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APHSA Announces the Kentucky Program of All-Inclusive Care for the Elderly (PACE) as Honoree of the Collaboration Across Boundaries Award

Arlington, VA: IT Solutions Management for Human Services (ISM), an affinity group of the American Public Human Services Association (APHSA), is honored to announce that the **Kentucky Program of All-Inclusive Care for the Elderly (PACE)** has been recognized for their demonstration of **Collaboration Across Boundaries**. This award recognizes the use of technology to support collaboration and integration that crosses traditional program or organizational boundaries. It also highlights innovation and creativity while demonstrating the program's successful, positive results.

As part of the Office of Application Technology Services at the **Kentucky Cabinet of Health and Family Services**, PACE is a vital initiative designed to provide comprehensive medical and social services to eligible participants, enabling them to remain in their homes and communities rather than transitioning to institutional care. "Kentuckians thrive when they have a choice in their community supports. PACE will ensure Kentuckians, and their family members have the support they need to live in a setting of their choice," said Department for Aging and Independent Living Commissioner Victoria Elridge.

Kentucky had managed PACE applications, eligibility determinations, and ongoing participant management through the Kentucky Level of Care System. Although a foundational platform for these processes, it was not optimized for the unique needs of the PACE program nor for the integration required to support seamless participant transitions and ongoing case management. This fragmentation led to duplicative data entry and manual processes, inconsistent participant experience, and barriers to program growth and innovation. The siloed nature of PACE management hindered Kentucky's ability to scale the program, coordinate with similar programs, or introduce new features and enhancements efficiently. Kentucky's Department for Medicaid Services determined that PACE processes and workflows needed to align more closely with those utilized for the Commonwealth's Home and Community-Based Services.

"Now, more Kentuckians have access to programs and skilled services through certified PACE providers that will allow them to continue living in their homes and with the people they love," said Cabinet for Health and Family Services Secretary Eric Friedlander. MWMA, the state's Medicaid Waiver Management Application, already served as the centralized platform for intake, eligibility, enrollment, and ongoing case management for all six of Kentucky's 1915(c) Medicaid Waiver programs, as well as for its Money Follows the Person (MFP) program. MWMA's robust

functionality, including incident reporting, case notes, document management, and real-time data sharing, made it the logical choice for integrating PACE.

The success of the KY PACE program's integration with MWMA demonstrates a scalable model that can be replicated in other states or jurisdictions seeking to modernize their Medicaid waiver and long-term care programs. The approach addresses common challenges such as fragmented service delivery, manual processes, and data silos, making it broadly applicable to similar programs nationwide. End users, including PACE providers in Kentucky, have indicated that MWMA's interface is more user-friendly and easier to navigate than earlier systems.

As Governor Andy Beshear said, "The implementation of this PACE in Kentucky expands health care services available to aging Kentuckians who would otherwise qualify for Medicaid nursing home placement. It provides them with an array of home and community-based services—where most people want to remain anyway—and at lesser costs than a nursing home." The program enables individuals aged 55 and older to "age in place," receiving services in their home and community via a variety of settings, including PACE organization centers, health care facilities, and participants' homes, offering flexibility and person-centered care.

The Collaboration Across Boundaries award was presented during this year's [IT Solutions Management for Human Services \(ISM\) Education Conference & Expo](#), held September 14–17 in Reno, Nevada.

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