



COMMUNITY
CONNECTION
HEALTHCARE

2025 COMPANY PERFORMANCE REPORT

OUR MISSION

TO PROVIDE TOP-QUALITY CARE TO OUR CLIENTS — SENIORS AND ADULTS WITH DISABILITIES — HELPING THEM ACHIEVE THE BEST POSSIBLE QUALITY OF LIFE IN THEIR OWN HOME AND TO REMAIN IN THE COMMUNITY.

SUPPORT. CARE. COMPASSION.

We deliver a range of home care services across Massachusetts, focusing on Group Adult Foster Care (GAFC), Adult Foster Care (AFC) and Private In-Home Care. We also provide a personal care needs assessment and assistance with enrollment into MassHealth GAFC or AFC programs to help individuals live independently in their own home. These programs come at ZERO cost to the client.

2025 Focus: Improve Operational Efficiency and Enhance Staff Training

Staff Statistics:

- Direct Care Staff: (41) Direct Care Aides | (7) Clinical (LPN/RNs) | (4) Care Managers | (107) Caregivers
- Management Team: Program Director/CEO | Assistant Program Director & Compliance Officer | Intake Specialist | (2) Area Coordinators | Scheduler | Human Resources Director | (2) Billing Specialists | Contracts Manager/Marketing Manager/Administrative Assistance | Head Care Manager

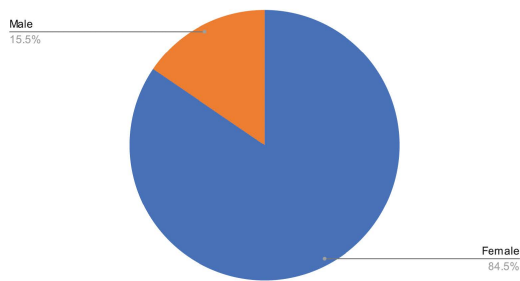
Progress We Are Most Proud of:

- Enhanced Administrative Team and hosted monthly in-person meetings
- Secured membership to CareAcademy (#1 Online Caregiver Training Platform)
- Implemented new billing system
- Recruitment practices and job descriptions improvement
- Joined Home Care Aide Council (HCAC) for state updates and advocacy
- Active member of exclusive state stakeholder meetings representing the industry
- Secured first ASAP contract in the Elder Care Network Southeast
- SCOs – Completed Recredentialing
- New Website Design: Translation Feature, FAQs, Resources, Stakeholder Stories
- Celebrated National Caregiver Month–Nov 2025
- Updated Manuals, Created Emergency Procedures Manual, Request for Services form

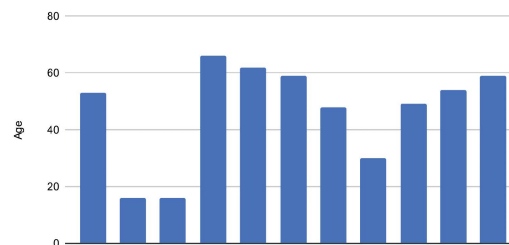


Employee Demographics:

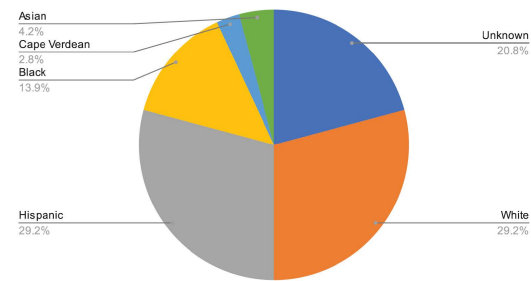
Employees- Gender



Employee Ages

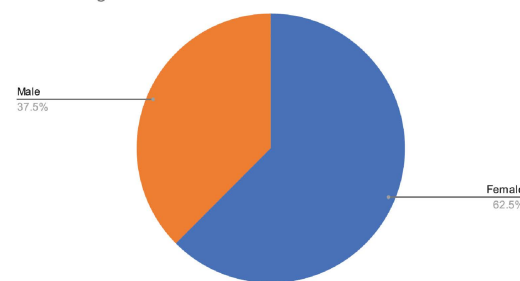


Employees Race

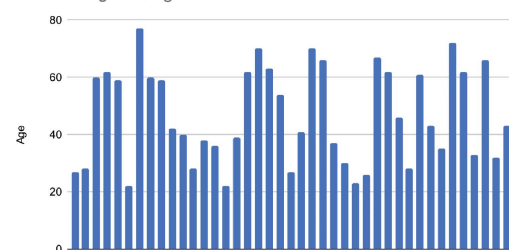


AFC Caregiver Demographics:

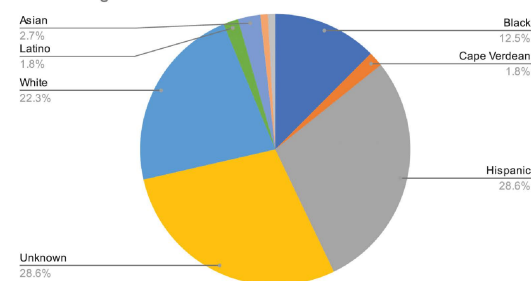
AFC Caregivers Gender



AFC Caregivers Ages



AFC Caregivers Race



Alora Plus Healthcare Software Enhancements



- One of the first in the state to transition from Telephony to Alora CareConnect EVV System
- Implemented Alora Plan of Care Plus for a more holistic view of client
- Updated Critical Incident and Formal Complaint Reporting
- Streamlined Nurse and Care Manager Visit Notes process
- Enhanced Demographics/Cultural Preferences at Intake and MDS

Testimonial from past HHA:

"I am so grateful for organizations like yours to help folks out in the community and it certainly has been a blessing for our family. I really admire everyone that work with people in need as well as those behind the scenes. I've done both and it's often a thankless job. Joseline is great and always so supportive."

- Jennifer

Key Stakeholder Feedback

"The reason why I send referrals to CCH is because I used to work with one of your HHA's in the field. I help clients who are in and out of hospitals and emergency services to get services in their home. When your HHA notified me of what he does, I saw CCH as a good fit for placement for many of my clients to suit them best within the home."

- Jesenia (Jesi) Figueroa
Community Wellness Advocate





Client Satisfaction Survey Results

Email/Text Link - Fall 2025

87% Overall Satisfaction with CCH Service

90% Feel "My Needs/Preferences are recognized by Staff"

97% Feel "Staff Treats me with Respect"

94% Feel "Services are Physically Accessible"

Top Comments:

"I feel much better with the support of CCH"

"I can count on the assistance and service"

"Whenever a problem occurs, they are always there to help me"

Areas for Improvement:

- High turnover of staff – Recruitment and Training
- More Notice of Appointments – Currently 2 weeks with reminders - due to MDS schedules.
- Better communication when an employee leaves or starts CCH – Will improve

Caregiver Satisfaction Survey Results

Email/Text link - November 2025

96% Feel work is meaningful

54% Feel their role is very challenging

84% Feel supported by CCH Staff

73% Are proud of the services we provide

73% Are satisfied with the scheduling system

Areas for Improvement:

- Nurses and Care Managers calling ahead on same day to come early or later. – Our staff see multiple clients in a day and can run ahead or behind schedule – we remind staff to be respectful to client and Caregiver's time.

Client Satisfaction In-Person Survey Results

Hand delivered at Care Manager Visit - December 2025

100% Happy with Services

100% Happy with Scheduling

100% Feel Supported by CCH Staff

Suggestions on how to improve:

"Awesome and You are the best"

"Staff has been very good"

"Excellent nurse. Very good and understanding (Translated)"

Employee Satisfaction Survey Results

Sent May 2025 with reminders for one month

96% Feel work is meaningful

96% Feel supervisor expectations are realistic

85% Are satisfied with the job

69% Feel the pay is average or above average

70% Like employer

63% Feel company is well organized

Top Comment:

"The company is making great strides to become more organized and efficient. Current staff is dedicated and believes in our mission"

Areas for Improvement:

"Better communication and scheduling regarding monthly nurse visits" – This issue was addressed with the staff.

2026 Goals:

- **10% Company Growth** – Build on existing referral sources and secure new referral sources, incentivize employees.
- **Complete SHCA Certifications** for all HHAs
- **Renew CARF Accreditation** - October 2026





CCH STAFF NAME
YOUR PREFERRED LANGUAGE

COMMUNITY CONNECTION HEALTHCARE

Please email completed form to referrals@cchcares.com, FAX to 617-379-3735, or mail to 45 Eastman St; South Easton, MA 02375

CLIENT REFERRAL FORM

AFC	GAFC	REFERRAL DATE	INTAKE DATE
REFERRED BY			PHONE
REASON FOR REFERRAL			

PATIENT NAME			DOB
GENDER	F	M	SSN
			MASSHEALTH #
INSURANCE	MASSHEALTH	BMC	SWH
		CCA	TUFTS
			OTHER
ADDRESS			
STATE: MA	ZIP	PHONE	EMAIL
Is the individual currently receiving any other health-related services in the home (examples include personal care, home health, or skilled nursing services)? YES NO			
If yes, what services is the individual receiving (please describe)?			
If no, has the individual enrolled in, applied for, or requested services from any other program?			
YES NO If yes, please describe:			

DIAGNOSIS

PCP INFORMATION	LAST PHYSICAL DATE	LAST OFFICE VISIT DATE
NAME	NPI#	
ADDRESS/SUITE/FLOOR		
STATE: MA	ZIP	PHONE/EXT.
		FAX

EMERGENCY CONTACT			
NAME			RELATIONSHIP TO APPLICANT
ADDRESS			
STATE: MA	ZIP	PHONE	EMAIL

CAREGIVER INFORMATION			
NAME			RELATIONSHIP TO APPLICANT
ADDRESS			
STATE: MA	ZIP	PHONE	EMAIL