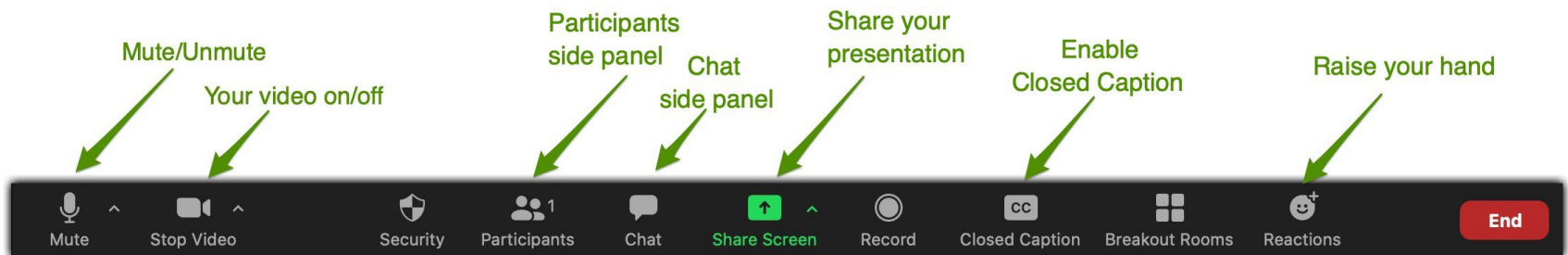


# Logistics

- Please **mute** yourself when not speaking
  - \*6 to mute/unmute if you're calling in from your phone
- Utilize the **raise hand** feature to identify you would like to speak
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- **Closed Caption** is enabled – you must select it to utilize this feature
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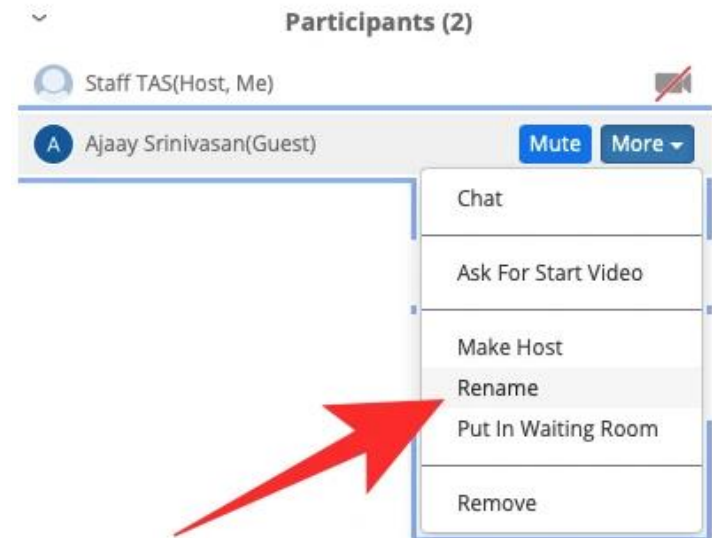


# Logistics

- Attendance – Please **rename** yourself and include:
  - First Name
  - Last Name
  - ASAP

## How do I rename myself when in a Zoom meeting?

1. Click the "Participants" icon in the Zoom toolbar.
2. In the Participants window, next to your name click "More" and choose "Rename"
3. Enter a new name and click "Rename" to save it for that meeting.
4. You will see the new name showing in the Participants window.





## Executive Office of Elder Affairs

RESPECT INDEPENDENCE INCLUSION



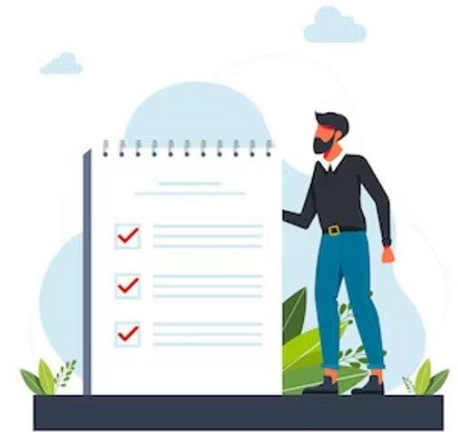
Certified Older Adult Peer Specialists  
(COAPS) / Supporting Older Adults  
Remotely (SOAR)

Monday, November 13, 2023  
11:00 AM – 12:00 PM



# Agenda (60 min)

- Welcome & Attendance
- Defining COAPS vs. SOAR
- Consumer Examples
- Offering the Intervention
- Provider Qualifications
- Consumer Benefit
- Current Network Status
- Next Steps/ Future Meetings
- Questions



# **Certified Older Adult Peer Specialists (COAPS)**

# What is COAPS?



2008 training program developed by Dr. Cynthia Subritsky, UPenn's Center for Mental Health

Introduced in MA using this model and we have since found other equivalent models

Individual age 50+ with a lived experience of recovery from mental health challenges, trauma, and/ or substance use challenges & has completed the MA COAPS certification training

# Effective 11/1/2023 Peer Support Attachment A Definition

<p>Targeted recovery services for Consumers with behavioral health diagnoses.</p> <p>Encompasses a range of activities and interactions between people who share similar experiences of being diagnosed with behavioral health conditions, substance use disorders, or both.</p>	<p>Utilizes trained peer specialists as coaches who have lived experience of behavioral health challenges, trauma, and/or substance use to promote person-centered care and attainment of measurable personalized recovery goals.</p>	<p>Includes mentoring Consumers about self-advocacy and <u>participation in the community</u> including, but not limited to, such activities as accessing a senior center, getting to medical appointments or a hospital for a medical procedure, assisting with care transitions, completing housing paperwork, accompanying the Consumer for walks to various community locations, and generally engaging with the Consumer to reduce isolation.</p>	<p>May be provided in small groups or 1:1.</p>	<p>Promotes and assists the Consumer's ability to participate in self-advocacy and community engagement.</p>
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Mutuality/ "Peerness"

# Supporting Older Adults Remotely (SOAR)



# What is SOAR?

Supporting Older Adults Remotely (SOAR) was developed in 2020 by Dr. Karen Fortuna of Dartmouth College and Robert Walker at the Massachusetts Department of Mental Health

Designed using the community-engaged research model with and for older adults with a lived experience of mental health challenges

Originally a 12-week structured service for the virtual delivery of peer support

EOEA piloted SOAR adapted SOAR into a Home Care service to meet telehealth peer support needs of older adults



# Effective 11/1/2023 Supporting Older Adults Remotely (SOAR) Attachment A Definition

<p>Module-based intervention designed to address the whole health of older adults in the community by improving resilience, hope, optimism, cognitive ability, and physical and mental health-related quality of life.</p>	<p>Utilizes peer specialists trained in the delivery of SOAR who have lived experience of behavioral health challenges, trauma, and/or substance use to promote person-centered care and attainment of measurable personalized recovery goals.</p>	<p>Consists of education on older adult mental health and normal age-related changes, older adult peer support, technology training, life review, mindfulness, and tools to help with cognitive challenges around memory, reasoning, and information handling.</p>	<p>Provided virtually 1:1 (telephone or live video)</p> <p>12 one-hour weekly sessions for structured module engagement with additional sessions permitted for person centered Consumer driven engagement. SOAR Training curriculum includes collaborative goal setting, video instructions, interactive storyboards, role-play prompts, and peer-led videos</p>	<p>Promotes and assists the Consumer's ability to participate in self-advocacy and community engagement.</p>
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# Certified Older Adult Peer Specialist (COAPS) Peer Support vs. Supporting Older Adults Remotely (SOAR)

## COAPS vs. SOAR

### COAPS Peer support

- Mentoring consumers about self advocacy and participation in the community
- Accompanying to community locations
- Assistance with:
  - Accessing community services
  - Care transitions
- Service delivered in-person
- No set curriculum
- Provided in small groups and 1:1
- Delivered by a COAPS

### SOAR

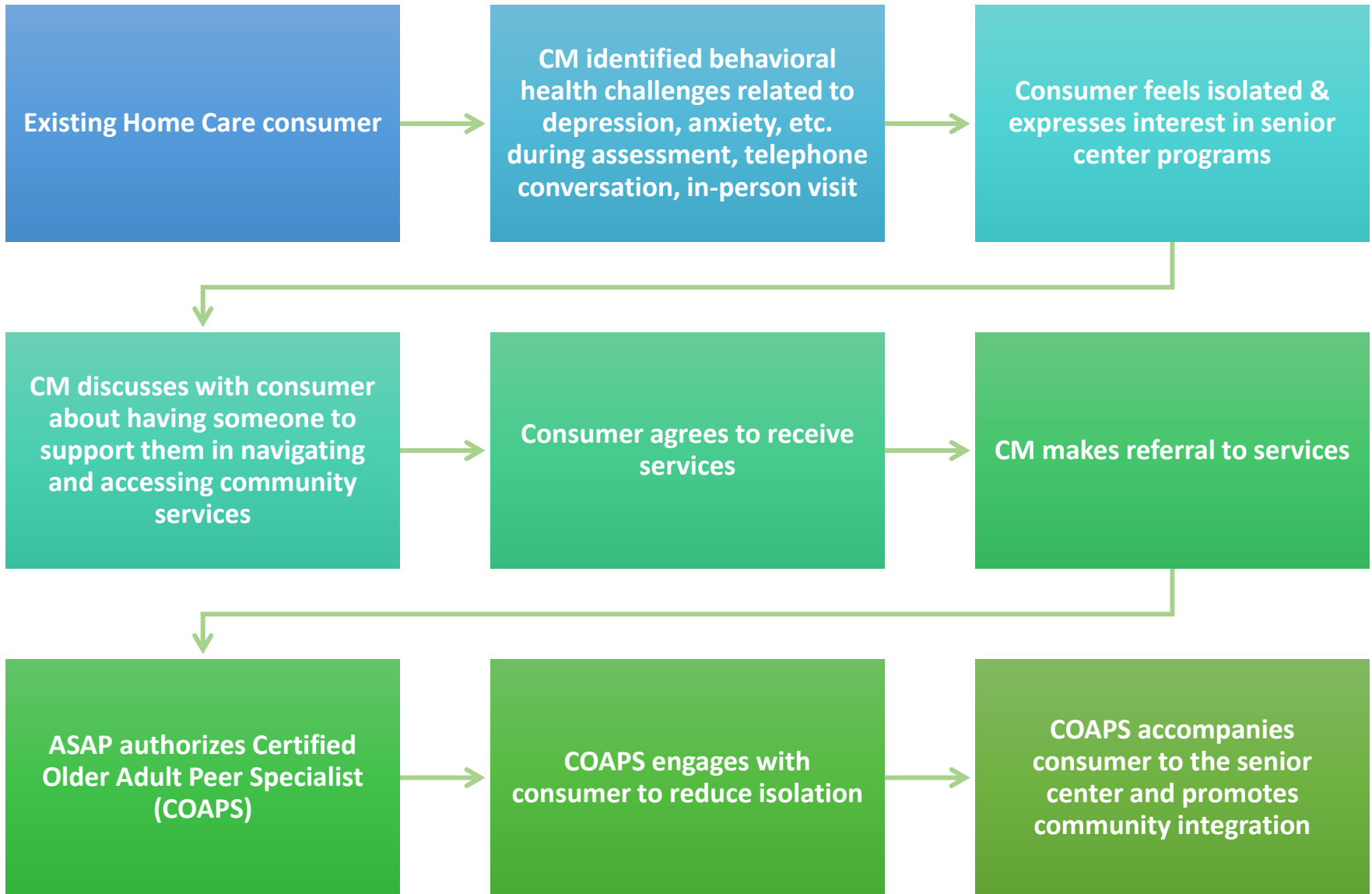
- 1:1 service delivered via telehealth
- 12-week virtual meeting curriculum (1 hour/ week) with additional sessions permitted for person-centered consumer driven engagement
- Technology training and support, age-friendly technologies
- Decision support for engaging with technology
- Delivered by a COAPS trained in SOAR\*
  
- \*SOAR training satisfies the requirement for Older Adult Peer Specialist training in MA

# SOAR Structured Modules

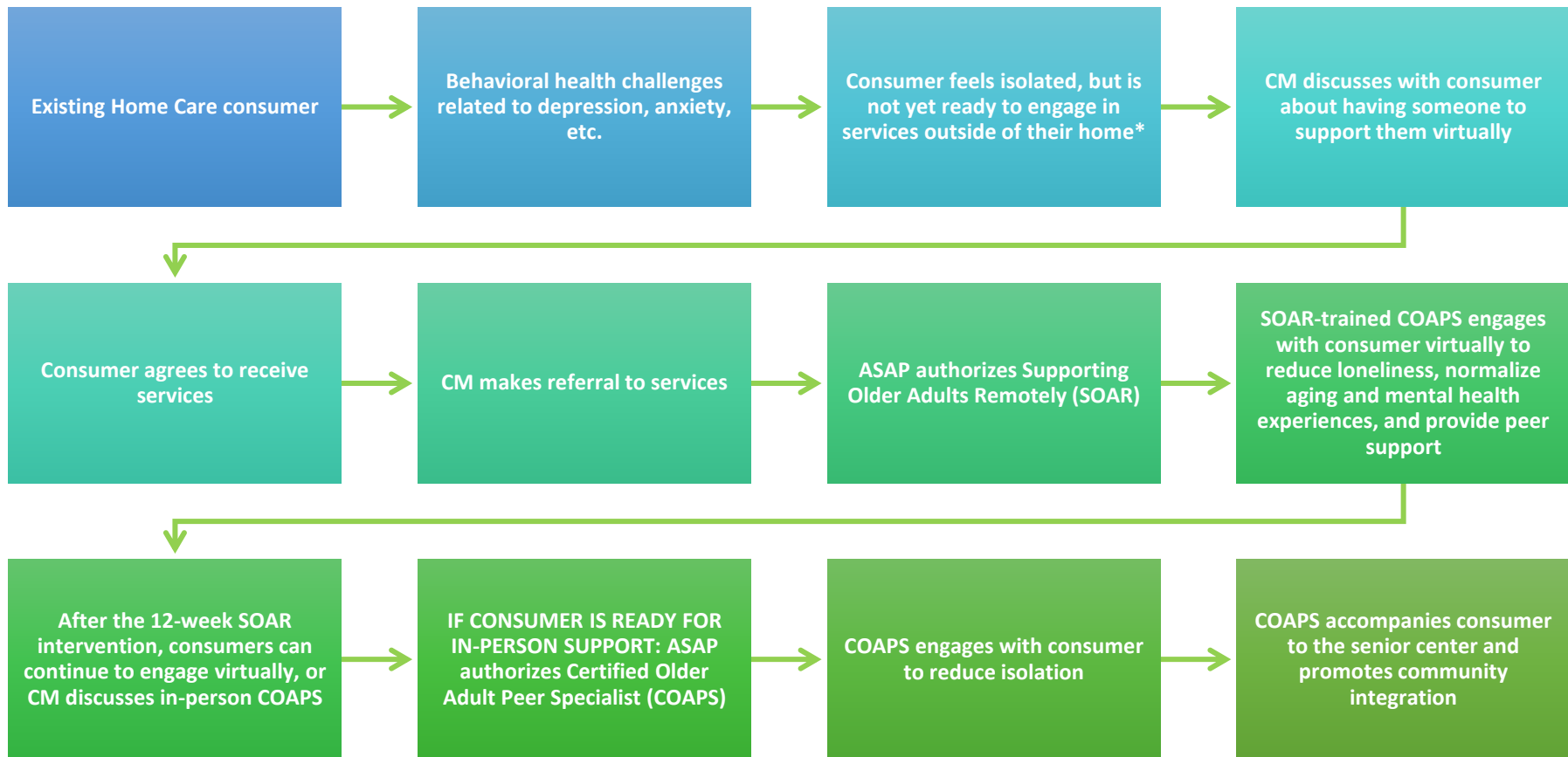
- Older adult mental health
- Normal age-related changes
- Resources to age in place successfully
- Engaging with technology
- Life review
- Defining values and goal setting
- Mindfulness & acceptance
- Memory
- Decision support



# COAPS Consumer Example



# SOAR Consumer Example



\*Reasoning for authorizing SOAR vs. COAPS could also include difficulties with transportation, home-bound individuals, and rurality of the consumer.

# How to Approach Offering the Interventions

## Identify consumer who may benefit

- Section A of the CDS-RN
  - Mood and behavior (depression, anxiety)
  - Mental health
- Section E of the CDS-CM and CDS-NF
  - Mood and behavior (depression, anxiety)
  - Reduced social interaction OR that the consumer has a change in their social interaction
- Section F of the CDS-CM
  - Isolation (consumer states they feel lonely & length of time consumer is alone)

Describe how peer support can benefit them as a whole person, not just mental health

Make sure the consumer is agreeable and accepting of service

- Utilize principles of informed consent and shared decision making



# COAPS Provider Qualifications

## Credentialing

- COAPS training certificate of successful completion (Or SOAR)
- Experience in providing peer support
- CORI

## Peer Qualities

- Communicate effectively in the language and communication style of the individual they are supporting
- Ability to communicate observances verbally and in writing
- Capable of handling emergency situations
- Ability to set limits
- Accept and use supervision
- Ability to adapt to a variety of situations
- Respect and acceptance of different values, nationalities, races, religions, cultures, and standards of living
- Respect for privacy and confidentiality, including legal requirements for protecting confidentiality

## Provider Organization

- Availability to provide services in the designated geographic area
- Responsiveness: Providers must be able to initiate services with little or no delay
- HIPAA Protections for telehealth
- Developed policies and procedures
  - Client not at home
  - Client emergency in the home
  - Policies required by 105 CMR 155.00
  - Adherence to continuous QI practices



# How can the consumer benefit from COAPS/ SOAR?

Support from an individual  
with a similar lived  
experience

Supports community  
integration and access to  
community-based services

Increase social support,  
reduce loneliness

Increased hope,  
empowerment, confidence

Increased medication  
adherence and physical  
health self-management

Lowers overall cost of  
mental health services by  
reducing re-hospitalization  
and inpatient service  
utilization



Additional therapeutic  
touch-points bridging the  
gap between traditional  
counseling service  
appointments

# Why authorize COAPS/ SOAR?

Additional option that caters to consumer's behavioral health treatment preference (in-person vs. virtual)

Introduction into receiving further behavioral health services

Builds upon behavioral health services for those who are already receiving formal services

Additional touch-point for ASAP consumers

Both services are approved Home Care services including the FEW

Increases the capacity of the behavioral health workforce



# Current Network Status

- As of 9/20/2023
  - 8 of 24 ASAPs (33%) have contracts for Peer Support
  - 9 contracted providers active in the network
  - Consumer utilization of Peer Support services
    - FY23: 73 consumers
    - FY24: 46 consumers through 9/20/2023
      - An average of 35 consumers receive the service per month



# Next steps

- ASAPs should explore contracts for COAPS/ SOAR
  - Parity across the Commonwealth
  - ALL Consumers should have access to ALL Home Care services
  - ASAPs are expected to maintain a provider network for all available Home Care services
  - Educate CM, RN, and consumer-facing staff on available services, providers, and why/how consumers and staff can benefit from interventions
  - Educate CM, RN, and consumer-facing staff on how to identify consumers for all available services
  - Monitor service utilization from a quality and management perspective
  - Leverage ASAP partners and Mass Home Care

# Upcoming Meeting Schedule

- Next COAPS/ SOAR Network Training: Wednesday, December 6<sup>th</sup> 3:00PM – 4:00PM
- Save the date and Zoom link included in 11/3 email titled “SAVE THE DATES: 11/13 and 12/6 Network Trainings on Certified Older Adult Peer Specialists and Supporting Older Adults Remotely”



# Questions?

# Contacts

- Lynn Vidler – Senior Director of Operations & Policy for Home Care Programs
  - Email: [Lynn.Vidler@mass.gov](mailto:Lynn.Vidler@mass.gov)
- Devon Garon - Director of Home & Community Programs
  - Email: [Devon.Garon@mass.gov](mailto:Devon.Garon@mass.gov)
- Desiree Kelley – Clinical Nurse Manager
  - Email: [Desiree.Kelley@mass.gov](mailto:Desiree.Kelley@mass.gov)
- Shannon Turner – Home Care Program Coordinator
  - Email: [Shannon.K.Turner@mass.gov](mailto:Shannon.K.Turner@mass.gov)
- Melissa Enos – Home Care & Program Analytics Nurse
  - Email: [Melissa.A.Enos@mass.gov](mailto:Melissa.A.Enos@mass.gov)
- Brian Glennon – Home Care Waiver Program Manager
  - Email: [Brian.M.Glennon@mass.gov](mailto:Brian.M.Glennon@mass.gov)
- Nicholas Roberts – Home Care Data Analyst
  - Email: [Nicholas.P.Roberts@mass.gov](mailto:Nicholas.P.Roberts@mass.gov)

# Contacts

- Dawn Hobill – Quality Manager
  - Email: [Dawn.Hobill@mass.gov](mailto:Dawn.Hobill@mass.gov)
- Joel Bartlett – Home Care Provider Coordinator
  - Email: [Joel.D.Bartlett@mass.gov](mailto:Joel.D.Bartlett@mass.gov)
- Dana Beguerie – Frail Elder Waiver / Senior Care Options Liaison
  - Email: [Dana.Beguerie@mass.gov](mailto:Dana.Beguerie@mass.gov)
- Amanda Myers – Behavioral Health
  - Email: [Amanda.L.Myers@mass.gov](mailto:Amanda.L.Myers@mass.gov)
- Brenda Correia – Subject Matter Expert
  - Email: [Brenda.Correia2@mass.gov](mailto:Brenda.Correia2@mass.gov)
- Julianna Santiago – Community Transition Liaison Program Manager
  - Email: [Julianna.Santiago@mass.gov](mailto:Julianna.Santiago@mass.gov)
- Carissa Kushmerek – Community Transition Liaison Program Coordinator
  - Email : [Carissa.Kushmerek@mass.gov](mailto:Carissa.Kushmerek@mass.gov)