



3.2.a: Increase the percentage of aging and long-term service and support clients served in home and community-based settings from 82.9% to 83.7% by 6/30/2015.

February 2015 Supplemental Report



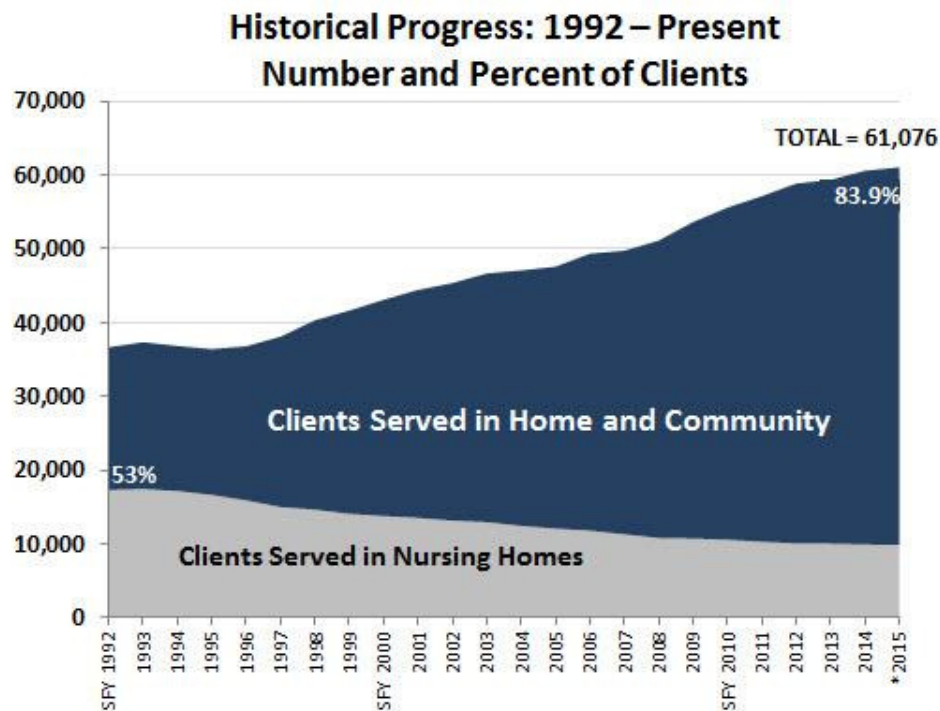
Aging and Long-Term Support Administration (ALTSA)

Washington's long-term services and supports system is ranked 2nd nationally by AARP and we are 34th in the country in long-term care spending per capita.

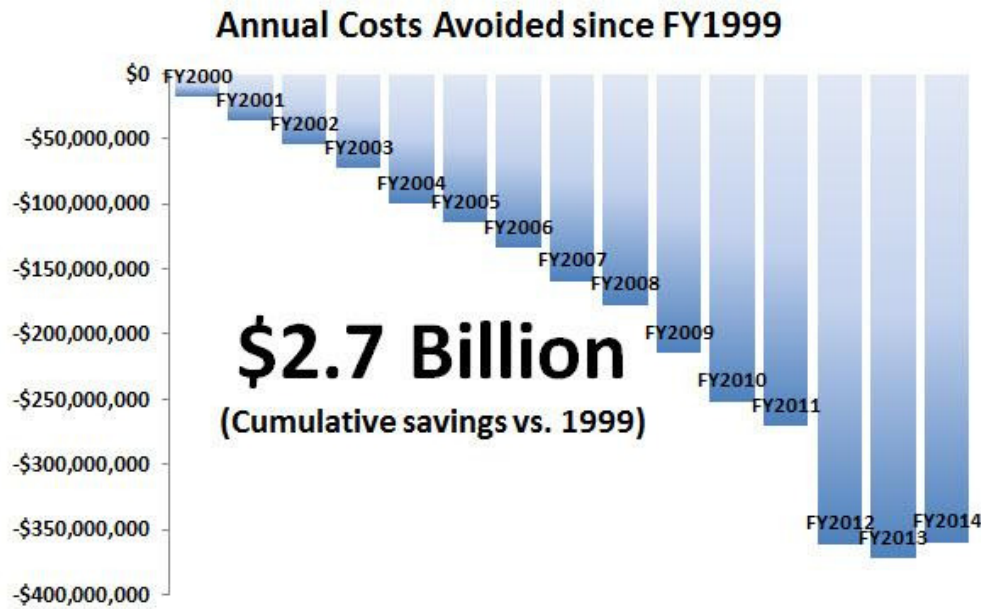
This means we are actually the best in the nation.

American Association of Retired Persons (AARP)

Our challenge: to continue to make progress after large historic gains, requiring us to support people with more complex needs.



Washington's long-term care choices have resulted in tremendous savings for taxpayers.



Source: DSHS RDA, D. Mancuso, December 2014.

We could not be successful without our partners: Area Agencies on Aging (AAAs)



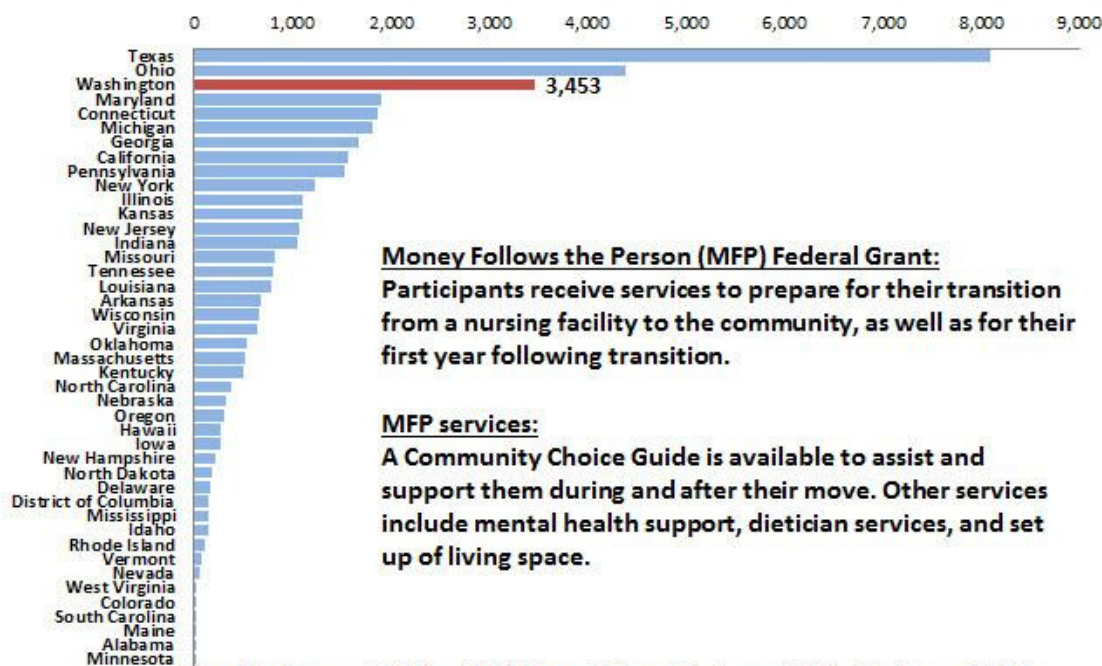
ALTSA contracts with AAAs to provide the ongoing support to keep people thriving in their communities.

We could not be successful without our partners: The Department of Health

- 1) Worked with the Legislature to:
 - Increase certification timeline from 150 to 200 days;
 - Create a Provisional Certification giving individuals with Limited English Proficiency (LEP) an additional 60 days.
- 2) Created LEP workgroup to focus on low pass rates for individuals who are LEP;
- 3) Individual interpreter pilot;
- 4) Combining the Department of Health and Prometric applications.

Key to our success: Money Follows the Person

WA state ranks 3rd nationally for transitions from nursing facilities.



Money Follows the Person (MFP) Federal Grant:

Participants receive services to prepare for their transition from a nursing facility to the community, as well as for their first year following transition.

MFP services:

A Community Choice Guide is available to assist and support them during and after their move. Other services include mental health support, dietician services, and set up of living space.

Roads to Community Living (RCL)/Money Follows the Person (MFP) data through 2014.

Tribal Initiative

Vision: Serve Tribal members in their community

Phase 1: Tribal needs assessment and concept paper

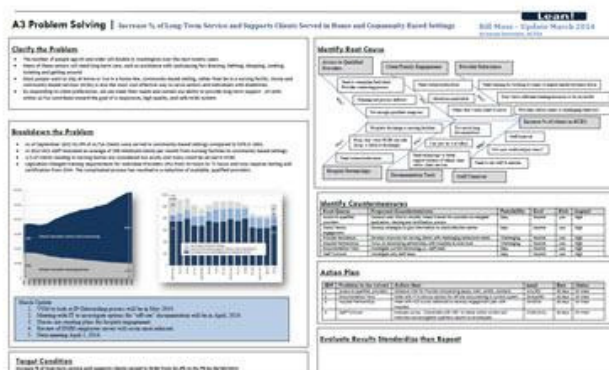
Phase 2: Detailed timeline and activities

Phase 3: Execution of action plan and program submittal

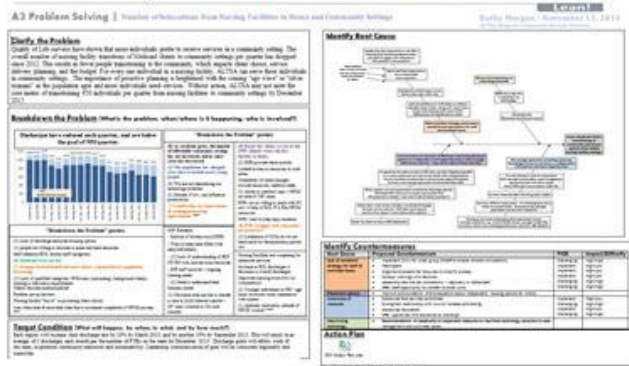
Phase 4: Program Implementation

A3 Problem Solving is a valuable tool that ALTSA has taken to the next level.

1st Level A3—on Results WA Goal



2nd Level A3—Specific to one key strategy to accomplish the Results WA Goal



Updated Action Plan (from A3)

Problem	Strategy	Task	Status & Due Date
Access to Qualified Providers	Simplify the application, training and certification process as it currently discourages many from becoming a provider.	Conduct Lean VSM to map current process, identify areas for improvement, and develop and implement improved process.	In progress. Due: 6/15/2015
Client and Family Engagement	Educate families of clients in facilities about Home and Community Services (HCBS) to alleviate fears about moving.	Use existing Roads to Community Living (RCL)/Money Follows the Person funding to do research and focus groups on the subject so we know better how to target our efforts.	In progress. Due: 03/31/2015
Documentation Issues	Ease paperwork burden.	Purchase electronic signature pads for use in field.	Completed as of 06/30/2014.
		Create electronic "fillable forms" instead of printing, handwriting and scanning .	In progress. Due: 07/31/2015
Need for Hospital Partnerships	Increase hospital willingness and comfort with discharge to HCBS in lieu of nursing facilities .	Work with ALTSA Regions, Area Agencies on Aging (AAAs) and Regional Support Networks to strengthen/build trust at local level while educating them about benefits of HCBS.	In progress. Due: 07/01/2015
Staff Turnover	Investigate why ALTSA staff leave.	Review exit interview information and survey staff.	In progress. Due: 8/01/2015

Reported by: Department of Social and Health Services

For more current information see our updated [Action Trackers](#).

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