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| --- | --- |
| **SUBJECT:** Alternatives to Agency-Based Home Care  | **DATE:** 10/19/2021 |
| **TARGET AUDIENCE:** Social case workers and case managers  | **REFERENCE NUMBER:** NA |
| **TYPE:** [x]  **NEW** [ ]  **REVISIONS:**  | **REVISION DATE:**  |
| **PURPOSE:** Provides guidance to social case workers and case managers regarding alternative home care options for individuals that are deemed eligible for Medicaid LTSS waiver services AND are unable to find a home care provider to meet their needs. Note, some of the services listed below may be available for non-LTSS consumers as well. This document is for internal use only.  |
| **CHANGES SINCE LAST REVISION:*** N/A

**DOCUMENTS/ASSOCIATED RESOURCES:*** [Rhode Island HCBS Reference Guide (06/15/2021)](https://eohhs.ri.gov/partners/pcoc)
* [Service Options Quick Reference Guide (06/15/2021)](https://eohhs.ri.gov/partners/pcoc)
* [DHS LTSS Program Change Form (09/24/2021)](https://eohhs.ri.gov/sites/g/files/xkgbur226/files/2021-10/ltss-change-form-with-cover-page.pdf)

**ATTACHMENTS:** * Attachment 1: RIALA Non-Member Assisted Living Residences Directory (see page 17 of this policy)
* Attachment 2: PERS Provider Directory (see page 18 of this policy)
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**Overview:**

The purpose of this document is to support social case workers and case managers to identify alternative home care options for individuals that are deemed eligible for Medicaid LTSS waiver services AND are unable to find a home care provider to meet their needs. This document includes two types of community resources:

1. *Alternative settings*: Services that can be offered in combination with, or as an alternative to agency-based home care.
2. *Ancillary services*: Additional community resource options that are meant to stabilize the individual until they can obtain home care services. These services are not meant to replace home care services.

Role of social case workers and case managers regarding communication of alternative home care options:

1. Present alternative home care options to individuals during regular check-in calls. This document includes information in the Rhode Island HCBS Reference Guide and Service Options Quick Reference Guide but is developed specifically to support social case workers and case managers who are working with individuals deemed eligible for Medicaid LTSS waiver services AND are unable to find a home care provider to meet their needs.
2. Make direct referrals to programs and/or services (if applicable).
3. Continue to monitor and support individuals as they wait for home care services.

**Figure 1. Alternative Home Care Options (Alternative Settings/Service Delivery)**

| **Service Option & Description** | **Consumer’s Circumstances and Preferences** | **Other Factors to Consider** | **Service Availability & Eligibility Criteria** | **How to Help Consumer Access Service** |
| --- | --- | --- | --- | --- |
| **Living Arrangement** | **Has Caregiver** | **Preferences or ‘Wants’** | **Special Needs** |
| **Adult Day Services**: Adult day services offer care and companionship during daytime hours. At the end of the day, you return home. * You can have a meal and enjoy recreational activities; adult day centers are a safe place to meet new people and enjoy the company of others.
* You can get help with medication, health, and personal care services while you are there.
* Services are offered weekdays and some weekends.
* Special programs are often available for individuals with dementia.

**Contact Information:** * Phone: THE POINT at (401) 462-4444
* Website: <https://www.leadingageri.org/adultdayhealth>
 | Home-based. Lives alone or with someone else.  | Yes, but caregiver is not available during the day.No. May need arrangements for nights and weekends. | Maintain/go home.Social interaction and activities. | Dementia care provided by some.Supervision during the day. | Has caregiver on some nights and weekends.Transportation to and from typically provided.Most take Medicaid. Also available to private pay. | Open, no restrictions.Most centers are accepting new consumers. Consumers eligible for EAD Medicaid LTSS. | Provide consumer with list of local Adult Day Centers: <https://www.leadingageri.org/adultday>. Centers can enroll consumers directly – no prior authorization is needed.Adult day services can be combined with homecare. |
| **Assisted Living**: Assisted living residences (ALRs) provide on-site, 24-hour services including: personal care, homemaker and chore services, medication management, therapeutic, social and recreational activities, and health-related transportation. Individuals may have to pay for room and board & any add-on services they select (for example, cable) from their own resources. The amount a certified ALR can charge for housing each month is capped. **Contact Information:*** Phone: THE POINT at (401) 462-4444
* Assisted Living Residence Directory
	+ [RIALA\_Member\_Directory](https://riala.memberclicks.net/assets/docs/Resources/riala%20color%20directory%20members%20april%202017.pdf)
	+ [RIALA\_NonMember\_Directory](#RIALA_NonMember_Directory)
	+ Note: ALRs highlighted in yellow are waiver providers and take LTSS consumers.
 | Hospital dischargeHome-based or boundUncertain | Not needed. | Some social interactionPreserve independenceApartment-like setting | Dementia care provided by some.2 meals per day.Medical transportation. | Aid for room and board:* SSP for SSI & SSI lookalike
* VA aid & attendance for Veteran/ spouse

No continuous skilled care required. | Available to consumers on Medicaid LTSS, but there are limited rooms available. Many of the Assisted Living Residences in the state are private pay only. | Provide consumer with a list of local ALRs that accept Medicaid (see ‘Contact Info’). *Note that consumers need to apply directly with the facility.*Refer to the appropriate CAP agency for further assistance: <https://oha.ri.gov/what-we-do/access>. |
| **RIte@Home** is a Shared Living program for adults who cannot live alone and require a considerable amount of help with activities of daily living (ADLs). A RIte@Home agency can help you find an appropriate caregiver (relative, friend or neighbor). **The caregiver cannot be a spouse or legal guardian**.**Contact Information**:* Phone: [Caregiver Homes of RI](http://www.caregiverhomes.com/for-professionals/home-care/care-for-elders/states/rhode-island) at (401) 473-2160 or [Seven Hills RI](http://www.sevenhills.org/) at (401) 229-9700.
* Website (Fact Sheet): <https://eohhs.ri.gov/sites/g/files/xkgbur226/files/2021-03/RIte%20%40Home%20Fact%20Sheet.pdf>
 | Home-based. Owns or lives in household of another. | If YES, caregiver can be a provider if not a spouse.Other family member, friend or person selected by agency may be a provider. | Own home or interested in living in home of anotherSome independenceInterest in self-directing care | Medication managementPersonal careSupervision available 24/7Transportation | Has potential shared living caregiver or is interested in finding shared living caregiver in the community. | Available to consumers on Medicaid LTSS - no limits. Enrollment is lengthy process but should be sped up if consumer is already LTSS eligible. | Complete [DHS LTSS Program Change Form (09/24/2021)](https://eohhs.ri.gov/sites/g/files/xkgbur226/files/2021-10/ltss-change-form-with-cover-page.pdf)  |
| **I/DD Self-directed**: People who are eligible for Intellectual/ Developmental Disabilities (I/DD) Self-Direct and live independently can also self-direct their support services. Services include community-based supports, employment assistance, transportation, and goods and services, ranging from communication devices to licensed therapies. I/DD self-direction allows people to choose their own schedule, types of services, and rate of provider pay and hire, manage, and direct training of their care provider. **Contact Information**:* Phone: Contact Department of Behavioral Healthcare, Developmental Disabilities and Hospitals (BHDDH) at (401) 462-3421.
* Website: <https://bhddh.ri.gov/>
 | Home-based | If YES, caregiver could be provider. | Own home or home of anotherInterest in self- directing own care. | Medication managementPersonal careSupervision available 24/7Transportation | May obtain day and/or employment supports | Variable. Depends on SIS tier.Must be clinically eligible through BHDDH and financially eligible for LTSS. | Provide consumer BHDDH’s contact information. |
| **Independent Provider** **(IP) Program**: An option for people living in their homes who meet clinical/functional criteria for Medicaid LTSS, want to self-direct their care but do not want to manage their budget. Certain clinical criteria apply. People in IP receive homemaker and personal care services. IP allows people to: * Select their personal care aide (PCA).
* Control their service schedule.
* Pay PCA a flat rate
* Receive case management & assistance with PCA.
* **The Caregiver cannot be a spouse or legal guardian.**

**Contact Information:*** Phone: Contact [Seven Hills Rhode Island](https://www.sevenhills.org/) at (401) 229-9700.
* Website: <https://www.eohhs.ri.gov/Consumer/ConsumerInformation/Healthcare/LongTermServicesandSupports/IndependentProviderProgram.aspx>
 | Home-based | If YES, family member or friend could be Personal Care Attendant (PCA) as long as not spouse or legal guardian.If NO, must select IP from registry or find someone else on their own. | Remain/go homeInterest in directing own care BUT NOT in managing budget or wages. | May not be appropriate for some medically complex folks | May choose PCA from registry if consumer doesn’t have someone in mind.If consumer has PCA, PCA must complete IP training and accept flat rate set by state. | Available to consumers on Medicaid LTSS.  | Complete [DHS LTSS Program Change Form (09/24/2021)](https://eohhs.ri.gov/sites/g/files/xkgbur226/files/2021-10/ltss-change-form-with-cover-page.pdf)  |
| **Personal Choice (PC):** Is an option for people living in their homes who meet clinical/functional criteria for Medicaid LTSS. The available services include personal care, homemaker, self-directed goods and services, and other supports provided by agencies in the community. Allows people to: * Select their own personal care aide (PCA) and train them
* Choose their service schedule
* Manage their budget and determine wage paid to PCA
* Receive case management and assistance with PCA

**Contact Information for the Service Advisory (SA) Agencies (3 options):*** [AccessPoint RI](https://accesspointri.org/) at (401) 941-1112 ext. 104; Email: <https://accesspointri.org/>
* [TriCounty Community Action](https://tricountyri.org/) at (401) 351-2750 ext.3; Email: <https://tricountyri.org/>
* [Seven Hills Rhode Island](https://www.sevenhills.org/) at (401) 229-9700; <https://www.sevenhills.org/programs/personal-choice/>
 | Home -based | If YES, family member or friend could be PCA as long as not spouse.If NO, must find someone else on their own.The SAs will not help the individual identify a PCA.  | Remain/go home.Interested in self-direction AND managing budget and wages, |  | Must be able to self-manage care | Open to everyone who is LTSS eligible, no restrictions  | If consumer has no preferred agency, refer to Linnea Tuttle (linnea.tuttle@ohhs.ri.gov). Linnea will refer consumer to a PC agency.If consumer has a preferred agency, refer to SA. SA will refer consumer to PC agency. |
| **Veteran Administration (VA) Homemaker and Home Health Aide Care**: Provides home health aides who visit a veteran’s home as needed to provide help with activities of daily living.**Contact Information:*** Phone: (401) 273-7100, ext. 6101
* Website: <https://www.providence.va.gov/>
 | Home-based | If YES, service array is adjusted.If NO, higher priority. | Remain homeImmediate services | PTSD is a specialty | Must be veteran | Open, but variable. Facing similar shortages of PC workers. | Consumers should contact VA directly.  |
| **Rhode Island Veterans Home (RIVH)**: Provides nursing and domiciliary care to eligible wartime veterans to improve a veteran’s physical, emotional, and economic well-being.**Contact Information:*** Phone: **(**401) 253-8000
* Website: <http://www.vets.ri.gov/includes/benefits/counseling/rivh.php>
 | Congregate care based | If NO, an alternative to nursing facility care. | Congregate care with other folks | Some skilled care | Must be a veteran with honorable discharge and 90+ days active service during wartime. | Medicaid eligibility is not required. | Provide consumer contact info. Consumer to complete Veteran’s Home application: <http://www.vets.ri.gov/Documents/RIVH%20Updated%20App.pdf>  |

**Figure 2. Key Ancillary Services to Support High Risk Consumers Seeking Home Care Services**

*Note: These services are extra services and are not meant to replace home care services.*

|  | **Situational Key Factors to Consider** |
| --- | --- |
| **No Caregiver** | **Lives Alone** | **Home Modifications Required** | **Food Supports Needed** | **Medication Administration Needed** | **Dementia** | **Caregiver Experiencing Stress** | **Self-Neglect and/or Abuse** |
| **Meal Delivery Service** | **X** | **X** |  | **X** |  |  |  |  |
| **Personal Emergency Response Services (PERS)** | **X** | **X** |  |  |  |  |  |  |
| **Adult Day** |  |  |  | **X** | **X** | **X** |  |  |
| **OSCIL** | **X** | **X** | **X** |  |  |  |  |  |
| **White Cross RX** | **X** |  |  |  | **X** |  |  |  |
| **CareBreaks** |  |  |  |  |  | **X** | **X** | **X** |
| **Local Senior Centers** | **X** | **X** |  | **X** |  |  |  |  |

**Figure 3. Alternative Home Care Options (Ancillary Services)**

| **Service Option & Description** | **Consumer’s Circumstances and Preferences** | **Other Factors to Consider** | **Service Availability & Eligibility Criteria** | **How to Help Consumer Access Service** |
| --- | --- | --- | --- | --- |
| **Living Arrangement** | **Has Caregiver** | **Preferences or ‘Wants’** | **Special Needs** |
| **Meal Delivery Service:** Provides home delivered meals to frail, homebound seniors and qualified disabled persons, five days per week.**Contact Information for Meals on Wheels (authorized Medicaid meal service delivery provider):*** Phone: (401) 351-6700 ext.115
* Online Referral form: <https://www.rimeals.org/register-for-meals>
 | Home-based, lives alone or someone with limited ability | If NO, should be a priority | Meals at home |  | Immediate needHealth instability | Available to consumers eligible for Medicaid LTSS Core.  | Caseworker can make a referral for the consumer. See ‘Contact Info’.  |
| **Personal Emergency Response Services (PERS):** PERS is an electronic device that enables HCBS beneficiaries to secure help in an emergency. The system is connected to the beneficiary’s phone and programmed to signal a response center once a "help" button is activated.**Contact Information**: * [PERS Provider Directory](#PERS_Directory)
 | Home-based, lives alone or w/ someone with limited ability | If NO, should be a priority | Remain/go at home |  | Immediate needNot fully ambulatory | Available to consumers eligible for Medicaid LTSS - no restrictions | Caseworker can make referral for consumer. Reach out to PERS provider for their required referral form; see ‘Contact Info’. No prior authorization needed for members enrolled in the following waivers: * Personal Choice
* Core Community
* Habilitation Waiver
* Shared Living
 |
| **Operation Stand Down Rhode Island (OSDRI):** Provideswrap-around services such as food staples, behavioral healthcare and housing stabilization to homeless and at-risk veterans.**Contact Information:*** Phone: (401) 383-4730
* Website: <https://osdri.org/>
 | Homeless; unstable housing | No. | Flexibility in services | Behavioral health careShelter | High Risk Veteran w/ immediate need | Open to all veterans in need, no restrictions.Not based on Medicaid or LTSS eligibility | Consumer should contact OSDRI directly. Provide consumer with contact information. |
| **Elderly Transportation Program (ETP**)**:** Provide curb-to-curb transportation for older adults without any other means/access to transportation. This service is offered through a state selected vendor, Medical Transportation Management, Inc. (MTM).**Contact Information:*** Phone: (855) 330-9131
* Website: <https://oha.ri.gov/what-we-do/connect/transportation>
 | Home-based, alone or with someone who cannot drive | If NO and cannot drive, should be a priority | Remain/go home. |  | Immediate need if requires transportation for medical reasons | Available to consumers on Medicaid LTSS - no restrictions | Provide consumer with the contact information so that they can book their rides. |
| **Assistive Technology Access Partnership (ATAP)**: Rhode Island’s ATAP is a statewide partnership of organizations, each with a targeted assistive technology focus, working together to improve access to and acquisition of assistive technology for individuals with disabilities. ATAP’s main initiatives include device demonstration, device loan, device re-use, training, public awareness, collaboration, and information & referral.**Contact Information**:* Phone: (401) 462-7917
* Email: melanie.sbardella@ors.ri.gov
* Website: <https://ors.ri.gov/programs/assistive-technology-access-partnership-atap>
 | Home-based or home like setting | If NO, should be a priority | Remain/go home | Profound hearing or speech deficit  | Immediate need if requires assistance to stay at home | Open to individuals with disabilities on Medicaid. Must have a provider document medical necessity and purchase equipment through a Medicaid provider. | Provide consumer with the contact information. |
| **The Ocean State Center for Independent Living (OSCIL)**: OSCIL provides consumers and their families, service providers, and the general public with information on a wide array of community resources and disability services. OSCIL also offers a variety of assessment, training, and assistance services to enhance, through self-direction, the quality of life of persons with disability and to promote integration into the community.**Contact Information:*** Phone: (866) 857-1161
* Website: <http://www.oscil.org>
 | Home-based living alone or with limited supportHospital dischargeNF transition | If NO, should be a priority | Remain/go home | Limited mobility and/or ambulation | Immediate need if safety issues remaining in residence or moving around residence.Also assists people with vision and hearing issues or any disability. | Open, no restrictions | Provide consumer with the contact information. |
| **White Cross Pharmacy:** Delivers all required medication directly to person’s home in an easy to use and manage roll organized by day.**Contact Information:*** Phone: (401) 726-6200
* Website: <http://www.whitecrosspharmacy.com/Long-Term-Care/cfServicesIntro.cfm>
 | Home-based | If NO, should be a priority | Remain/go home | Multiple complex conditions and medications | Immediate need if medication management is a priority | Open, for Medicaid recipients of all eligibility categories - no restrictions | Provide consumer with the contact information. |
| **Hospice Services:** Supports patients and their families through all stages of illness, providing hospice care, palliative care, home care, and dementia and Alzheimer’s support services and grief support. **Contact Information (6 options):** * Beacon Hospice and Amedisys Company at (225) 292-2031; Website: <https://www.amedisys.com/>
* Continuum Care Hospice at (800) 969-8606; Website: <https://continuumhospice.com/>
* HopeHealth Hospice & Palliative Care at (844) 671-4673; Website: <https://www.hopehealthco.org/>
* Home Health & Hospice Care of Nursing Placement at (401) 728-6510; Website: <https://www.nursingplacement.com/>
* Visiting Nurse Home & Hospice at (401) 682-2100; Website: <https://visitingnursehh.org/>
* VNA of Care New England Hospice at (401) 312-2500; Website: <https://www.vnacarenewengland.org/>
 | Home-basedNF or hospital discharge | If NO, should be a priority | Remain/go home | Palliative care or hospice | May obtain these services in an ALR and other settings as well | Open, no restrictions | Referral typically made by consumer’s physician.  |
| **Rhode Island Hoarding Task Force**: Volunteer group of professionals and community members who work in various fields who have a personal interest in hoarding. The task force seeks to improve outcomes for individuals who hoard and to reduce the catastrophic consequences related to hoarding for residents of Rhode Island. The RI Hoarding Task Force maintains a directory including a wide range of hoarding resources and services.**Contact Information:*** Email: RIHoardingTF@gmail.com
* Website: <http://www.rihoardingtf.ri.gov/>
 | Home-based |  | Remain/go home | Behavioral health | May be required by HHA before services are provided | Open, no restrictions | Provide consumer with the contact information. |
| **CareBreaks**: A short time of rest or relief for the caregivers of a disabled child, adult, or frail elder. Allows the unpaid caregiver down time while the person they are caring for continues to receive care from qualified individuals. **Contact Information:*** Phone: (401) 421-7833 x 212 Monday – Friday, 8:30 a.m. – 4:30 pm
* Website: <https://d2y1pz2y630308.cloudfront.net/5523/documents/2015/11/CareBreaks-flyer-English-rev-3-19-13.pdf>
 | Home-based | Yes | Remain at home with help from natural supports |  |  | May have a waiting list. Call for information. | Provide consumer/ family member with contact information. They will need to apply directly. |
| **Senior Centers**: Senior & resource centers offer an array of educational and recreational opportunities that help people thrive. Services and resources include volunteer opportunities, recreation, group activities, counseling, information and referral, continuing education, and other support services for seniors. Most locations also provide hot lunches, outreach, transportation, and health services.**Contact Information:*** Phone: (401) 462-3000
* Website: <https://oha.ri.gov/what-we-do/connect/senior-resource-centers>
 | Home-based |  | Social interaction with othersHot lunches |  |  | Open to seniors regardless of health care eligibility. | Provide consumer with contact information. |
| **Medically Complex – EOHHS Office of Community Programs**Medically Complex referrals are for individuals being case managed by workers in DHS or DEA. The individual is someone who has significant medical needs who may have a need for a nurse to advocate for and assist in working to obtain the needed services to stabilize the medical condition.**Contact Information:** * Phone: (401) 462-6278
* Email: Linnea.Tuttle@ohhs.ri.gov
 | Home-based | If NO, should be a priority | Remain/go home | Multiple & complex medical issues | Immediate need if absence of services poses risks | Open, no restrictions | Refer to OCP, using the ‘Medically Complex Form’ on RI Community Supports Management (CSM) website, under ‘OCP Referral Form’: <https://www.ricsm.net/CSM/>  |
| **Program of Comprehensive Assistance for Family Caregivers**Provides caregiver education and training; mental health counseling; travel, lodging, and financial assistance when traveling with the Veteran to receive care; a monthly stipend, access to health care benefits through the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA), and at least 30 days per year of respite care for the Veteran.**Contact Information:** * Phone: (855) 260-3274

Website: <https://www.va.gov/family-member-benefits/comprehensive-assistance-for-family-caregivers/>  | Home-based | Yes | Remain/go home |  | Must be veteran | Veteran must:* Have a VA disability rating of 70%+
* Need at least 6 months of continuous, in-person personal care services

Caregiver must:* Be spouse, child, parent, stepfamily member or extended family member of the Veteran, or
* Someone who lives full-time with the Veteran
 | Provide consumer contact info. Consumer to complete Application for Family Caregiver Benefits (VA Form 10-10CG): <https://www.va.gov/family-member-benefits/apply-for-caregiver-assistance-form-10-10cg/introduction>  |

**ATTACHMENT 1. RIALA Non-Member Assisted Living Residences Directory**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Community** | **Address** | **City** | **Phone** | **Fax** | **Contact** | **Association Membership** |
| Darlington Assisted Living Center I | 123 Armistice Blvd | Pawtucket | 401-725-2400 | 401-724-8722 | Melissa Sanford | None |
| Darlington Assisted Living Center II | 56 Maynard St | Pawtucket | 401-725-0700 | 401-724-8240 | Melissa Sanford | None |
| Darlington Memory Care | 1081 Mineral Spring Ave. | N. Providence | 401-728-8500 | 401-722-4705 | Margaret Bubis  | None |
| Darlington Memory Care | 1081 Mineral Spring Ave. | N. Providence | 401-728-8500 | 401-722-4705 | Margaret Bubis  | None |
| Four Seasons Assisted Living  | 1057 Chopmist Hills Rd  | North Scituate | 401-533-8871 |   | Denise Soucie |  |
| Franciscan Missions of Mary | 399 Fruit Hill | N Providence | 401-353-5800 | 401-354-8296 | Stephanie Dyer | Leading Age |
| Jeanne Jugan Residence | 964 Main Street | Pawtucket | 401-723-4314 | 401-723-4316 | Alicia Curtin | Leading Age |
| Pacifica Victoria Court | 55 Oaklawn Avenue | Cranston | 401-946-5522 | 401-942-5582 | Rhoda Smith |  |
| Pacifica Victoria Court | 55 Oaklawn Avenue | Cranston | 401-946-5522 | 401-942-5582 | Rhoda Smith |  |
| St Clare Newport | 309 Spring St  | Newport  | 401-849-3204 |   | Mary Beth Daigneault  | Leading Age |
| St Clare Newport | 309 Spring St  | Newport  | 401-849-3204 |   | Mary Beth Daigneault  | Leading Age |
| Villa at St. Antoine | 400 Mendon Rd | N. Smithfield | 401-767-2574 | 401-767-2581 | Tammy Summiel  | Leading Age |
|  |  |  |  |  |  |  |
| **Color-Coding** |  |  |  |  |  |  |
| Waiver Provider |  |  |  |  |  |  |
| Accepts SSI  |  |  |  |  |  |  |
| Memory Care  |  |  |  |  |  |  |
| Limited Health Services |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

**ATTACHMENT 2. Personal Emergency Response Services (PERS) Provider Directory**

|  |  |  |
| --- | --- | --- |
| **Provider Name** | **Phone** | **Website** |
| Connect America  | (800) 645-3244 | <https://www.connectamerica.com/personal-emergency-response-services/>  |
| Be Safer at Home | (781) 938-7377 | <https://www.besaferathome.com/>  |
| Jewish Collaborative Services/Lifeline RI | (401) 331-1244 | <https://jcsri.org/our-services/lifeline-ri/>  |
| MedScope  | (910) 642-9881 | <https://medscope.org/>  |
| New England Emergency Response Systems | (800) 860-4230 | <http://www.neers.com/main.php>  |
| Nursing Placement | (401) 728-6500 | <https://www.nursingplacement.com/>  |