

# AGING SERVICES HCBS DOJ SA ANNUAL COMPARISON DASHBOARD

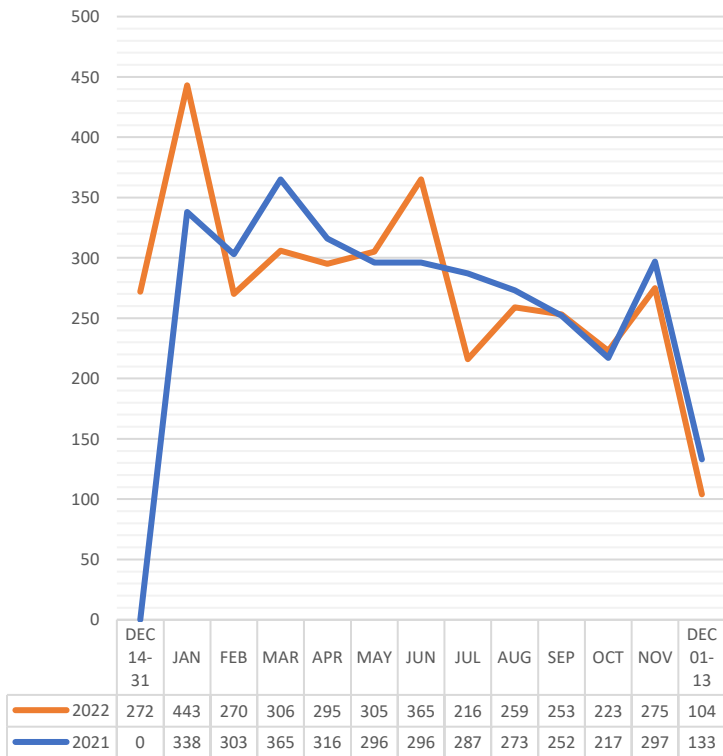
## LTSS OPTIONS COUNSELING (OC) REFERRAL TOTALS

USDOJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

DOJ YEAR	TOTAL LTSS OC REFERRALS RECEIVED	DOJ YEAR	TOTAL REFERRALS SENT TO HCBS CM TERRITORIES FOR LTSS OC VISIT
<b>2021:</b>	<b>3,373</b>	<b>2021:</b>	<b>1,446</b>
<b>2022:</b>	<b>3,586</b>	<b>2022:</b>	<b>1,313</b>
<b>TOTAL:</b>	<b>6,959</b>	<b>TOTAL:</b>	<b>2,759</b>

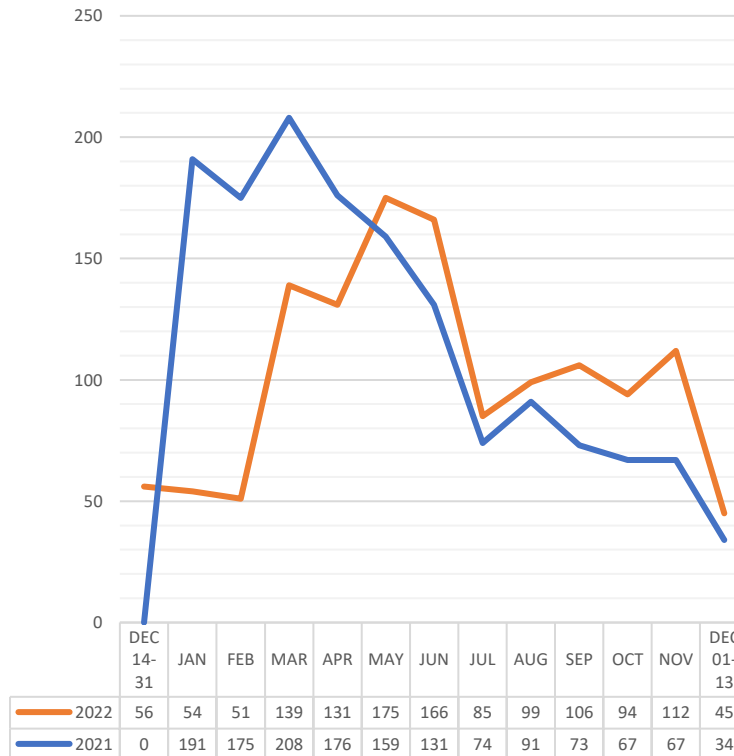
**NOTES:**  
 In June of 2022, the State began seeing every Target Population Member (TPM) who is referred for a long term stay in a skilled nursing facility (SNF). The 2022 visit total is lower because we refined the data collection process to only include TPMs.  
 3,373 LTSS OC referrals were submitted via the nursing facility (NF) level of care (LoC) form in year one (2021) of the Settlement Agreement (SA). 3,586 LTSS OC referrals were submitted in year two (2022), which is a 6.3% increase. 1,446 referrals were sent to the Home & Community Based Services (HCBS) Case Managers (CMs) in year one (2021) of the SA. 1,313 referrals were sent to the HCBS CMs in in year two (2022). This data was not tracked prior to January of 2021.

**TOTAL REFERRALS RECEIVED PER DOJ SA MONTH**



(DATA NOT TRACKED PREVIOUS TO JANUARY OF 2021)

**TERRITORY REFERRALS PER DOJ SA MONTH**



# AGING SERVICES HCBS DOJ SA ANNUAL COMPARISON DASHBOARD

## HCBS CM TERRITORY LTSS OC VISIT TOTALS

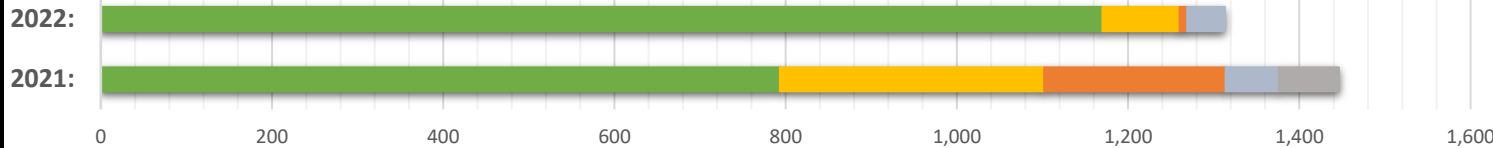
USDOJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

DOJ YEAR	VISIT STATUS TOTALS				
	TPM ACCEPTED LTSS OC VISITS	TPM CONTACTED BUT DOES NOT MEET CRITERIA	UNABLE TO LOCATE INDIVIDUAL	REFERRED TPM DECEASED	REFERRAL OUTCOME PENDING
2021:	793	309	212	62	70
2022:	1,170	90	9	44	0
TOTAL:	1,963	399	221	106	70

### NOTES:

In June of 2022, the State improved this data collection process, seeing every TPM who is referred for a long term stay in a nursing home. Individuals that do not meet the LTSS OC criteria, or that cannot be reached after two attempts, are sent written information about HCBS. Referral outcome pending reflects a lag in data submission.

### TERRITORY LTSS OC REFERRAL VISIT STATUS SUMMARY



## HCBS CM TERRITORY LTSS OC UNDUPLICATED VISIT CONTACT SUMMARY

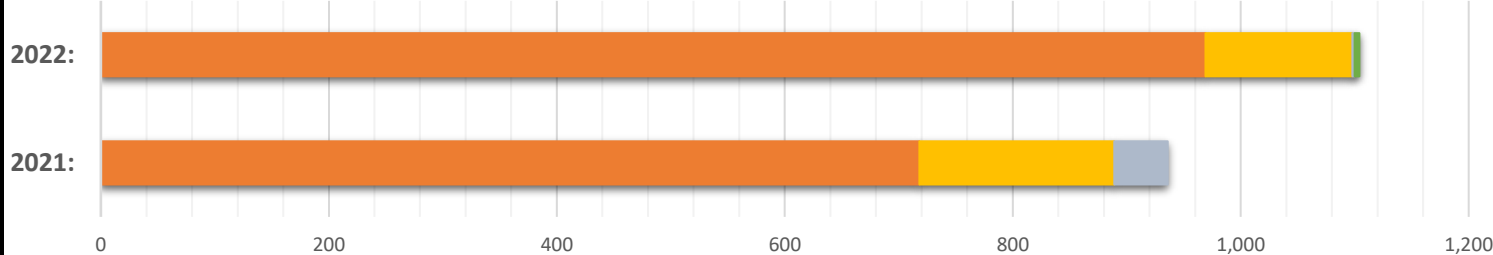
USDOJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

DOJ YEAR	TOTAL VISITS	VISIT TYPE TOTALS		VISIT LOCATION TOTALS			
		IN PERSON/ FACE TO FACE VISITS	VIRTUAL/ TELEPHONE VISITS	NURSING FACILITY	HOSPITAL	HOME/ COMMUNITY	SWING BED
2021:	936	202	734	718	171	47	N/A
2022:	1,104	1,060	44	969	129	2	4
TOTAL:	2,040	1,262	778	1,687	300	49	4

### NOTES:

In year one (2021) of the SA, out of the total 1,446 referrals sent to the HCBS territories, 936 total unduplicated contacts were made. In year two (2022), out of the total 1,313 referrals sent to the HCBS territories, 1,104 total unduplicated contacts were made. That is an 18% increase. In 2021 and 2022, that State visited 2,040 individuals. The majority of the visits in 2022 were done in person, as the pandemic visitation restrictions were lifted. Many TPMs are discharged from the hospital to a NF, resulting in most visits occurring with individuals residing in NFs. Swing bed data was not tracked as a location prior to 2022.

### TERRITORY LTSS OC REFERRAL VISIT LOCATION SUMMARY



# AGING SERVICES HCBS DOJ SA ANNUAL COMPARISON DASHBOARD

## HOME & COMMUNITY BASED SERVICES (HCBS) MONTHLY CASE TOTALS

USDOJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

### 2022 HCBS MONTHLY CASE TOTALS

	DEC 14-31	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC 1-13
MSP PERSONAL CARE	677	695	706	702	701	706	702	687	702	697	703	706	707
MEDICAID WAIVER	369	373	391	396	404	419	423	418	432	436	446	457	457
SPED	1,532	1,555	1,561	1,565	1,567	1,567	1,567	1,591	1,622	1,625	1,629	1,641	1,615
Ex-SPED	119	116	111	109	108	111	115	116	117	117	115	114	113

### NOTES:

This information reflects the total number of open cases by program for all HCBS recipients, not just TPM. Numbers are not unduplicated because individuals may receive services from multiple programs at the same time. SPED is the most utilized program because it has the least restrictive financial eligibility criteria. Individuals with less than \$50,000 in liquid assets may qualify for the SPED program. We have also seen an increased utilization of the Medicaid waiver (MW) because of residential habilitation and community support services, which can provide up to 24-hour support in an integrated setting.

### 2021 HCBS MONTHLY CASE TOTALS

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC 1-13
MSP PERSONAL CARE	675	685	690	695	692	679	674	678	695	675	668	659
MEDICAID WAIVER	335	332	328	332	337	342	270	355	362	402	400	419
SPED	1,411	1,423	1,435	1,457	1,471	1,465	1,469	1,480	1,537	1,502	1,463	1,488
Ex-SPED	117	117	117	116	113	110	111	109	115	114	113	109

## HCBS CASES WORKED SUMMARY

USDOJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

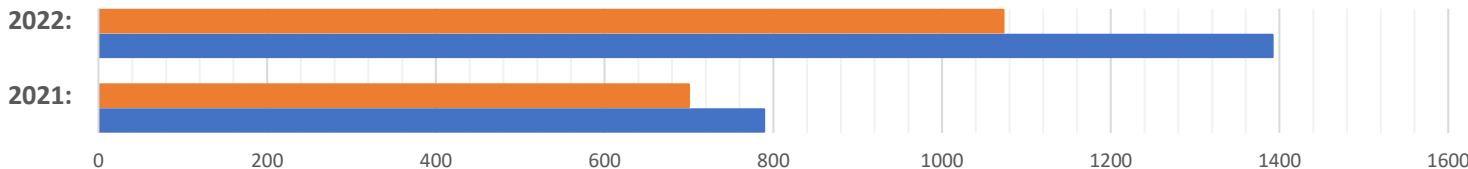
DOJ YEAR	TOTAL OPENED CASES	TOTAL CLOSED CASES	TOTALS BY PROGRAM							
			MSP		MW		SPED		Ex-SPED	
			OPENED	CLOSED	OPENED	CLOSED	OPENED	CLOSED	OPENED	CLOSED
2021:	789	700	N/A	N/A	N/A	N/A	752	648	37	52
2022:	1,392	1,073	283	281	236	124	830	624	43	44
TOTAL:	2,181	1,773	283	281	236	124	1,582	1,272	80	96

### NOTES:

These are the number of cases that are worked per year for all HCBS recipients, not just TPM. Many of the people we serve have unstable medical conditions or are at end of life, which contributes to the number of individuals who come on and off HCBS each year. It also reflects the amount of Case Management time that is spent enrolling and disenrolling HCBS recipients. This data was not tracked for MSP or MW prior to 2022.

### HCBS CASES WORKED PER DOJ SA YEAR

■ TOTAL CASES OPENED ■ TOTAL CASES CLOSED



# AGING SERVICES HCBS DOJ SA ANNUAL COMPARISON DASHBOARD

## HCBS CASE MANAGEMENT REFERRALS FOR ALL HCBS RECIPIENTS

CALENDAR YEAR (JANUARY - DECEMBER)

DOJ YEAR	TOTAL HCBS REFERRALS	DOJ YEAR	AVERAGE HCBS REFERRALS PER MONTH
2021:	1,893	2021:	158
2022:	1,854	2022:	155
TOTAL:	3,747	ANNUAL AVERAGE:	156

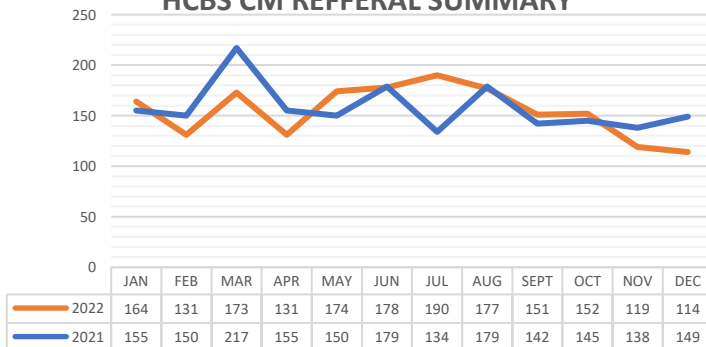
DOJ YEAR	TOTAL OPENED HCBS CASES	DOJ YEAR	AVERAGE OPENED CASES PER MONTH
2021:	909	2021:	76
2022:	1,013	2022:	84
TOTAL:	1,922	ANNUAL AVERAGE:	80

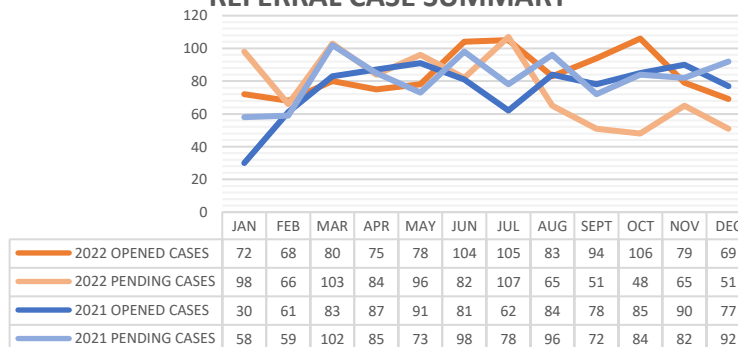
DOJ YEAR	% OF OPENED CASES PER REFERRAL	DOJ YEAR	TOTAL UNDUPLICATED PENDING HCBS CASES
2021:	48%	2021:	N/A
2022:	55%	2022:	189
ANNUAL AVERAGE:	51%	TOTAL:	189

**NOTES:**  
 In 2021, 1,893 referrals for HCBS were sent to the HCBS CM territories from all referral sources (ADRL intake, direct referral, MFP, LTC Eligibility Unit and Informed Choice visits). 1,854 were sent to the HCBS CM territories in 2022. The number of HCBS referrals has remained consistent during the first two years of the SA. There has been a slight increase in the average opened cases per month. Pending cases are active HCBS referrals that are still being worked and do not yet have a formal outcome. The pending case reason summary indicates the reason why cases pend, was added to the tracking data in September of 2022. The total unduplicated pending referral case summary was added to the tracking data in June of 2022.

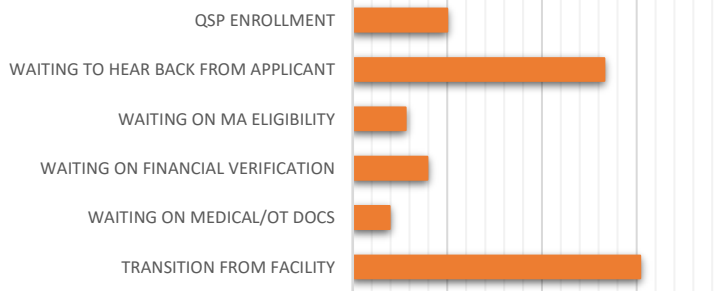
HCBS CM REFFERAL SUMMARY



REFERRAL CASE SUMMARY

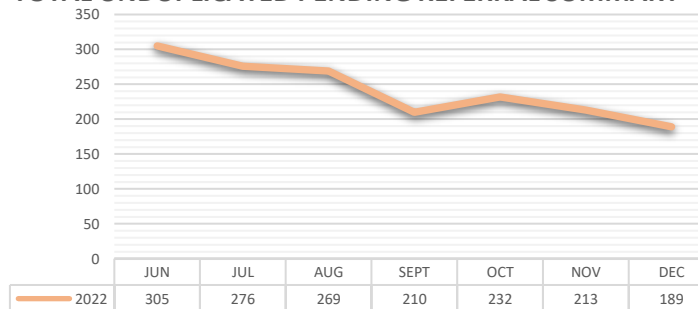


PENDING REFERRAL REASON SUMMARY



(DATA NOT TRACKED PREVIOUS TO SEPTEMBER OF 2022)

TOTAL UNDUPLICATED PENDING REFERRAL SUMMARY



(DATA NOT TRACKED PREVIOUS TO JUNE OF 2022)

# AGING SERVICES HCBS DOJ SA ANNUAL COMPARISON DASHBOARD

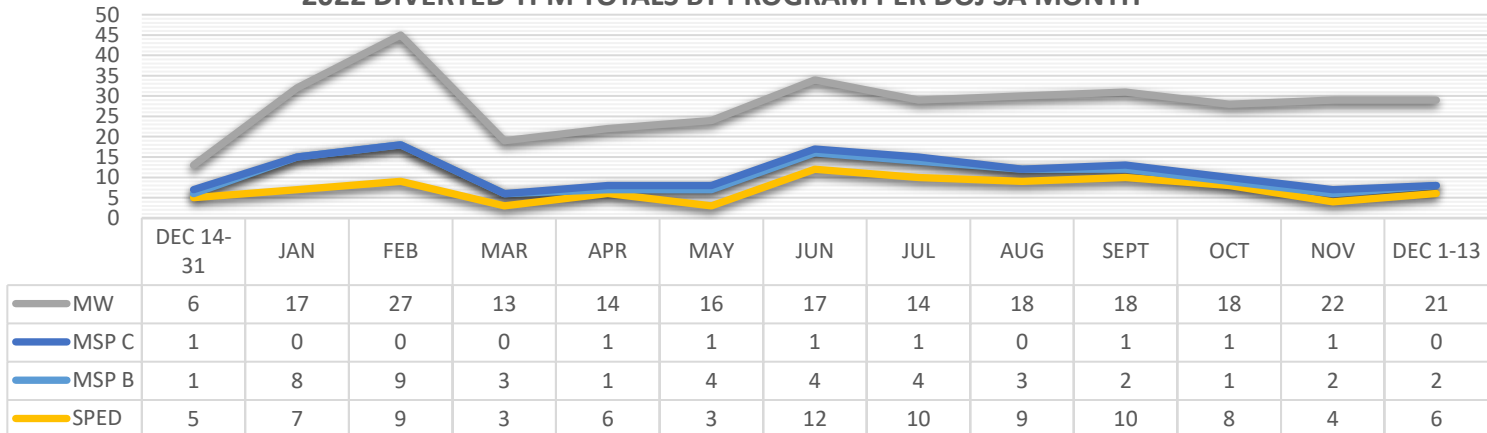
## HCBS LONG TERM CARE (LTC) DIVERSIONS

USDOJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

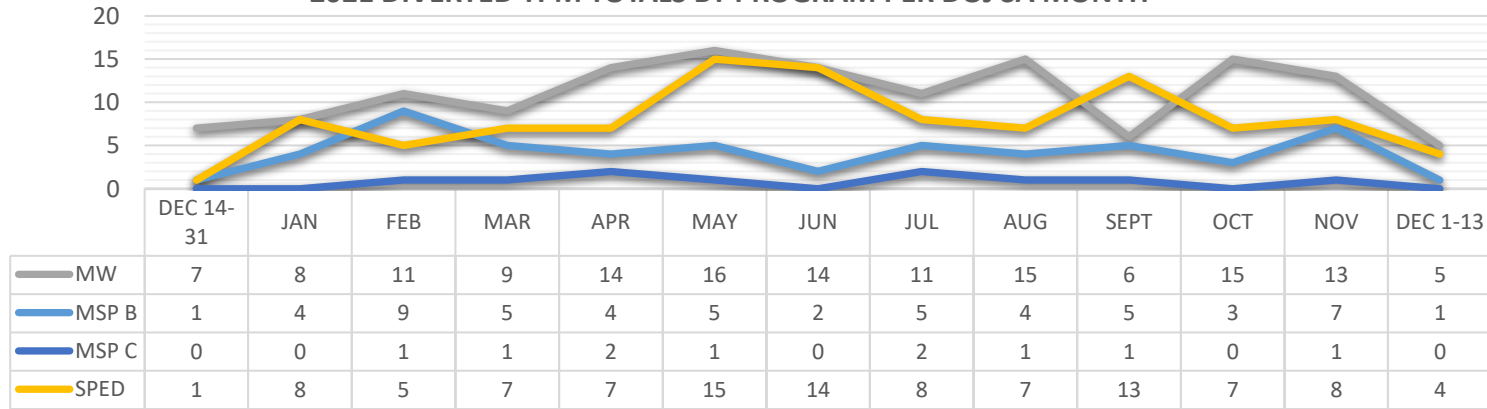
DOJ YEAR	TOTAL UNDUPLICATED TPMs DIVERTED FROM A SNF	TOTALS BY PROGRAM		
		TOTAL MSP LEVEL B & C TPM DIVERSIONS	TOTAL HCBS MW TPM DIVERSIONS	TOTAL SPED TPM DIVERSIONS
2021:	273	65	144	104
2022:	308	52	221	92
TOTAL:	581	117	365	196

**NOTES:**  
 A TPM is an individual receiving HCBS as an appropriate alternative to a SNF, who is at least 21 years of age, has less than \$25,000 in assets and meets a NF LoC. TPMs may receive services from multiple programs at the same time and disenroll/re-enroll in programs. The State has diverted 581 TPMs from a SNF in the first two years of the SA, with a 13% increase from year one (2021) to year two (2022). The SA required the State to divert 100 TPMs during the first two years of the SA (2021 and 2022). \*The State has far exceeded that requirement.\* Most TPMs receive their diversion services through the HCBS Medicaid waiver. It is significant to note, 196 TPMs are diverted through the State funded SPED program.

2022 DIVERTED TPM TOTALS BY PROGRAM PER DOJ SA MONTH



2021 DIVERTED TPM TOTALS BY PROGRAM PER DOJ SA MONTH



# AGING SERVICES ADRL DOJ SA ANNUAL COMPARISON DASHBOARD

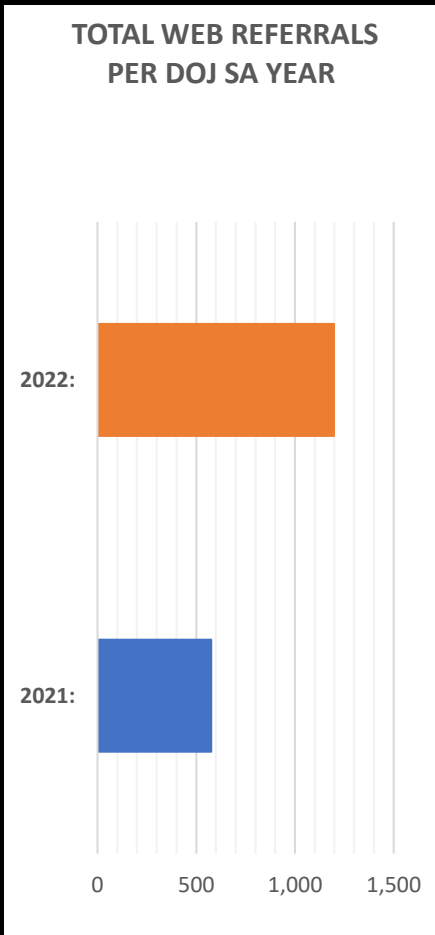
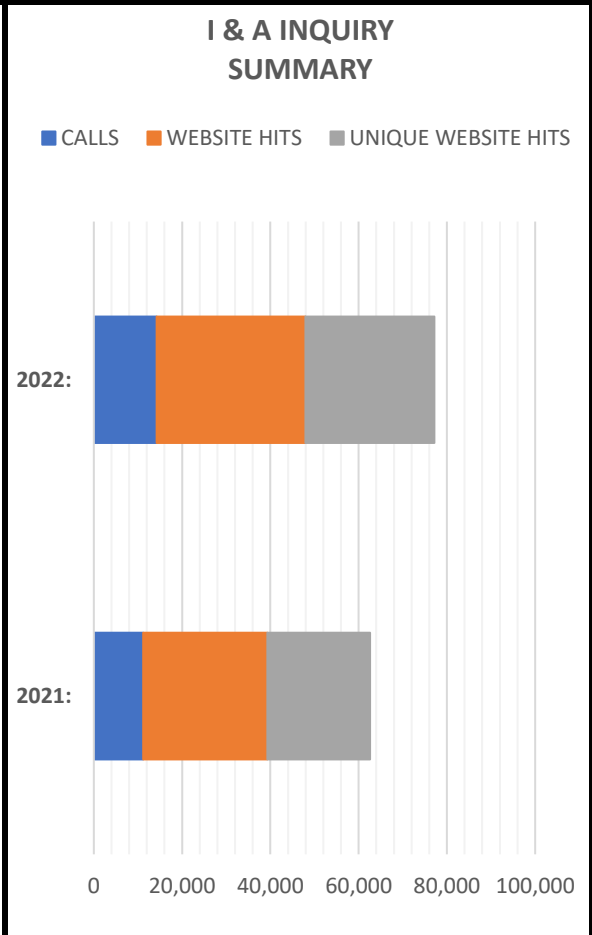
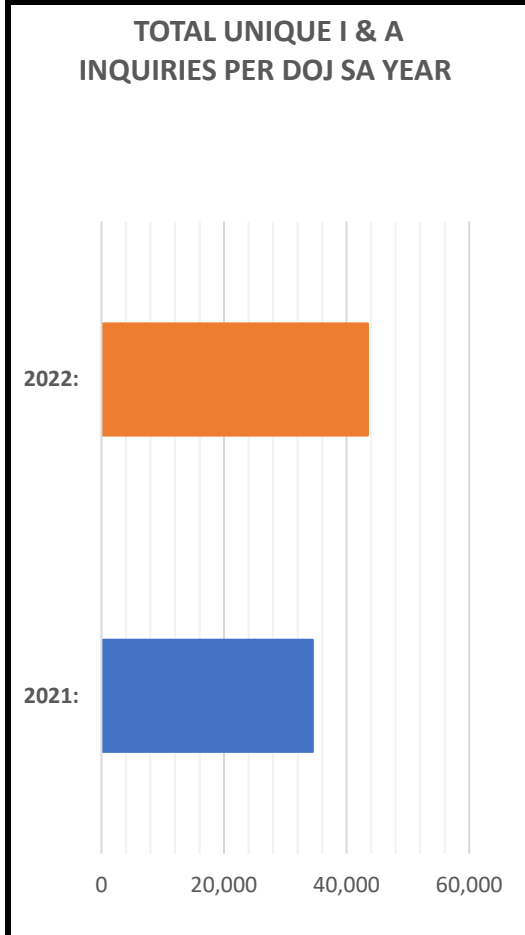
## AGING & DISABILITY RESOURCE LINK (ADRL) INFORMATION & ASSISTANCE (I&A) CONTACTS

USDOJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

DOJ YEAR	TOTAL UNIQUE I & A INQUIRIES	I & A INQUIRIES BY SOURCE			AVERAGE CALL WAIT TIME (IN MINUTES)	TOTAL WEB INTAKE REFERRALS
		ADRL I & A CALLS	ADRL I & A WEBSITE HITS	ADRL I & A UNIQUE WEBSITE HITS		
2021:	34,487	11,207	28,092	23,280	7	576
2022:	43,475	14,255	33,691	29,220	1	1,198
TOTAL:	77,962	25,462	61,783	52,500	N/A	1,774

**NOTES:**

The ADRL is a centralized intake system for applying for State or Federally funded HCBS. TPMs, family and other interested parties can make HCBS referrals via the phone, email or online. The number of inquiries to the ADRL continues to increase. There was a 27% increase in calls made to the ADRL in 2022 and a 26% increase to the unique website hits. The web intake referrals have more than doubled.



# AGING SERVICES TRANSITIONS DOJ SA ANNUAL COMPARISON DASHBOARD

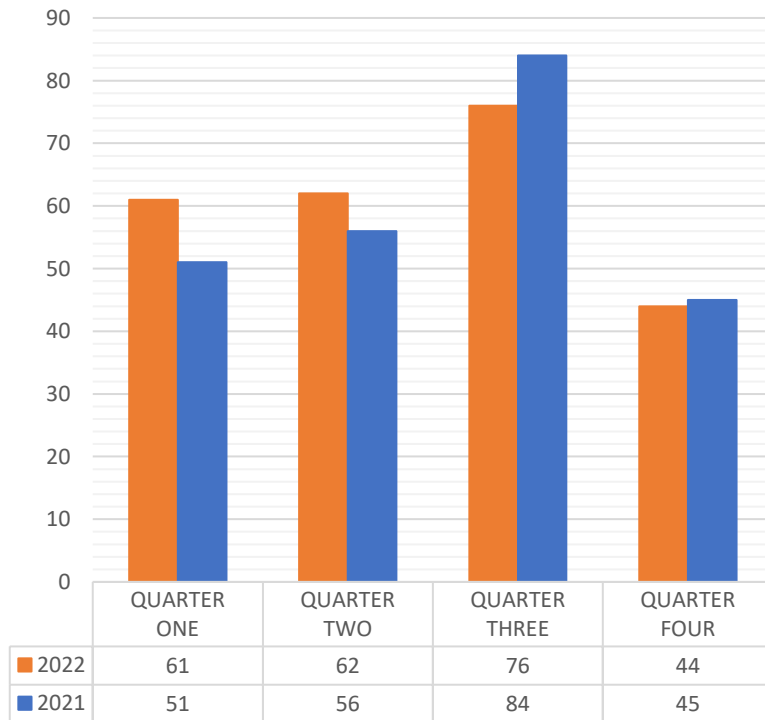
## TPM TRANSITION REFERRAL SUMMARY

USDOJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

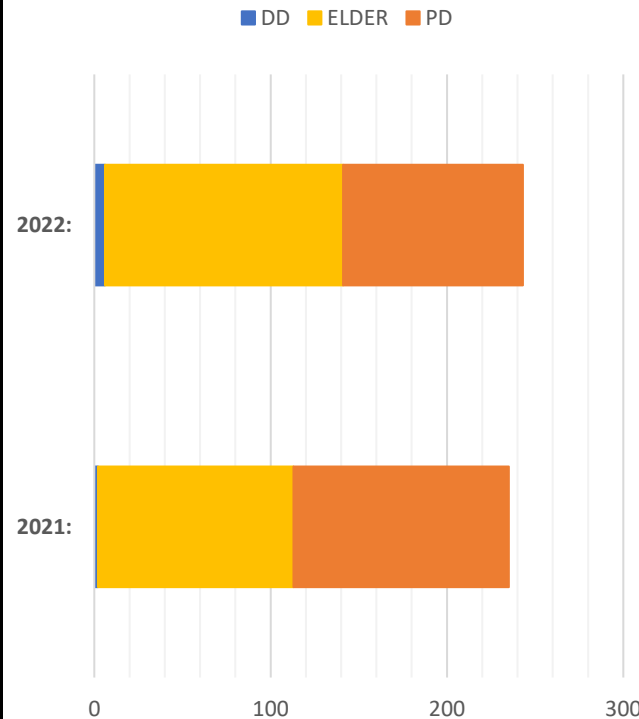
DOJ YEAR	PROGRAM	TOTAL REFERRALS	REFERRAL TOTALS BY GRANT POPULATION		
			PHYSICALLY DISABLED (PD)	ELDER	DEVELOPMENTALLY DISABLED (DD)
2021:	MFP	196	104	90	2
	ADRL	38	17	21	0
	HCBS MW	2	1	0	0
	<b>TOTAL</b>	<b>236</b>	<b>122</b>	<b>111</b>	<b>2</b>
2022:	MFP	218	90	123	5
	ADRL	25	12	12	1
	<b>TOTAL</b>	<b>243</b>	<b>102</b>	<b>135</b>	<b>6</b>

**NOTES:**  
 Transition services help TPMs move from an institutional setting to an integrated setting, in their own home and community. The State currently provides transition support services through the following programs: MFP grant, ADRL grant, and the HCBS Medicaid waiver. As part of the Federal pandemic relief efforts, the State was awarded funds to increase capacity in its HCBS programs. The State is using 10% FMAP funds to assist individuals to transition from an institutional setting to the community, who might not otherwise qualify for MFP or Medicaid waiver community transition support services.  
 The State has received 479 referrals from TPMs, residing in a NF, in the first two years of the SA (2021 and 2022). The number of referrals has been consistent in 2021 and 2022. We have also seen an increase in the number of older adults who are transitioning from the nursing home.

**TOTAL REFERRALS RECEIVED PER DOJ SA QUARTER**



**TOTAL REFERRALS BY GRANT POPULATION PER DOJ SA YEAR**



# AGING SERVICES TRANSITIONS DOJ SA ANNUAL COMPARISON DASHBOARD

## TPM COMPLETED TRANSITIONS SUMMARY

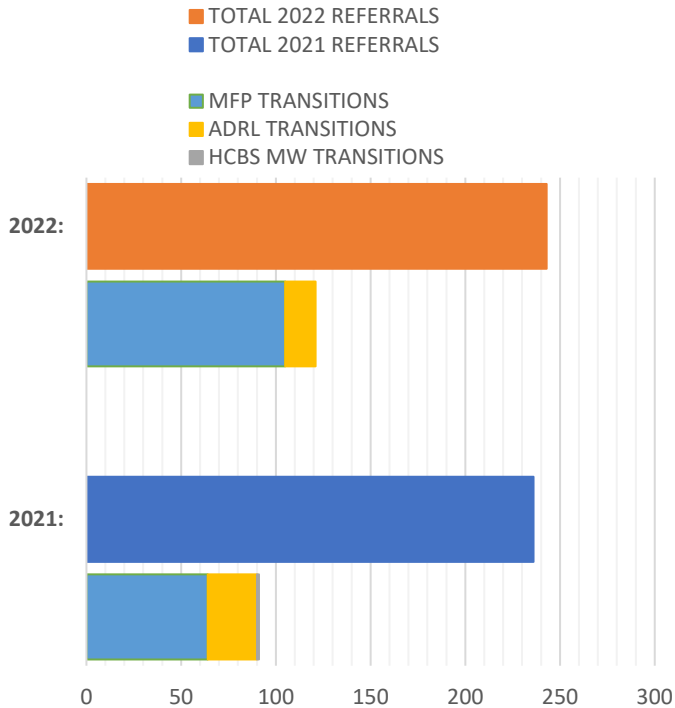
USDOJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

DOJ YEAR	PROGRAM	TOTAL COMPLETED TRANSITIONS	TRANSITION LONGEVITY SUMMARY					
			WITHIN 30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	121-150 DAYS	OVER 150 DAYS
2021:	MFP	64	24	14	5	8	2	11
	ADRL	26	22	2	2	0	0	0
	HCBS MW	1	0	1	0	0	0	0
	<b>TOTAL:</b>	<b>91</b>	<b>46 51%</b>	<b>17 19%</b>	<b>7 8%</b>	<b>8 9%</b>	<b>2 2%</b>	<b>11 12%</b>
2022:	MFP	105	19	29	12	11	5	29
	ADRL	16	16	0	0	0	0	0
	<b>TOTAL:</b>	<b>121</b>	<b>35 29%</b>	<b>29 24%</b>	<b>12 10%</b>	<b>11 9%</b>	<b>5 4%</b>	<b>29 24%</b>

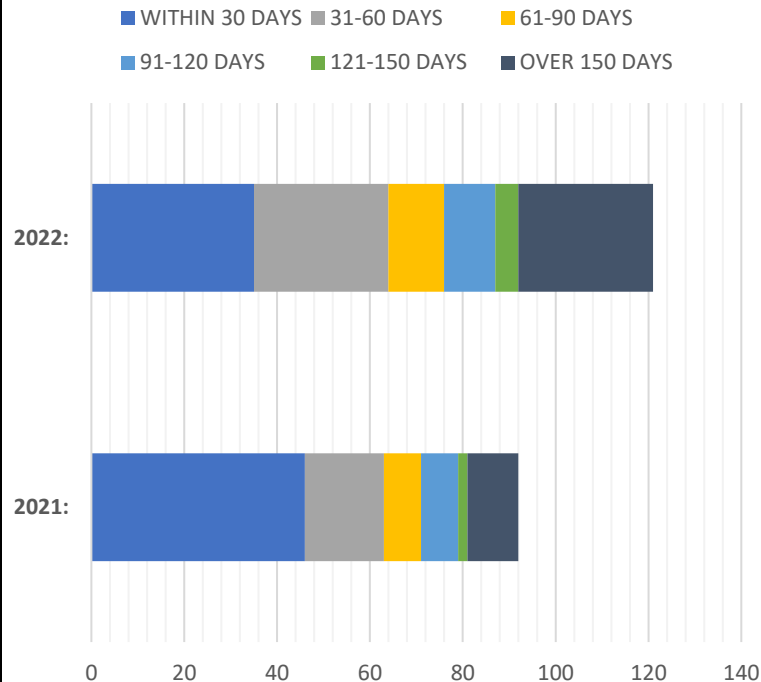
### NOTES:

In year one (2021) of the SA, out of the total 236 referrals received, 91 transitioned. In year two (2022), out of 243 referrals, 121 transitioned. That is a 33% increase in transitions from year one of the SA. The SA agreement requires the State to transition 100 TPMs from SNFs. \*The State has far exceeded this requirement.\* The SA requires transitions to occur no later than 120 days after the TPM requests transition support. The majority of transitions in 2022 occurred within 60 days of the requested transition. There are 34 transitions that took over 120 days to complete in 2022. The length of a transition can vary depending on housing, medical and behavioral health needs of the TPM. Creating a safe transition plan can take time and the State is working with the transition teams to ensure adequate services and housing are available for a successful transition to the chosen community of the TPM. Many of these cases have become more complex and many of these transitions involved the need to address significant and long-standing barriers before the transition could occur. The State is committed to working with individuals until transition is complete, regardless of length of time.

TOTAL REFERRALS & COMPLETED TRANSITIONS COMPARISON PER DOJ SA YEAR



TOTAL COMPLETED TRANSITIONS LONGEVITY SUMMARY PER DOJ SA YEAR



# AGING SERVICES HOUSING DOJ SA ANNUAL COMPARISON DASHBOARD

## TPM TRANSITIONS PERMANENT SUPPORTED HOUSING (PSH) SUMMARY

USDOJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

DOJ YEAR	TOTAL TRANSITIONED TPM RECEIVING ASSISTANCE/SUPPORT	TYPES OF ASSISTANCE/SUPPORT SUMMARY		
		PSH	MODIFICATION ASSISTANCE	HOUSING FACILITATION
2021:	95	28	11	56
2022:	175	99	24	52
TOTAL:	270	127	35	108

**NOTES:**  
 28 TPMs, who were successfully transitioned to the community, received permanent supported housing in year one (2021) of the SA. 99 TPMs received supported housing in year two (2022). 11 successfully transitioned TPMs in year one (2021) of the SA, received assistance with home modifications. 24 TPMs received home modification assistance in year two (2022). 56 successfully transitioned TPMs in year one (2021) of the SA, received housing facilitations. 52 TPMs received housing facilitations in year two (2022).  
 There was an 84% increase between 2021 and 2022 in the number of TPMs receiving housing supports. Some of this was due to a data collection change. The State was required to provide housing supports to at least 20 TPMs in year one of the SA (2021) and 30 TPMs in year two (2022). \*The State has far exceeded that number.\*

TOTAL TYPES OF ASSISTANCE/SUPPORT SUMMARY PER DOJ SA YEAR

