



ADULT FAMILY CARE & PERSONAL CARE MANAGEMENT

RESOURCE GUIDE



About NTCN

The Northeast Transition Collaborative Network (NTCN) was created in response to gaps in communication and collaboration between school districts, agencies/providers, young adults, parents/caregivers, and community groups. NTCN hosts monthly virtual sessions about adult services and opportunities in the community as well as quarterly professional development opportunities for educators on topics related to person-centered transition, and workshops for families/caretakers around the person-centered planning process.

About This Guide

This guide was created by the Community Resource Center at Northeast Arc. We recognize that not every program on this topic may have been highlighted here. Services and programs are constantly changing. This is meant as an overview of services available to people in Northeastern Massachusetts. We may update these resource guides periodically; if you know of a resource that can be highlighted here, please reach out to us at CommunityResourceCenter@ne-arc.org.

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**NORTHEAST
TRANSITION
COLLABORATIVE
NETWORK**

Long Term Support Services Comparison

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<https://ne-arc.org/long-term-support-services/>

The Northeast Arc's Long Term Supports site has a chart that compares Adult Family Care and Personal Care Management programs. The tool can help families decide the appropriate option for them and their loved one.

Adult Family Care Resources

Adult Family Care (AFC), or Adult Foster Care, is a program that supports older adults or individuals with disabilities by placing them in a family home with a trained, paid caregiver (who can be family or non-family) to provide 24/7 care, help with daily activities, and offer companionship in a home-like setting. The caregiver receives a tax-free stipend from MassHealth.

Adult Foster Care Regulations

<https://www.mass.gov/doc/adult-foster-care-regulations/download>

The full text of the program regulations for Adult Foster Care Providers in Massachusetts.

Adult Foster Care Provider List

<https://massafc.org/provider-list.php>

A list of agencies in Massachusetts that offer the Adult Family Care program.

Guidelines for Medical Necessity Determination for Adult Foster Care (AFC)

<https://www.mass.gov/guides/guidelines-for-medical-necessity-determination-for-adult-foster-care-afc>

The MassHealth Guidelines for Medical Necessity Determination (Guidelines) are used by MassHealth's reviewing clinicians to determine the medical necessity of prior-authorization requests submitted by providers.



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Adult Family Care (AFC) Providers

Northeast Region Coverage:

Adult Foster Care of the North Shore

<https://www.adultfostercarens.com/>

Advocates

<https://advocates.org/services/adult-family-care>

All Care

<https://allcare.org/adult-foster-care/>

Beyond Independent Living

<https://beyondindependentliving.com/adult-foster-care-massachusetts/>

Communitas

<https://communitasma.org/services/family-support/>

Incompass Human Services

<https://www.incompasshs.org/programs/residential/afc/>

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Northeast Arc

<https://ne-arc.org/services/residential-and-living-supports/adult-family-care/>

Seven Hills

<https://www.sevenhills.org/programs/adult-family-care-ma>

Somerville-Cambridge Elder Services Adult Family Care

<https://adultfamilycare.org/>

*covers *most* of Northeast region

Waystone

<https://waystonehhs.org/community-living-2/>



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Adult Family Care Providers

Essex County:

Viability

<https://viability.org/programs-who-we-serve/#adult-family-care>

Middlesex County:

Charles River Center

<https://www.charlesrivercenter.org/service/adult-family-care/>

Open Sky

<https://www.openskycs.org/services/adult-family-care.html>

Merrimack Valley:

Arc of Greater Haverhill-Newburyport

<https://www.thearcofghn.org/services/adult-family-care/>

*will consider other areas within a 30-minute range from their office



Personal Care Attendant (PCA) Resources Information from MassHealth

The Personal Care Attendant (PCA) Program is a MassHealth, consumer-directed program that allows individuals with chronic disabilities to remain in their homes with the support from a PCA whom they hire directly to assist with activities of daily living.

<https://www.mass.gov/masshealth-personal-care-attendant-program>

Finding a PCA

<https://www.mass.gov/info-details/masshealth-pca-resources-for-consumers#organizations-to-help-you-find-pcas-your-pcm-agency-can-also-provide-other-resources-to-find-pcas>

Legal Assistance

<https://www.mass.gov/info-details/masshealth-pca-resources-for-consumers#organizations-that-can-provide-you-with-legal-assistance>

MassHealth PCA Consumer Handbook

<https://www.mass.gov/doc/pca-consumer-handbook-personal-care-attendant-program/download>

This handbook can be used by MassHealth members and their caregivers to learn about the MassHealth PCA Program. After reading this handbook, you may determine that the MassHealth PCA Program is not right for you. If you are currently using the PCA Program, this handbook will provide helpful information. A personal care management (PCM) agency can provide you with more information and training on how to use the PCA Program. This handbook is also available online at www.mass.gov/masshealth. Click on the link to Information for MassHealth Members.

MassHealth PCA Resources for Consumers-Organizations that can be of assistance

<https://www.mass.gov/info-details/masshealth-pca-resources-for-consumers>

Organizations to help in your role as an employer

<https://www.mass.gov/info-details/masshealth-pca-resources-for-consumers#organizations-to-help-in-your-role-as-an-employer>

PCA's for Complex Care

<https://www.mass.gov/info-details/pca-complex-care>

Information on PCA's for complex care including the steps to be taken and paperwork for complex care tasks to be completed by a PCA.

Personal Care Attendant Workforce Council

<https://www.mass.gov/orgs/personal-care-attendant-workforce-council>

The PCA Workforce Council (PCA Council) serves MassHealth PCA consumers and PCAs through its mission to ensure access to a quality workforce. The council works with other local and state organizations to provide consumers and PCAs with a range of recruitment, training and labor benefits. This site offers information on becoming a PCA and hiring PCAs.



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Personal Care Attendant (PCA) Resources Information from MassHealth

Personal Care Management (PCM) Agency List

<https://www.mass.gov/info-details/personal-care-management-pcm-agency-list>

A list of Personal Care Management agencies across the state of Massachusetts.

Reporting Abuse or Neglect by a PCA or other caretaker

<https://www.mass.gov/info-details/masshealth-pca-resources-for-consumers#organizations-to-help-you-report-abuse-or-neglect-by-a-pca-or-other-caretaker>

Screening Potential PCAs

<https://www.mass.gov/info-details/masshealth-pca-resources-for-consumers#organizations-to-help-you-screen-a-potential-pca>

Other Personal Care Attendant (PCA) Resources

Massachusetts PCA Directory

<https://www.masspcadirectory.org/>

A database connecting PCAs and people who need care at home, this directory offers listings for hiring and becoming a PCA.

PCA Consumer Handbook from Tempus

<https://tempusunlimited.org/wp-content/uploads/2025/09/PCA-Consumer-Handbook.pdf>

The handbook provides information on the MassHealth PCA program, process, and paperwork.

Rewarding Work

<https://www.rewardingwork.org>

Rewarding Work is a searchable database for matching persons with disabilities and personal care assistants looking for work. If your loved one is served by the Department of Developmental Services, contact your service coordinator about a code to access the resource for free.



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Personal Care Management (PCM) Agencies

AgeSpan

<https://agespan.org/solutions/care-options-services/>

Serves Merrimack Valley and Lowell Area, some towns in North Shore

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Northeast Arc Personal Care Management

<https://ne-arc.org/services/residential-and-living-supports/personal-care-management/>

Serves Northeast Region

Northeast Independent Living Program (NILP)

<https://www.nilp.org/personal-care-assistance/>

Serves Northeast Region

Tempus Unlimited

<https://tempusunlimited.org/personal-care-management-pca/>

Serves State of Massachusetts