

ADSA Long Term Care Services

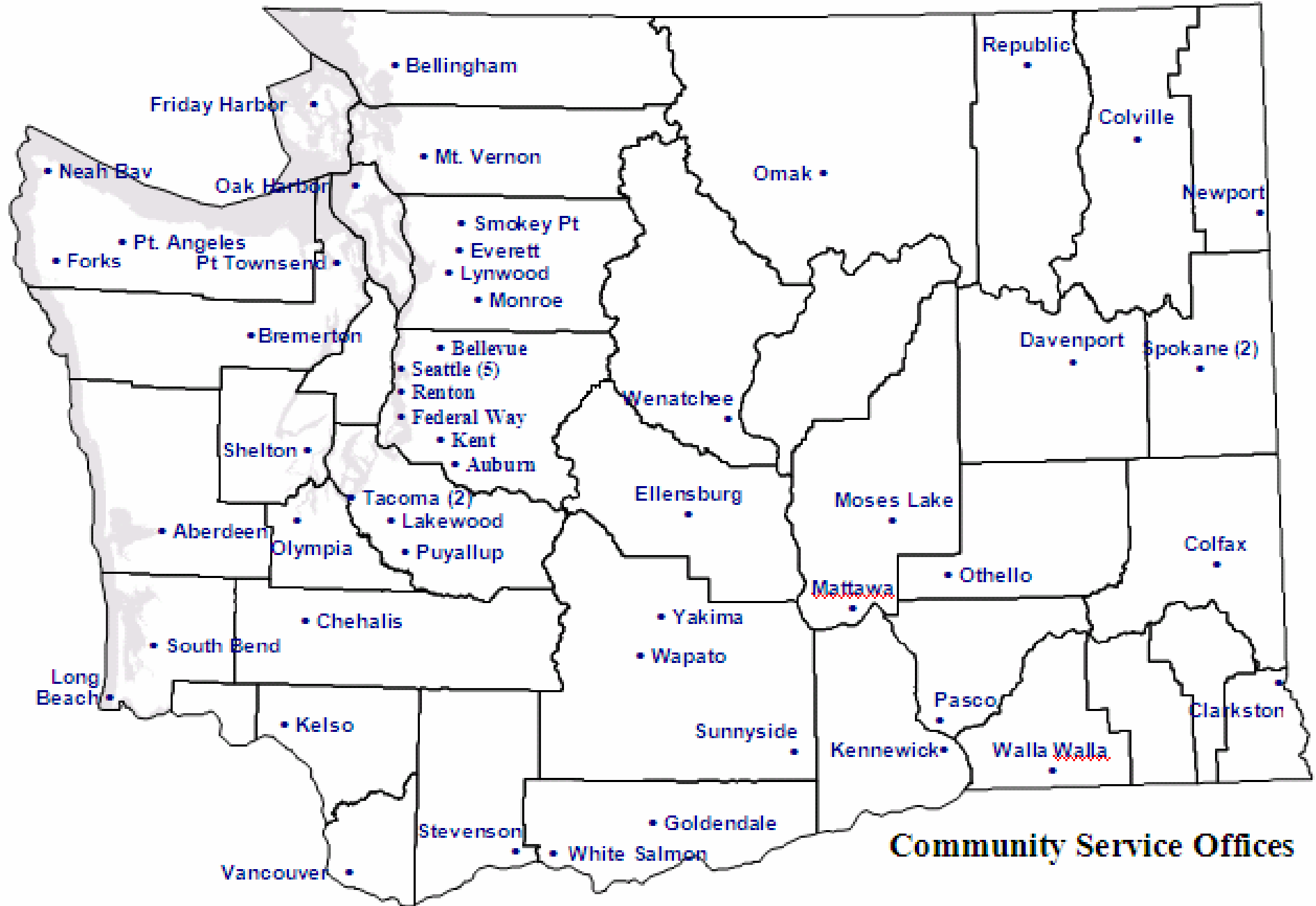
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How do individuals learn about long term care services?

- Senior Information and Assistance
- State Offices (Home and Community Services, Division of Developmental Disabilities and Community Services)
- Provider Network
- ADSA website

ADSA Service Locations

- Home & Community Services
 - 6 regions
 - 40 offices
- Area Agency on Aging
 - 13 Planning Service Areas (PSA)
 - 48 offices
- Developmental Disabilities
 - 6 regions
 - 30 offices



Community Service Offices

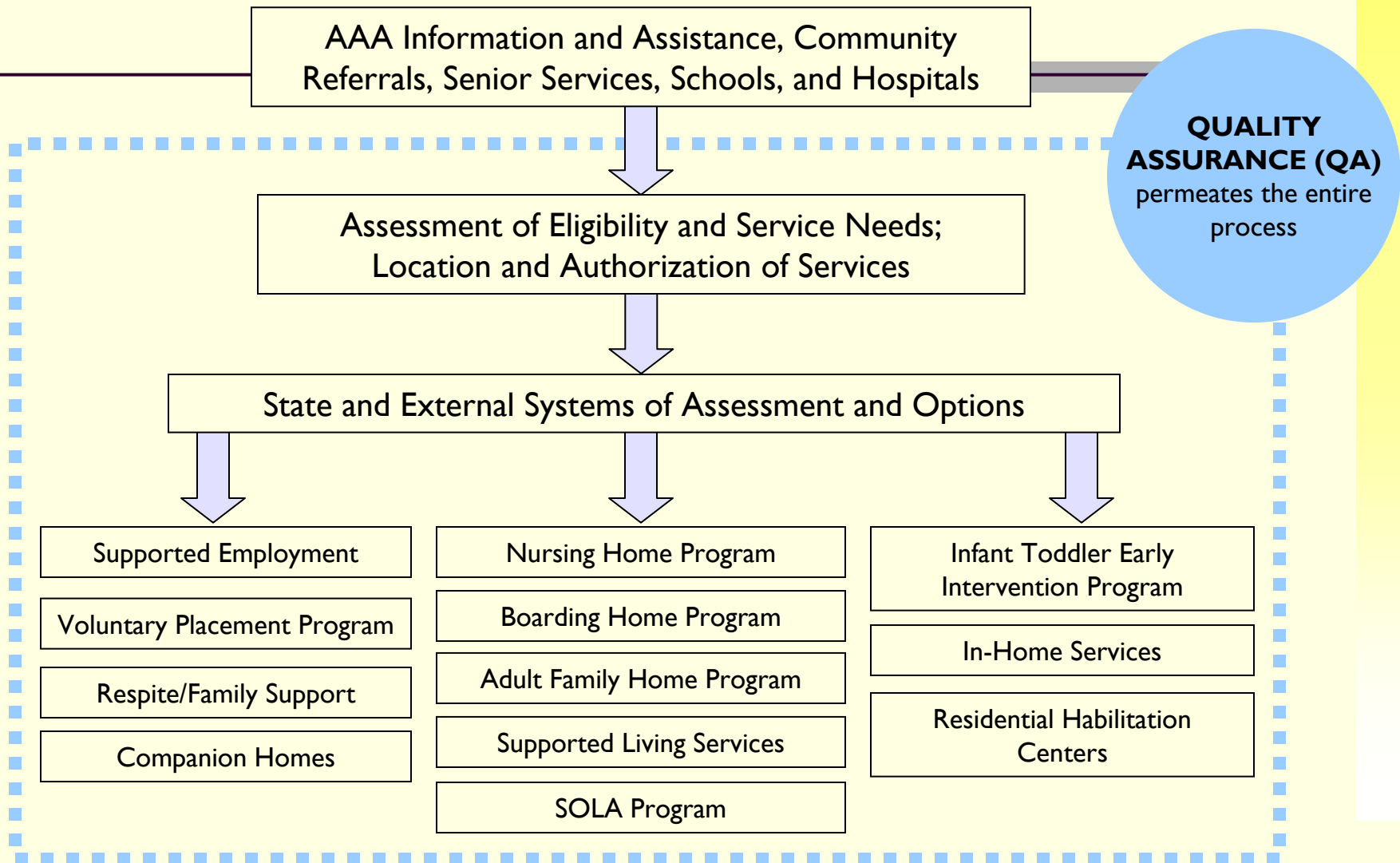
Need a Central Gateway for Information: Aging & Disability Resource Centers

- Grant from CMS and AoA
- One-stop service center – access point to get people to the right place
- Tacoma Pilot - October 2005
- Builds upon existing Senior I&A and other community resources
- Expand pilot by 2007 to include services for all ages with physical and/or cognitive disabilities regardless of income
- Hope to replicate statewide if successful

Future Opportunities/Challenges

- Fully utilize web-based technology for consumers and family members to access information
- Identify strategies for after hours access to information
- Public awareness of where to find information and learn about service options
- Fund statewide expansion of Aging and Disability Resource Centers

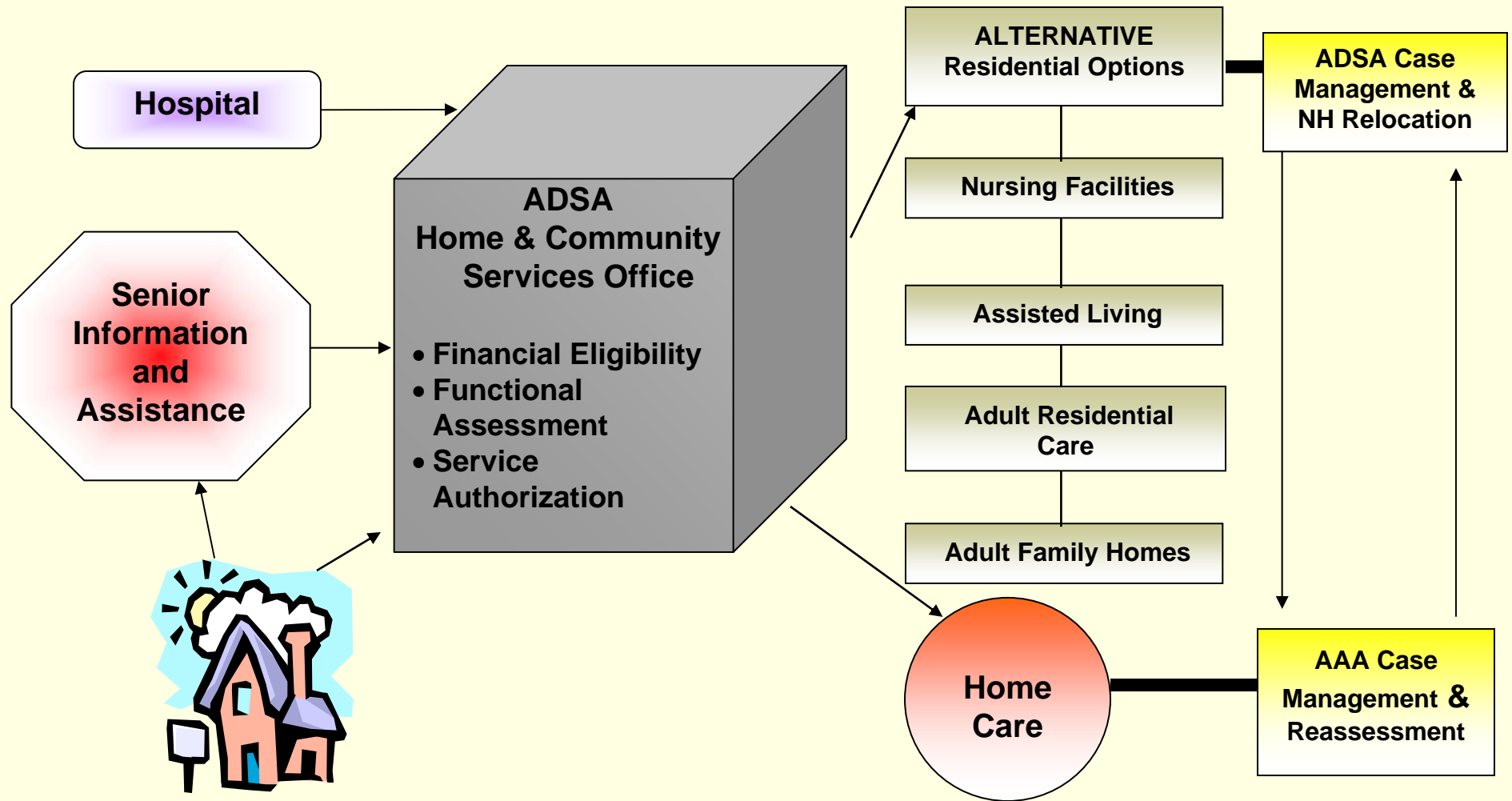
How Do Individuals Access ADSA Services?



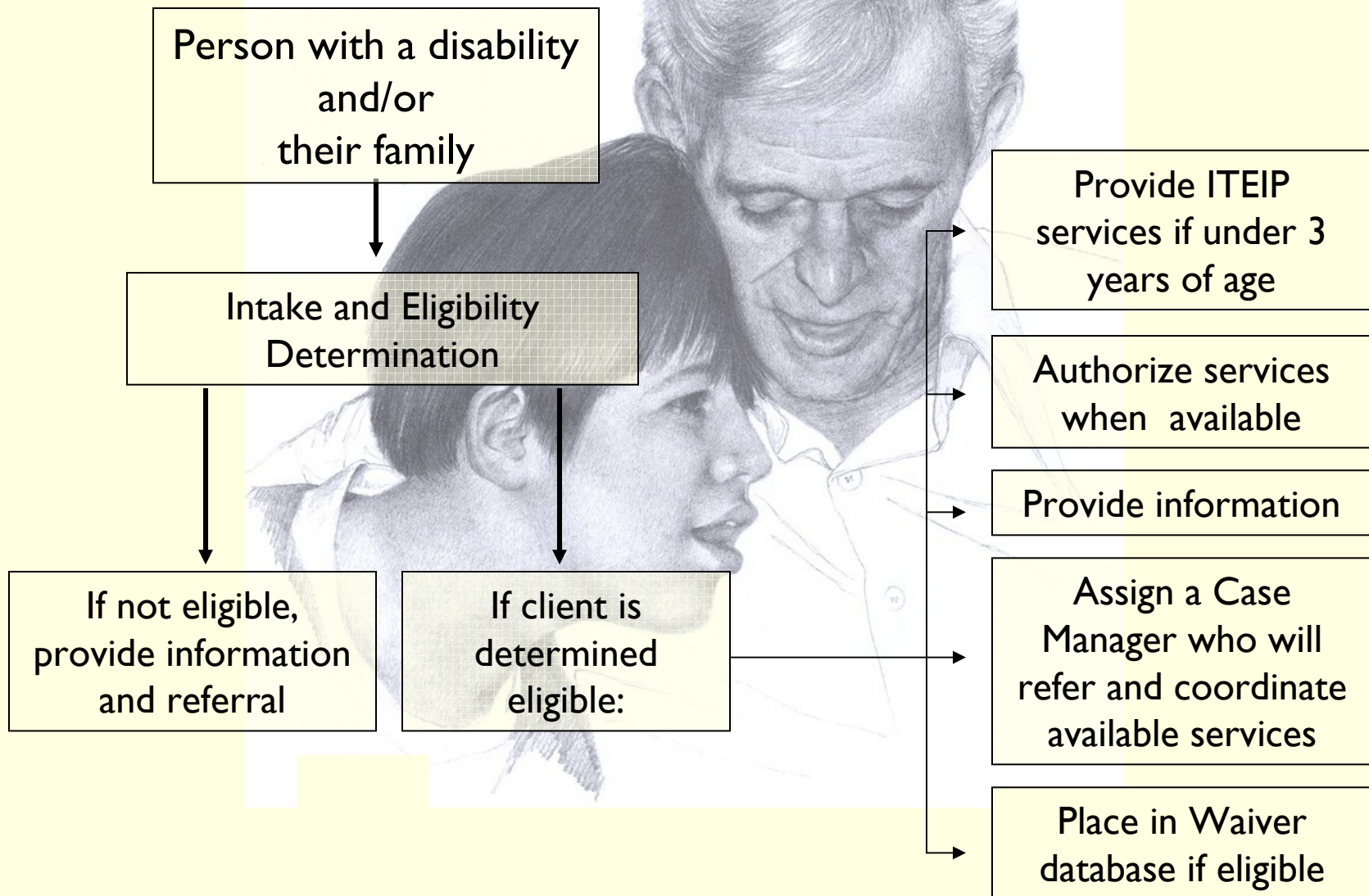
6/26/2006

The result : Quality choices for individuals securing services

The Long-Term Care Eligibility Process



DDD Eligibility Process



How long does Eligibility Determination and Authorization of Services Take?

- Service eligibility consists of:
 - Functional eligibility
 - Financial eligibility
- By policy, referral to service authorization expected to be completed within 35 days of intake
- Average of 15 days between start of initial assessment and when it is finalized and moved to current
- Can take longer due to complicated financial eligibility or difficulty finding a qualified provider to meet client's needs and preferences
- Assistance is available for clients who need help with the application process: I&A workers, financial workers and HCS/AAA case managers

Available ADSA Services

- Case Management
- In-Home Personal Care
- Adult Family Home
- Boarding Home
- Supported Living
- SOLA
- Nursing Home
- Residential Habilitation Centers
- Companion Homes
- Respite/Family Caregivers Support
- Adult Day Health
- Adult Day Care
- Infant Toddler Early Intervention Program
- Supported Employment
- Voluntary Placement
- OAA services such as senior nutrition, home modification, legal services

Enhance Safety of Vulnerable Adults

- Chapter 74.34 RCW authorizes the Department to investigate reports of abandonment, abuse, financial exploitation, neglect and self-neglect of vulnerable adults, and to provide protective services and legal remedies to protect vulnerable adults.
- Two divisions within Aging and Disability Services Administration (ADSA) perform investigations: Home and Community Services (HCS) and Residential Care Services (RCS). Which division investigates depends on where the vulnerable adult is living, and who may have perpetrated the abuse.

GOAL: Enhance quality of care/quality of life

MEASURE: Complaint investigations are done timely

Jan-Jun CY05 Adult Protective Services investigations:

Investigations about potential harm to vulnerable adults living in their own homes

Priority description	Number received	Percent received	Percent timely response
HIGH: Serious or life-threatening harm is occurring or appears to be imminent. Within 24 hours.	140	3%	100%
MEDIUM: Harm that is more than minor, but does not appear serious or life-threatening. It may be past, present, or possible in future. Within 5 working days.	2,896	53%	99.2%
LOW: Harm that poses a minor risk to health or safety. It may be past, present, or possible in future. Within 10 working days.	2,391	44%	99.5%
Totals	5,427	100%	-

Jan-Jun CY05 complaint reports in residential care settings

Priority description	Number received	Percent received	Percent timely response
Life Threatening/2 working days	309	2.5%	100.0%
Significant Risk/10 working days	1,188	9.7%	99.8%
Potential Risk/20 working days	2,567	20.9%	99.7%
All others, including 45 and 90 days and quality reviews	8,222	66.9%	Timeframes vary
Totals	12,286	100%	-

Analysis:

- ▶Where warranted, law enforcement, emergency medical, and community mental health professionals are notified.
- ▶ADSA does not use a 24/7 response operation.
- ▶64% of Adult Protective Services investigations are based on reports of non-ADSA clients.
- ▶Long-term Care Ombudsman also responds to complaints in residential settings and does routine visits.

Action plan:

- ▶Maintain 100% timely response on highest priority reports.
- ▶Maintain accurate prioritization of complaints.
- ▶Conduct second professional review of the data to look at any additional harm to clients prior to our arrival.

Services for Specialized Populations

- Diversity
 - 81% Caucasian
 - 19% Minority
- Language
 - 85% have English as their primary language
 - 15% speak other languages

Access for Non-English Speaking Applicants and Recipients

- ADSA serves clients who speak 39 languages
- Bilingual case management
- Certified interpreters
- Translations - Documents that:
 - Require the client's signature,
 - Informs the client of their eligibility, and
 - Is necessary for the client to access services.

Chronic Care Case Management

Integrates medical, functional and psych/social aspects of care and organizes them around the consumer vs. a program, provider or fund source

- Area Agencies on Aging Pilots
- Washington Medicaid Integration Partnership (WMIP)
- Medicare/Medicaid Integration Project (MMIP)
- Program of All Inclusive Care (PACE)

Who Provides In-Home Care?

- Informal Caregivers
 - Each year, almost 600,000 informal supports provide 611,000,000 hours of care
- Individual Providers – 26,000
- Licensed/Contracted Home Care Agencies – 87 agencies
- DOH Licensed Home Care, Home Health and Hospice Agencies
- Adult Day Centers

Who Provides Residential Care?

- Boarding Homes – 552 homes with 26,415 beds
- Adult Family Homes- 2,403 homes with 13,224 beds

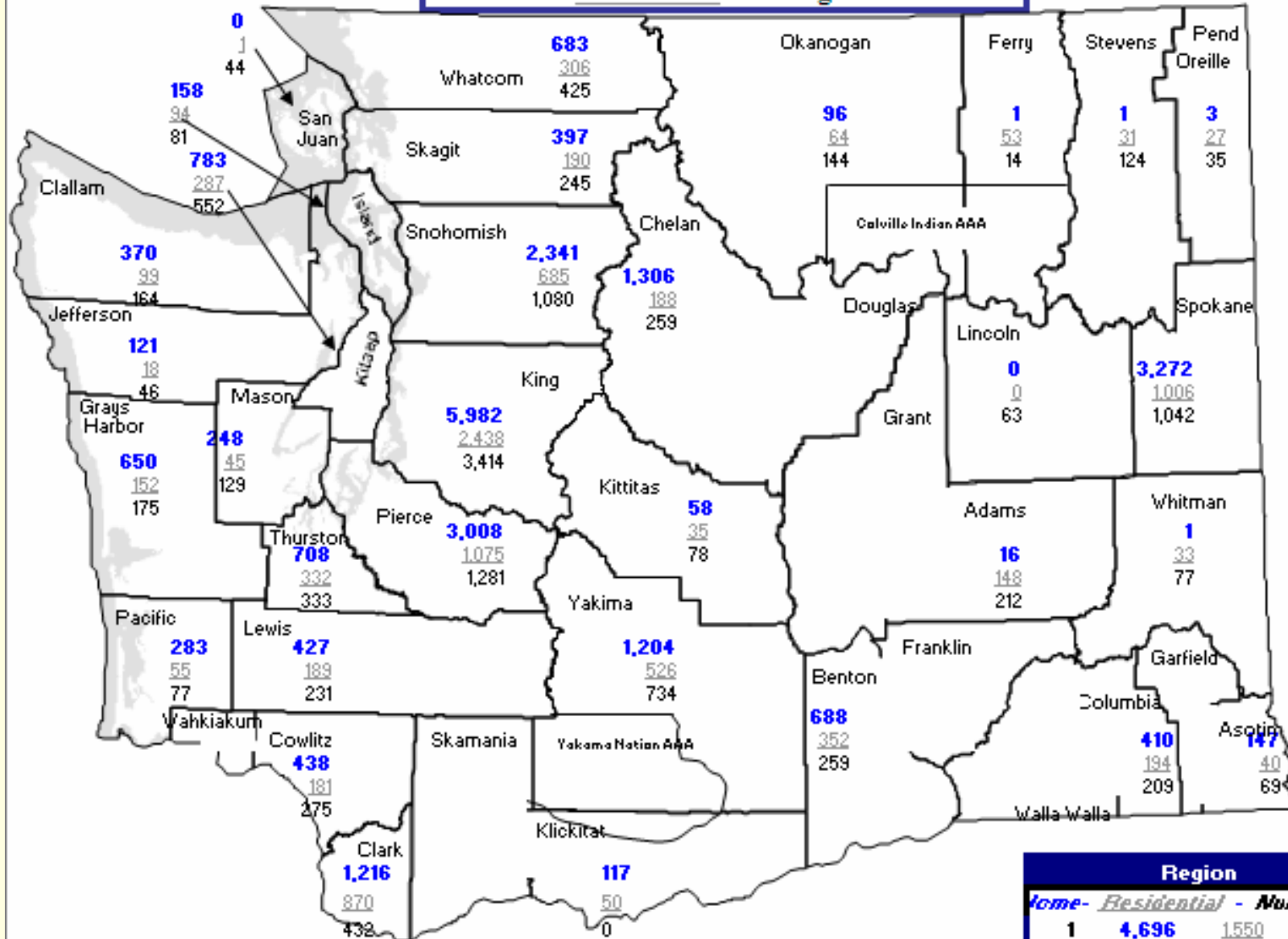
Regional & Statewide HCS/AAA Client Authorizations

April-06

Region	In-Home	Residential	Nursing Home	Total
1	4,674	<u>1,724</u>	1,870	8,268
2	2,699	<u>1,132</u>	1,328	5,159
3	3,790	<u>1,631</u>	1,952	7,373
4	6,805	<u>2,336</u>	3,421	12,562
5	4,011	<u>1,312</u>	2,019	7,342
6	4,781	<u>2,081</u>	1,891	8,753
Totals	26,760	<u>10,216</u>	12,481	49,457

September-2004

In-Home-Residential-Nursing Home Clients



State		
Home-Residential-Nursing Home Clients		
25,133	9,764	12,303

Total Caseload
47,200

Region	Home-Residential-Nursing Home Clients	Residential	Nursing Home
1	4,696	1,550	1,970
2	2,507	1,147	1,349
3	3,579	1,276	1,875
4	5,982	2,438	3,414
5	3,791	1,362	1,833
6	4,578	1,991	1,862

In-Home-Residential-Nursing Home

Source: SSPS

County	In-Home	Residential	Nursing Home	Total
ADAMS	16	<u>148</u>	212	376
ASOTIN	147	<u>40</u>	69	256
BENTON	688	<u>352</u>	259	1,299
CHELAN	1,306	<u>188</u>	259	1,753
CLALLAM	370	<u>99</u>	164	633
CLARK	1,216	<u>870</u>	432	2,518
COLUMBIA	410	<u>194</u>	209	813
COWLITZ	438	<u>181</u>	275	894
DOUGLAS	NA	<u>NA</u>	NA	0
FERRY	1	<u>53</u>	14	68
FRANKLIN	NA	<u>NA</u>	NA	0
GARFIELD	NA	<u>NA</u>	NA	0
GRANT	NA	<u>NA</u>	NA	0
GRAYS HARBOR	650	<u>152</u>	175	977
ISLAND	158	<u>94</u>	81	333
JEFFERSON	121	<u>18</u>	46	185
KING	5,982	<u>2,438</u>	3,414	11,834
KITSAP	783	<u>287</u>	552	1,622
KITTITAS	58	<u>35</u>	78	171
KLICKITAT	117	<u>50</u>	0	167

County	In-Home	Residential	Nursing Home	Total
LEWIS	427	<u>189</u>	231	847
LINCOLN	0	<u>0</u>	63	63
MASON	248	<u>45</u>	129	422
OKANOGAN	96	<u>64</u>	144	304
PACIFIC	283	<u>55</u>	77	415
PEND OREILLE	3	<u>27</u>	35	65
PIERCE	3,008	<u>1,075</u>	1,281	5,364
SAN JUAN	0	<u>1</u>	44	45
SKAGIT	397	<u>190</u>	245	832
SKAMANIA	NA	<u>NA</u>	NA	0
SNOHOMISH	2,341	<u>685</u>	1,080	4,106
SPOKANE	3,272	<u>1,006</u>	1,042	5,320
STEVENS	1	<u>31</u>	124	156
THURSTON	708	<u>332</u>	333	1,373
WAHKIAKUM	NA	<u>NA</u>	NA	0
WALLA WALLA	NA	<u>NA</u>	NA	0
WHATCOM	683	<u>306</u>	425	1,414
WHITMAN	1	<u>33</u>	77	111
YAKIMA	1,204	<u>526</u>	734	2,464
STATE	25,133	<u>9,764</u>	12,303	47,200

Developing Additional Resources

- Workforce and Referral Registry – statewide by 2007
- Coming Home Project – Boarding Home Development
- TBI grant – infrastructure building
- Adult Family Home Development
- Dementia Care Grant – Adult Day Services
- Expanded Community Services

Opportunities & Challenges

Opportunities include:

- Home and community services are preferred and less costly than institutional services.
- Partnerships with counties and Area Agencies on Aging who are committed to providing quality services and case management for clients.
- A network of qualified, committed service providers
- Well-developed linkages to individuals, families, and stakeholders who are knowledgeable and anxious to participate in system improvement efforts.
- The integration of acute and long-term care services may slow the progression of illness and disability and reduce costs.

Opportunities & Challenges

Challenges include:

- Resources for services and prevention will always be scarce. Scarcity of resources manifests itself in an unstable provider workforce, high caseloads per worker, and liability risks.
- Acuity of clients will continue to increase.
- Development of residential resources that provide bilingual services
- Continue to work to ensure adequate rates for qualified providers
- Strengthen and support informal caregivers

05/07 Strategic Plan

Goals & Objectives

■ **Goal:**

- Appropriate, quality services are available in the least restrictive, most cost-effective setting appropriate to clients' needs.

■ **Objectives:**

- Develop and implement service delivery options that provide individuals with maximum choice, address individual's health and safety needs, and allow the state to provide service as efficiently and cost effectively as possible. (self-sufficiency, health, safety, stability)
- Continue to support and strengthen quality assurance systems. (safety)
- Improve complaint investigation and crisis response systems. (safety)

05/07 Strategic Plan Goals & Objectives

■ **Goal:**

- Eligibility/assessment/case management/care planning determinations are appropriate, holistic, and coordinated.

■ **Objectives:**

- Improve eligibility, assessment, case management, care planning and care coordination functions. (stability, health, safety)
- Strengthen partnerships within DSHS and with counties, AAAs, and providers to support integrated services and coordinated case management. (stability, health, safety)

05/07 Strategic Plan Goals & Objectives

■ **Goal:**

- Programs support and encourage client self-sufficiency and self-direction

■ **Objectives:**

- Programs support the critical role of family and other informal caregivers. (self-sufficiency, stability)
- Programs provide effective assistance to people who are working age and need to work. (self-sufficiency, stability)
- Programs encourage individuals to define services and supports that best meet their needs. (self-sufficiency)
- Policies encourage financial participation. (self-sufficiency)