3.2.a Increase the percentage of long-term service and support clients served in home and community-based settings from 83.9% to 85% by June 2017

Department of Social and Health Services (DSHS)
Aging and Long-Term Support Administration (ALTSA)
Bea Rector, Director
Home and Community Services
July 18, 2016
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

Washington State: one of the two best in the nation for long-term services and supports, especially in home and community


Source: Raising Expectations, 2014: A State Scorecard on Long-Term Services and Supports for Older Adults, People with Physical Disabilities, and Family Caregivers by AARP, the Commonwealth Fund, and The SCAN Foundation. See Long-Term Care Scorecard 2014: Overview.
Washington State has worked hard to “rebalance” and serve Medicaid clients where they want to be served

Results WA Metric – View since 1992

Source: DSHS ALTSA Care Metrics and EMIS.

*As of December 2015

We all want choice, control, and autonomy in how and where we receive long-term services and supports

Customer video:
Dale, an ALTSA client who relocated from a nursing home to his own home

To view video, click here
Customer satisfaction is high with Medicaid home and community-based services in Washington State

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you receive medical services in the community when you need to?</td>
<td>99%</td>
</tr>
<tr>
<td>Are you satisfied with the care you received?</td>
<td>98%</td>
</tr>
<tr>
<td>Do you have privacy to meet with visitors when you want to?</td>
<td>94%</td>
</tr>
<tr>
<td>Did you have a choice in who provides your care?</td>
<td>91%</td>
</tr>
</tbody>
</table>

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

ALTSA Client Demographics - 2015

**Age:** Most clients are “seniors”, but over one third are working age

- Age 18-64, 37%
- Age 65+, 63%

**Gender**
- Female: 43,300 (67%)
- Male: 21,900 (34%)

**Race**
- American Indian or Alaska Native: 1,500 (2%)
- Asian: 7,300 (11%)
- Black or African American: 4,200 (6%)
- Native Hawaiian or Pacific Islander: 800 (1%)
- White: 46,300 (71%)
- Unknown/Unreported: 4,800 (7%)

**Ethnicity**
- Hispanic: 3,500 (7%)
- Non-Hispanic: 48,000 (90%)
- Unknown: 1,900 (4%)

Source: CARE and MDS data, October 2015.

Totals of each subsection may not be equivalent due to rounding.
*Ethnicity* is shown only for home and community clients;
327 nursing home clients indicated Hispanic for "race";
nursing home race and ethnicity not identified separately.
All need levels, including high level are served in home or community-based settings

Number of Home and Community Clients by CARE Acuity Grouping
Aging and Long-Term Supports and Developmental Disabilities Administration

- Group 1: Extremely limited ADLs, often immobile
- Group 2: Very limited ADLs, plus cognitive problems
- Group 3: Moderately limited ADL, plus clinically complex
- Group 4: Moderately limited ADL and/or behavior challenge
- Group 5: Moderately limited ADL

ADL means Activities of Daily Living: Eating, Dressing, Moving Around, Toileting, etc.

Higher Acuity is to the left of each setting.

Total is twice as much as the entire nursing home caseload for all acuity levels.

Expanding home and community-based services resulted in taxpayer savings

State and Federal Costs
Avoided Since FY1999
by increasing home and community options, and actively reducing the need for nursing home care

$2.7 Billion
Cumulative savings over 15 years

Source: David Mancuso, PhD, DSHS Research and Data Analysis, December 2014
Keys to our success

1) Sustained effort
2) Maximize federal funding
3) Resource development
4) Innovative thinking about our clients/customers

What are our new and continuing problems/opportunities?

1) Growing caseload, limited budget

2) Decline in providers, workforce concerns could limit access to home and community services

3) Health & safety of people with complex needs
Problem/Opportunity: Growing caseload, limited budget
Strategy: Leverage federal funds, serve more unpaid family caregivers

Family Caregiver Support Program – Taxpayer Costs vs. Savings
State and Federal Funds

Avoided Costs: Family Caregiver Support Participants enter nursing homes or other settings later

Net Fiscal Impact
Year 5:
Savings of $10 Million per year

New Costs: Paying for the Family Caregiver Support Program Expansion

Source: David Mancuso, PhD; DHS Research and Data Analysis, November 2014. Costs and cost avoidance shown are for the SPY2012 cohort of the expansion of the Family Caregiver Support Program.

828,000 unpaid family caregivers in WA State
The state assists fewer than 1 in 10

Strategy: Federal 1115 Waiver (pending)

Problem/Opportunity: Decline in providers, workforce concerns
Strategy Needed: Provider Medicaid rates need to keep pace

Nurse Delegators: supply down, demand up

54%
Nursing Clients

54% Nurses
-25%

No increase in nursing rates since 2005

Assisted Living: the only declining caseload (in home and community)

0.5% rate increase/year for Assisted Living Since 2007 (annual average, net of increases and reductions)
**Problem/Opportunity:** In-home client health and safety  
**Strategy Needed:** Improve in-home case management

*Growth in Acuity: In-Home Clients FY2016 vs. FY2013*

- Current caseload ratios are higher for case managers than 10 years ago
- Client complexity is increasing: 25% more clients at home with cognitive issues and a high need for assistance vs. 3 years ago
- Improved case management ratios needed to:  
  - Ensure home visits
  - Address complex clinical needs

---

**Problem/Opportunity:** Health and safety of facility residents  
**Strategy Needed:** Quality assurance and investigations staffing

**Challenges**

- 47% increase in facility investigations since FY2011
- Federal funding expiring for quality assurance
- Outdated funding models
- Many complex residents

**Facility clients with Alzheimer’s/Dementia**

- More than 2 out of 5 in Adult Family Homes
- More than 1 in 3 in Assisted Living

---

**What is Quality Assurance?**

*Monitoring our own performance in our oversight role:*

- Are we keeping residents safe?
- Do we meet federal and state standards?
Assistance Needed

From Governor - Sustaining Success and Prepare for the Future
• Continue the spotlight on aging
• Investments
  • Rate increases for key providers, including nurses and assisted living
  • Health and safety of vulnerable populations at home and in facilities

From other Agencies/ Goal Council
• Embrace community health beyond “health care”
• Plan for an aging population and people with disabilities
• Consider public transportation, urban planning, veterans’ services, low-income housing (not just “affordable” housing)

From the Public
• Report suspected abuse and neglect

Views from our stakeholders: Jerry Reilly, Elder Care Alliance

Elder Care Alliance - Planning Together

Provider Groups:
Adult Family Homes
Nursing Homes
Assisted Living Facilities
Adult Day Health
Home Care Agencies

Long-Term Care Worker Groups:
SEIU
OPEIU

Area Agencies on Aging
Long-Term Care Ombuds
DSHS
Our entire organization focuses on this Results WA goal
### Action Plan*

<table>
<thead>
<tr>
<th>Task</th>
<th>Task Lead</th>
<th>Partners</th>
<th>Expected Outcome</th>
<th>Status</th>
<th>Due Date</th>
</tr>
</thead>
</table>
| Develop and increase community resources: | Traci Adair | • Dept of Commerce  
• Local Hospitals  
• AHF Association  
• Assisted living Associations | More clients in nursing homes able to move to the community with their needs met | In progress   | 12/31/2016  |
| Hospital partnerships:                    | Regional Administrators | Hospitals | More hospital patients able to move to community settings | Completed (additional contracts will still be sought) | 6/30/2016    |
| Leadership training and staff engagement: | Kristin Byrne | Reduce staff turnover | In progress | 12/31/2016 |

*This Results WA goal is supported by other Action Plans for related Strategic Objectives in Residential Care Services, Management Services, and Office of Deaf and Hard of Hearing that impact safety, services, quality, and accountability.*

**Reported by: Department of Social and Health Services**

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

---

*Presumably, there are navigation links and social media icons below.*

---

https://data.results.wa.gov/reports/G4-3-2-a-Supplemental-Long-Term-Clients