: be placed in a prominent location, contain emergency number/contacts, outline emergency evacuation procedures including; rally point, evacuation routes, provisions for evacuation procedures for people with disabilities, provisions to ensure that all staff have left the building/are accounted for.

Finally, ESCCI will review, and as warranted, strengthen its long-range emergency and disaster preparedness protocols by the October 1, 2025 Final Rule deadline, reviewing and updating our commitment to coordinated emergency response with AGE, other AAAs, MEMA our PSA Councils on Aging, service providers and the Mashpee Wampanoag Tribe's Title VI programs.

**Please see the Supporting Documents section for the ESCCI Continuation of Operations Plan and ESCCI Emergency Plan.**

**10. OAA Section 307 (a)(11)**

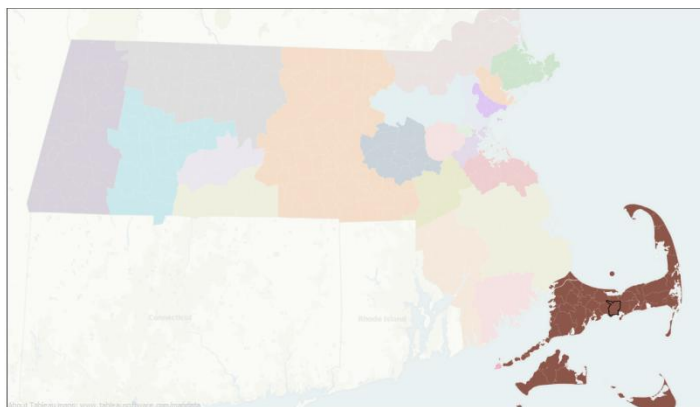
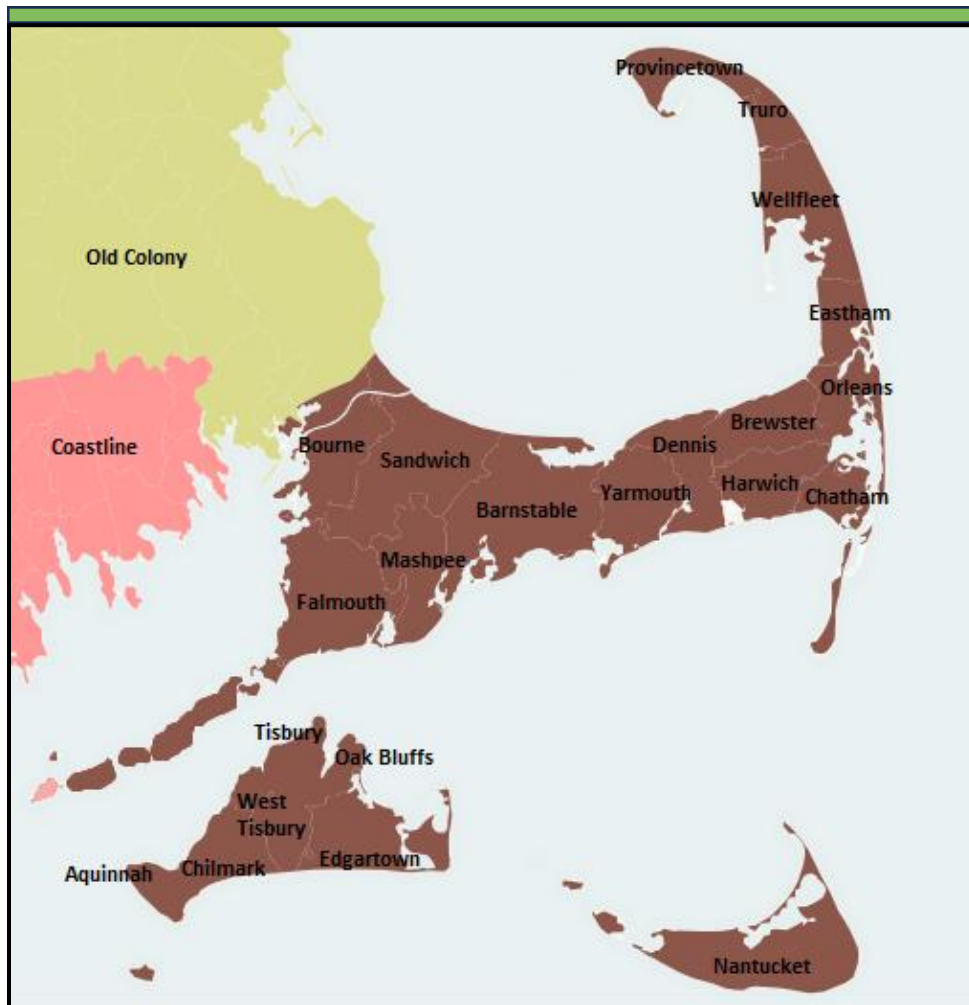
**In alignment with State Plan assurances, the AAA assures that case priorities for legal assistance will concentrate on the following:**

(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.

**AAA Response:**

ESCCI's contract of the Title IIIB Legal Services grant to South Coastal Legal Services states that they will prioritize elders who are low-income, minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas. These grants are monitored by the AAA Planner on an annual basis. Free legal services are provided throughout our service area. Priority is given to issues such as income, benefits, health care, long-term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse, neglect, and age discrimination. Protective service clients are provided with legal representation and services as necessary.

## Attachment C: SERVICE AREA MAP



## **Attachment D: AAA 2025 Needs Assessment Project and Public Input**

Information collected through the FFY 2025 Needs Assessment Project helped to form the basis for many of the Area Plan's objectives. Methods for participation and information gathering were publicized in several local newspapers, on ESCCI's website and advertised in the newsletters of community partners. ESCCI's Board of Directors and AAA Advisory Council members participated where possible. In Fall 2024 there were thirteen (13) public forums that were held within the region, both in person and online. These listening sessions were directed towards elders who were identified as being representative of "minorities" and "target populations". A survey, created by the Executive Office of Aging & Independence, was conducted. This survey was offered electronically and via paper copies to different groups throughout the service area. Over 2000 known contacts received surveys. There were a total of 355 surveys returned with the information manually entered into the state database.

The following are the findings of the 2025 Needs Assessment Project:

The most frequently identified needs of Older Adults include:

1. Access to home-based services
2. Transportation
3. Access to affordable healthcare, PCP's and mental and behavioral health
4. Nutrition support
5. Wellness and staying active
6. Affordable housing and housing maintenance
7. Technology education and assistance

Additionally, the assessment determined the following barriers to getting help: Reluctance to ask for help or admit financial need, fear of discrimination, fear of falling, lack of awareness of available services and ineligibility for services. Despite the end of the Covid 19 Pandemic, seniors continued to express fear and concern over becoming ill by participating in public or group programming.

Programs that were considered the most successful were: Meals-on-Wheels, the State Homecare Program, caregiver support services and support groups, the Senior Planet computer basics courses, Councils on Aging programming for staying physically active (exercise, yoga and walking), volunteering opportunities and attending faith based services.

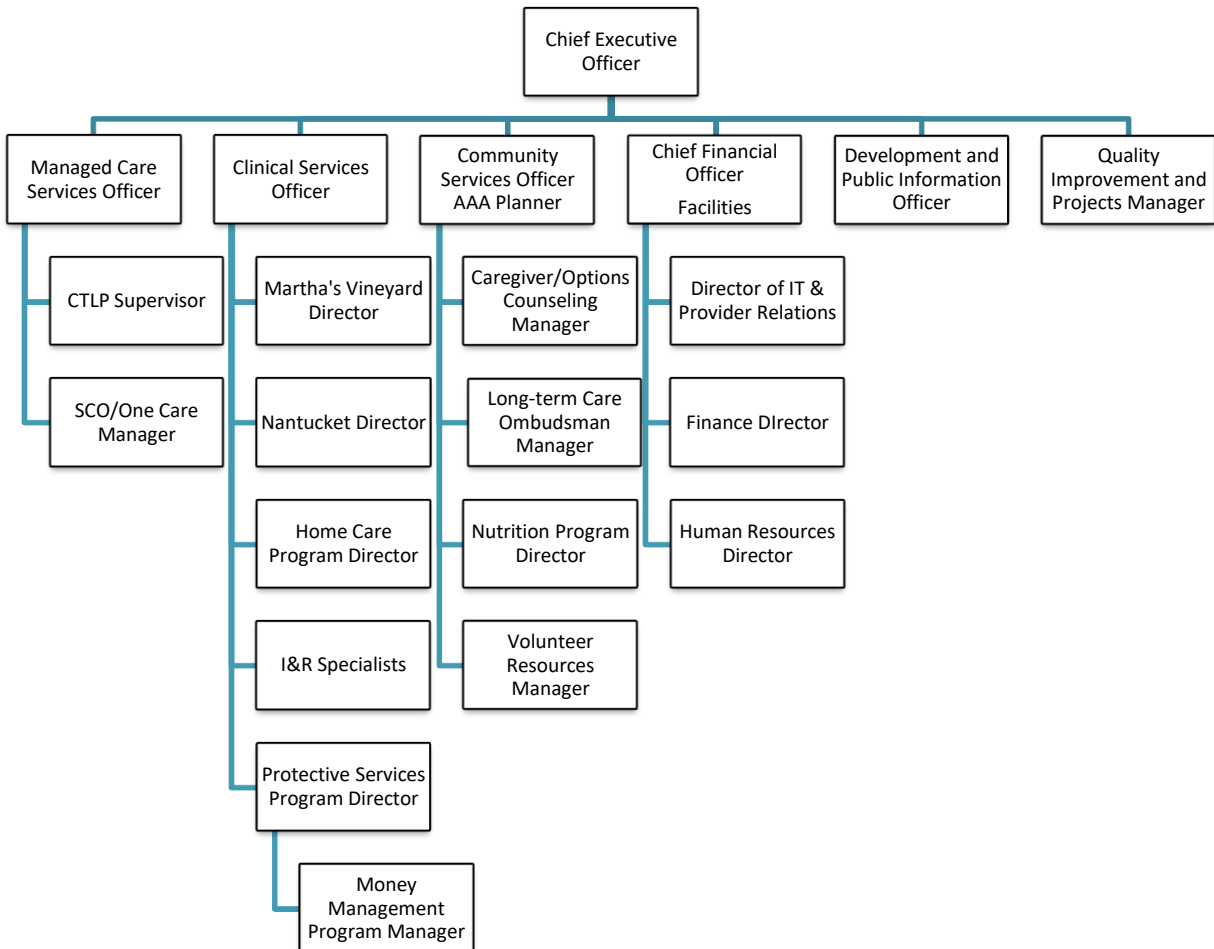
Data received from the Needs Assessment Project sustains ESCCI's current mission and purpose in serving Elders and caregivers in our community. The gaps identified fuel our efforts to expand where possible. For example, addressing the mental and behavioral needs of consumers, including addiction and substance abuse, is an area for growth. Going forward, ESCCI's Contracts Manager will focus efforts on securing new contracts with local organizations and professionals that provide counseling and psychological supports. ESCCI is in the development phase of creating a Friendly Visitor Volunteer Program where isolated and lonely consumers can be matched with a volunteer who will provide companionship weekly.



The Needs Assessment Project also identified another area for improvement; communication and outreach efforts towards elders who reside on the island of Martha's Vineyard. The survey yielded zero respondents from Dukes County. While ESCCI has many consumers from Martha's Vineyard who are enrolled in services, the lack of survey responses is concerning. To address this, ESCCI has established a committee dedicated to facilitating increased outreach efforts on the island. This group is also referenced in response number 3 of Attachment B. OAA Section 306 (a)(4)(B).

In terms of data review, ESCCI's number of returned survey responses (355) was up from what was received in 2021. However, this number fell short of the goal established by AGE for populations over 100K (750 surveys desired). As mentioned in the previous paragraph, the newly formed in-house outreach committee will focus on strategies and plans to improve outreach methods and results. Formulation of this workgroup is also in line with meeting the agency's Strategic Plan goal for increasing and strengthening relationships with community partners and individuals. The committee will meet monthly to establish guidelines, benchmarks and to monitor progress to ensure the steady growth of consumer referrals, community partnerships, and participation in future campaigns like the Needs Assessment Project. Public comment played a large role in the development of the Area Plan. Approximately 150 individuals attended 13 listening sessions held in September, October and early November. These forums, which took place in person and on Zoom, were facilitated by the AAA's CEO, Area Planner, and the Family Caregiver Support Program Manager. Hundreds of comments were documented in response to question templates designed by AGE to determine needs identified by focus group participants. Following compilation of the responses given, the needs expressed closely matched survey findings. Most common themes involved a desire for home based services (many respondents stated a lack of family and friends to assist with daily activities), access to health care (including mental and behavioral health), transportation, financial assistance, nutrition services and activities to combat social isolation. ESCCI's Board of Directors and AAA Advisory Council members shared in the review of Needs Assessment results and made recommendations on how the 2026-2029 Area Plan could be shaped.

## Attachment E: AAA Organizational Chart



**Attachment F: AAA Administrative, Financial Information and Forms**

---

**Please See Electronic Attachments**

Form 1 AAA Corporate Board of Directors.....  
Form 2 AAA Advisory Council Members.....  
Form 3 AAA Designated Focal Points.....  
Form 4a AAA Title III-B Funded Services.....  
Form 4b AAA Title III-C, D, E and OMB Funded Services.....  
Form 5 AAA Title III-E Family Caregiver Breakout.....  
  
FFY2026 Projected Budget Plan.....

## **Supporting Documents:**

---

### **Title III B&D Community Grantees FFY2024**

The Area Agency on Aging (AAA), under the auspices of Elder Services of Cape Cod and the Islands, Inc. promotes and sponsors many services which reach out to all people in the community aged sixty and older. Particular attention is given to rural elderly, elderly with the greatest economic and social need, low-income minority individuals, the severely disabled, limited English speaking elderly, LGBT elders, and people with Alzheimer's or other related dementias and their caregivers. In addition to the Elder Services' in-house programs that serve this population, the AAA distributes Older Americans ACT (OAA) funds to other community agencies/organizations to provide needed care and assistance.

1. Alzheimer's Family Support Center (Title III D): \$14,000.00  
Provides free supportive counseling services to caregivers of people with Alzheimer's and other dementia related illnesses, utilizing state of the art teleconferencing technology to connect on-Cape caregivers, counselors and long-distance family members. This New York University Caregiver Program is an evidence-based program.
2. Brewster Council on Aging: \$2,500.00  
Provides funding to volunteer drivers who provide transportation for seniors to and from medical appointments.
3. Chatham Council on Aging: \$3,500.00  
Provides monthly, free, social and emotional programming for LGBT elders and their allies including bereavement services, specialized legal support and educational experiences to enhance their lives.
4. Helping Our Women (HOW): \$5,000.00  
Provides transportation (to residents of Provincetown, Eastham, Wellfleet and Truro) to medical appointments for clients and caregivers.
5. Martha's Vineyard Center for Community Living: \$5,000.00  
Provides a free, accessible shopping shuttle service for elders and the disabled so they may continue to do their own grocery shopping and errands in the community.

6. Mashpee Wampanoag Tribe: \$8,000.00  
Provides homemaking and support services to Wampanoag Tribal Elders who are caregivers.
7. Orleans Council on Aging: \$3,900.00  
The “Sip and Swipe Café” provides one on one technology assistance (use of smart phones, tablets, computers, health portals etc. ) and educational classes to older adults in a social setting.
8. Palliative & Supportive Care of Nantucket (PASCON): \$7,000.00  
Provides individualized assessment, education, counseling and referral services for Nantucket caregivers. Can be provided in-home or other settings. Also offers caregiver support groups and the “De-stressing to Cope Program”.
9. Sight Loss Services: \$5,000 \*  
Provides medical transportation and equipment to visually impaired, blind or legally blind elders.
10. South Coastal Counties Legal Services, Inc.: \$60,000.00  
Provides free, civil legal services to seniors on the Cape and Islands through direct service, referral, and community outreach and education.
11. Truro Council on Aging: \$7,250  
Provides transportation to and from medical appointments, and for completing errands and attending social events.



# Elder Services

of Cape Cod and the Islands

**Please See Electronic Attachments  
to access**

**ESCCI's**

**CONTINUATION OF  
OPERATIONS PLAN DOCUMENT**

**and the**

**EMERGENCY PLAN DOCUMENT**