

AARP Scorecard: Picking Up the Pace of Change in Washington State

Presentation by Bea Rector, Director
Home and Community Services Division

Senior Lobby Conference
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DSHS Aging and Long-Term Support Administration (ALTSA)

Vision

Seniors and people with disabilities living in good health, independence, dignity, and control over decisions that affect their lives

Mission

*To **Transform Lives** by promoting choice, independence and safety through innovative services*

We Value

The Pursuit of Excellence, Collaboration, Honesty, Respect, Open Communication, Diversity, Accountability, and Compassion

AARP 2017 Long-Term Services and Supports Scorecard

ALTSA Strengths and Weaknesses

What does the 2017 Scorecard mean?

Washington has made progress in reducing (but could still improve):

- Percent of high-risk nursing home residents with pressure sores
- Percent of long-stay nursing home residents who are receiving antipsychotic medication

Washington continues to be a leader in:

- Support for family caregivers
- Effective transitions
- No Wrong Door Functions

Washington has room for improvement in:

- Employment for adults with disabilities
- Affordability
- Housing options

State Rankings



Overall: **1**



Affordability and Access: **11**



Choice of Setting and Provider: **2**



Quality of Life & Quality of Care: **15**



Support for Family Caregivers: **5**



Effective Transitions: **3**

National Leader in Long-term Services and Supports: Elements of Washington's Success

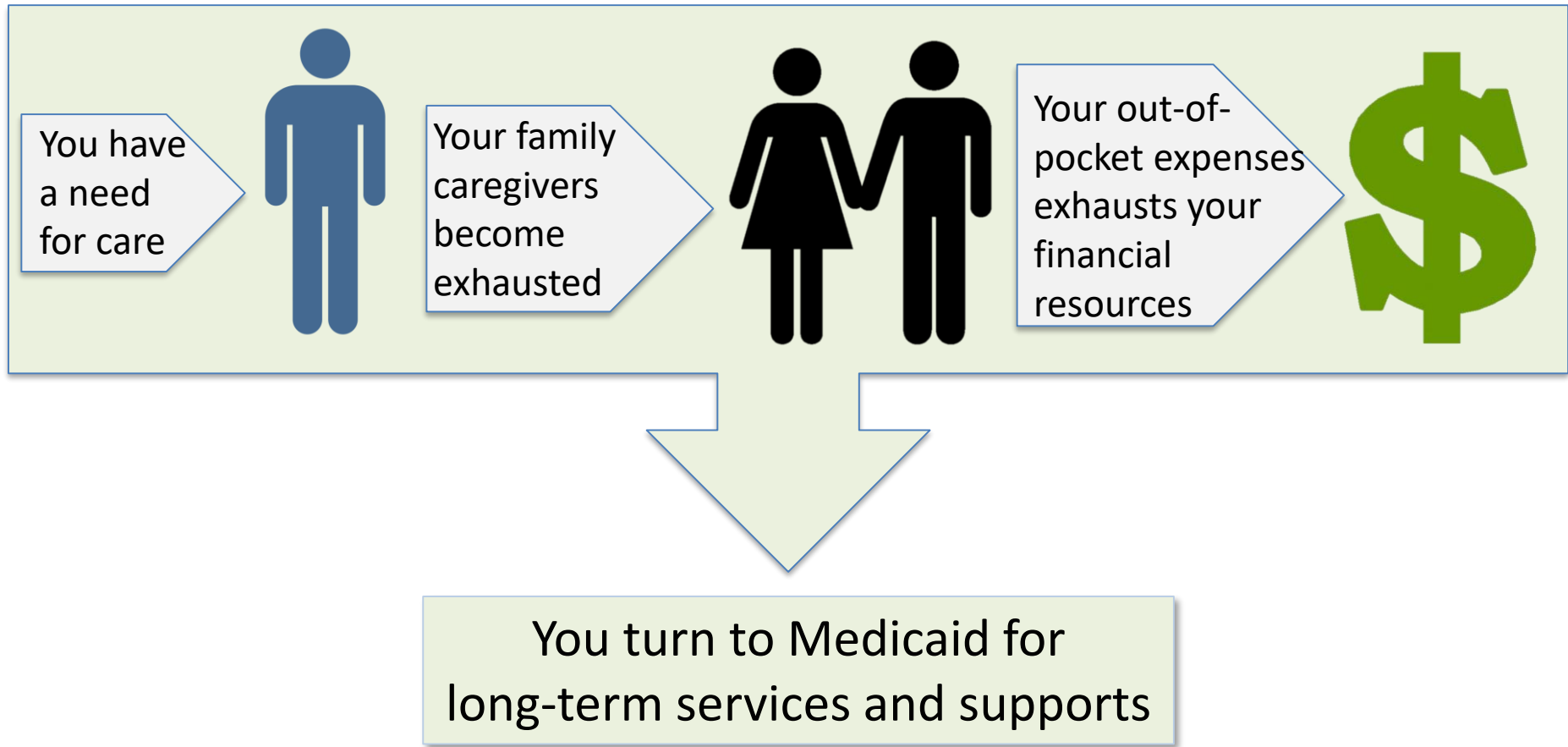


AARP 2017 Long-Term Services and Supports Scorecard

Affordability and Access: 11th in nation

- 70% of individuals ages 65 and over will need long-term services and supports in their lifetime
- Cost is out of reach for most Washingtonians
- The number of people with private LTC Insurance is dropping
- Medicaid provides the safety net for individuals who spend down their own resources
- Critical to have access to unbiased, person-centered information and options counseling & streamlined eligibility determination for needed programs

The Path to Medicaid is Common & Predictable



Average Senior Retirement Savings = \$148,000

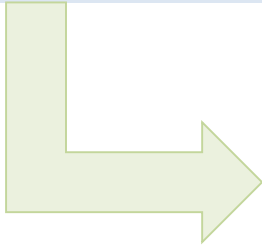
Average Life Cost of LTSS = \$260,000

Washington is a National Leader in:

No Wrong Door

No Wrong Door Requires a Statewide Team:

- ✓ Willingness by all state partners to create a system that focuses on consumer choice, control and quality
- ✓ Strong support from the Governor, the legislature and state leaders



- Results of learning what consumers want, what works and what is feasible
- Washington NWD started in 1970s
- Our system continues to evolve

Part of Washington's No Wrong Door: Community Living Connections

Statewide resource, linking consumers with services and supports that match their individualized priorities and preferences

4 Key Services:

1. Information, Referral, and Awareness
2. Options Counseling and Assistance
3. Streamlined Eligibility Assistance for Public Programs
4. Person-Centered Transitions Supports



Connect with your local CLC in Washington:

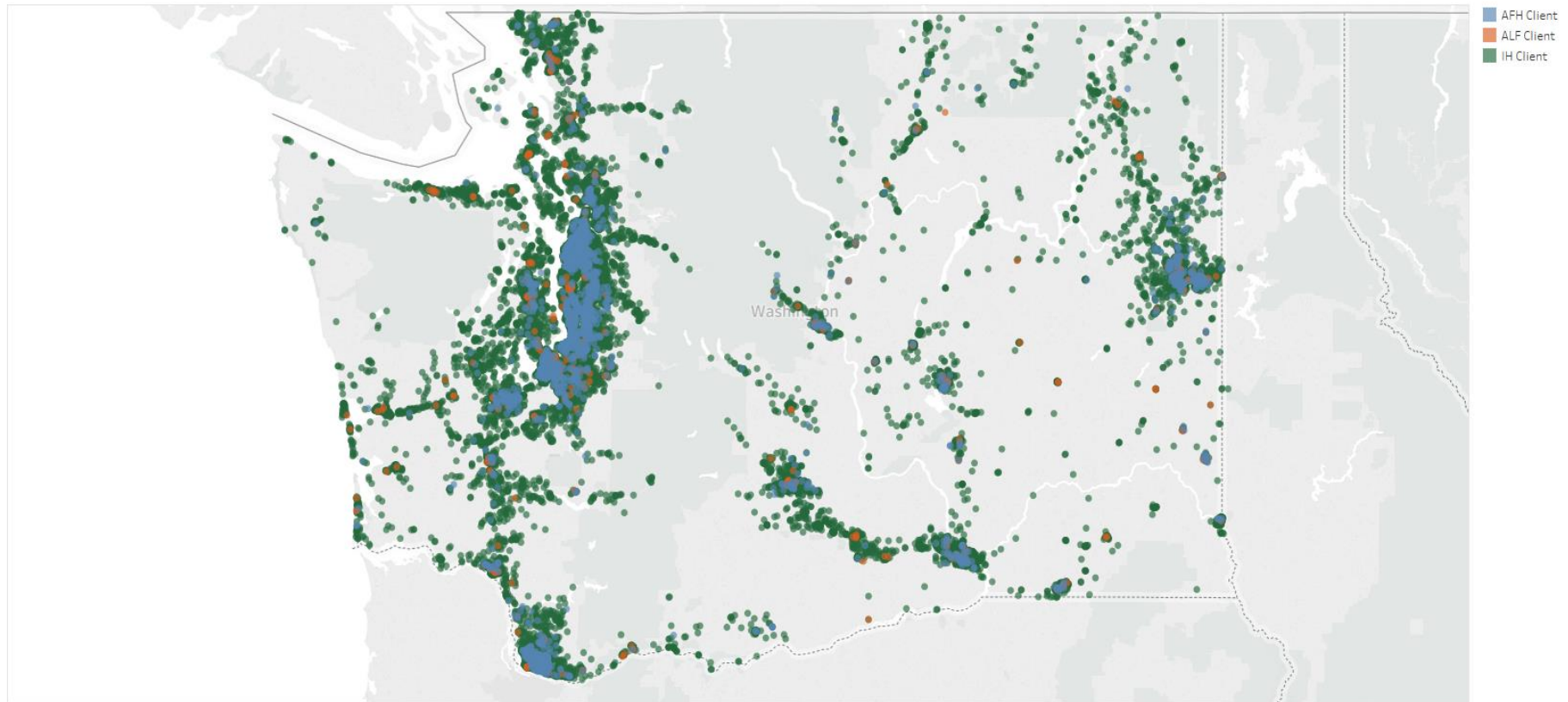
www.washingtoncommunitylivingconnections.org

AARP 2017 Long-Term Services and Supports Scorecard

Choice of Setting & Provider: 2nd in nation

- Serving individuals in Home and Community Based settings as an alternative to institutional settings
- Increasing number of people first accessing Medicaid funded LTSS enter while in their own home
- Medicaid recipients able to hire their own caregiver
- Supply of direct care workers and residential facilities available
- Subsidized Housing Opportunities

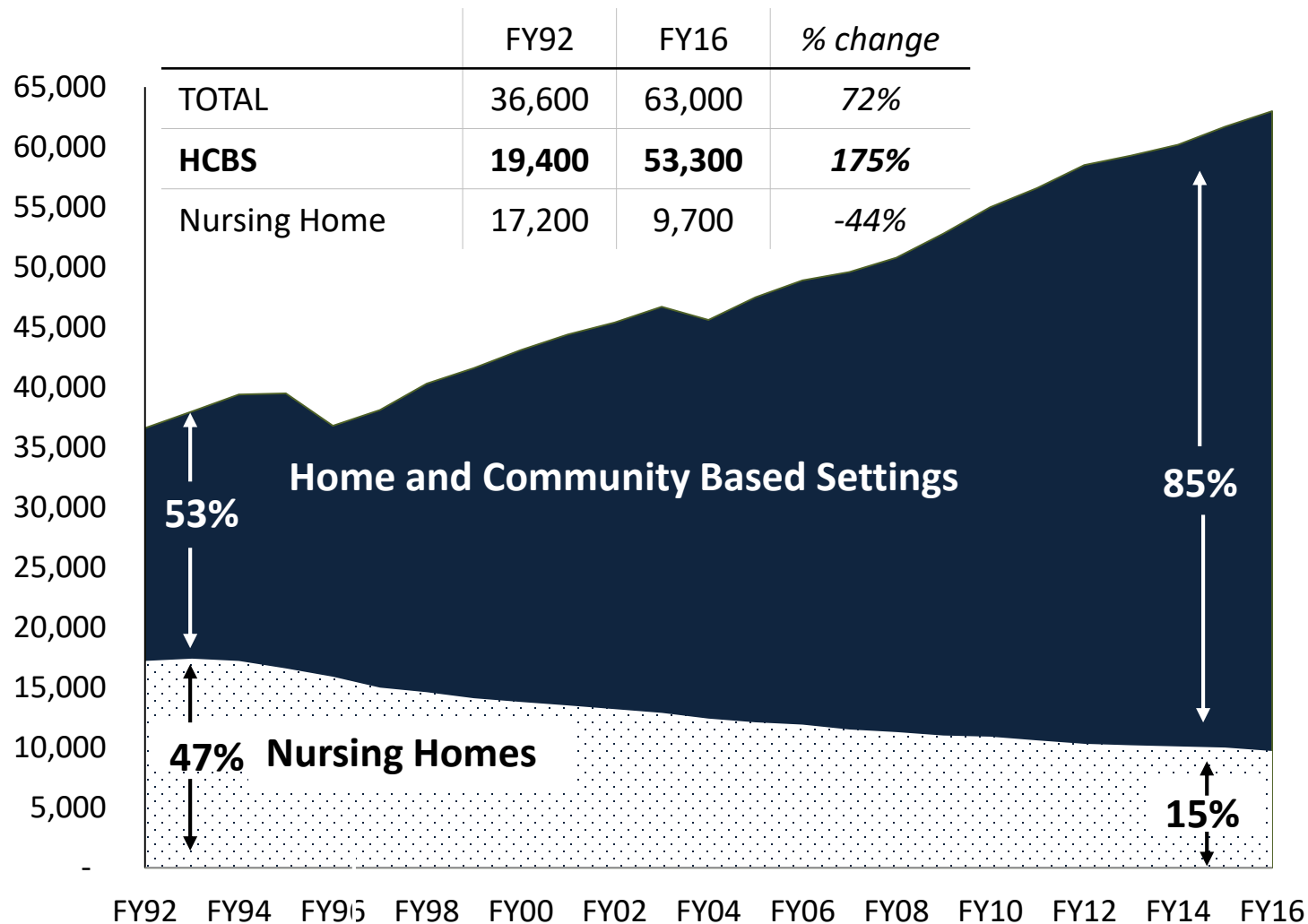
Where are the clients we serve?



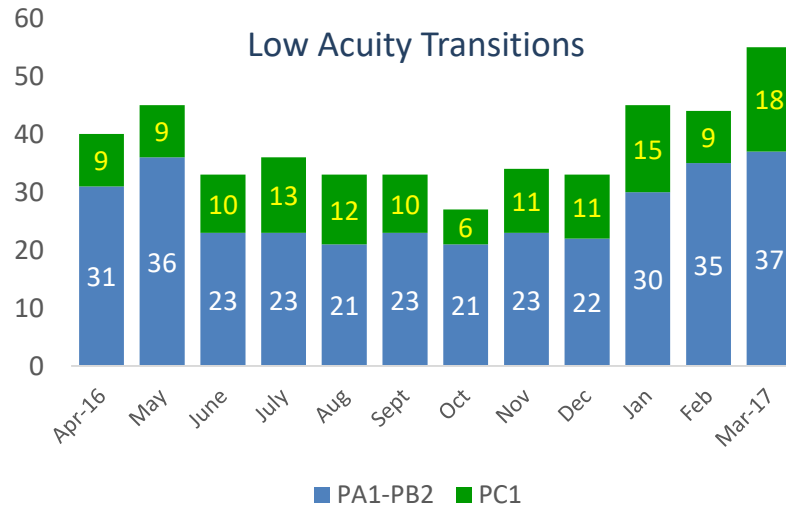
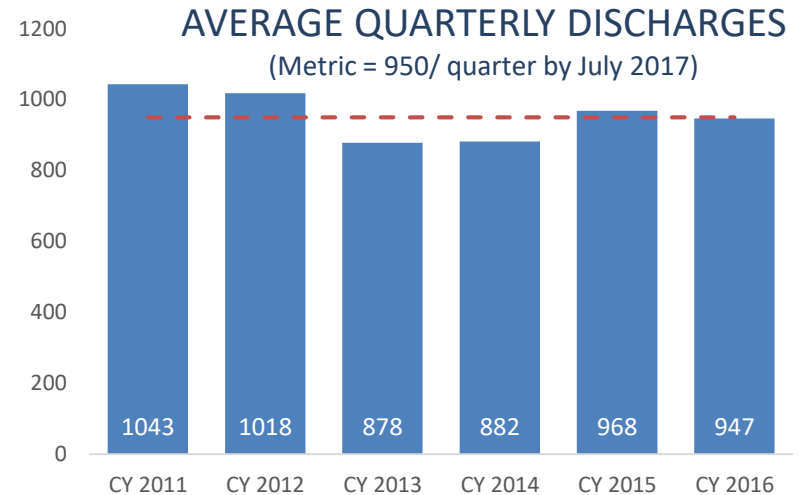
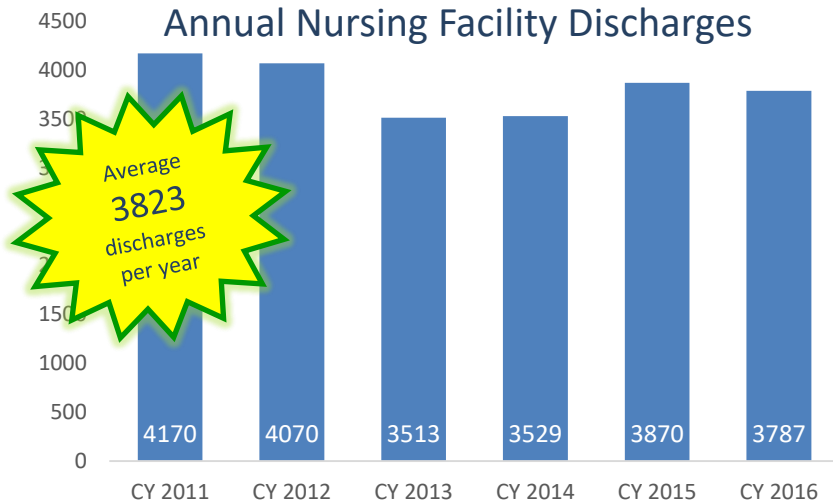
Map based on addresses of clients authorized for services on 9/1/2017.
Created BY: DSHS/ALISA/MSD/Rates Management - 10/4/2017

Where do clients receive care?

...some in nursing homes, but most in the community

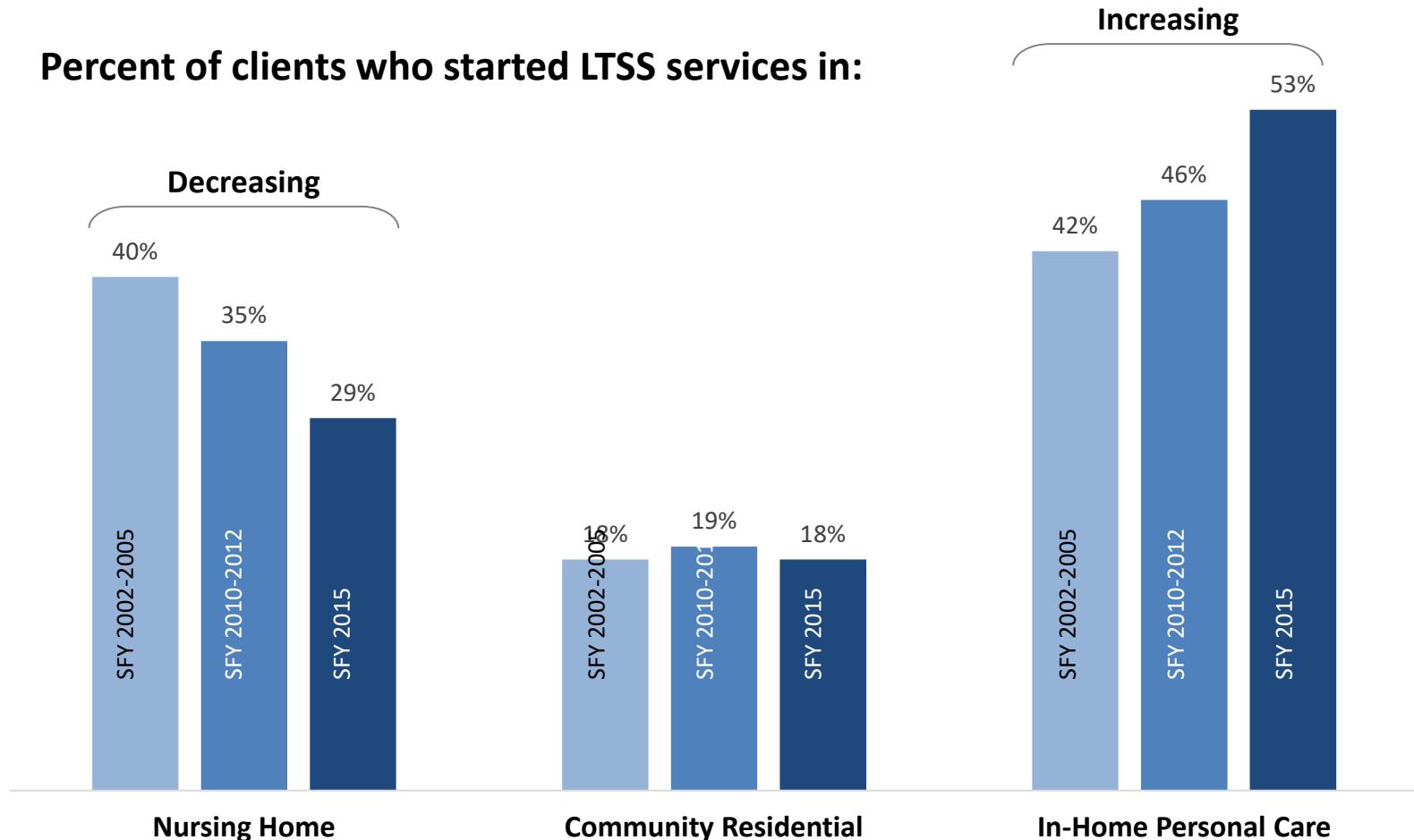


Successful transitions to the community



Initial Service Modality is Shifting Away from Nursing Homes to In-Home Personal Care

Percent of clients who started LTSS services in:



AARP 2017 Long-Term Services and Supports Scorecard

Quality of Life & Quality of Care: 15th in nation

- **Individuals with Disabilities are Able to Work**
- **Development of Quality Measures**
- **Nursing Home quality measures:**
 - Percent of high-risk nursing home residents with pressure sores
 - Percent of long-stay nursing home residents who are receiving antipsychotic medication



Customer satisfaction is high

with Medicaid home and community-based services in Washington State



Source: DSHS ALTSA Home & Community Services Quality Assurance Final Report for 2015 (client survey data)

Progress Made – Quality of Care

Indicator	% high-risk nursing home residents with pressure sores	% long-stay nursing home residents who are receiving antipsychotic medication
2013 Baseline Rate	5.9%	20.1%
2017 Scorecard	4.7%	16.1%
2017 Ranking	16	17

AARP 2017 Long-Term Services and Supports Scorecard

Support of Family Caregivers: 5th in nation

- Support of Working Family Caregivers (FMLA)
- Person and Family-Centered Care:
 - Care Act
 - Assessment of Caregiver Needs
 - Financial Protection from Spousal Impoverishment
- Nurse Delegation
- Transportation Issues



Washington State Priorities

Family Caregivers

- In Washington, 80% of the care statewide is provided by family members and other unpaid caregivers, equating to more than \$10 billion in caregiving each year.
- Unpaid caregiving has an economic impact on families:
 - Loss of earning potential
 - Decreased savings for retirement
 - Impacts on ability to provide for their own children's needs
 - Increased health care costs due to stress and burden
- If just 1/5 of unpaid caregivers stopped providing care, it would double the cost of long-term services and supports in Washington

Washington State Priorities

Our Action: Designing services to support family caregivers and divert or delay need for more intensive interventions



Innovative Demonstration Waiver approved by federal government to test and demonstrate whether providing these as a choice for Medicaid clients will result in more person-centered, cost-effective methods of addressing needs for LTSS.

Two Initiatives:

- Medicaid Alternative Care (MAC)
- Tailored Supports for Older Adults (TSOA)

Medicaid Alternative Care (MAC)

- Provide support for unpaid family caregivers who support individuals eligible for Medicaid but not currently accessing Medicaid-funded LTSS
- Provide necessary supports to unpaid caregivers to enable them to continue to provide high-quality care and focus on their own health and well-being

Age Requirements	Medicaid Requirements	Other Requirements	Benefit Level
The care receiver must be 55+ and the caregiver must be 18+ in age.	Requires the care receiver to currently be on Apple Health (Medicaid).	The care receiver must need help with some activities of daily living, like bathing, walking, medications, transfers, etc.	Depending on your situation, you could receive up to \$550 each month in services and supports.

Tailored Supports for Older Adults (TSOA)

- Provide a benefit package for individuals at risk of future Medicaid LTSS use
- Help individuals and their families avoid or delay impoverishment and the future need for Medicaid-funded services while providing support to individuals and unpaid family caregivers

Age Requirements	Medicaid Requirements	Other Requirements	Benefit Level
The care receiver must be 55+ in age. Caregivers must be at least 18 years old.	Medicaid eligibility is not a requirement. As of 2017, financial eligibility includes gross monthly income less than \$2,205 and resources below \$53,100 for an individual or \$108,647 for a married couple.	The care receiver must need help with some activities of daily living, like bathing, walking, medications, transfers, etc.	Depending on your situation, you could receive up to \$550 each month in services and supports.

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Effective Transitions: 3rd in nation

- Are individuals whose need can be met in the community being served in the community?
- Hospital Admissions for individuals served in Home Health or Nursing Homes
- End of Life Transitions for Nursing Home Residents



Areas for Improvement: Housing and Employment

1115 Initiative: Foundational Community Supports

Supportive Housing: Helping individuals get and keep community housing:

- Community Transition Services: One-time supports that help individuals access housing when they would otherwise reside in an institution
- Community Support Services: Wrap-around supports that assess housing needs, identify appropriate resources, and develop the independent living skills necessary to remain in stable housing

**Supportive housing does not pay for rent or other room and board related costs.*

Supported Employment: Helping individuals with barriers to employment get and keep a job:

- Employment assessments
- Assistance with applications, community resources and employer outreach
- Education, training and coaching necessary to maintain employment
- Supported employment does not pay for wages or wage enhancements

Looking Forward: Washington's Biggest Challenges

Higher acuity clients are the fastest growing portion of Washington's in-home caseload:

- 73% more clients live at home with cognitive issues and a high need for assistance compared to 6 years ago
- An increase in complexity comes with a high demand for a workforce with a new skill set, trained in more complex tasks and behavior management

Resource & Workforce Development: Population needs continue to change, fewer working age adults to be caregivers. We are encouraging people to:

- Enter the healthcare field, particularly as home health aides and paid caregivers
- Consider opening Adult Family Homes
- Advanced Training

Looking Forward: Washington's Biggest Challenges

Sustainability

Long term services and supports represent 6% of the state budget:

- Medicaid is the primary payer of LTSS
- 150% growth in older adult population
- Significant growth in prevalence of dementia one of the most costly diseases for both medical and long term services and supports
- LTSS budget is increasing by 12% each biennium

Looking Forward: Washington's Biggest Challenges

Mental Health Transformation

Care needs are different from typical ALTSA client:

- Low personal care needs (CARE classification B Low)
- Younger than typical ALTSA client
- May only need medication management or supervision
- High behavioral and mental health support needs

Key Services Provided



*Personal care provides assistance with activities of daily living such as dressing, bathing, eating, moving around, toileting, and taking medication, etc.

Contact Information:

Bea.rector@dshs.wa.gov