

Enhancing, Expanding and Strengthening Home and Community Based Services in Massachusetts using Federal American Rescue Plan Act (ARPA) Funding

Summary of ARPA Request for Information Proposals

Background

On April 16, 2021, the Commonwealth issued a Request for Information (RFI) to gather broad feedback and ideas from the community on how to best utilize enhanced funding available through Section 9817 of the American Rescue Plan Act (ARPA). In response, 98 individuals and organizations submitted a total of 217 proposals across four defined Topic Areas:

- **Topic Area 1:** Access to HCBS services and supports, 71 responses
- **Topic Area 2:** Technology and infrastructure investments to strengthen HCBS, 43 responses
- **Topic Area 3:** Initiatives that provide opportunities to promote HCBS and emphasize high-quality, person-centered care Promotion of HCBS, 28 responses
- **Topic Area 4:** HBCS workforce development, including recruitment and retention strategies, 75 responses

Summary of RFI Proposals

Below is a high-level summary of the 217 proposals organized by submitter.

Organization Name (if applicable)	Brief Summary of Proposal
@Home, a non-profit innovation practice	Provision of Home-Based Comprehensive Primary Care for the most medically, socially high-need MassHealth and/or Medicare members.
1199SEIU	Pandemic Premium Pay & Infection Control Training for MassHealth personal care attendants and the full home care workforce.
2Life Communities	Exploring Clustering of HCBS in Affordable Senior Housing
3LPlace, Inc	Promulgate regulations for Real Lives Law
AARP Massachusetts	Investments in Home Modifications and Assistive Technology
	No Wrong Door Enhancement to Include Navigation of HCBS
	Temporary Medicaid HCBS Provider Rate Increase
Advocates for Autism of Massachusetts	Improve Access to HCBS Services and Supports
	investment in tools that measure use of transportation by members with disabilities
	allowing for waiver services to access remote supports
	Recruitment and training for Autism direct care workers

Organization Name (if applicable)	Brief Summary of Proposal
Advocates Inc.	Rate enhancements and caregiver stipends
Alzheimer's Association, MA/NH Chapter	Expansion of the Dementia Care Coordination Program in Massachusetts
Apex Healthcare Services	Transportation funds given to home care aides and RNs
Association of Developmental Disabilities Providers (ADDP)	DDS Provider Rate Enhancements and Workforce Recruitment and Retention Investments
Association of Developmental Disabilities Providers (ADDP) Association of Developmental Disabilities Providers (ADDP)/Coordinator of the Adult Foster Care (AFC) Advisory Group	Build Technology Capacity of I/DD Community Based Providers
	Support of the Collaborative Proposal for recruitment and retention for human services workforce
	Support of the Collaborative Proposal for Student loan repayment program for human services workforce
	Support of the Collaborative proposal for a marketing campaign around human services careers
	Workforce Development Opportunities for Direct Care Workers
	Provide an AFC Caregiver stipend
Association of Developmental Disabilities Providers (ADDP)/Coordinator of the Adult Foster Care (AFC) Advisory Group Association for Behavioral Healthcare Association for Behavioral Healthcare BAYADA Home Health Care	Build Technology Capacity of AFC Community-Based Providers
	Support for the Collaborative proposals around workforce investment in the human services field
	AFC Workforce Expansion to allow spouse as paid caregiver
	Support for The Collaborative Proposal: Recruitment and retention bonus for Human Services Workforce
	Support for The Collaborative Proposal: Student loan repayment program for human services workforce
	Support for The Collaborative Proposal: Marketing Campaign to increase awareness of HS jobs
	Support for The Collaborative Proposal: Workforce Investments to Stabilize and Expand Access to Intensive Care Coordination (Targeted Case Management) for Children and Adolescents
	Support for The Collaborative Proposal: Workforce Investments to Stabilize Psychiatric Day Treatment Clinical Workforce
	Continued Investment in Technology and Infrastructure to Support Psychiatric Rehabilitative Services
	Direct Care Workforce Recruitment, development and retention
Berkshire Health Systems	Care Management Strategies to Address Food Insecurity and Housing Stability

Organization Name (if applicable)	Brief Summary of Proposal
Berkshire Health Systems Bethany at Home	Medication Therapy Management Program
	Training and Professional Development for Care Management Teams
	State sponsored required training for all home care worker
Brain Injury Association of Massachusetts	Setting up referral, resource and support system for individuals with brain injury, their families, caregivers and professionals electronically
Brain Injury Association of Massachusetts C4 Innovations	Working with Individuals with Brain Injury and Other Cognitive Impairments
	Bonus for workers employed by any waiver program
	Improve knowledge, practice, and policies related to co-occurring behavioral health conditions
C4 Innovations Cardinal Cushing Centers	Training on evidence-based practices
	Mandated racial equity training for HCBS services/providers, including technical assistance, data and evaluation
	Smart Home Capability & Backup Generators
Cardinal Cushing Centers Caregather	Workforce Training
	Increased Access to Transportation: Van & Travel Instruction
	Pilot New Adult Day Care Model that Empowers Home Health Worker & Creates Community for Older Adults
CareTracks	Vendor to procure, train and retain home care and HHA workforce
CCM parents (6 parents submitted similar proposals)	Critical relief and support to CCM families without filled CSN hours
CCM parents (6 parents submitted similar proposals) Center for Living and Working	Build and support a live CSN nursing database accessible to CSN families
	Support for Dignity Alliance proposals
Center for Public Representation	Add 700 MFP-Residential Supports and 300 MFP-Community Living slots
Center for Public Representation Heading Home Inc.	Intensive Outreach to Nursing Facility Residents to offer community services and assist with transition planning
	Fund home modifications, create housing search specialists and create residential service system for elders
	LTC System and Nursing Facility Transformation
	Development workforce initiative for low income earners
Citiblock Health	Procure a vendor to provide care management to FFS dual eligibles
Citiblock Health	Supporting HCBS provider infrastructure to collaborate

Organization Name (if applicable)	Brief Summary of Proposal
Commonwealth Care Alliance	Infrastructure investment to improve data sharing between state agencies and health plans, and between health plans and providers of telehealth devices/plans; provide devices to members for tele-health
Commonwealth Care Alliance Community Servings, Inc.	One-time funds for moving costs for individuals who are homeless or transitioning from a facility; medically tailored meals; caregiver respite, support and education
	Employ strategies from prior MFP Demonstration; identify and engage individuals who are eligible but not enrolled in ICO plans; re-engineer day services in COVID- recovery; invest in assistive technology to prevent SNF admissions
	Develop professional training programs for direct care roles; develop training on best practices in managing direct care workforce; fund training for CHW (waive application fee); bonus pool for organizations meeting retention threshold, PCA directory; funding for CPS and Recovery Coach trainings
	Funding to support additional families being served medically tailored meals
Community Servings, Inc. Connected Home Care	One-time investments for refrigerated delivery vans and technology enhancements
	Home care agency and workforce management system that would provide more visibility for ASAPs and de-identified data analysis for EOEA.
DAAHR/BCIL	Develop a Cash and Counseling pilot program through 1915(j) authority to allow PCA consumers to pay PCAs at a higher rate for hard-to-fill shifts
DAAHR/BCIL Deloitte Consulting	Wheelchair Loaner Program
	Supporting Housing for Nursing Home Transitions
	Rate Increase for PCAs
	Develop Person Centered HCBS Quality Metrics Invest in new "front doors" for consumers, including: (1) single channel to learn about state programs and apply for benefits, (2) a digital front door and investment in remote care technology, and (3) a provider marketplace or directory to help with self-directed care.
Deloitte Consulting Dignity Alliance MA	Invest in IT infrastructure updates, such as cybersecurity and hosting, to enable a digital front door and remote care model for EHS agencies to provide HCBS.
	Use predictive analytics to better understand what programs/services may benefit individuals transitioning from facility settings to the community or wanting to stay in home/in community.

Organization Name (if applicable)	Brief Summary of Proposal
	Expanding HCBS Workforce Efforts to Improve Recruitment, Training, and Retention
	Allow FEW members with income over 300% FBR to pay a premium in the amount over 300% FBR rather than calculating an income deductible
Dignity Alliance MA Valley Collaborative	Add 700 MFP-Residential Supports and 300 MFP-Community Living slots while reducing nursing facility bed capacity by an equal amount
	Create and fund a major home modifications program similar to MFP-CL service, hire 75 housing search specialists and create residential program and oversight for elders
	Provide one-time grants to nursing homes to transform business model and develop residential programs and community services. Provide mentoring grants to agencies able to provide support
	Develop a Cash and Counseling pilot program through 1915(j) authority to allow PCA consumers to pay PCAs at a higher rate for hard-to-fill shifts
	Allow PACE participants to remain on PACE if their income increases and puts them over 300% FBR. This is already in place for waiver participants.
	Building a network of coordinators to counsel NF residents and provide options rather than nursing facility
	Add new services to the Frail Elder Waiver
	Expand access to state funded Home Care programs
	Amend the Community First Trust Fund to require that all FMAP the state earns through the American Rescue Plan to be deposited into this fund
	Fund a study by a qualified entity to evaluate the Long Term Services and Supports in Massachusetts
Valley Collaborative Maxim Healthcare Services	Support Staff training and capacity to provide Telehealth to consumers, as well as training, devices, and internet access for consumers
	Establish an initiative to connect the ASAP network with appropriate Admission Discharge Transfer (ADT) notification systems to improve care coordination between HCBS providers and health care systems.
	Increase rates for direct care workforce
	Continue rate enhancements for CBDS providers throughout PHE, pay stipends for "internships" for those seeking employment and pay incentives to employers. Lift ASD funding caps.
	Provide technology and internet for families and provide technology infrastructure and pilot money for creative projects to providers
	Pay family caregivers of CCM families
	Pilot program for integrated day services for day habilitation participants

Organization Name (if applicable)	Brief Summary of Proposal
Maxim Healthcare Services Disability Law Center	Fund pilot program to provide integrated day programming for participants of Day Hab. Use info to restructure the program
Disability Law Center Elara Caring	Pilot program for integrated day services for day habilitation participants
	Support for MCH and DAAHR's proposal
	Value based purchasing in Home care
Elara Caring Massachusetts Adult Day Services Association	Home Care workers coordinate SDoH for high need clients
	Quality Incentive Vital Access Provider Pool
	Ensuring Access to Adult Day Health Services
Massachusetts Adult Day Services Association Guidehouse	Adult Day Health Workforce Development & Retention
	Expanding HCBS, MFP, and Addressing the Digital Divide
Habilitation Assistance Corp	Enhanced rates to support day habilitation providers to recruit and retain its workforce
	Technology availability for persons served at a day habilitation center
	Guaranteed transportation services availability for day habilitation participants
	Increased Opportunities for Nursing Home Residents to access day habilitation services
HCBS Solutions LLC	Investment strategies
Home Care Aide Council	Incentives to get Home health care aides to return to work
Home Care Alliance of Massachusetts	Develop online training for Home Health Aides, media recruitment campaign and nursing preceptor program
Home Care Alliance of Massachusetts Home for Little Wanderers	Supplemental fund to pay home health care agencies to support workforce training infrastructure and technology for families in home to support telehealth
	Develop online training for Home Health Aides, media recruitment campaign and nursing preceptor program
	Home Care workers coordinate SDoH
	Improvement/purchase of cloud-based infrastructure and purchase of provider hardware
Home for Little Wanderers	Media campaign and outreach/collateral contact to community providers and schools
	Recruitment, retention and mentorship of diverse clinical staff
Hebrew Senior Life	HCBS Direct Care Workforce Wage Increase
	Providing Training to Home Care Workers and technology to families
	Build a Home Care Workforce to Meet Growing Demand

Organization Name (if applicable)	Brief Summary of Proposal
	HCBS Workforce Recruitment and Retention Grant Program
Justice Resource Institute, Inc.	Recognition, Hiring & Retention Bonus Direct Care Workforce
Kennedy-Donovan Center, Inc	retention/bonuses to staff
Kennedy-Donovan Center, Inc Kinto	Marketing campaign and transportation services
	enhance tech capacity for staff
	Provide Kinto (Alzheimer's and Dementia Care Coaching App) to MassHealth Members
Kinto LeadingAge Massachusetts	Update Kinto (Alzheimer's and Dementia Care Coaching App)for Spanish Speakers
	Using Kinto to Help Caregivers Identify Helpful Resources
	Pilot to Inform Sustainability of Supportive Housing Financed by Health Plan Pool
Lift and Care Systems, Inc.	Funding for home accessibility adaptations
Mass Home Care	Affordable Housing as a service: Personal Care Homes & ALR
Mass Home Care Massachusetts Assisted Living Association	Training & Technology Support to Older Adults
	Consumer Direction added as a service in FEW & Geriatric Mobile Crisis Intervention (GMCT) for Older Adults
	Early Onset ADRD pilot waiver
	<u>Initiative to Stabilize the Home Care Aide Workforce</u>
	Temporary GAFC Rate Increase
Massachusetts Association of Health Plans	Enhancing Peer Workforce to support BH needs associated with isolation and loneliness
Massachusetts Association of Health Plans Massachusetts Association for Mental Health (MAMH)	Investing in Technology for Telehealth and Home Monitoring Devices
	Nursing Home Transition Program
	Funds to support transitions to the community from a NF
	Behavioral Health Enhancements to Strengthen Crisis and Community-Based Services, Address SDOH and Improve Infrastructure
Massachusetts Council for Adult Foster Care	Technology access for AFC families
Massachusetts Council for Adult Foster Care Massachusetts Early Intervention Consortium	investment to AFC providers and families
	Funds to sustain, support EI providers

Organization Name (if applicable)	Brief Summary of Proposal
Massachusetts Society for the Prevention of Cruelty to Children, on behalf of the Children's Mental Health Campaign (CMHC)]	items to address children's BH boarding issue
Massachusetts Society for the Prevention of Cruelty to Children, on behalf of the Children's Mental Health Campaign (CMHC)] MassNAELA	funds to incentivize BH ped workforce Pilot development of IECMH Centers of excellence - infant/early childhood workforce Add MCPAP for early childhood mental health (IECMH) and FC Creation of statewide TA center for school BH services Expand income eligibility for Waiver/PACE members with income over 300% FBR
MassNAELA MassPACE, Association (MassPACE, Inc)	Extend PETI to PACE Several proposals to expand access to PACE (including support for other submissions)
MassPACE, Association (MassPACE, Inc) Mental Health Association, Inc	Access to technology for PACE participants, embedding PACE or PACE like services in housing, investing in orgs to provide medical and social transportation, expand and adapt PACE centers Promotion of PACE and HCBS in Massachusetts General support for rate increases for HCBS direct work staff After-Injury Support, Recovery support, and Vocational Re-Entry Support for Individuals with Brain Injury
Mercy Adult Day Health of Westfield	Funds to lease a vehicle to transport member to ADH center
Mercy Adult Day Health of Westfield Neuro-Rehab Management, Inc.	Marketing safe and available ADH services Funds to allow ADH to hire additional transportation staff Funds to allow ADH to build out, and hire staff Case Management for individuals with Acquired Brain Injury (ABI) living in the community
New England Health Care Contractors	Establishing Statewide Non-Emergency Medical Transportation System
Nizhoni Health Systems	Rate increases for home health
Nizhoni Health Systems	Supplemental rate increase to subsidize cost of PPE for provider staff and for Home Health recipients

Organization Name (if applicable)	Brief Summary of Proposal
Nonotuck Resource Associates	Rate adjustment to allow for HHA staff to work from home
	AFC caregiver COVID stipend
Nonotuck Resource Associates Partners HealthCare at Home	Pay for internet access and iPad for AFC caregivers and members who need access.
	sign on and retention bonuses for AFC care givers
	Allow spouses to serve as AFC caregivers.
	Rate Add-ons and enhancements
Public Consulting Group LLC	Targeted efforts to transition individuals from institutions to community
	Increase Enrollment in self-direction
	Add employer budget authority to the Frail Elder Waiver
	Create a 1915(k) to increase FMAP
	Develop a 1915(i) for behavioral and mental health services
	Remote supports and monitoring technology
	Enterprise Case management technology roadmap
	Comprehensive Critical Incident management services, data analytics, Enhance oversight and site visits
Partners HealthCare at Home Patient Centered Medical Care	Increase recruitment and retention while integrating technology into the system of care
	Building a new cohort of home care workers and using technology to support families in the home
	Building a Home care Workforce to meet growing demand
	HCBS Workforce Development, Recruitment, and Retention Grant Program
Funding for Physicals & Salaries	
Reliable School Medical Transport	Provide funds to allow for purchase of transportation management software
Resources for Human Development	recruitment/ retain staff
Resources for Human Development Road to Responsibility	Technology to help monitor meds, support individuals in homes
	\$5M investment in high speed internet and Wi-Fi hardware. \$100M investment in day and res program rates
SEIU 509	training increase pay for HBCS workers
Seniorlink	Enhancing FEW Service Delivery to Benefit Caregivers of People Living with Alzheimer's and Dementia
Seven Hills Community Services	Building Technology Infrastructure
	Continued 5.25% Day Support Add Ons for ALTR Programs

Organization Name (if applicable)	Brief Summary of Proposal
Seven Hills Community Services St Camillus ADH	Increased support for relationship building and increased use of adaptive technology
	Workforce recruitment and retention
	Increased access to ADH in rural areas
St Camillus ADH Tempus Unlimited	ADH/SNF partnerships
	State funded staffing collaboration across the healthcare continuum
	One time bonus for AFC caregivers who provided care during PHE
Tempus Unlimited The Arc of Greater Plymouth, (The Arc of Plymouth and Upper Cape Cod, DBA	Smartphones and tablets supplied PCA Consumers
	Recommend continued enhanced rates for day and for ALTR to cover staff during the day to care for individuals at home during the day. Also shared living caregiver supports and rate increases so direct care staff can be paid a higher hourly wage and direct care staff can get a bonus to reward them for their dedication during the challenging past year.
The Arc of Greater Plymouth, (The Arc of Plymouth and Upper Cape Cod, DBA The ARC of Massachusetts	Mandated racial equity training for HCBS services/providers, including technical assistance, data and evaluation
	Additional Investments in Family Supports and In Home Supports- \$97M
The ARC of Massachusetts The Arc of the South Shore	Investing in Supportive Technology for all DDS supported individuals to help them maximize independence, improve quality of life and achieve cost savings.-\$4.7M
	A committee and social media public information awareness campaign to promote community inclusion of individuals with ID/DD- \$750K
	Increase to all direct care staff who support individuals with ID/DD by 11% in FY22. \$322M
	Rate increases to go to AFC and shared living providers and staff to pay for respite, in home supports or any other supports the caregiver or individual need.
The Arc of the South Shore The Collaborative	A Hero Bonus and a Recruitment bonus
	retention of qualified staff
The Collaborative UCP of MetroBoston	Student loan repayment
	marketing campaign to recruit workforce
	Technology to Improve Service and Integrity in Community based programs
UnitedHealthcare Community Programs	Expansion of HCBS Services and Supports
	Expand access to technology to members

Organization Name (if applicable)	Brief Summary of Proposal
UnitedHealthcare Community Programs Upham's Corner Health Committee	Support training in HCBS workforce and establish PTO for HCBS workforce
	Providing training and technology to Uphams Health Care employees and members
Upham's Corner Health Committee Viability, Inc.	Provide career ladder, uniforms and ESL classes to HHA workforce
	Provide tablets and caregiver portal to AFC homes
Viability, Inc. Victory Human Services	Retention payments to AFC caregivers
	Investment to recruit/retain HHA, short term rental assistance
Vinfen	Community Connecting and Health and Wellness
Vinfen WCI - Work	Support for ADDP proposal
	Support for ADDP proposal
	Support for ADDP proposal
	Investments in Technology, Transportation and Workforce
WCI - Work WORK Inc	increase day rate and supports for workers/families
	increased tech support
	Salary equity for residential programs
WeCare 365	Increase caregiver stipend to AFC caregivers

Note: Certain responses were excluded because they included MassHealth member information that could be considered protected health information (PHI)