



Date

Dear FirstName LastName,

Thank you for recently connecting with [ASAP name] to complete a referral to the Massachusetts Home Care Program. We appreciate the time you took to speak with us and complete the screening process.

Every applicant of the Home Care Program is categorized by their priority level on a scale from 1-4 depending on need and supports in place. Those categorized as Priority Level 1 have the highest level of need, and the lowest level of support at home.

Based on your screening results, you have been placed in **Priority Level 4**, which means you have some support at home from a caregiver or loved one, but you still **need help with meal preparation**.

Right now, due to a very high demand for Home Care services, there is a waitlist for applicants who are categorized as Priority Level 4. That means you won't start Home Care services right away, but we're **still here to help**. There are **alternative programs** available and designed to help you with meal preparation. We can connect you right away with the **Senior Nutrition Program**, which offers home-delivered or community meals. And there may be additional local food and meal programs available in your area. Our agency is ready to connect you with these resources right away.

#### What Happens Next:

- Included in this packet is a list of local food resources.
- We will call you to help connect you with the alternative services that can assist you immediately.
- We will also follow up with you once a month via phone call to check in and update you on your status in the Home Care Program.

If your needs change at all and you need more support, please call us back and we can re-screen you and potentially move you to a higher priority level and move you off the Home Care waitlist.

We understand that waiting for services can be difficult, and we truly appreciate your patience and understanding. We are dedicated to getting you connected to alternative services to support your nutrition needs. If you have any questions, or if your needs change at any time, please don't hesitate to contact us at **(617) 277-7416**.

Warm regards,

CaseManager

CaseManagerTitle  
Central Boston Elder Services