



Ascentria In-Home Care  
261 Sheep Davis Road, Suite A-1, Concord, NH 03301  
603.224.3010 | [ascentria.org/in-homecare](http://ascentria.org/in-homecare)  
*Formerly Lutheran Social Services of New England*

Good afternoon, Mr. Chairman and members of the Committee. My name is Amy Moore. I am the Director of Ascentria In- Home Care, which provides personal care services for close to 400 people through CFI—the Choices for Independence Program.

Over 2,500 Granite Staters depend on CFI. These are low income, medically vulnerable individuals ages 18 to 100 who qualify for nursing homes, but who choose to remain in their own homes. The CFI program has been underfunded for years and the provider network is rapidly deteriorating. At Ascentria we have over 400 consumers throughout the state of New Hampshire and are turning away approximately 20 cases a month because we cannot staff them. Individuals can go to work at places like Market Basket, Walmart or McDonalds and receive a higher wage.

I've never worked at Walmart or McDonalds, but had very similar jobs while I was putting myself through college. I can imagine that when an employee calls out or there isn't staff for a position at one of these places it creates a hardship for other employees, maybe a customer has to wait in line a few extra minutes. Do you know what happens when there isn't a personal care service provider (PCSP) to go into a home? It means an individual might end up in bed all day, soaked in their own urine. It means an individual won't eat or drink that day. It means an individual won't make it to an important medical appointment or treatment, because there is no one to take them.

A year and a half ago I suffered a traumatic brain injury. Thanks to an amazing neurologist, physical therapist, occupational therapist, vision therapist and speech therapist, I have recovered better than anyone had expected. The scariest part of my accident was not the blackouts that would come in the weeks following my fall, or the fact that I kept forgetting my daughter's name. The scariest part was the realization that if I hadn't recovered the way I did, as a single parent with no family close by I would most likely need CFI services. Would I be one of the 20 each month that no one can staff? At 37 years old, would my only option be a nursing home?

It costs the State about \$17,500 per year to provide care for a CFI client at home, compared to more than \$56,000 for a nursing home. CFI is a good investment.

Our clients want to be at home, but they will not be able to if we don't do something about this underfunded, deteriorating program.

In closing, I would like to extend an invitation to you. Come out on the road with me; meet these individuals who rely on these services- these constituents.

Thank you for the opportunity to speak.

A handwritten signature in black ink that reads "Amy Moore".

Empowering People. Strengthening Communities.

