

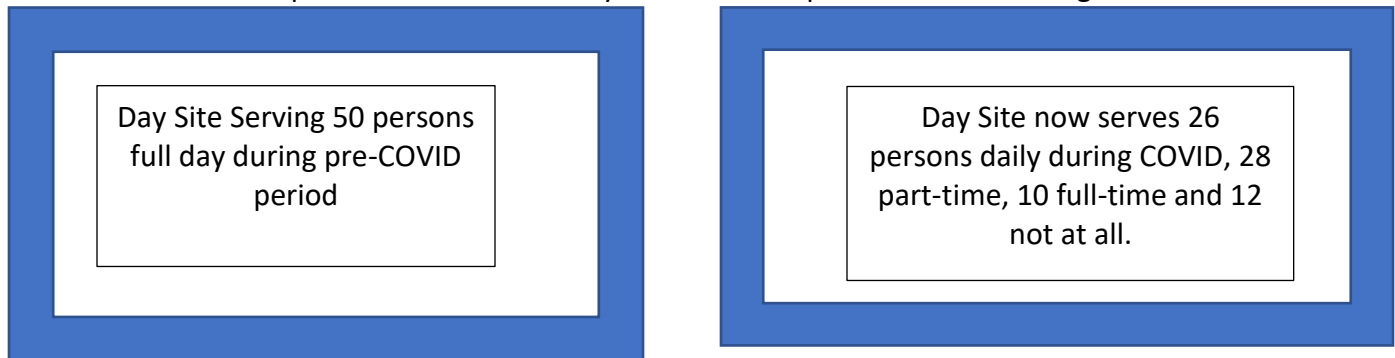
# COVID Impact on Day or Day Habilitation Services & Individuals

The Arc of Massachusetts

January 24, 2022



Comparison of Estimated Day Site Numbers pre-COVID and during COVID.



The state provides a rate that is intended to cover the following general day site expenses.

<u>Expenses</u>	
Staffing – Pay and Benefits	General Program Supplies
Occupancy costs	PPE, tests and COVID related supplies
Clinical costs	Program management and regulatory

With COVID, increased costs came into play:

- staffing (smaller rooms, managing separate spaces, etc.)
- health/safety costs—PPE, cleaning of building, vans, increasing airflow, etc.

Therefore, the accommodations that helped agencies went into these increased costs and partially addressing losses in revenue due to reduced attendance (less attendance = less billing).

Accommodations billing: In this example, program X has attendance or utilization at 52% now. If we add the 30% impact from state billing increases (accommodations), the day programs are reimbursed just below 68% of its expenses. This doesn't include the additional COVID costs. This explains why some programs closed their doors, and there continues to be limited growth – as agencies were not able to pay enough to address the workforce shortage. During this year, the state revised rates in day and employment programs to increase the salary benchmark average for direct support staff to \$16.79 per hour. But it's still not enough.

## Impact on Persons Served and Families

Separate from the program impact, individuals and family caregivers are dealing with isolation and 24/7 support needs. In this example, there are 12 persons with no day services (24% of participants) - typically these individuals have health issues or high support needs and services. Of those remaining, 28 persons are served part-time, while 10 attend full time. As stated above, several individuals have high support needs, but the lack of workforce has precluded them from being included. Supports have not been adequate to reach many of these families and while some have been able to withstand this long disconnection from any assistance they are struggling to hang on after these many months. If this site had 2.5 additional staff, it could bring back the 12 people not served.