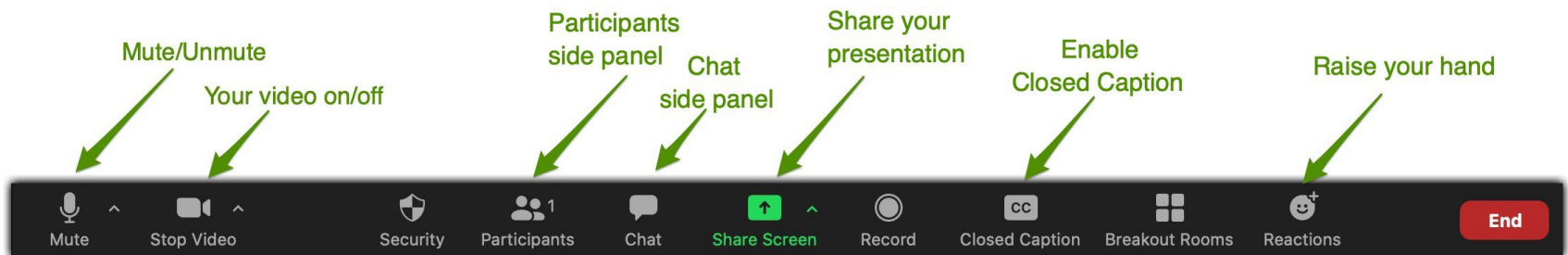# Logistics

- 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
- Utilize the **chat** feature to enter comments or questions
- **Closed Caption** is enabled – you must select it to utilize this feature
- This presentation will be **recorded**

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.
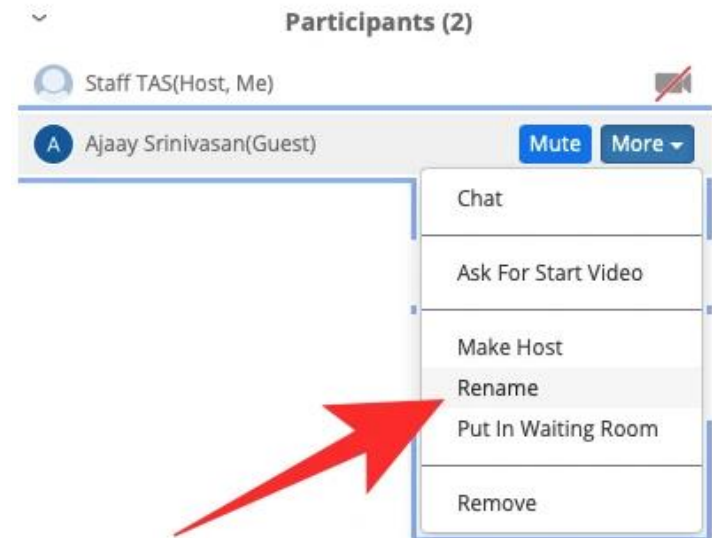
Executive Office of Elder Affairs
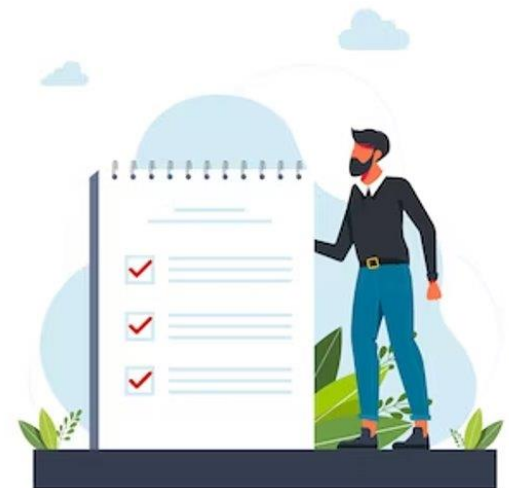RESPECT INDEPENDENCE INCLUSION

**Certified Older Adult Peer Specialists
(COAPS) / Supporting Older Adults
Remotely (SOAR)
Wednesday, December 6, 2023
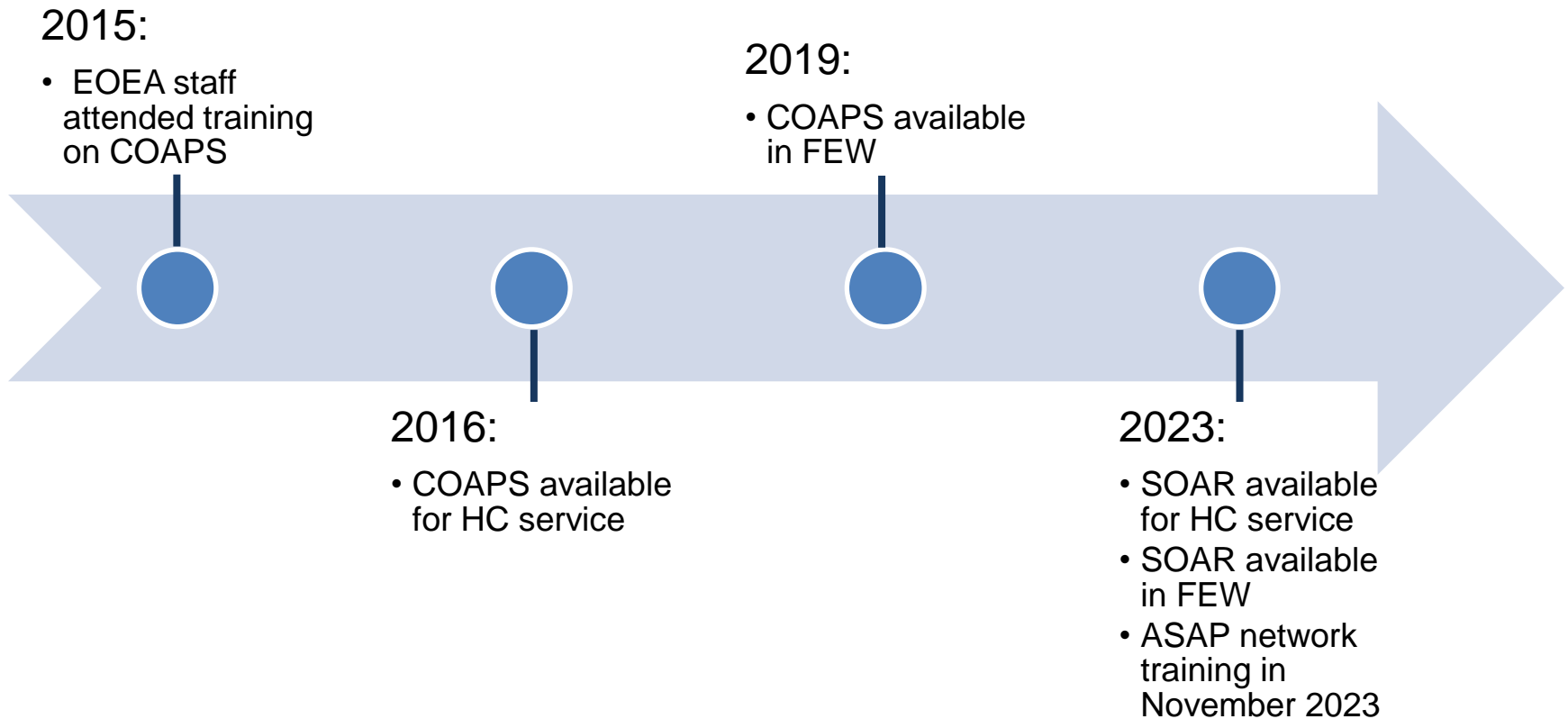3:00 AM – 4:00 PM**

Agenda (60 min)

- Welcome & Attendance
- COAPS/ SOAR Timeline
- COAPS vs. SOAR
    - Refresher
    - Resources to Increase ASAP Behavioral Health Supports
- Steps needed to utilize the COAPS/ SOAR services
- Contracting Discussion
- Aging & Disability
- Next Steps
- Questions

Timeline of COAPS/ SOAR

2015:
- EOEA staff attended training on COAPS

2016:
- COAPS available for HC service

2019:
- COAPS available in FEW

2023:
- SOAR available for HC service
- SOAR available in FEW
- ASAP network training in November 2023

Certified Older Adult Peer Specialists (COAPS) and Supporting Older Adults Remotely (SOAR): Resources to increase ASAP behavioral health supports

Effective 11/1/2023 Peer Support Attachment A Definition

Targeted recovery services for Consumers with behavioral health diagnoses. **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.**	**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.**	**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.**	**May be provided in small groups or 1:1.**	**Promotes and assists the Consumer's ability to participate in self-advocacy and community engagement.**

Mutuality/ "Peerness"

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

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.

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.

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.

Provided virtually 1:1 (telephone or live video)

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

Promotes and assists the Consumer's ability to participate in self-advocacy and community engagement.

800-AgeInfo

Certified Older Adult Peer Specialists (COAPS) / Supporting Older Adults Remotely (SOAR) - Document Library (800ageinfo.com)

Steps needed to utilize the COAPS/ SOAR services

- Find qualified provider organization
  - At this time, the provider qualifications require a contract with an organization (not an individual) that employs COAPS/ SOAR due to supervision requirements
- Negotiate rate
  - Maximum Rate $10.00 per 15 min unit
- Execute provider contracts
  - If provider offers both COAPS & SOAR
    - Ensure both services are outlined in the contract

HCPCS Code	SAMScan ID	Description	Service Category	Unit Type	Created
H0038UBU1		Certified Older Adult Peer Specialist (SOAR)	TeleHealth	15 Minutes	10/30/2023
H0038UB		Certified Older Adult Peer Specialist (COAPS)	Therapies	15 Minutes	06/24/2019

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10

Steps needed to utilize the COAPS/ SOAR services

- Train ASAP staff on this service:
  - How and when to utilize for consumer support
  - Two distinct services and service authorizations
- Train ASAP staff on the appropriate consumer referrals
  - What these services looks like
  - When staff should be offering these services
  - What the services provide
- ASAP contract (section 3.15.8)
  - "Maintain a provider network sufficient to provide home care program consumers with all of the services defined by EOEA in various program instructions, additional standards, and their successors."

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11

Current COAPS Contracts

Provider Organization	Contracting ASAP	Service
Northeast Independent Living Program	AgeSpan	COAPS
Northeast Independent Living Program	Greater Lynn Senior Services	COAPS
Barton's Angels	Highland Valley Elder Services	COAPS
Northeast Independent Living Program	Minuteman Senior Services	COAPS
Northeast Independent Living Program	Mystic Valley Elder Services	COAPS
Northeast Independent Living Program	SeniorCare	COAPS

- There are currently no ASAP contracts for SOAR. This service is available as of 11/1/2023.

COAPS/ SOAR Provider Organizations in Massachusetts

- AdLib Center for Independent Living
- Advocates, Inc.
- Barton's Angels
- Bay Cove Human Services
- Behavioral Health Network
- Boston Center for Independent Living
- Boston Medical Center
- Brien Center
- Center for Human Development (CHD)
- Center for Living and Working
- Community Counseling of Bristol County (CCBC)
- Disability Resource Center
- Eliot Community Human Services
- Fellowship Health Resources
- McLean Hospital- Belmont
- McLean Hospital- SouthEast
- Metro Boston Recovery Learning Community (MBRLC)
- MetroWest Center for Independent Living

- NAMI Massachusetts- Charlestown
- NAMI- Pittsfield
- NAMI Massachusetts- Woburn
- NAMI Central Mass
- NAMI Cape Ann
- NAMI South Shore
- NAMI- Agawam
- NAMI- Hyannis
- Northeast Independent Living Program, Inc.
- North Suffolk Mental Health
- Open Sky Community Services
- Restoration Project
- Servicenet
- Riverside Community Care
- Southeast Center for Independent Living
- Steppingstone, Inc.
- Transformation Center
- Vinfen

COAPS/ SOAR Provider Organizations in Massachusetts
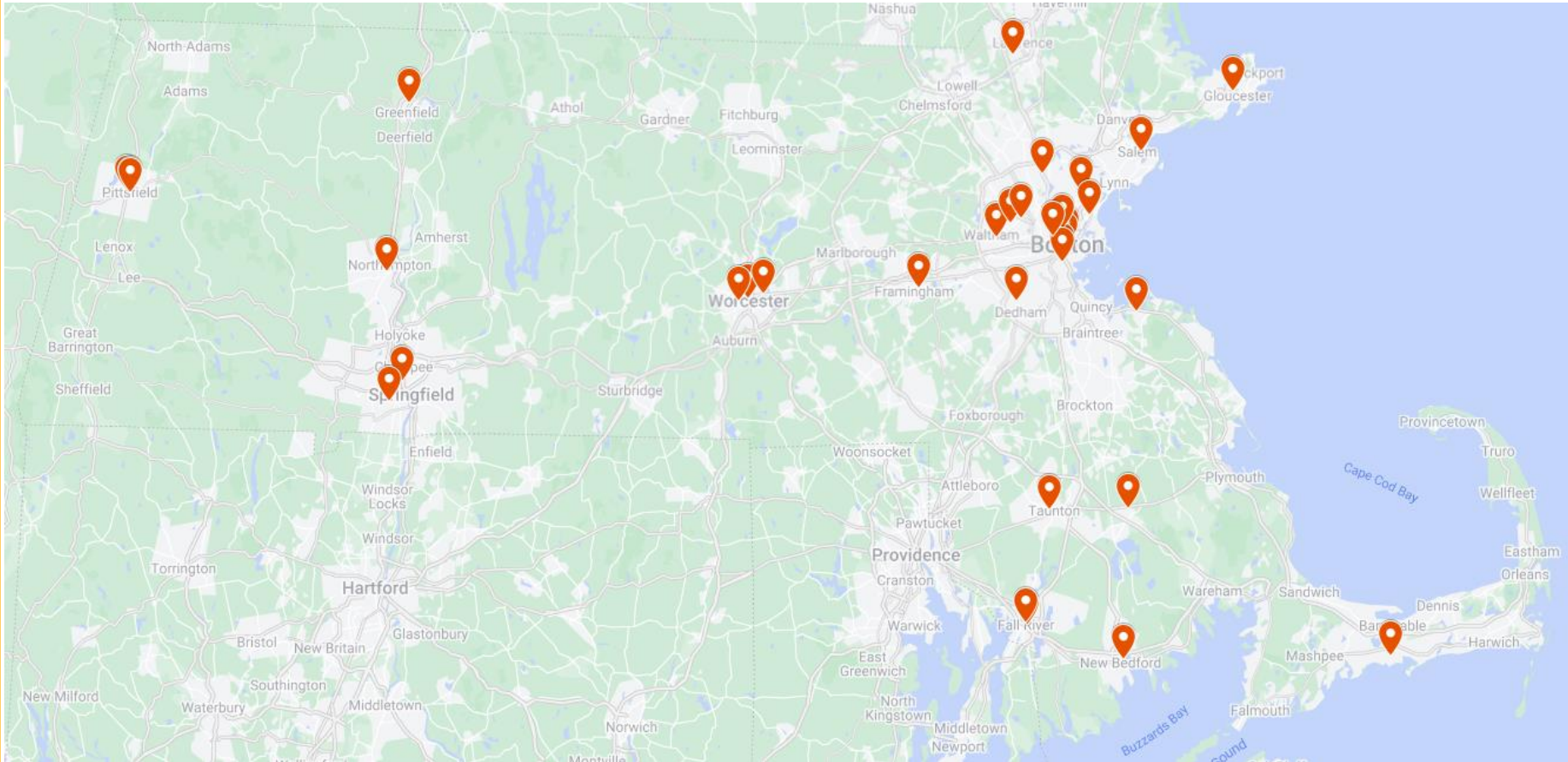
Contracting Discussion

If you have a COAPS contract...

- How are you finding COAPS providers?

- What has your experience been?

    - What has utilization been like?

    - Tips for success?

Aging & Disability (A&D)

	Certified Older Adult Peer Specialist (COAPS)	Supporting Older Adults Remotely (SOAR)
Service Type	Therapies	Telehealth
Unit of Measurement	15 Minutes	15 Minutes
Rate	Negotiated between ASAP & Provider	Negotiated between ASAP & Provider
Maximum Rate	MassHealth & EOEA set maximum rate ($10 per 15-min unit)	MassHealth & EOEA set maximum rate ($10 per 15-min unit)

COAPS in the care plan (A&D)

Service Category	Therapies ▾
Service	Certified Older Adult Peer Specialist (COAPS) ▾
Unit Type	15 Minutes ▾
Agency	AgeSpan ▾
Provider	Northeast Independent Living Program ▾
Site	▾
Unit Price	$10.00
Start Date	3/1/2023 🔲
End Date	*Enter date* 🔲
Status	Active ▾
Status Date	*Enter date* 🔲

Next steps

Review the list of COAPS/ SOAR provider organizations

Begin outreach to seek COAPS/ SOAR contracts

Once contract is obtained, implement the services in A&D

Train ASAP staff on available services and who would be appropriate to receive services
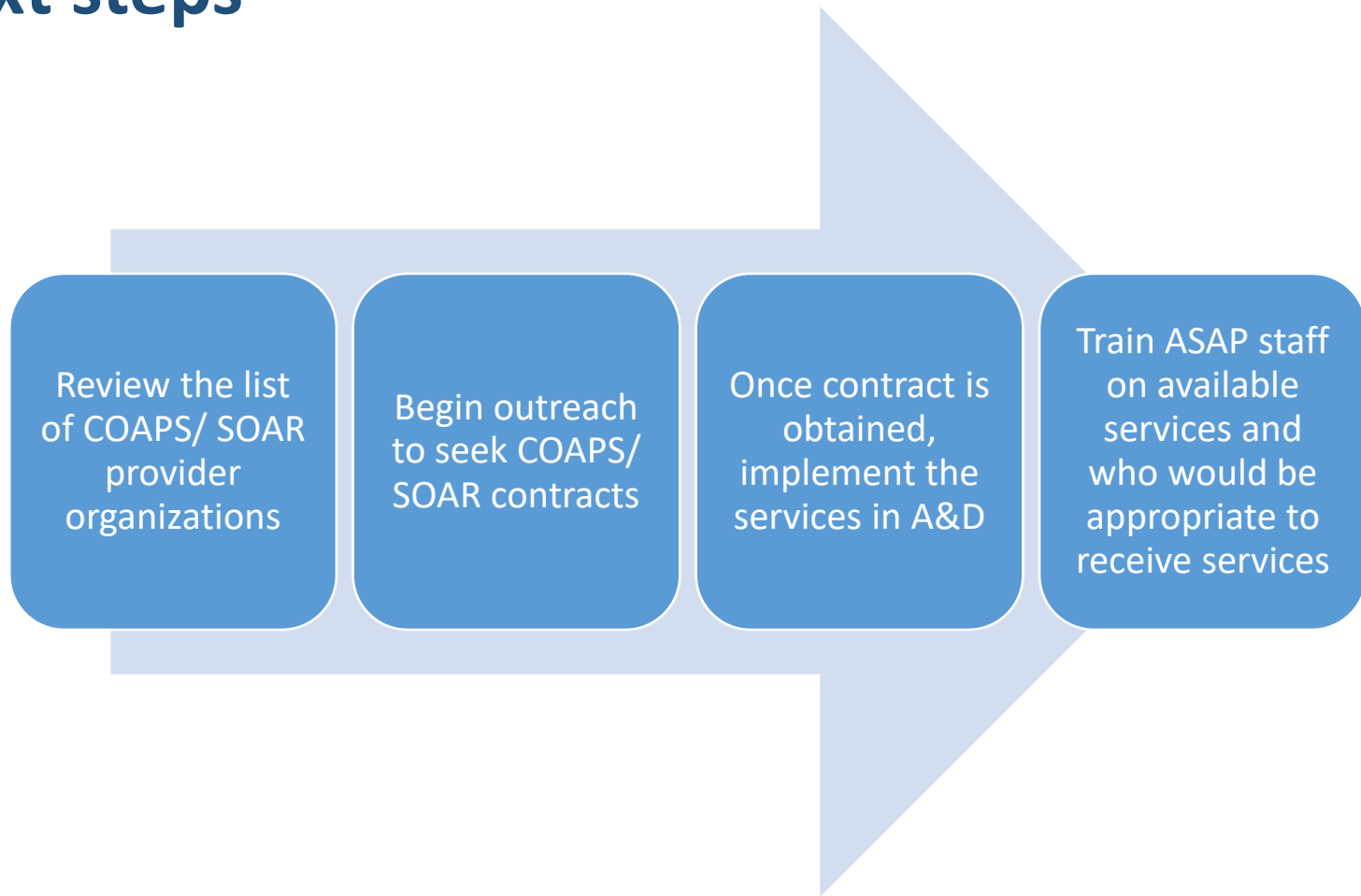
Reach out to EOEA if you are needing support when locating providers in your area:
Amanda.L.Myers@Mass.Gov

Upcoming Meeting Schedule

- COAPS/ SOAR Learning Collaborative:
  - When: Thursday, February 22, 2024 from 2:00PM – 3:00PM
  - What:
    - Update on ASAP contract searches
    - Update on service utilization
    - Discuss successes/ challenges

Questions?

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