



## Testimony in Support of

### LD 636, An Act to Authorize the Department of Health and Human Services to License and Ensure the Quality of Personal Care Agencies

April 10, 2023

Senator Baldacci, Representative Meyer, and members of the Joint Standing Committee on Health and Human Services, my name is Jeff Johnson. I am a resident of Manchester and I serve as the Vice President of Home & Community Based Services for Bridges Home Services and Spectrum Generations. We are also a member of the Home Care & Hospice Alliance of Maine.

Bridges Home Services is a registered personal care agency located in Augusta, which provides more than 125,000 hours per year to recipients of PSS services throughout the State.

I'm here today to testify in support of LD 636, An Act to Authorize the Department of Health and Human Services to License and Ensure the Quality of Personal Care Agencies.

Personal care agencies, such as Bridges, assist those that need support with Activities of Daily Living (ADLs) including eating and mobility; as well as more intimate care such as bathing, dressing and toileting.

Licensing standards can help to ensure that personal care agencies are staffed with qualified and competent caregivers who have the necessary training and experience to provide safe and effective care. Standards that also require background checks and criminal history screening for employees can help prevent abuse or neglect of MaineCare's vulnerable population choosing to receive care in their home.

Increased oversight through licensure would:

- Help ensure that personal care agencies are staffed with qualified and competent caregivers who have the necessary training and experience to provide safe and effective care.
- Prevent the spread of illness or disease among clients and staff through health and safety protocols.
- Protect clients from fraudulent or unethical practices by personal care agencies. The establishment of clear guidelines for billing, documentation, and other business practices can help to prevent agencies from overcharging clients or engaging in other unethical behaviors.



Members of the Home Care & Hospice Alliance of Maine request that their registered PCA members be invited work with Licensing and Certification in the development of quality measures, personnel qualifications, training and other critical components of this bill.

Together, I believe we can establish measurable, meaningful standards for personal care agencies designed to ensure MaineCare beneficiaries receive safe, high-quality care from qualified and competent caregivers.

Thank you for the opportunity to speak in support of this important legislation. I welcome any questions that you have.

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