



# HouseWorks

## Dedicated to the Continuum of Care

Presented By  
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Enhancing Patient Outcomes Through  
Integrated Services

## HouseWorks at a Glance

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### Company Overview

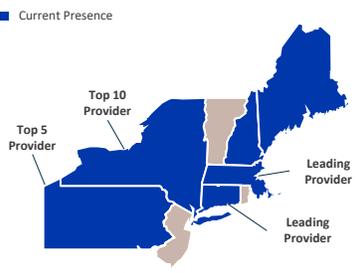
At HouseWorks, we're more than just a leading personal care company – we're a team dedicated to providing compassionate, high-quality care to Medicaid and private pay clients across the Northeast. Our mission is to empower individuals to live independently and safely at home, supported by our exceptional caregivers and innovative technology.

- **A People-First Approach:** We take pride in our best-in-class caregiver recruitment and retention (with a ~70% retention rate) because we know that great care starts with great people.
- **Smart Technology, Better Care:** Our proprietary technology platform, HouseWorks HUB, helps serves as system of record across all business functions and enables data-driven decision making.
- **Seamless Growth & Integration:** Our proven playbook makes HouseWorks a leader in bringing together strong home care organizations, with systems that drive workflow and efficiency.
- **Beyond Home Care:** We invest in ancillary services like home-delivered meals (PA), laundry services (MA), adult day health (NY), and caregiver training schools (NY & MA).
- **Strong & Trusted Partnerships:** With 125+ payor contracts, we have long-standing relationships that help us deliver quality care to more people.
- **A Culture of Growth & Innovation:** Since 2022, we've successfully integrated six acquisitions, strengthening our ability to provide best-in-class care across the Northeast.
- **Led by Experience, Driven by Passion:** Our leadership team brings deep industry expertise, using data and innovation to shape the future of home care.
- HQ: Woburn, MA | Founded: 1998



### Geographic Footprint

■ Current Presence



### Key Statistics

18,000+ Caregivers	25,000+ Clients
~70% Caregiver Retention	

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## HouseWorks Overview



### Personal Care Snapshot

- **Geographical Coverage:** PA, NY, CT, MA, NH, ME
- **Service Mix:** 95% Medicaid and 5% Private Pay
- **Dementia Documented in Care Plan:** ~50% of all clients
- **Average Hours of Weekly Care:** ~30 hours (Medicaid & Private Pay)
- **CMS GUIDE Model Partner**

### Comprehensive Service Offerings

- Personal Care
- Homemaking
- Companionship
- Live-In Care
- Supportive Home Health Aide
- Heavy Chore
- Laundry Services
- Meal Delivery

### Supporting Families & Clients Living with Dementia

- **Personalized Care Model**  
Every client is paired with a dedicated Case Manager who builds a personalized care plan from day one
- **Coordinated Support**  
Leveraging internal and external (via payor partners) Case Managers serve as the go-to resource for families, offering guidance, reassurance, and timely updates
- **Expert Oversight**  
With Clinical and/or Social Work backgrounds, our Case Managers ensure safe, consistent, and proactive care
- **Engagement & Well-being**  
Our goal is to help seniors living with dementia stay connected, feel safe, and experience meaningful moments every day

### Training & Resources

- **Caregiver Training:** Homecare Pulse and Alzheimer's Association resources
- **Care Plans:** Focused on structured routines and medication management
- **Dementia Care Kits:** Supporting dementia care with practical tools for families and Caregivers
- **GUIDE Model Program:** A nationwide CMS care model that offers structured, team-based dementia care delivered in the home or community
- Leveraging additional services & vendors such as Vesta (remote system monitoring), Remo Health, Advanced Wellness Pharmacy, Alzheimer's Association, & PERS devices

### 2025 Expansion Plans

- Southern NH, South Shore, Portland ME

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## HouseWorks' Companies



Our Journey started in Greater Boston, where we pioneered an innovative Case Manager model to guide families through the complexities of aging.



Since then, we've expanded across Massachusetts and into New Hampshire, Maine, Connecticut, Pennsylvania, and New York, and our commitment to quality has grown with us.



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The HouseWorks Family of Companies

## We've Got You Covered



*45 million hours of  
care over the past  
3 years*

## Dedicated to the Continuum of Care

### Comprehensive Support Across the Care Journey

- **Clinical & Case Management Oversight**  
RN-supported care coordination ensuring the safety, quality, and continuity across care settings
- **Chronic Disease Support**  
Ongoing in-home assistance for individuals managing complex and long-term conditions
- **Hospice Supportive Care**  
Compassionate non-medical support that complements hospice services and supports families
- **CMS GUIDE Program Care Provider**  
Specialized in-home support for those individuals living with dementia and their care partners
- **Medicare Waiver & Alternative Funding Support**  
Experience working alongside waiver programs and community-based funding models to keep individuals safely at home

## Understanding the CMS GUIDE Program



### A NEW MODEL FOR DEMENTIA CARE

**GUIDE** stands for Guiding an Improved Dementia Experience, a groundbreaking initiative launched by CMS to improve care for people living with dementia and support their family caregivers

#### What is the GUIDE Program?

- A nationwide CMS care model that offers structured, team-based dementia care delivered in the home or community
- Designed to reduce caregiver burnout and avoid unnecessary hospitalizations, and enhance quality of life for patients living with dementia
- Participants receive comprehensive services, including care coordination, respite services, caregiver education, and access to community-based supports

#### Who is Eligible?

- The patient must have a documented dementia diagnosis
- Is enrolled in traditional Medicare Part A & B (No Medicare Advantage Plans)
- Is NOT currently on hospice or a skilled care resident (short term stays are OK)
- Note: VA Patients, Dually Eligible Medicaid Patients, Memory Care & Palliative Care Patients can be eligible.

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## Benefits



### All the Benefits Without the Burnout



Your own dementia-trained nurse who reaches out for regular phone/video check-ins to monitor health



24/7 access to your care team



72 hours of paid respite care annually for qualifying families (see below)



Care coordination with existing doctors, specialists, medical equipment suppliers, etc.



Medication review



Family support, education, and 1:1 coaching



Management of other chronic conditions (diabetes, cancer, heart disease, etc.)



Referrals to community resources

...And more!

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## What Services Are Included?



- Personalized Care Plans – Tailored to medical, behavioral, and social needs
- Care Navigation – Regular check-ins from a dementia care coordinator
- 24/7 Support Line – For caregivers to access guidance anytime
- Education & Training – For Caregivers on managing dementia symptoms, safety and stress
- Respite care- 72 hours per year to relieve family caregivers (18 – 4-hour visits)
- Annual Renewal- Participants can renew services every year

### Why It Matters to Families

- Caregivers get help, not just instructions. GUIDE provides hands-on support, not just referrals.
- Stability for loved ones. People living with dementia receive consistent care, reducing confusions and crises
- Peace of mind. Families know they have a team helping them make decisions and navigate challenges.

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At HouseWorks, our longevity, clinical oversight, and participation in the GUIDE program reflect our commitment to being a true partner in the continuum of care – supporting families, and footer alignment for CMSNE



At HouseWorks, care doesn't end at discharge – it continues at home.



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Thank you for the important work you do everyday to support patients, families, and communities.

We're proud to partner with you in strengthening the CONTINUUM OF CARE

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