

State Wide Housing Accessibility and Safety Consultant
Proposal for Services
Healthy Homes of New England LLC
July 14th 2014

Attn: Christopher M. O'Neill
Developmental Disabilities Services Division
Department Aging and Independent Living
103 South Main Street- Weeks Building
Waterbury, VT 05671-1601

The Organization and its Mission

Healthy Homes of New England LLC is a regional home remodeling company that combines 25 years in health care with 30 years of homebuilding experience. The owners Christopher Boucher, Heather Boucher and Krishna Maples have put their expertise together to offer home safety evaluations, property modifications and accessibility upgrades for the disabled and elderly throughout the state of Vermont. Although Healthy Homes is still dedicated to performing home renovations of all types this segment of the business has a mission to “help people, families and our society by offering services that sustain a maximum level of community based independence for as long as possible”. This mission and our expertise are perfectly in line with that requested in the proposal for a “Statewide Housing Accessibility and Safety Consultant”.

We have found that the need to include the home as an integrated part of an individual’s health care plan is long over due. Vermonters aged 65 and over currently sit at 15.7% of the population and are slated to grow between 5-8% in the next 7 years. The current occupancy rate of the 3,160 nursing home beds is at 85% and more nursing home level Vermonters are staying at home due to a desire for independence and cost. The total state wide cost for institutional living is approximately \$260 million half of which is paid by Medicaid and half is paid by private sources. The average cost per month for assisted living or nursing home residency is between \$3,000.00-\$7,000.00.

Although these financial numbers are impressive staying at home comes with its fair share of risks and costs. Vermont falls constitute 20,000 ER visits and 2,000 hospitalizations annually. 4 out of 5 of these falls are at home and the 65 plus group are 10X higher in prevalence than any other demographic. The average cost per fall is between \$9,000.00-\$18,000.00 making the total cost to Vermont between \$180-\$360 million dollars and nationally \$54.9 billion. Of these costs government agencies are responsible for 78%. Cost aside many falls experienced by seniors come with the immediate and critical challenge of figuring out how to manage their living arrangements with new injuries and higher intensity of care is needed. More over many of these falls are preventable through simple education and basic home modification. In this case an ounce of prevention is truly worth a pound of cure.

Experience and Credentials

The services we currently provide to achieve our mission include; community based fall and injury prevention program for seniors; written residential and public space evaluations for clinicians, families and public/private agencies; specific and actionable recommendations for home safety and accessibility upgrades; competitive estimates for the needed work based on current industry standards; provision and installation of all needed accessibility/safety equipment; construction services for accessibility housing utilizing universal design.

As an organization the competencies obtained to offer these services include a combined 30 yrs experience in the building trades; certifications in safety, quality management and home modifications; Masters Degree in Nursing with emphasis on community based safety and rehabilitation management; detailed and in depth study of the Americans with Disabilities Act's Accessibility Standards; and In depth consultation and building experience with both public and private application of those standards. In addition to these specific areas of experience generally we also have in depth competency in computer based literacy, scheduling, legal compliance, quality management, administrative organization, curriculum design and teaching. Based on the mission of the organization, our experience and credentials we believe that Healthy Homes is a perfect candidate to achieve the objectives of the given proposal.

Proposal

The following proposal is based on specifications in the documents received by the State of Vermont. Unless otherwise specified all items found in the RFP are considered acceptable and offered under the blanket of this document:

"The Contractor must have knowledge of Vermont building codes, housing and building safety standards, ADA accessibility standards and general knowledge of individuals with disabilities, developmental disabilities and older adults. The Contractor will be expected to:

1. Schedule, coordinate and complete a minimum of one hundred and twenty five (125) housing accessibility and safety checks with DDSD/ASD funded service provider agencies throughout Vermont for the contract year.
 2. Contact a provider agency within a week of receiving a request for a housing safety or accessibility inspection to schedule an inspection. Contractor shall provide consultation and materials to agency staff and developmental/adult family care home providers prior to visits. The housing safety and accessibility inspection will be completed within one month of initial contact, unless the Contractor and the service agency requesting the inspection agree to other arrangements in writing. Contractor will provide a copy of this written agreement to the state when submitting the invoice for the inspection.
 3. Perform all housing accessibility and safety inspections in accordance with DDSD/ASD Housing Standards Checklist and DDSD/ASD Accessibility Standards Checklist, Attachment G and Attachment H respectively, and applicable codes.
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4. Provide home providers, physical therapists and others, with basic accessibility modification design recommendations, which comply with DDSD/ASD Housing Standards Checklist and DDSD/ASD Accessibility Standards Checklist.
5. Perform follow up housing accessibility and safety checks of homes and sites which fail to meet established standards per DDSD/ASD Housing Standards Checklist and DDSD/ASD Accessibility Standards Checklist, within one (1) week of being notified of the mitigation of the factors that caused a failure on the original check.
6. Prepare written reports and submit reports to the State in an electronic format specified by the State for each home and site housing safety and accessibility check performed, within fifteen (15) days of initial and/or follow up inspection.
7. Meet with State staff as required by the State to manage the performance of the housing accessibility and safety checks required pursuant to this contract. The Contractor will also be available for regular consultation and advisory contacts with State personnel and agency staff throughout the year to discuss findings of housing safety and accessibility inspections, possible variances and will be available to provide technical assistance as needed.
8. Provide at least one, four-hour training per year with additional periodic trainings to the DDS, TBI and CFC provider agency staff as required by the State. Contractor shall administer a written learning assessment to attendees. To ensure effectiveness of training, Contractor will ensure that 85% of the attendees are be able to list 5 or more housing safety and accessibility standards which must be met during a housing accessibility and safety check. Records of training attendee's achievement of the learning objectives shall be documented and the records will be maintained by the Contractor."

(O'Neil; 2014)

Billing and Financial Commitment

The maximum allowable amount for a minimum of 125 evaluations has been set at \$69,432.00 equaling a maximum payment of \$555.45 each. This figure includes a return visit when mitigation is needed as specified below. This price is agreeable to Healthy Homes of New England and its officers but a contingency will need to be applied in the event the minimum numbers of evaluations are exceeded.

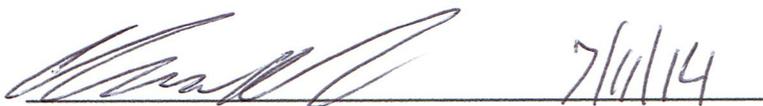
A log of mileage will be kept along with time spent on each evaluation. The time will include the assessment and administrative work. Mileage will be calculated at \$0.65/mile and the hourly fee will be assessed at \$65.00/hr. These figures will be considered in the event the minimum 125 assessments are exceeded. Prior to the 126th evaluation the total value of all time and mileage to date will be calculated. If in excess of the total contract amount of \$69,432.00 no additional fee will be billed for previous work but negotiation for additional funding will need to occur for the work to continue that year. If the figure is below the contractual amount that will be applied to any assessments in excess of 125 until which time it is exceeded. Any training needed to organizations or individuals will also be billed with the same model utilizing time and mileage as a guide.

Administrators of the program will base billing on two options as chosen. The first approach would be lump sum payments benchmarked at a predetermined number of assessments valued at \$555.45 each. The second option would be direct invoicing after assessments are completed based on the above-mentioned amounts for mileage and hourly fees. Once terms are set insurance certificates will be provided with DAIL named as additionally insured based on specifications. Currently amounts are held at one million combined single limit commercial auto, four million general aggregate and 2 million general occurrences.

Structure and Personnel

As an organization, we are already set up to perform these types of evaluations. Currently two of the three owners and two personnel are credentialed to perform them. Credentialing includes training in ADA guidelines and related experience. Of the four that perform evaluations; one has a Masters of Science in Nursing with ample training in code and ADA standards; one is a safety officer, quality manager with certification in home modifications, one has a PhD in physical therapy; and the other is an occupational therapist. Requests for evaluations currently come in either email, fax or telephone. We respond to these requests within 48 hours and schedule the evaluations within 2 wks. For the purpose of this proposal line item 2 above will be followed. We are working with DAIL, MFP, Transitions II, Council on Aging, workers compensation organizations, the VNA and have many private clients following this same process. We are looking forward to expanding this service as outlined in this document.

I, Christopher P. Boucher, as an executor and owner of Healthy Homes of New England LLC certify that all articles in this document are acceptable and binding:



Christopher P. Boucher

July 10, 2014

Christopher O'Neill
Agency of Human Services
Department of Disabilities, Aging and Independent Living
103 South Main Street
Waterbury, VT 05671-1601

RE: Christopher Boucher, RN
Dba Health Homes of New England

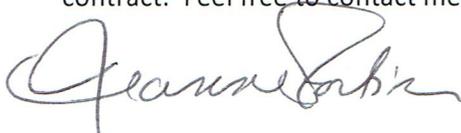
Dear Mr. O'Neill:

I am writing to provide you both a personal and professional reference for Christopher (Chris) Boucher whom I have known for over six years. I first met Chris in 2008 when I joined the staff at Grace Cottage Hospital as the Vice President of Patient Care Services/Chief Nursing Officer. At that time Chris was working full-time as a staff nurse in the Emergency Department. Chris was (and still is) an excellent nurse with strong clinical, technical and critical thinking skills. He worked well with other members of the health care team and was well liked by his patients. Over the next few years Chris was promoted to the position of Director of Nursing with oversight for both the Inpatient Care Unit and the Emergency Department. In this capacity he was responsible for the clinical care rendered to our patients and ensuring that we were in compliance with both State and Federal (CMS) regulations and standards. The vast majority of our inpatients are elderly and have come to Grace Cottage for short term rehab following a debilitating illness or injury, or are post joint replacement.

Nursing is a second career for Chris. Formerly he worked in the construction industry and ran his own business. It was not surprising to me that Chris chose to leave the hospital and open a new business – one that would combine both his loves – taking care of people and building things. Working with our patients Chris saw firsthand the challenges they faced as they recovered and prepared to go home – frequently at a lower functional level prior to their illness/injury. He started Healthy Homes of New England as a way to help people assess their needs and modify their homes to accommodate their physical limitations. As a nurse, Chris can assess and identify the person's needs and as a builder, make the required modifications to their home.

On a personal note, I have hired Chris to do some work in my own home. His work is of very high quality. He stayed within the quoted budget, showed up when he said he would and finished on time.

I understand that he is seeking a Vermont State contract to perform housing accessibility and safety inspections of 24 hour residential support homes and disability service agency community support sites. Given his background, his strong work ethic and professionalism, I highly recommend him for the contract. Feel free to contact me if you desire any additional information.



Jeanne Fortier
802-258-7848



Richard Meyer, MD
725 Route 63
Westmoreland, NH
03467
(603) 399-4908

To Whom It May Concern:

RE: Reference – Healthy Homes, Christopher Boucher, Heather Boucher

This letter is confirming my recommendation for Healthy Homes to perform housing accessibility and safety inspections of 24 hour residential support homes and developmental disability services agency community support sites.

I have known Christopher Boucher since 2011. I have worked with him at Grace Cottage Hospital where I have been Chief Medical Officer. Chris worked as the Director of Nursing overseeing the ER, and inpatient unit.

Christopher is a dedicated, hard working focused individual. Chris has excellent skills with project and quality management. He was dedicated to improving patient safety and providing the highest quality healthcare. Our patient population is focused on the elderly and rehabilitation here at Grace Cottage and he has worked directly with improving our patient outcomes.

I have known and worked with Heather Boucher in The Quality Department at Grace Cottage Hospital since 2011. She has worked in Infection Control, Facility Safety, Patient Safety, Performance Improvement and Utilization Review at Grace Cottage Hospital since 2009 and has been a dedicated employee here since 1996. She is certified in Quality and Infection Control. Heather has accepted multiple responsibilities and has performed exceptionally well in all of the above roles.

Healthy Homes is an important resource to Vermont's elderly and disabled population. The knowledge and skill of carpentry and building experience Chris brings to the company, with the added medical backgrounds, truly makes this a unique and important business for the population it serves.

For any further discussion, please do not hesitate to call me.

Sincerely,

A handwritten signature in blue ink that reads "Richard Meyer". The signature is fluid and cursive, with the first name "Richard" being larger and more prominent than the last name "Meyer".

Richard Meyer, MD
Chief Medical Officer
Grace Cottage Hospital

July 9, 2014

Christopher O'Neill
Department of Disabilities, Aging, and Independent Living
103 So. Main St.
Waterbury, VT 05671-1601

Dear Mr. O'Neill,

I work for Transition II and coordinate Flexible Choices – a Choices for Care option for individuals who wish to have more flexibility in how they use their Long Term Care Medicaid funding. Our participants meet high/highest level of care and have wide ranging needs in order to stay safe, healthy, and independent in their homes.

We have had the opportunity to work with Chris Boucher and Healthy Homes of New England several times over the last 9 months. Chris and his team have done simple jobs for our participants such as installing crucial grab bars and organizing clutter to ensure safe walking space to more complex jobs such as installing chair lifts and wheelchair accessible showers.

When we send Chris a referral, he is very prompt to get back to us or get in touch with our participants whichever the case may be. The aspect of Healthy Homes of New England that I appreciate and value even more than their promptness is their attention to our clients' environment. Their care and knowledge about people with disabilities and the aging population allows them to see how our clients fit into their environment and what will make it safer. They have a unique ability to evaluate the whole situation beyond just the job they are doing and make recommendations to make the space even more accommodating.

The feedback we have received from our participants about Healthy Homes has been very positive. We hear that in clients' homes the Healthy Homes team is friendly, respectful, knowledgeable about the client's specific needs, and thorough.

I was very excited about the prospect of using Healthy Homes of New England from the first time I heard Chris Boucher share about his business and vision at a Medicaid Waiver

Team meeting in Brattleboro a year ago. They have not disappointed me. I have no doubt that any housing accessibility and safety inspection they perform on an existing or potential support home will be done with care, knowledge, and thoroughness.

Sincerely,

A handwritten signature in black ink that reads "Michelle Brannan". The signature is written in a cursive, flowing style.

Michelle Brannan

Flexible Choices Coordinator