



Bristol Aging & Wellness, Inc.
Area Plan on Aging
FFY2026 – 2029

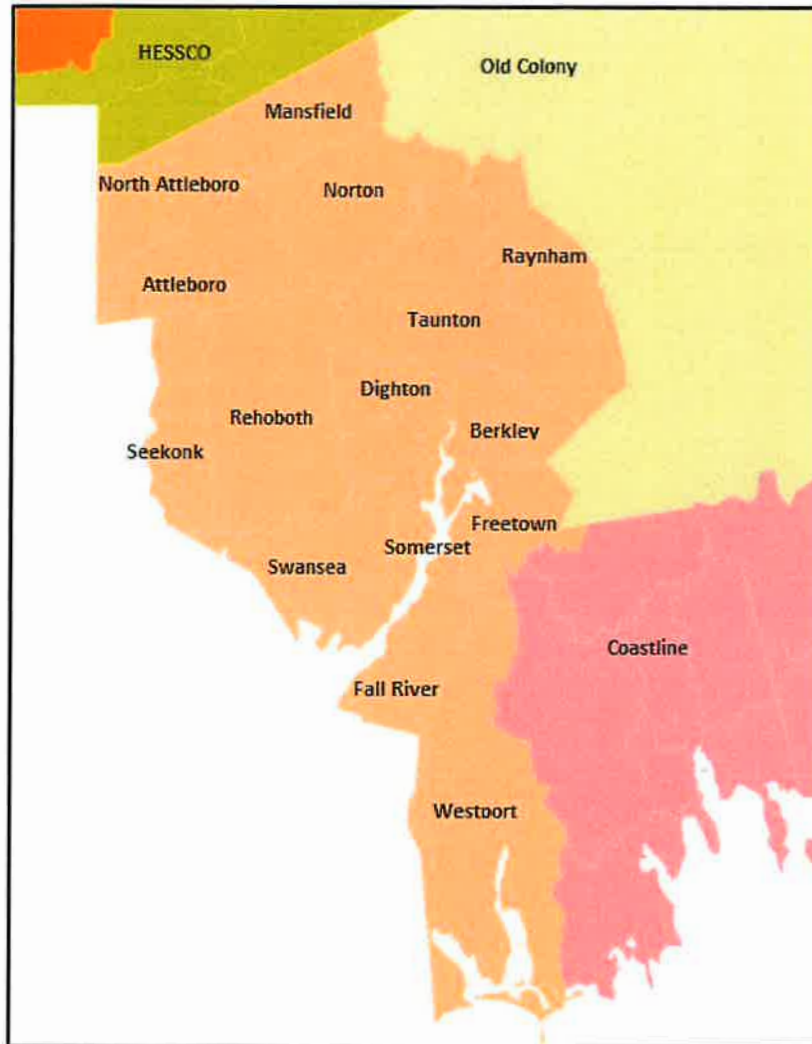
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Bristol Aging & Wellness, Inc.
Area Agency on Aging/Aging Services Access Point

1 Father DeValles Boulevard, Unit #8, Fall River, MA 02723
Phone: (508) 675-2101 Fax: (774) 425-0445 TTY: MassRelay 711
Website: www.bristolaging.org



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Executive Summary

Founded in 1973, Bristol Aging & Wellness, Inc. (Bristol) is a not-for-profit organization funded in part through contracts with the Massachusetts Executive Office of Aging & Independence (AGE). Bristol is an open and affirming agency dedicated to being the leader in improving the quality of life for older adults, people with disabilities, their families, and caregivers. The agency's comprehensive system of in-home health and supportive services enables older adults to remain in their homes or to return to their homes after a stay in a hospital or nursing facility.

Bristol serves as both the Aging Services Access Point (ASAP) and the Area Agency on Aging (AAA) for the planning and service area (PSA) in the fifteen communities of Attleboro, Berkley, Dighton, Fall River, Freetown, Mansfield, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, Somerset, Swansea, Taunton, and Westport. In addition, Bristol investigates reports of abuse and provides protective services to older adults residing in Acushnet, Dartmouth, Fairhaven, Gosnold, Marion, Mattapoisett, New Bedford, and Rochester.

As a AAA, Bristol is charged with serving older adults 60 years of age and older, with a special emphasis on those living alone (isolated), low-income, Native American, rural, socially isolated (geographic in nature, LGBTQ+, limited English proficiency), and their caregivers. Bristol advocates for older adults in the community, and monitors policies, hearings, and programs that affect older adults.

Context

Bristol collaborates with AGE to conduct a statewide Needs Assessment Survey every four years to identify target areas for the Area Plan on Aging. The Area Plan summarizes Bristol's efforts to define goals, set strategies, refine priorities, coordinate and promote activities, and offer services across the PSA.

Data collection consisted of Bristol distributing individual online and written surveys targeting older adults and caregivers and online surveys targeting service providers. Respondents were asked to identify as an older adult or as a caregiver. The information collected included caregiver needs (respite care, support groups, etc.), social needs (social isolation, housing concerns, etc.), general needs and concerns (health and wellness, inclusion and accessibility, etc.), ranking of top three concerns, and demographic information (town of residence, age, race, language, household income). Bristol distributed written surveys to older adults in English, Spanish, Portuguese, Cape Verde Creole, Arabic, and Haitian Creole.

The results of Bristol's FY2024 Needs Assessment Survey focused on the following areas of needs related to aging as reported by survey respondents:

- 54.7% of respondents reported *Access to Services* needs related to aging, to include assistance applying for public benefits, financial services, and/or health insurance, in alignment with 49.6% of statewide respondents.
- 66.3% of respondents reported *Access to Affordable Health Care Services* needs related to aging, to include accessing health services, attending health prevention classes, receiving medical home visits, and/or finding a doctor, in alignment with 51.1% of statewide respondents.
- 58.4% of respondents reported *In-Home Support for Maintaining Independence* needs related to aging, to include assistance with activities of daily living, home and property maintenance (snow removal, lawn care, leaf removal), home modifications, and/or general household tasks, alignment with 61.4% of statewide respondents.
- 48.4% of respondents reported *Transportation Access and Availability* needs related to aging, to include non-emergency transportation, rides to appointments or social activities, help with public transportation, weekend transportation service, and/or bus/carpool opportunities, in alignment with 53.6% of statewide respondents.
- 46.3% of respondents reported *Active & Wellness Promotion* needs related to aging, to include classes on healthy aging, information on physical wellness, fitness programs, exercise classes, and/or support for caregivers, in alignment with 47.2% of statewide respondents.

Bristol's targeted service priorities, based on the FY2024 Needs Assessment Survey results, are to:

- Increase access to services for older adults and their caregivers.
- Strengthen access to affordable healthcare services for older adults and their caregivers.
- Enhance active & wellness promotion for older adults and their caregivers.
- Reinforce in-home support for maintaining independence for older adults.
- Expand transportation access and availability for older adults and their caregivers.
- Support legal services for older adults.

Through guidance from the Administration on Community Living (ACL) and AGE, Bristol will incorporate the targeted service priorities to address the following four focus areas. The developed strategies will direct Bristol over the next four years throughout the PSA and will expand and evolve as required.

Goals, Objectives, and Strategies

(I.) Older Americans Act (OAA) Core Programs

OAA Core Programs are found in Title III (Supportive Services, Nutrition, Disease Prevention/Health Promotion, and Caregiver Programs), VI (Native American Programs), and VII (Elder Rights Programs) and serve as the foundation of the aging services network.

Goal: Increase Access to Services for Older Adults.

- Provide access to information and referrals to programs and services for older adults and their caregivers, at no fee.
 - Maintain three Information and Referral (I&R/Intake) Department staff members certification as a Inform USA Community Resource Specialist.
 - Redesign the agency website for easier access.
 - Conduct community presentations on various agency programs and resources both in-person and virtually, as requested.
- Utilize Title III funding to expand outreach positions at local Councils on Aging (COA) and community-based organizations serving older adults.
- Assist older adults with applying for public benefits.
 - Retain an Options Counselor position to develop individualized benefits options, screening, and application assistance.
 - Maintain staff member certification as a MA Health Connector/MassHealth Certified Application Counselor.
- Expand congregate meal sites and/or *Grab and Go* sites availability in all fifteen (15) communities.
- Continue collaboration between Bristol's Options Counseling Program, Information and Referral Department, and AGE's 3% Housing Program to find and promote affordable housing units available throughout the state.

Goal: Strengthen Access to Affordable Healthcare Services for Older Adults.

- Utilize Title III and/or private grant funding for programs that provide Information & Technology (IT) assistance navigating online patient portals and access to telehealth care.

- Maintain and distribute general resource information on affordable health care programs and services, including Senior Care Options (SCO) and One Care programs.
- Coordinate with MassHealth Behavioral Incentive Program Unit for inquiries when working with MassHealth members/applicants.
- Collaborate with the Serving the Health Insurance Needs of Everyone (SHINE) Program to provide office space at Bristol's location for SHINE Counselors to assist older adults in applying for health insurance.

Goal: Enhance Active & Wellness Promotion for Older Adults.

- Research available health promotion resources, programs, and activities.
 - Develop and disseminate information through Bristol's online Resource Directory, staff electronic newsletter, and the agency's electronic newsletter, *The Bristol Buzz*, to older adults, caregivers, professionals, and community members.
- Promote older adults' ability to manage their own health and well-being utilizing Title III funds.
 - Offer evidence-based programs to include *Chronic Disease Self-Management*, *Matter of Balance*, and *Powerful Tools for Caregivers* at community locations throughout the year.
 - Offer nutrition presentations at Supportive Housing sites and COAs.
- Utilize Title III funding to increase access to wellness programs at local COAs and community-based agencies.
- Convene a Nutrition Consumer Advisory Committee to provide input on the meals served by Bristol's Nutrition Program.

Goal: Reinforce In-Home Support for Maintaining Independence of Older Adults.

- Increase fundraising efforts towards the Bristol Relief Fund to provide aid with housing modifications and property maintenance for older adults.
- Attend Dementia Friendly MA quarterly meetings to explore opportunities for expanding Age and Dementia Friendly programs and services.
 - Offer a Dementia Friends training opportunity to interested community members as a trained Dementia Friends Champion.
- Utilize federal and state funding to provide nutritionally balanced lunchtime meals to homebound older adults.
 - Explore private grant opportunities for enhancing meal choices including shelf-stable meal packs for all Nutrition Program participants.

Goal: Expand Transportation Access and Availability for Older Adults.

- Expand availability of non-emergency transportation service at COAs through use of Title III grant funding.
- Promote public transportation options and resources to community members.
 - Disseminate information through Bristol's Resource Directory to COAs.

Goal: Support Legal Services for Older Adults.

- Maintain a legal service provider using Title III funding to provide free legal aid.
 - Enhance advocacy and resolution of concerns of residents of nursing and rest homes provided by Long-Term Care Ombudsman Program (LTCOP) staff and volunteers.
- Increase communication between Bristol's LTCOP and the Title III legal service provider by providing annual training for Ombudsman volunteers on Guardianship and Defense of Guardianship.
- Utilize Title VII funding to expand the staffing of Protective Services Workers to develop and implement service plans for preventing, eliminating, or remedying abuse.

(II.) Greatest Economic Need and Greatest Social Need

The OAA requires services to be targeted to older adults 60 years of age and older, with a special emphasis on those living alone, low-income, Native American, rural, socially isolated, and their caregivers.

Goal: Increase Access to Services for Older Adults.

- Provide information on programs and services in multiple languages, as identified.
 - Translate agency and program materials in Spanish and Portuguese.
- Expand outreach efforts targeting Native American older adult members of The Pocasset Wampanoag Tribe of the Pokanoket Nation/Watuppa Reservation, The Mashpee Wampanoag Tribe, and their caregivers.
 - Maintain contact information within Bristol's Emergency Response Plan.
 - Include on the distribution list for *The Bristol Buzz* and the Title III Request for Proposals public service announcement.
- Participate in various committees on food insecurity throughout the community.
- Utilize Title III funding to offer in-home mental health treatment to assist older adults in crisis struggling with mental health issues.

- Provide resources from the Alzheimer's Association on how to offer LGBTQ+ culturally sensitive care to agency staff.
 - Make resource materials available to community members and COAs through the agency Resource Directory and *The Bristol Buzz*.

Goal: Strengthen Access to Affordable Healthcare Services for Older Adults.

- Utilize Title III grant funding for programs that target LGBTQ+ older adults and their caregivers with supportive connections to services to decrease social isolation.
- Support person-centered planning for older adults by collaborating with the Southcoast and Southeastern Massachusetts Aging & Disability Resource Center (ADRC) Coalitions serving older adults and individuals with disabilities.
- Expand partnerships with One Care plans to provide a comprehensive health care plan, available on a voluntary basis to MassHealth members, which covers added benefits not previously covered by Medicare and MassHealth.
- Provide care management by a Geriatric Support Services Coordinator to MassHealth members enrolled in SCOs to meet health and long-term service and support needs.
- Provide medically tailored meals for Nutrition Program participants with specialized dietary needs.
 - Offer puree, renal, and cardiac specialized meals to individuals identified in need.

Goal: Enhance Active & Wellness Promotion for Older Adults.

- Maintain resource information on Memory Cafés available throughout the PSA.
 - Promote program materials to COAs and the Family Caregiver Support Program Team, as received.
- Offer wellness activities at congregate meal sites before or after a nutrition meal to increase social interaction among participants.
 - Present nutrition education on heart health and healthy aging.
- Offer virtual programming for evidence-based programs, as allowed, to alleviate social isolation and allow for homebound/caregiver individuals to take part.
- Explore grant funding opportunities to increase access to assistive IT options for older adults.
 - Research and apply for grant opportunities.
 - Explore collaborations with Massachusetts Broadband Institute and/or AARP Senior Planet.

Goal: Reinforce In-Home Support for Maintaining Independence of Older Adults.

- Increase referrals by the Veterans Administration to aid veterans in developing an individualized budget and service plan that meets their needs through the Veteran-Directed Care Program.
- Assist nursing facility residents who are considering transitioning to a community setting through the Community Transitions Liaison Program (CTLTP).
 - Include individuals with criminal justice system involvement, behavioral health needs, or those experiencing housing insecurity.
- Expand advocacy and other support services through the Advocacy & Navigating Care in the Home with Ongoing Risks (ANCHOR) Program targeting older adults with behavioral needs who are at risk of institutionalization or homelessness due to their inability to accept services.
- Maintain the staffing of Case Managers at two Supportive Housing sites within the PSA to provide onsite case management, access to resources, and coordinate services to residents.

Goal: Expand Transportation Access and Availability for Older Adults.

- Advocate for increased transportation options and services for those with mobility issues.
 - Participate in coalitions with the Southeastern Regional Planning and Economic Development District, RTA Advocates Coalition, and regional transport authorities.
- Utilize Home Care transportation service providers for increased service availability and access.
 - Expand service days/hours availability to Adult Day Health and Supportive Day programs.

Goal: Support Legal Services for Older Adults.

- Maintain availability of legal service provider staff that are bi-lingual in Portuguese and Spanish.
 - Distribute legal program materials in Portuguese and Spanish, as requested.
- Participate in coalitions to work on housing and homelessness.
 - Maintain active membership in the Greater Bristol County Attleboro Taunton Coalition to End Homelessness.

(III.) Expanding Access to Home and Community Based Services (HCBS)

HCBS are fundamental to making it possible for older adults to age in place.

Goal: Increase Access to Services for Older Adults.

- Maintain adequate Home Care and I&R/Intake staffing coverage to process referrals for in-home services in a timely manner.

Goal: Strengthen Access to Affordable Healthcare Services for Older Adults.

- Expand accessibility of Home Care service providers offering medical home visits.
 - Offer in-home assistance with foot care and medication management.
- Collaborate with SCOs to deliver managed in-home services.
 - Present increased in-home service opportunities as unmet needs are identified.

Goal: Enhance Active & Wellness Promotion for Older Adults.

- Promote older adults' ability to manage their own health and well-being by conducting evidence-based healthy aging programs throughout the PSA.
 - Offer *Chronic Disease Self-Management*, *Matter of Balance*, and *Powerful Tools for Caregivers* at no charge to interested individuals.

Goal: Reinforce In-Home Support for Maintaining Independence of Older Adults.

- Promote the Consumer Directed Care program that allows program participants to directly employ a worker to provide in-home services.
- Enable frail older adults receiving MassHealth and at imminent risk of nursing home placement to receive assistance to remain at home through the Choices Program.
- Offer enhanced services through the Enhanced Community Options Program to Home Care consumers that are clinically eligible for nursing facility care but want to live at home.
- Promote the CTLP to enable residents of long-term care facilities the opportunity to explore receiving alternative in-home care.
 - Provide cross-training of program information with LTCOP volunteers and CTLP staff.

Goal: Expand Transportation Access and Availability for Older Adults.

- Increase the number of Home Care transportation service providers.
 - Expand transportation service availability and accessibility throughout the PSA.

Goal: Support Legal Services for Older Adults.

- Utilize Title III funding to provide legal service clinics at COAs and community settings throughout the PSA, as demand presents.

(IV.) Caregiving

Services for caregivers that offer a range of support services to family and informal caregivers to help in caring for loved ones and focus on promoting person-centered support and developing tools and services that address caregiver needs.

Goal: Increase Access to Services for Older Adults and Their Caregivers.

- Coordinate with ACL's Lifespan Respite Care Program to provide information on Bristol's Family Caregiver Support Program for easier public accessibility.
- Maintain two Caregiver Specialists to strengthen and support the direct care workforce.
- Better support family caregivers by identifying and encouraging I&R/Intake callers who are caregivers to explore a referral to Bristol's Family Caregiver Support Program.

Goal: Strengthen Access to Affordable Healthcare Services for Older Adults and Their Caregivers.

- Research grant opportunities for funding in-home respite care to offer financial relief to caregivers.

Goal: Enhance Active & Wellness Promotion for Older Adults and Their Caregivers.

- Utilize Title III funding for conducting evidence-based, *Powerful Tools for Caregivers*, classes targeting caregivers.
- Maintain an online resource directory on support groups and resources accessible to caregivers and professionals.

Goal: Reinforce In-Home Support for Maintaining Independence of Older Adults.

- Collaborate with the Alzheimer's Association to offer free CEU trainings for program staff throughout the year.
- Work with Home Care service providers to expand respite bed availability at area nursing and rest homes.
- Expand Respite Care service type choices to aid in relieving the caregiver from the stresses and demands of daily caregiving.

Goal: Expand Transportation Access and Availability for Older Adults.

- Research grant opportunities to provide stipend non-emergency transportation to caregivers of older adults.
 - Target Supportive Day and Adult Day Health programs as a form of respite assistance.
- Expand hours and service areas of Home Care transportation service providers in the PSA.
 - Include transportation to and from Supportive Day and Adult Day Health programs.

Goal: Support Legal Services for Older Adults and Their Caregivers.

- Provide support and information through a Title III legal service provider to caregivers of older adults.
 - Distribute Power of Attorney and Health Care Proxy documentation, as requested.
 - Hold monthly scheduled free legal clinics in the greater Attleboro and Taunton areas for easier accessibility.
 - Maintain accessibility of a pro bono private attorney group for Estate Planning referrals.

Attachment A: Bristol Aging & Wellness, Inc.'s 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 (42U.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

(l) 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: Bristol Aging & Wellness, Inc.

Jun 26, 2025

Date



Chaitali Patel (Jun 26, 2025 15:49 EDT)

Signature - Chairperson of Board of Directors

6/26/25

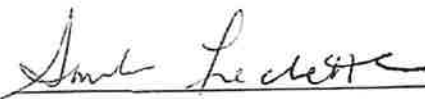
Date



Signature - Chairperson of Area Advisory Council

6/26/2025

Date



Signature - Area Agency on Aging CEO

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Attachment B: Bristol Aging & Wellness, Inc's 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:

To assist those in greatest need, Bristol will:

- Provide information on programs and services in multiple languages, as need is identified.
- Participate in various committees on food insecurity throughout the community.
- Utilize Title III funding to offer in-home mental health treatment to assist older adults in crisis struggling with mental health issues.
- Provide resources from the Alzheimer's Association on how to offer LGBTQ+ culturally sensitive care to agency staff.
- Utilize Title III grant funding for programs that target LGBTQ+ older adults and their caregivers with supportive connections to services to decrease social isolation.
- Support person-centered planning for older adults by collaborating with the Southcoast and Southeastern Massachusetts Aging & Disability Resource Center (ADRC) Coalitions serving older adults and individuals with disabilities.
- Expand partnerships with One Care plans to provide a comprehensive health care plan, available on a voluntary basis to MassHealth members, which covers added benefits not previously covered by Medicare and MassHealth.
- Provide care management by a Geriatric Support Services Coordinator to MassHealth members enrolled in SCOs to meet health and long-term service and support needs.
- Provide medically tailored meals for nutrition program participants with specialized dietary needs.
- Offer wellness activities at congregate meal sites before or after a nutrition meal to increase social interaction among participants.
- Explore grant funding opportunities to increase access to assistive IT options for older adults.
- Maintain two Caregiver Specialists to strengthen and support the direct care workforce.

- Increase referrals by the Veterans Administration to aid veterans in developing an individualized budget and service plan that meets their needs through the Veteran-Directed Care Program.
- Assist nursing facility residents who are considering transitioning to a community setting through the Community Transitions Liaison Program (CTLTP).
- Expand advocacy and other support services through the Advocacy & Navigating Care in the Home with Ongoing Risks (ANCHOR) Program targeting older adults with behavioral needs who are at risk of institutionalization or homelessness due to their inability to accept services.
- Maintain the staffing of Case Managers at two Supportive Housing sites within the PSA to provide onsite case management, access to resources, and coordinate services to residents.
- Research grant opportunities for funding in-home respite care to offer financial relief to caregivers.
- Advocate for increased transportation options and services for those with mobility issues.
- Utilize Home Care transportation service providers for increased service availability and access.
- Maintain availability of legal service provider staff that are bi-lingual in Portuguese and Spanish.
- Participate in coalitions to work on housing and homelessness.

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:

Bristol's uses a standardized Request for Proposals (RFP) process to award funding to support effective initiatives and programs to support identified needs of older adults in the community. The RFP priorities of service, based on the results of Bristol's FY2024 Needs Assessment are Access to services, access to affordable health care services, in-home support for maintaining independence, transportation access and availability, active & wellness promotion, and legal services.

Orientation and technical assistance sessions conducted by the CPO outline the expectations for each applicant and awarded grantee. Service providers must have a written plan noting which specific problems or unmet needs in the community their program will address. The programs must serve older adults in at least one of the communities within Bristol's planning and service area.

Funding is targeted for programs that provide services to a significant number of older adults, age 60 and over, populations living alone, low-income, rural, Native American, and/or socially isolated and caregivers of those 60 and over. The written plan must specify which groups of individuals will receive help from their service. The written plan must also describe how they will conduct advertising and outreach that will target one or more of the groups.

Consumer statistical data is monitored monthly and formal program monitoring is conducted annually on program activities and outreach conducted to low-income, minority older adults and their caregivers.

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:

Bristol will conduct outreach efforts that will:

- Provide information on programs and services in multiple languages, as need is found.
 - Translate agency and program materials in Spanish and Portuguese.
- Provide resources from the Alzheimer's Association on how to offer LGBTQ+ culturally sensitive care to agency staff.
 - Make resource materials available to community members and COAs through the agency Resource Directory and *The Bristol Buzz*.
- Maintain resource information on Memory Cafes available throughout the PSA.
 - Promote program materials to COAs and the Family Caregiver Program Team, as received.
- Offer virtual programming for evidence-based programs, as allowed, to alleviate social isolation and allow for homebound/caregiver individuals to take part.
- Coordinate with ACL's Lifespan Respite Care Program to provide information on Bristol's Family Caregiver Support Program for easier public accessibility.
- Better support family caregivers by identifying and encouraging I&R callers who are caregivers to explore a referral to Bristol's Family Caregiver Support Program.
- Maintain an online resource directory on support groups and resources accessible to caregivers and professionals.
- Collaborate with the Alzheimer's Association to offer free CEU trainings for program staff throughout the year.
- Work with Home Care service providers to expand respite bed availability at area nursing and rest homes.
- Expand Respite Care service type choices to aid in relieving the caregiver from the stresses and demands of daily caregiving.
- Expand hours and service areas of Home Care transportation service providers in the PSA.
 - Include transportation to and from Supportive Day and Adult Day Health programs.
- Provide support and information through a Title III legal service provider to caregivers of older adults.
 - Distribute Power of Attorney and Health Care Proxy documentation, as requested.
 - Hold monthly scheduled free legal clinics in the greater Attleboro and Taunton areas for easier accessibility.

- o Maintain accessibility of a pro bono private attorney group for Estate Planning referrals.

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:

Bristol participated in the statewide FY2024 Needs Assessment Survey. Written and electronic surveys were distributed to consumers, caregivers, area social service professionals, Councils on Aging (COA), board and advisory council members. Results of the survey were used to set the Focus Area Coordination for the 2026-2029 Area Plan on Aging. A draft of the Focus Area Coordination was posted on Bristol's website for 30 days for public comment. An announcement informing of the public comment period was distributed to COAs, board and advisory council members and submitted to area newspapers as a public service announcement.

Bristol's Quality Department distributes an annual consumer satisfaction survey to Nutrition Program participants and forwards any suggestions received to the Nutrition Program Director. Family Caregiver Support Program consumers receive the state consumer survey six weeks after service. Bristol's Information and Referral Department participates in random monthly consumer surveys via telephone conducted by AGE.

Title III grantees are required to implement and conduct a consumer satisfaction survey annually. Bristol's CPO conducts annual program monitoring of all Title III funded programs and reviews completed survey results as part of the monitoring process. Title III-D evidenced-based programs use post-tests that encourage participant feedback.

Quality reports are provided to Bristol's leadership team, Board, and Advisory Council. Reports include grantee monitoring outcomes, and any required corrective actions noted.

Bristol's CEO maintains ongoing communication with legislators, Congress, and government officials to increase awareness of older adult issues. Bristol encourages staff and Board engagement through Providers' Council Caring Force membership, attending legislative events, and participating in letter writing/telephone campaigns.

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:

Bristol's Information and Referral Department maintains resource information on the Assistive Technology services (AT) provided by MassAbility. Older adults and their caregivers interested in obtaining communication devices, memory enhancement aids, wheelchairs, and vehicle modifications can request a listing of various potential resources available in the community, including MassAbility services.

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:

Bristol will provide a comprehensive, coordinated system for providing long-term care in home and community-based settings to:

- Assist older adults with applying for public benefits.
 - Retain an Options Counselor position to develop individualized benefits options, screening, and application assistance.

- Maintain staff member certification as a MA Health Connector/MassHealth Certified Application Counselor.
- Coordinate with MassHealth Behavioral Incentive Program Unit for inquiries when working with MassHealth members/applicants.
- Collaborate with the Serving the Health Insurance Needs of Everyone (SHINE) Program to provide office space at Bristol's location for SHINE Counselors to assist older adults in applying for health insurance.
- Offer virtual programming for evidence-based programs, as allowed, to alleviate social isolation and allow for homebound/caregiver individuals to take part.
- Promote older adults' ability to manage their own health and well-being by conducting evidence-based healthy aging programs throughout the PSA.
- Offer *Chronic Disease Self-Management*, *Matter of Balance*, and *Powerful Tools for Caregivers* at no charge to interested individuals.
- Assist nursing facility residents who are considering transitioning to a community setting through the Community Transitions Liaison Program (CTLTP).
- Include individuals with criminal justice system involvement, behavioral health needs, or those experiencing housing insecurity.
- Expand advocacy and other support services through the Advocacy & Navigating Care in the Home with Ongoing Risks (ANCHOR) Program targeting older adults with behavioral needs who are at risk of institutionalization or homelessness due to their inability to accept services.
- Maintain the staffing of Case Managers at two Supportive Housing sites within the PSA to provide onsite case management, access to resources, and coordinate services to residents.
- Expand accessibility of Home Care service providers offering medical home visits.
- Offer in-home assistance with foot care and medication management.
- Collaborate with SCOs to deliver managed in-home services.
- Present increased in-home service opportunities as unmet needs are identified.
- Promote the Consumer Directed Care program that allows program participants to directly employ a worker to provide in-home services.
- Enable frail older adults receiving MassHealth and at imminent risk of nursing home placement to receive assistance to remain at home through the Choices Program.
- Offer enhanced services through the Enhanced Community Options Program to Home Care consumers that are clinically eligible for nursing facility care but want to live at home.
- Promote the CTLTP to enable residents of long-term care facilities the opportunity to explore receiving alternative in-home care.

- Provide cross-training of program information with LTCOP volunteers and CTLP staff.
- Coordinate with ACL's Lifespan Respite Care Program to provide information on Bristol's Family Caregiver Support Program for easier public accessibility.
- Maintain two Caregiver Specialists to strengthen and support the direct care workforce.
- Better support family caregivers by identifying and encouraging I&R callers who are caregivers to explore a referral to Bristol's Family Caregiver Support Program.
- Utilize Title III funding for conducting evidence-based, *Powerful Tools for Caregivers*, classes targeting caregivers.
- Maintain an online resource directory on support groups and resources accessible to caregivers and professionals.
- Work with Home Care service providers to expand respite bed availability at area nursing and rest homes.
- Expand Respite Care service type choices to aid in relieving the caregiver from the stresses and demands of daily caregiving.

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:

Bristol, the Area Agency on Aging, shall provide an opportunity for an Administrative Review to any applicant who is denied or dissatisfied with Title III services, such as meals. The older adult must contact Bristol in writing to request an Administrative Review.

Bristol will schedule and conduct an Administrative Review within ten (10) business days of receipt of the request. Written notice of the date, time, and location of the Review will be sent to the applicant. The Administrative Review Committee consists of Bristol's CEO, CFO, and CPO, or their designees. The applicant and/or his/her representative shall participate in the Review. If the applicant is homebound and chooses not to send a representative, a telephone review will be offered rather than an in-person review.

The applicant or his/her representative should present a summary of the request for services and the denial of services. At the Review meeting, the parties shall consider the evidence and discuss alternatives for further action. Within ten (10) business days, the applicant will be notified in writing of the Administrative Review Committee's decision.

An applicant who is not satisfied with the decision shall notify the CEO of same in writing within ten (10) business days of receipt of Bristol's letter. An appeal will then be conducted by the Executive Committee of Bristol's Board of Directors at their next regularly scheduled meeting. The applicant will be notified in writing of the date, time, and location of the meeting. The appeal will consist of a presentation by the applicant or his/her representative of the summary of the request for services and the denial of services. The Executive Committee will consider the evidence and discuss alternatives for further action to be taken.

The applicant will be notified in writing of the decision of the Executive Committee within ten (10) business days. The decision of the Executive Committee is final.

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:

There is a small Indigenous population in Bristol's PSA. Bristol has initiated contact with that local tribe and will:

- Expand outreach efforts targeting Native American older adult members of The Pocasset Wampanoag Tribe of the Pokanoket Nation/Watuppa Reservation, The Mashpee Wampanoag Tribe, and their caregivers.
 - Maintain contact information within Bristol's Emergency Response Plan.
 - Include on the distribution list for the agency's electronic newsletter, *The Bristol Buzz*, and the Title III Request for Proposals public service announcement.

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:

Bristol has developed an Emergency Response Plan (ERP) that offers 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, leave consumers at risk, pose cyber/security threats, disrupt communications and/or business operations (e.g. extreme weather, public health emergencies, circumstances that impact business operations and other disasters). The ERP also identifies current local and national emergency preparedness resources (e.g. FEMA, MEMA, and municipal emergency preparedness planners within our PSA).

The ERP consists of an Emergency Action Plan and a Continuity of Operations Plan based on a completed risk assessment and updated annually. The ERP provides guidance on disaster/emergency preparation, agency leadership succession and specific responsibilities of staff in the event of an emergency. Bristol's department protocols are reviewed regularly to ensure that staff contact is maintained with our highest risk consumers. The ERP is reviewed annually during a staff training overseen by the Emergency Preparedness Manager and includes alternative communication strategies in the event that Bristol's office building cannot be occupied.

Additionally, Bristol participates in a Memorandum of Understanding agreement – "Statement of Mutual Aid and Assistance" - which cements the collaborative arrangements between the Elder Care Network Southeast, consisting of Coastline Elderly Services, Elder Services of Cape Cod and the Islands, HESSCO, Old Colony Elderly Services, and South Shore Elder Services which specifies inter-agency cooperation for sharing space, technology and other resources in the event that one of the parties must evacuate their building premises following an emergency or disaster. This document is reviewed annually.

All Massachusetts Area Agencies on Aging, including Bristol, annually receive a letter from AGE instructing AAA staff on how to contact and coordinate emergency response efforts with AGE in the event of emergencies affecting services to consumers.

Finally, as part of the Title III program monitoring process, entities receiving OAA funding must delineate their organization's emergency preparedness plan and staff training efforts for fire, flood and other emergencies.

Bristol's ERP complies with the OAA to include an All Hazards ERP (including fire, flood, snow, hurricane, and cyber incidents) and a COOP that identifies critical functions (operations and services), key staff for those functions, and two levels of succession for key staff (Successor 1, Successor 2) in the event of any emergency. All successor staff are trained on their assigned critical functions.

Bristol's ERP (including the COOP, EAP, risk assessment, and building evacuation procedures) is updated and exercised annually, giving staff the opportunity to practice the ERP and ensuring that building evacuation procedures are up to date. The building evacuation procedure is placed in a prominent location, contains emergency contacts, and outlines the emergency evacuation procedures including the rally point, evacuation routes, provisions for people with disabilities, and ensures that all staff have left the building and are accounted for.

Finally, Bristol will strengthen its long-range emergency and disaster preparedness protocols by reviewing and updating our commitment to coordinated emergency response with AGE, other AAAs, MEMA, and COAs, service providers, and Title VI programs (as identified) within our PSA.

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:

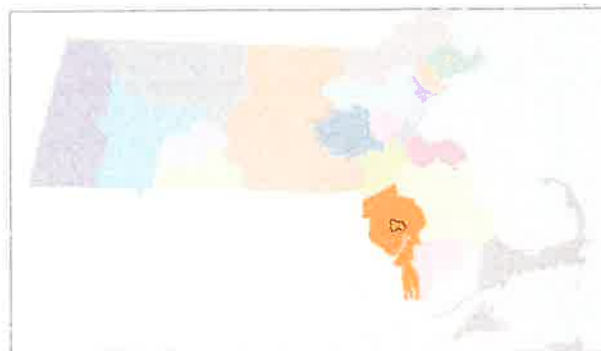
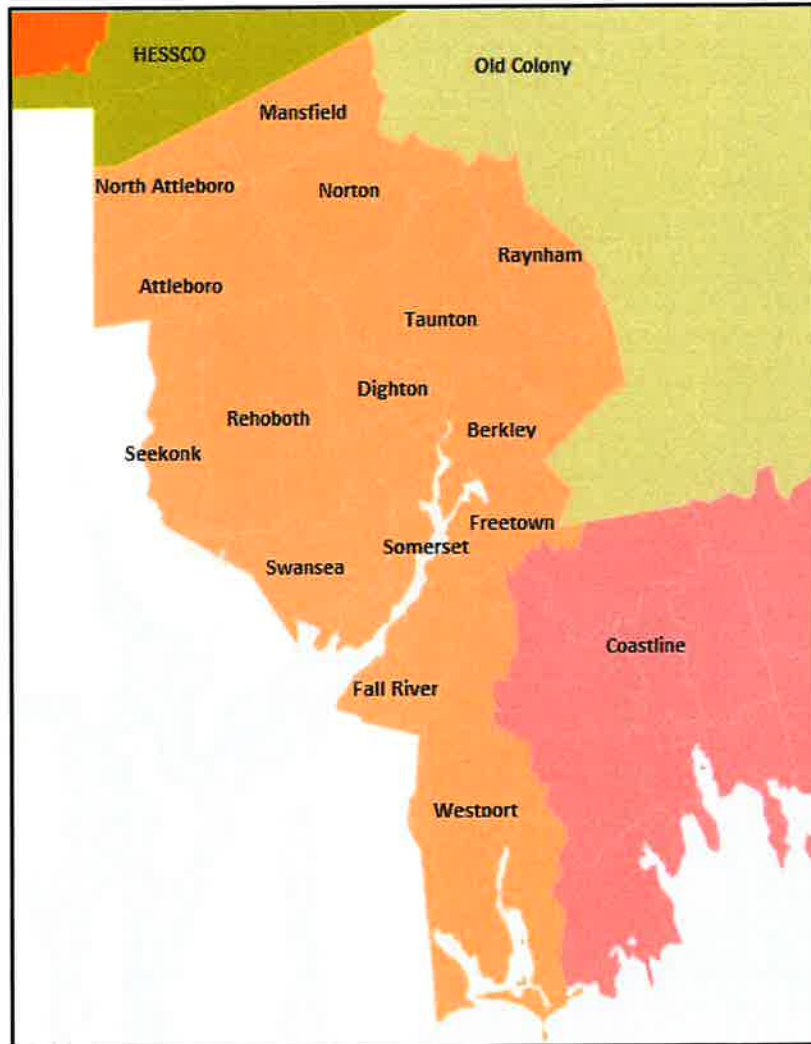
Bristol provides funding to South Coastal Counties Legal Services (SCCLS) to:

- Maintain a legal service provider using Title III funding to provide free legal aid.
 - Enhance advocacy and resolution of concerns of residents of nursing and rest homes provided by Long-Term Care Ombudsman Program (LTCOP) staff and volunteers.

- Increase communication between Bristol's LTCOP and the Title III legal service provider by providing annual training for Ombudsman volunteers on Guardianship and Defense of Guardianship.
- Provide support and information through a Title III legal service provider to caregivers of older adults.
 - Distribute Power of Attorney and Health Care Proxy documentation, as requested.
 - Hold monthly scheduled free legal clinics in the greater Attleboro and Taunton areas for easier accessibility.
 - Maintain accessibility of a pro bono private attorney group for Estate Planning referrals.
- Utilize Title III funding to provide legal service clinics at COAs and community settings throughout the PSA, as demand presents.
- Maintain availability of legal service provider staff that are bi-lingual in Portuguese and Spanish.
 - Distribute legal program materials in Portuguese and Spanish, as requested.

Bristol Aging & Wellness, Inc.
Area Agency on Aging/Aging Services Access Point

1 Father DeValles Boulevard, Unit #8, Fall River, MA 02723
Phone: (508) 675-2101 Fax: (774) 425-0445 TTY: MassRelay 711
Website: www.bristolaging.org



Attachment C – Planning and Service Area Map

Attachment D: Bristol Aging & Wellness, Inc's 2025 Needs Assessment Project and Public Input to Area Plan on Aging

1. Present a summary of the 2025 Needs Assessment Project as conducted by the AAA. Include process, data collection methods, findings, and lessons learned toward targeting OAA identified populations and in development of the Area Plan on Aging.

Bristol Aging & Wellness (Bristol) collaborates with AGE to conduct a statewide Needs Assessment Survey every four years to identify target areas for the Area Plan on Aging. The survey collects data that assesses existing services and services not offered that would contribute to the interests of older adults. In addition, as a AAA, Bristol is charged with serving older adults 60 years of age and older, with a special emphasis on those living alone, low-income, Native American, rural, socially isolated, and their caregivers.

Data collection consisted of Bristol distributing individual online and written surveys targeting older adults and caregivers and online surveys targeting service providers. Respondents were asked to identify as an older adult or as a caregiver. The information collected included caregiver needs (respite care, support groups, etc.), social needs (social isolation, housing concerns, etc.), general needs and concerns (health and wellness, inclusion and accessibility, etc.), ranking of top three concerns, and demographic information (town of residence, age, race, language, household income). Bristol distributed written surveys to older adults in English, Spanish, Portuguese, Cape Verde Creole, Arabic, and Haitian Creole.

Bristol distributed over 800 written surveys in addition to the online survey by mail, email, and in-person at congregate meal sites, Councils on Aging (COA), community presentations to older adults, and housing authorities. Bristol received 204 completed written survey responses. An additional 9 written survey responses were received after the survey closed, for a total of 213 responses. Bristol's CPO manually entered all paper responses received into the online platform supplied by AGE, Key Survey.

The results of Bristol's FY2024 Needs Assessment Survey focused on the following areas of needs related to aging as reported by survey respondents:

- 54.7% of respondents reported *Access to Services* needs related to aging, to include assistance applying for public benefits, financial services, and/or health insurance, in alignment with 49.6% of statewide respondents.
- 66.3% of respondents reported *Access to Affordable Health Care Services* needs related to aging, to include accessing health services, attending health prevention

classes, receiving medical home visits, and/or finding a doctor, in alignment with 51.1% of statewide respondents.

- 58.4% of respondents reported *In-Home Support for Maintaining Independence* needs related to aging, to include assistance with activities of daily living, home and property maintenance (snow removal, lawn care, leaf removal), home modifications, and/or general household tasks, alignment with 61.4% of statewide respondents.
- 48.4% of respondents reported *Transportation Access and Availability* needs related to aging, to include non-emergency transportation, rides to appointments or social activities, help with public transportation, weekend transportation service, and/or bus/carpool opportunities, in alignment with 53.6% of statewide respondents.
- 46.3% of respondents reported *Active & Wellness Promotion* needs related to aging, to include classes on healthy aging, information on physical wellness, fitness programs, exercise classes, and/or support for caregivers, in alignment with 47.2% of statewide respondents.

Bristol's targeted service priorities based on the FY2024 Needs Assessment Survey results are to:

- Increase access to services for older adults and their caregivers.
- Strengthen access to affordable healthcare services for older adults and their caregivers.
- Enhance active & wellness promotion for older adults and their caregivers.
- Reinforce in-home support for maintaining independence for older adults.
- Expand transportation access and availability for older adults and their caregivers.
- Support legal services for older adults.

The developed strategies will direct Bristol over the next four years throughout the PSA and will expand and evolve as required.

2. *In alignment with Needs Assessment Project goals and summary data released to AAAs, Needs Assessment Project Review, AAAs that did not meet AGE recommendations per PSA populations for survey responses by population - >100K pop = 750 surveys; <100K pop = 250 surveys - are required to develop strategies and plans to address their outreach methods and are required to develop an action plan for implementation by the year end 9.30.2026.*

N/A – Bristol distributed over 800 written surveys in addition to the online survey by mail, email, and in-person at congregate meal sites, COAs, community presentations to older adults,

and housing authorities. Bristol received 204 completed written survey responses. An additional 9 written survey responses were received after the survey closed, for a total of 213 responses.

Bristol coordinated with the Family Caregiver Support Program, Home Care Program, and SCO departments to target caregivers of older adults. A written survey was mailed to a random sample of caregivers including 40% who self-identified as living at or below the federal poverty level and 40% who reported being caregivers of older adults living with Dementia.

Bristol coordinated with the Options Counseling (OC) Program, Family Caregiver Support Program, Title III Nutrition Program, and Home Care Program to develop a random listing of current (and past OC consumers) with income reported at or below the federal poverty level for written survey to be mailed. In addition, Bristol coordinated with the SCO department to produce a random listing of current MassHealth members for a written survey to be mailed in an effort to target low-income older adults.

Bristol coordinated with the OC, Home Care, SCO, and Home Care departments to identify a random listing of individuals living alone for a written survey to be mailed.

Bristol coordinated with the Home Care and Title III Nutrition programs to identify a random listing of older adult veterans for a written survey to be mailed.

Bristol's distribution list targeted individuals and caregivers who identify as Black, Minority, Hispanic, Asian, Chinese, American Indian and included individuals with limited English who speak Spanish, Vietnamese, Cape Verde Creole, Haitian Creole, Portuguese, and Arabic.

The Title III-B grantee, The SCLGBTQ+ Network, was asked to distribute written surveys and/or the online link to program participants at their Fall River and Taunton sites for completion.

Bristol presented the Needs Assessment Survey project and updates to the Board and Advisory Council. All members received the provider survey link via email.

Bristol coordinated with the Contracts Department for a listing of contracted Home Care providers. 72 providers were sent the online survey link via email.

Bristol presented the Needs Assessment Survey project to all 15 COA Directors within Bristol's PSA at a COA Directors meeting in August 2024. In addition, all 15 COA Directors received the provider survey link via email.

3. The Needs Assessment Project Review data release identifies circumstances where towns /municipalities realized zero survey responses. AAAs with such data points must develop strategies to foster older adults and family caregivers in the towns/municipalities as identified and

incorporate such approaches and timeframes for implementation within their Title III operation. While items 2. and 3. can be addressed within Attachment D, AGE will require separate submission of follow-up reports for 2. and 3.

N/A – Bristol received survey responses from all 15 communities.

4. Aligning with 45 CFR 1321.65 (b)(4), describe how the AAA considered the views of older adults, family caregivers, service providers and the public in developing the Area Plan on Aging, and how the AAA considers such views in administering the Area Plan. Include a description of the public review methodology, timeline of the public review and comment periods, summaries of public input (including Board and Advisory Council), and how the AAA responded to public input and comments in the development of the Area Plan.

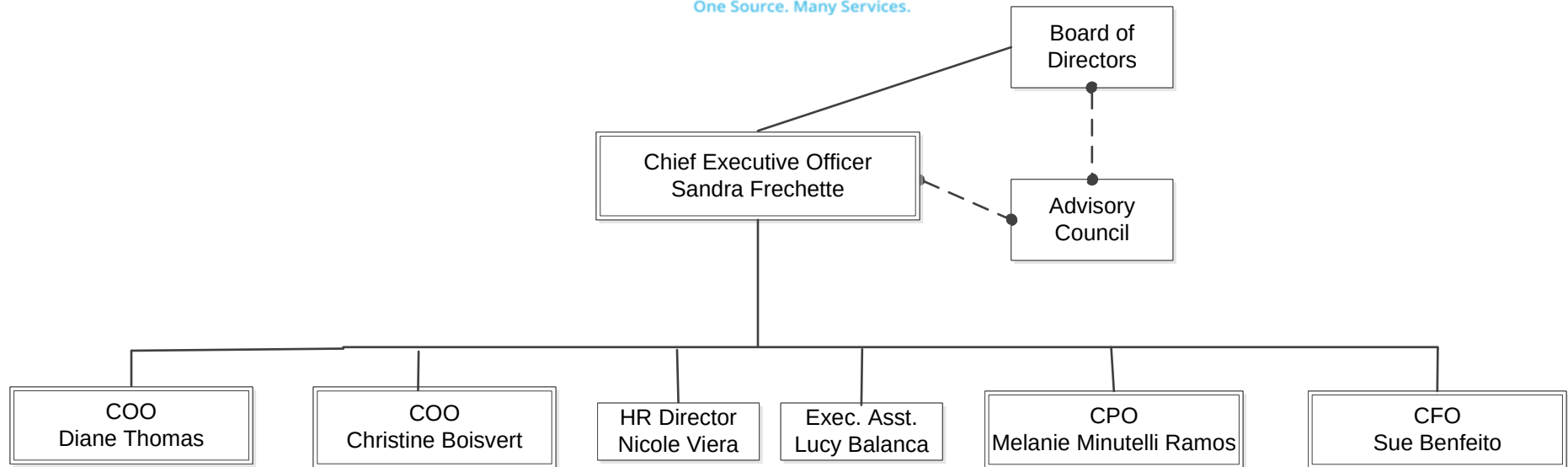
Bristol collaborates with AGE to conduct a statewide Needs Assessment Survey every four years to identify target areas for the Area Plan on Aging. The Area Plan summarizes Bristol's efforts to define goals, set strategies, refine priorities, coordinate and promote activities, and offer services across the PSA.

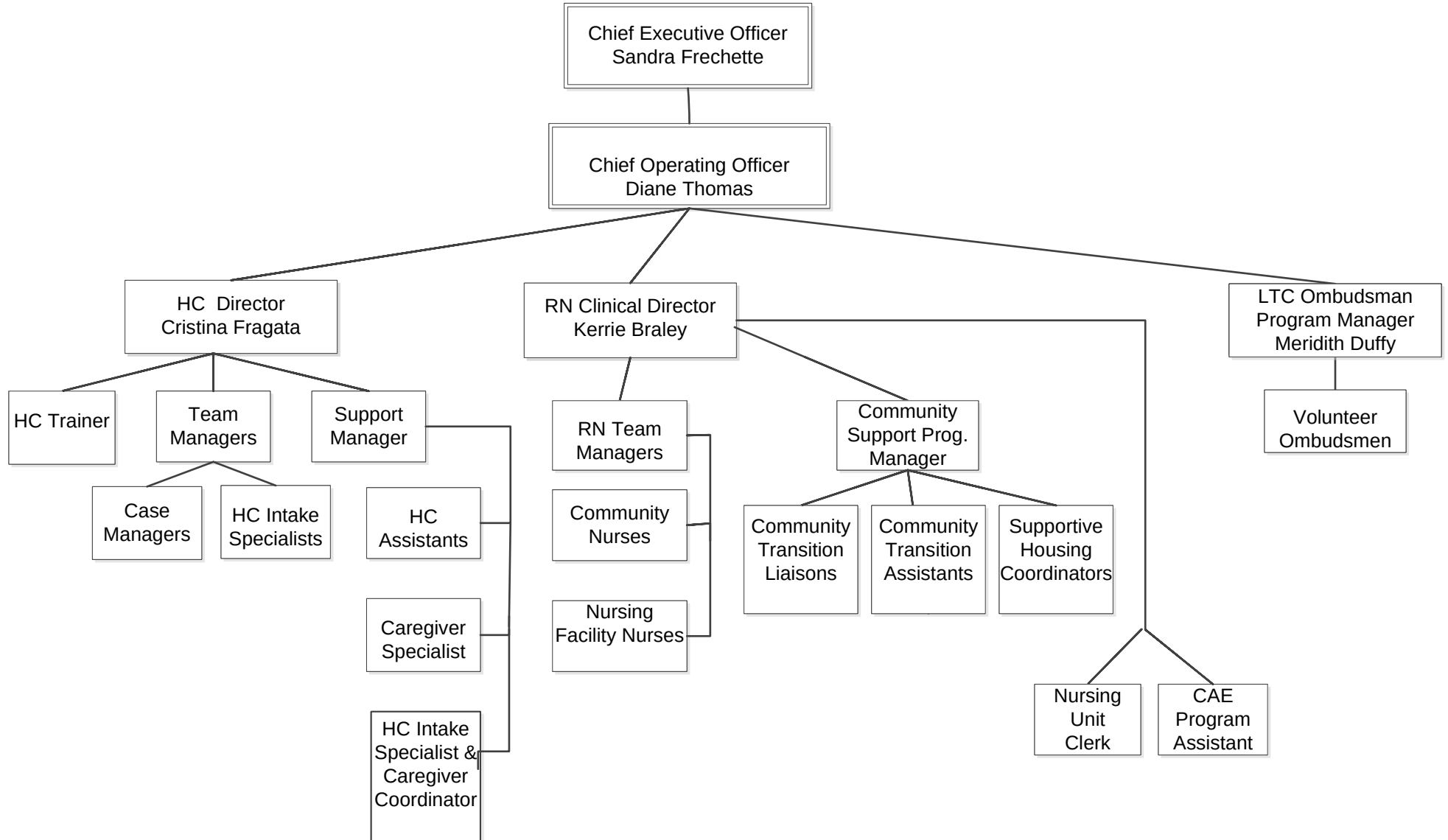
A summary of Bristol's Needs Assessment Results was presented to Bristol's Advisory Council at their March 26, 2025 meeting for review, comments, and a vote of recommendation on setting the priorities of funding. A summary was also presented to Bristol's Board of Directors at their March 27, 2025 meeting for review, comments, and vote on setting the priorities of funding.

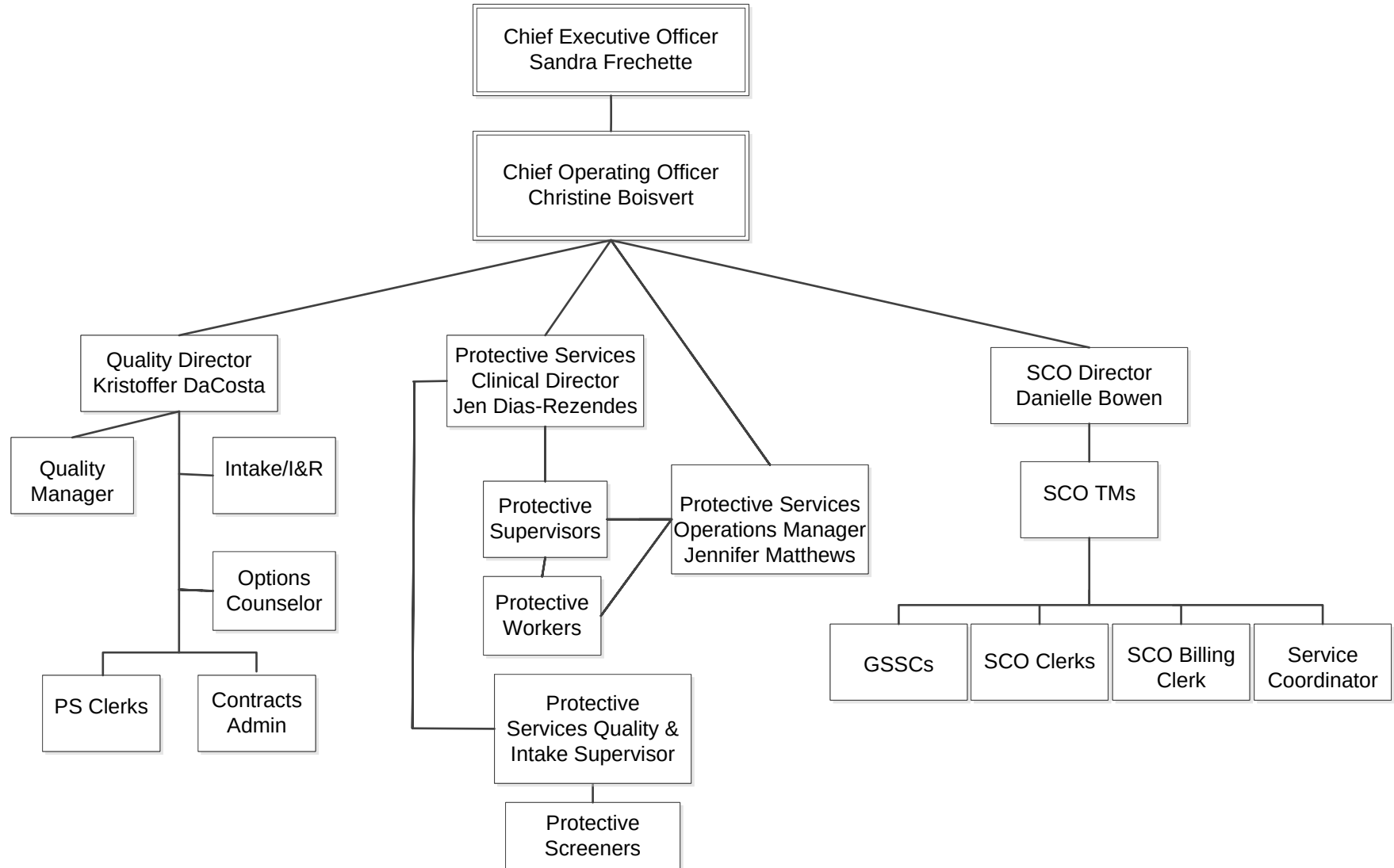
Results of the survey were used to set the Focus Area Coordination for the 2026-2029 Area Plan on Aging. A draft of the Focus Area Coordination was posted on Bristol's website for 30 days for public comment on May 1, 2025. A flyer announcing the public comment period was distributed to COAs, board and advisory council members and submitted to area newspapers for consideration of printing as a public service announcement. No additional comments were received from the public.

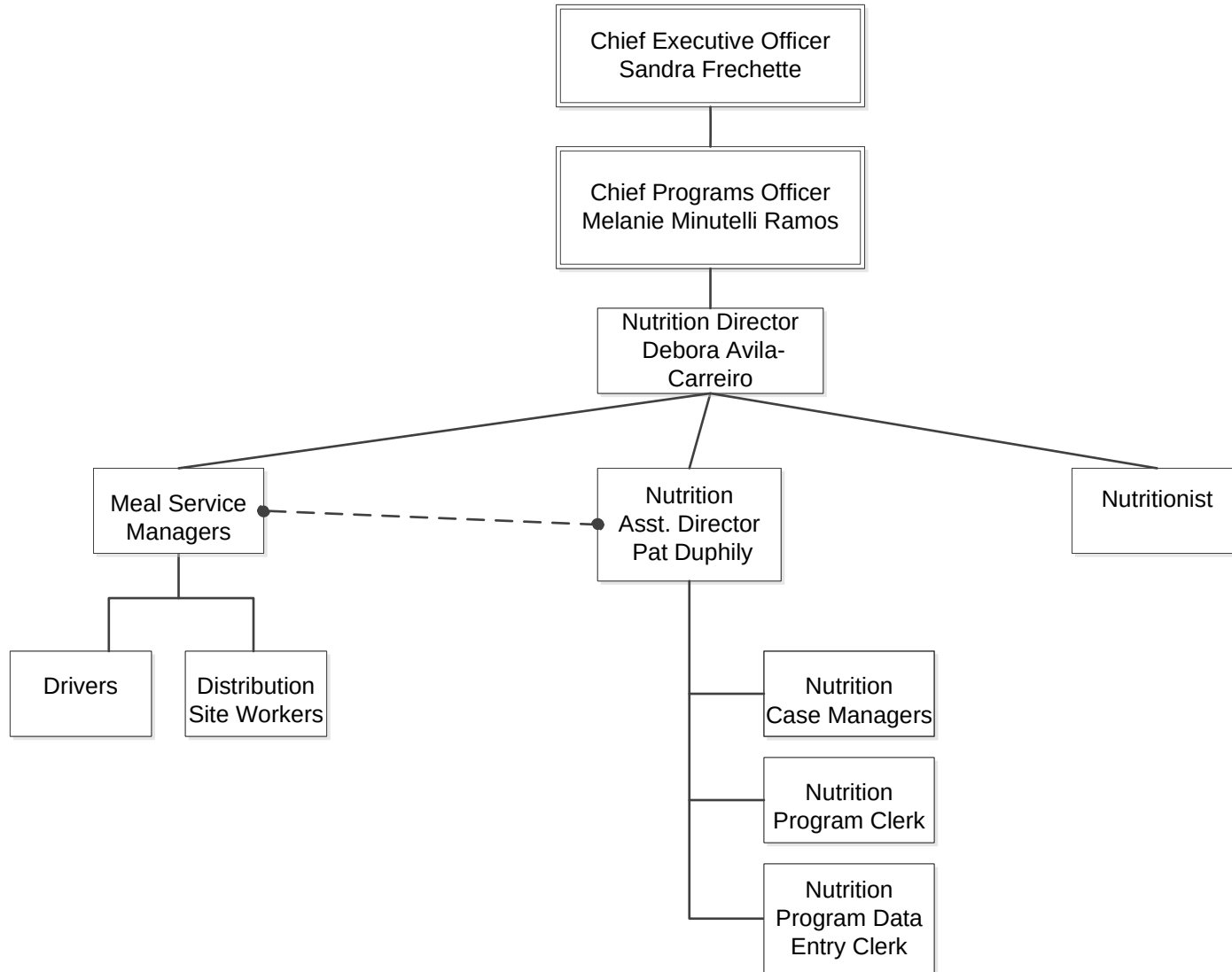
Bristol will incorporate the targeted service priorities based on the FY2024 Needs Assessment Survey results to address focus areas within the Area Plan. The developed strategies will direct Bristol over the next four years throughout the PSA and will expand and evolve as required.

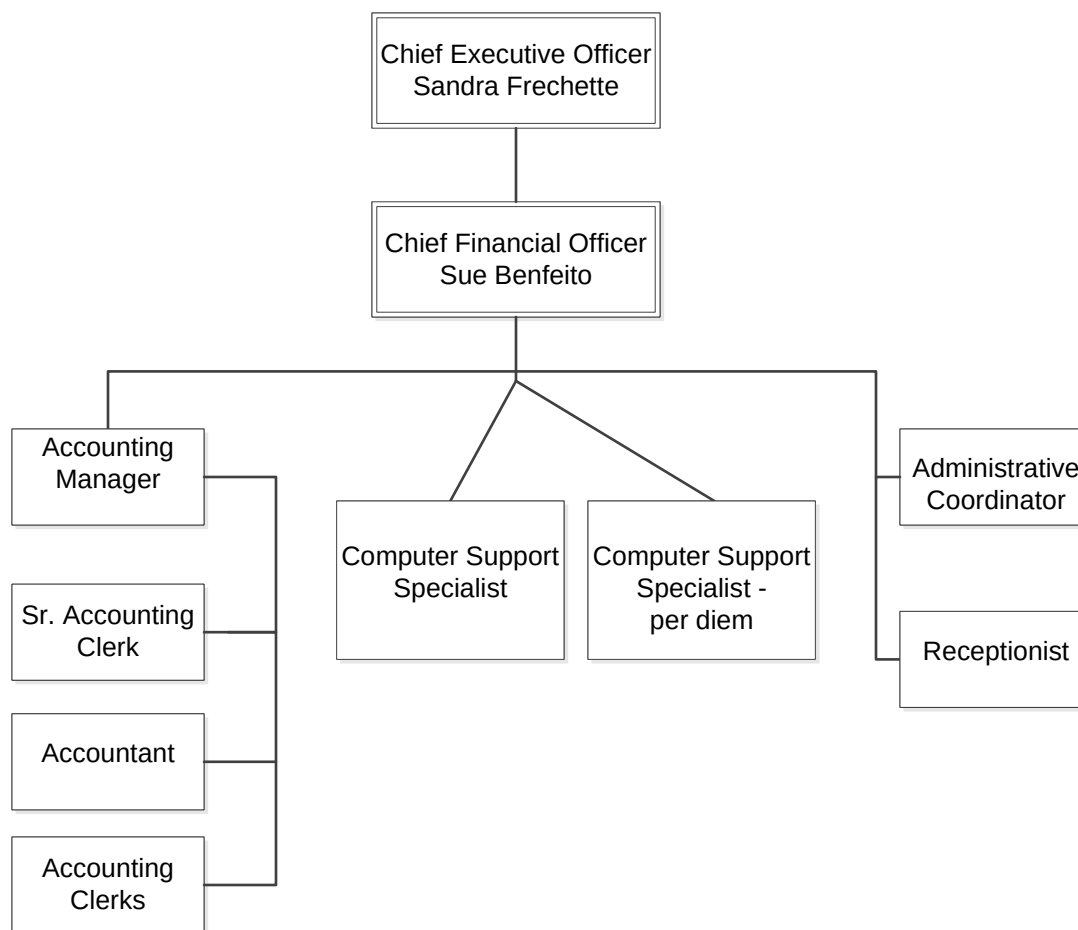
Attachment E - Bristol Aging & Wellness, Inc.'s Organizational Chart











Area Agency on Aging : Bristol Aging & Wellness, Inc.

43%	Percentage of the Board that are 60+ years of age.
.07%	Percentage of the Board that are minority persons.
0	Percentage of the Board that are 60+ and minority persons.

Area Agency on Aging: Bristol Aging & Wellness, Inc.

50%	Percentage of the Advisory Council that are 60+ years of age. *
0	Percentage of the Advisory Council that are minority persons.
0	Percentage of the Advisory Council that are 60+ and minority persons.

* Membership must be more than 50 percent older (60+) persons.

AREA PLAN ON AGING, 2026 - 2029
Form 3 - Focal Points - Federal Fiscal Year 2026

Area Agency on Aging: Bristol Aging & Wellness, Inc.

Focal Point Name	Address	Town	Focal Point Designations (Mark with "X")				
			Senior Center/ Council on Aging	Community Center	Nutrition Meal Site	SHINE Site	Adjacent Housing
Attleboro COA	25 South Main Street	Attleboro	x		x	x	
Berkley COA	1 North Main Street	Berkley	x			x	
Dighton COA	300 Lincoln Avenue	Dighton	x		x		x
Fall River COA	1 Government Center, Room 431	Fall	x			x	
Freetown COA	227 Chace Road	Freetown	x			x	
Mansfield COA	255 Hope Street	Mansfield	x	x	x	x	
North Attleboro COA	204 Elm Street	North	x		x	x	x
Norton COA	70 East Main Street	Norton	x	x		x	
Raynham COA	2215 King Phillip Street	Raynham	x			x	
Rehoboth COA	183 Winthrop Street	Rehoboth	x			x	
Seekonk COA	540 Arcade Avenue	Seekonk	x	x	x	x	
Somerset COA	115 Wood Street	Somerset	x		x	x	
Swansea COA	280 Ocean Grove Avenue	Swansea	x	x	x	x	
Taunton COA	30 Olney Street	Taunton	x	x	x	x	x
Westport COA	75 Reed Road	Westport	x		x	x	

AREA PLAN ON AGING, 2026 - 2029

Form 4a - Title III-B Funded Services - Federal Fiscal Year 2026

Programs Funded in Whole or in Part by Title III-B

Area Agency on Aging: Bristol Aging & Wellness, Inc.

FUNDED SERVICES	EOEA Use Only	Title III Funding Category	Direct Service Status (Y/N)	Goal Number	Title III Code #s (1 to 135)	Minimum Adequate Prop Svc 'A'; 'I', 'L', 'O' (X)	Name of Evidence- Based Program in Use	FFY2026 FUNDING - PLANNED	
								Title III-B Funding (Planning and Estimated Carryover)	Non-Title III Funding
AAA or PROVIDER									
Bristol - Information & Assistance		B	Y		13	A		\$ 45,000.00	\$ 40,000.00
Bristol - LTC Ombudsman Program		B	Y		31	O		30,000.00	-
South Coastal Counties Legal Services - Seniors Law Project		B	N		11	L		50,000.00	25,393.00
Berkley COA - Outreach Coordinator		B	N		14	A		12,229.00	2,516.25
Community Counseling of Bristol County - Behavioral Health Outreach for Aging		B	N		86	I		82,720.00	107,259.29
Dighton COA - Outreach Coordinator		B	N		14	A		25,372.00	5,092.00
Attleboro Norton YMCA - Senior Meals Program		B	N		62	A		30,000.00	80,291.00
Norton COA - Fitness First		B	N		22	A		9,070.00	21,505.00
HopeHealth Hospice & Pallative Care - Alzheimer's and Dementia Program		B	N		14/19/51	I		10,000.00	122,269.00
(X) Minimum Adequate Proportion Services: A - access; I - inhome; L - Legal; O - other.								Total	
								\$	\$
								294,391.00	404,325.54

AREA PLAN ON AGING, 2026 - 2029
Form 4b - Title III-C (1 and 2), D, E and OMB (III and VII) Funded Services - Federal Fiscal Year 2026
Programs Funded in Whole or in Part by Title III

Area Agency on Aging: Bristol Aging & Wellness, Inc.

FUNDED SERVICES	EOEA Use Only	Title III Funding Category (C1/C2/D/E/ OMB)	Direct Service Status (Y/N)	Goal Number	Title III Code #s (1 to 135)	Name of Evidence- Based Program In Use	FFY2026 FUNDING - PLANNED	
							Title III Funding (Planning and Estimated Carryover)	Non-Title III Funding
AAA or PROVIDER								
Bristol - Congregate Meals		C-1	Y		7		\$ 491,220.00	\$ 11,000.00
Bristol - Home Delivered Meals		C-2	Y		4		273,857.00	2,929,290.00
Bristol - Health Promotion		D	Y		65	Chronic Disease Self- Management	9,923.00	1,800.00
Bristol - Health Promotion		D	Y		68	Matter of Balance	10,800.00	1,900.00
Bristol - Health Promotion		D	Y		116	Powerful Tools for Caregivers	9,200.00	1,600.00
Bristol - Family Caregiver Program		E	Y		51		165,827.00	60,000.00
Bristol - LTC Ombudsman Program		Omb	Y		31		100,185.00	
Total							\$ 1,061,012.00	\$ 3,005,590.00

AREA PLAN ON AGING, 2026 - 2029
Form 5 - Title III-E Family Caregiver Services Breakout - FFY 2026

Area Agency on Aging:
Bristol Aging & Wellness, Inc.

Based on the FFY2026 Title III-E Planning Budget Total
(refer to Projected Budget Plan tab), provide percentage
(%) estimates below for the Program Costs listed.

\$ 169,842.00

Program Cost	Percentage (%) of Total
All Wages/Personnel costs of AAA staff involved in Family Caregiver Support Program services (including counseling, support groups, training, access assistance and information outreach and other specific caregiver services). *	41%
Supervision cost. *	11%
All respite service costs.	26%
All supplemental service costs. *	10%
Contracted services that include: counseling, support groups, caregiver training, access assistance and information outreach.	4%
Administration costs. *	8%
Other (explain on separate attachment)	
Total estimated percentage must equal 100% of Title III-E planning budget.	100%
Projected total * FTE count for Title III-E (breakdown under "Detail" below).	

Detail - Family Caregiver Support Program

Personnel Position Title	FTE
Caregiver Specialist	1.20
Home Care Team Manager	0.04
Chief Operating Officer	0.03
Total FTE	1.27

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**AREA PLAN ON AGING, FFY2026 - 2029
PROJECTED BUDGET PLAN - FEDERAL FISCAL YEAR 2026**

**Area Agency on Aging: Bristol Aging & Wellness, Inc.
OCTOBER 1, 2025 THROUGH SEPTEMBER 30, 2026**

	Area Plan Admin	Title III-B Supp Svs	Title III-C1 Cong. Nutr Svs	Title III-C2 HDM Nutr Svs	Title III-D Evi-Based Svs	Title III-E Caregiver Svs	Ombudsman Services
Title III Planning Award:							
Prior FFY Standard Estimated Carryover	-	15,000	90,000	-	5,000	10,000	-
FFY2026 Title VII LTCO Planning Award							18,234
FFY2026 Standard Planning Award	139,027	315,622	405,039	279,618	24,828	159,842	57,042
FFY2026 Estimated Total Title III Income	\$ 139,027	\$ 330,622	\$ 495,039	\$ 279,618	\$ 29,828	\$ 169,842	\$ 75,276
Other Income:							
NSIP Cash				45,000			
NSIP Commodity Credit				60,000			
Other Federal (non-Title III or NSIP)							
Program Income (Client Contributions)			8,000	155,000			
State Home Care Program				1,510,000			
State Elder Lunch				389,290			
State - Other (attach detail)	46,342	40,000			5,300	56,276	
Non-Federal Inkind		40,000				400	
Local (attach detail)				100,000			
Other (attach detail)				670,000			30,000
Total Other Income:	\$ 46,342	\$ 80,000	\$ 8,000	\$ 2,929,290	\$ 5,300	\$ 56,676	\$ 30,000
Total Available Income:	\$ 185,369	\$ 410,622	\$ 503,039	\$ 3,208,908	\$ 35,128	\$ 226,518	\$ 105,276
Budgeted Expenditures:							
AAA Number of Supported FTEs							
Wages and Salaries	129,849	45,000	250,819	778,000	23,700	108,000	67,000
Payroll Taxes/Fringe Benefits	20,000	11,580	46,000	132,000	3,650	17,000	9,500
Mileage/Travel	500	250	8,000	165,000	717	1,000	7,091
Occupancy Costs	6,504	4,400	6,220	95,000	1,461	7,000	3,800
Equipment Purchase/Rental/Maintenance	400	300	2,500	3,200	100	300	200

**Area Plan on Aging 2026 - 2029
PROJECTED BUDGET PLAN - FEDERAL FISCAL YEAR 2026**

Area Agency on Aging: Bristol Aging & Wellness, Inc.
OCTOBER 1, 2025 THROUGH SEPTEMBER 30, 2026

Area Plan Admin	Title III-B Supp Svs	Title III-C1 Cong. Nutr Svs	Title III-C2 HDM Nutr Svs	Title III-D Evi-Based Svs	Title III-E Caregiver Svs	Ombudsman Services
Meal Prep and Related Costs		145,000	1,790,761			
Other Program Support	8,116	3,592	185,000	2,000	22,815	6,000
Agency Admin Support Allocation	20,000	10,500	59,947	3,500	15,127	11,685
Direct Services to Caregiver					55,276	
Subgrants - Access	145,000					
Subgrants - In-Home	70,000					
Subgrants - Legal	50,000					
Subgrants - Other (or Caregiver Svcs)	30,000					
Subgrants - Inkind	40,000					
Total Budgeted Expenditures:	\$ 185,369	\$ 410,622	\$ 3,208,908	\$ 35,128	\$ 226,518	\$ 105,276

Budgeted Expenditures - Caregivers Serving Elders	\$ -
Budgeted Expenditures - Grandparents Serving Children	\$ -

Signature of Area Agency on Aging Fiscal Manager: *Augusta Boyd* Date: 6/30/25

Signature of Area Agency on Aging Executive Director: *Ann Lucette* Date: 6/30/25

ANNUAL REPORT FISCAL YEAR 2024

BRISTOL AGING & WELLNESS, INC.

In FY 2024, Bristol Elder Services, Inc. moved ahead with a new name, Bristol Aging & Wellness, Inc. (Bristol). We wanted a name that was inclusive of not only the older individuals we serve, but also represented many others such as caregivers and disabled persons. We wanted a name that captured our commitment not only to aging, but also to providing wellness programs that enhance the quality of life. Bristol continues to be dedicated to being a leader in improving the quality of life for older adults, people with disabilities and their families and caregivers.

With a focus on innovative action, Bristol provides and advocates for community-based services that promote independence and dignity. We continue to focus on social isolation and food insecurity by offering programs and services in the community such as providing meals at congregate sites and educational services by our Nutritionist. The agency makes it possible for older adults and their families to access a comprehensive system of health and supportive services. Our staff takes pride in their work and are dedicated to meeting the needs of our consumers.

Be assured that at Bristol Aging & Wellness, Inc. we will continue our commitment and dedication to providing exceptional service to all individuals as we proudly continue to be "One Source" with "Many Services."

Bristol will enter FY 2025 with a strong bottom line and a workforce prepared to undertake new and ongoing projects that will bring efficient, effective programs and ongoing projects to meet the needs of older adults and their families.

Thank you to our Board of Directors, Advisory Council members, and staff for your dedication and commitment to Bristol's mission and goals.

Chaitali (CJ) Patel
Chairperson

Sandra Frechette
Chief Executive Officer

Highlights:

- o Awarded \$33,284.00 Supportive Day Program Expansion grant by the Executive Office of Elder Affairs.
- o COVID-19 vaccination bag project - employees assembled and delivered over 6,000 bags with resources, education and emergency information.
- o Provided respite blocks of services, safety technology and gift cards to family caregivers.
- o Advocated to legislators at the State House to receive funding for programs that assist older adults in the community.
- o Participated in the Caring Force rally promoting fair pay for human service workers.
- o Facilitated additional grants to community partners focusing on home modifications, transportation, safety assessments, behavioral health/health initiatives, technology training and housing.

BOARD OF DIRECTORS

Chaitali Patel, <i>Chairperson</i>	Julie Almond, <i>Vice Chairperson</i>	Laura Mitchell, <i>Treasurer</i>	James DeArruda, <i>Secretary</i>
Wendy Adams	Judith Aubin	Ashley Cartwright	Sandra Christoun
Kimberly Ciociola	Renee Howayeck	Brittany Lynch	Debra Maltais
Jennifer Millerick	Kathleen Strozyk	Claire Sullivan	Kerry Zeida

ADVISORY COUNCIL

Regina Bankes, <i>Chairperson</i>	Beverly Bisch, <i>Vice Chairperson</i>	Michelle Poirier, <i>Secretary</i>
Victoria Greco	Sherilyn Benedetti	Representative Carole Fiola
	Tobias Cowans	

AWARDS

Bristol Aging & Wellness recognizes employee contributions through both the Employee of the Year and Years of Service awards.

Employee of the Year

Winner

Jane Estrela

Nominees

Allyson Martinho Ashley Simonds Danielle Cordeiro
Jessica Schneider Karissa DiMarco Kiana Cabral
Patrick Cullen

Jane Estrela is Bristol's Employee of the Year. Jane is known for always going above and beyond for the Nursing Department and ensuring the department operates smoothly.

Years of Service Awards

10 Years

Lynne Alexander
Kerrie Braley
Jamie Cowen
Alesia Hooper

15 Years

Cristina Fragata
Jeanna DaCosta

20 Years

Lisa Valois

25 Years

Elizabeth Ponte
Kristy Canastra
Lori Borges
Beth Calvin
Diane Thomas

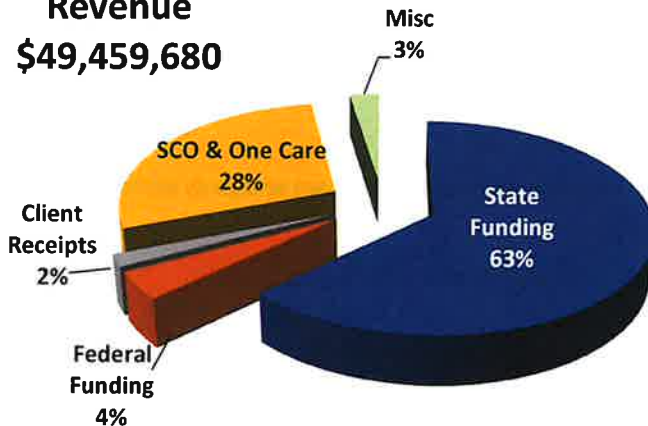
30 Years

Karen Ditson-Lambert

FINANCIAL REPORT

Revenue

\$49,459,680

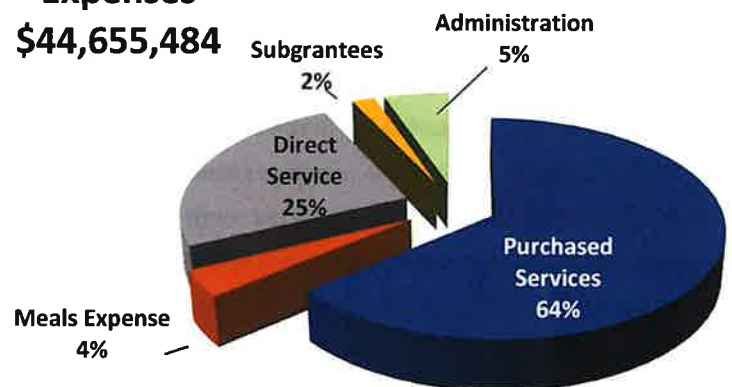


Federal Fiscal Year 2024 Revenue

State Funding	\$31,178,730
Federal Funding	\$2,058,957
Client Receipts	\$944,405
SCO & One Care	\$14,052,537
Miscellaneous	\$1,225,051
Total	\$49,459,680

Expenses

\$44,655,484



Federal Fiscal Year 2024 Expenses

Purchased Services	\$28,506,361
Meals Expense	\$1,751,350
Direct Service	\$11,225,844
Subgrantees	\$815,656
Administration	\$2,356,273
Total	\$44,655,484

OUR MISSION

Bristol is an open and affirming agency dedicated to being the leader in improving the quality of life for older adults, people with disabilities, and their caregivers.

Compassionate Case Management

"I am grateful for the diligence, kindness, and support my mother's case manager has provided."

High Quality Services

"Thank you for treating my parents with compassion and kindness. They can remain living in their own home with help from the services coordinated through your agency."

ABOUT US

Founded in 1973, Bristol Aging & Wellness, Inc. is a not-for-profit organization with a proven record of advocating for individuals living in the greater Attleboro, Fall River, and Taunton areas.

Our comprehensive system of in-home health and supportive services enables our consumers to remain in their homes or to return to their homes after a stay in a hospital or nursing facility. Working with our community partners, caregivers, and healthcare professionals, we are proud to make a difference in the lives of older adults and disabled individuals.

SERVICE AREA

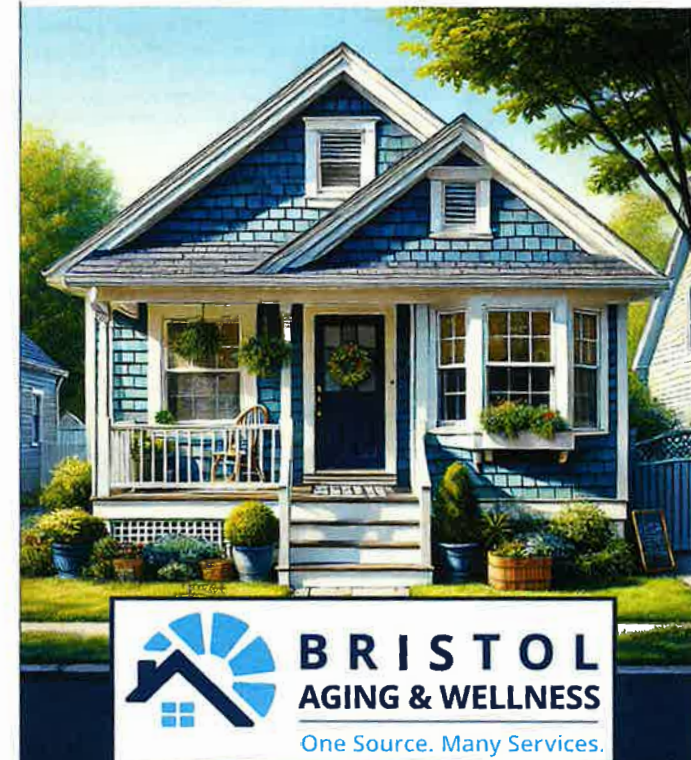
Primarily serving people in the following communities, although we can search for resources in other areas of Massachusetts:

Attleboro	Freetown	Raynham	Swansea
Berkley	Mansfield	Rehoboth	Taunton
Dighton	North Attleboro	Seekonk	Westport
Fall River	Norton	Somerset	

Bristol's Protective Services unit also serves the following communities: Acushnet, Dartmouth, Fairhaven, Gosnold, Marion, Mattapoisett, New Bedford and Rochester.



1 FatherDeValles Boulevard, Unit 8, Fall River, MA 02723
P: (508) 675-2101 | F: (774) 425-0445 | TTY: 711
www.bristolaging.org



Dedicated to ensuring safety, independence, and dignity at home and within the community.

Attachment N - Agency Brochure

ONE SOURCE.

At Bristol Aging & Wellness, Inc., we offer a wide range of programs designed to support older adults, individuals with disabilities, and their caregivers. From in-home services and care management to community resources and wellness initiatives, our programs are tailored to enhance independence, well-being, and quality of life.

Advocacy & Navigating Care in the Home with Ongoing Risks (ANCHOR)

A highly focused care management and coordination level that provides a more frequent, rigorous, and time intensive delivery of advocacy and other support to older adults with behavioral health needs who are at risk of institutionalization or homelessness due to their inability to accept or retain services.

Caregiver Support

Provides information, support, and linkage to services, at no cost, to the following populations: adult family members or informal caregivers age 18+ providing care to individuals aged 60 or older; adult family members or other informal caregivers age 18+ providing care to individuals of any age with Alzheimer's disease and related disorders; grandparents and other relatives (not including parents) age 55+ providing care to children under 18; and grandparents and other relatives (including parents) age 55+ providing care to adults ages 18-59 with disabilities.



Community Transitions Liaison Program (CTLTP)

Supports any nursing facility resident, aged 22 or older, residing in the Greater Attleboro, Greater Fall River, and Greater Taunton area who is considering transitioning to a community setting. The team, consisting of a Community Transition Liaison and a Care Assistant, assists individuals with a broad range of conditions and needs, inclusive of both short stay admissions and long-term tenure.

Home Care Services

Provides case management and in-home and community support services (such as homemaker service, personal care, laundry service, adult daycare, etc.) to persons 60 years of age or older, who meet functional impairment level, and priority needs guidelines. Persons under the age of 60 with a diagnosis of Alzheimer's disease or related disorders are also eligible.



Information & Referral

Information and Referral provides specialists who are trained in assisting aging adults and adults living with disabilities. These trained staff guide callers through the many aging and disability resources available and to obtain the most relevant and current information.

Long-Term Care Ombudsman Program

Provides advocacy, information and referral, and resolution of concerns and complaints to residents of nursing and rest homes in Greater Attleboro, Greater Fall River, or Greater Taunton. Ombudsman staff and volunteers regularly visit with and advocate for residents.

Money Follows the Person Demonstration Program (MFP Demo)

Provides services that help people with disabilities and older adults to move from qualified nursing facilities and long-term stay hospitals to qualified residences in the community. MFP Demo includes structured case management for 365 days in a qualified community setting following discharge from a nursing facility, chronic disease or rehabilitation hospital, or other qualified facility.

Nutrition Services

- **Congregate Meal Sites** – Serve hot, nutritious noon meals Monday through Friday for individuals aged 60 and over. Meal sites are located throughout Greater Attleboro, Greater Fall River, and Greater Taunton. Kosher meals are available at one site in Fall River.
- **Home Delivered Meals** – Provide nutritionally balanced lunchtime meals to homebound seniors. Meals are delivered Monday through Friday to people of any income who are 60 years of age or older.



One Care Programs

A comprehensive health care plan, available on a voluntary basis to MassHealth members, which covers the services reimbursable under Medicare and MassHealth plus additional benefits not previously covered by Medicare and MassHealth. In the One Care model, the consumer has a personalized Care Team that works together with the consumer to develop a care plan to get the consumer the right services.

For more information about any of our programs, visit our website at www.bristolaging.org or call our Intake Department at (774) 627-1390.

Programs are funded in whole or in part by contracts with or by grants from the Massachusetts Executive Office of Aging & Independence (AGE).
W: www.massoptions.org | P: (800)-243-4636

MANY SERVICES.

Options Counseling

Options Counseling assists people aged 60 or older and people of any age with disabilities. Trained Options Counselors provide resource information at no charge to help a person live as independently as possible in the setting of his or her choice. Consumers and caregivers receive unbiased information about a range of long-term services and supports, as well as information about the resources to help pay for services.



Protective Services

Responds to and investigates reports of abuse, neglect, exploitation, and self-neglect of persons aged 60 and older. Protective Services Workers develop and implement service plans for preventing, eliminating, or remedying abuse. There is no charge for services. Must live in Greater Attleboro, Greater Fall River, Greater New Bedford, or Greater Taunton. To report suspected elder abuse, call the statewide 24-hour hotline (day or night, 7 days a week) at (800) 922-2275.

Senior Care Options (SCO) Programs

A comprehensive health care plan, available on a voluntary basis to MassHealth members, which covers the services reimbursable under Medicare and MassHealth. The SCO program combines health care services and community-based support services. A team of professionals, including a member's primary care physician, nurses, and a Geriatric Support Services Coordinator, work with the member to develop a comprehensive plan of care to meet health and long-term service and support needs.

Supportive Housing

Operates in partnership with the Fall River and Taunton Housing Authorities to provide supportive services to residents. The Fall River Housing Authority site is located at Mitchell Apartments, 2100 South Main Street, Fall River. The Taunton Housing Authority site is located at Caswell Grove, 417 Middleboro Ave, East Taunton. A case manager is on site a minimum of 20 hours per week to provide residents with access to resources and to coordinate services.



Veteran-Directed Care Program

Allows veterans of any age the opportunity to receive services that enable them to remain in their homes and communities. The program offers increased flexibility by allowing a veteran to develop an individual budget and service plan and purchase goods and services that meet his or her needs. Referrals are generated by the Veterans Administration.