

AGING SERVICES HCBS DOJ SA ANNUAL COMPARISON DASHBOARD

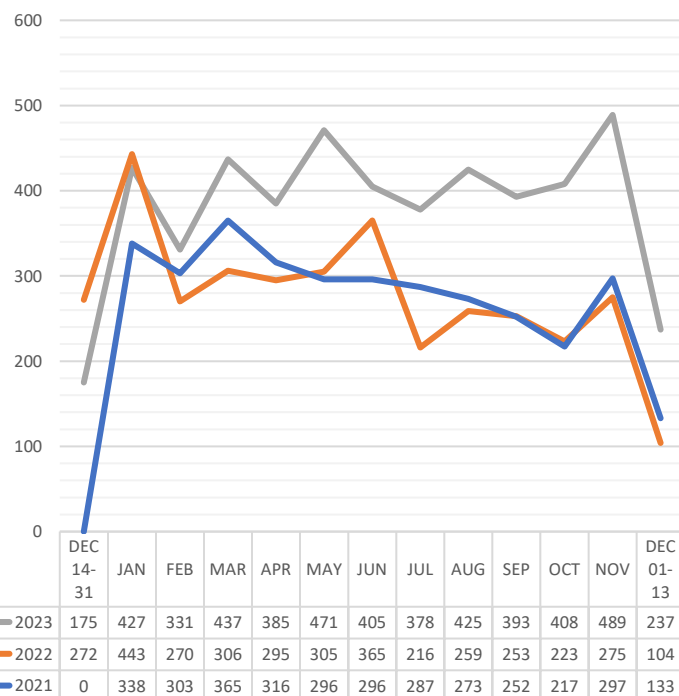
LTSS OPTIONS COUNSELING (OC) REFERRAL TOTALS

USDJ 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 |
|---------------|----------------------------------|---------------|---|
| 2021: | 3,373 | 2021: | 1,491 |
| 2022: | 3,586 | 2022: | 1,313 |
| 2023: | 4,961 | 2023: | 1,053 |
| TOTAL: | 11,920 | TOTAL: | 3,857 |

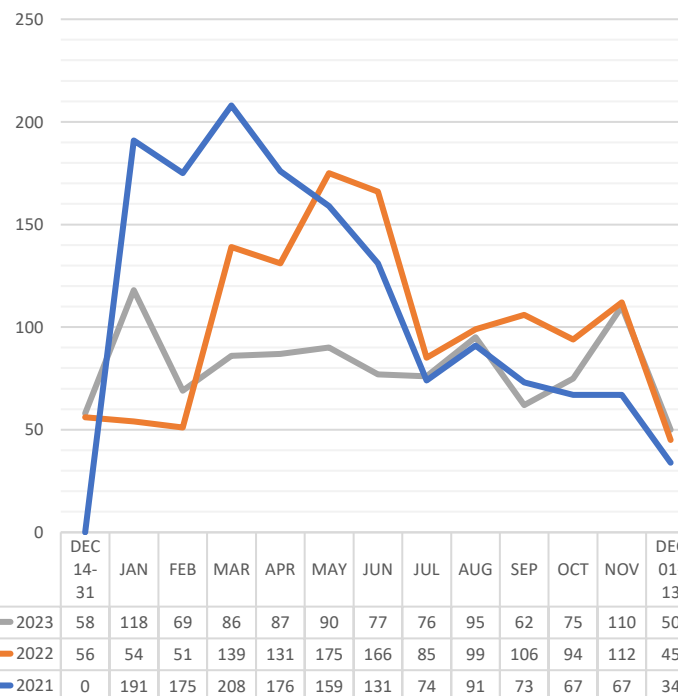
NOTES:
 In June of 2022, the State began seeing every Target Population Member (TPM) who is referred for a long term stay in a skilled nursing facility (SNF). The 2022 and 2023 visit totals are lower because we refined the data collection process to better identify individuals who meet the definition of a TPM.
 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). This increased by 6% in year two (2022) and by another 38% from year two (2022) to three (2023).
 1,053 referrals were sent to the Home & Community Based Services (HCBS) Case Managers (CMs) in year three (2023) of the SA. 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



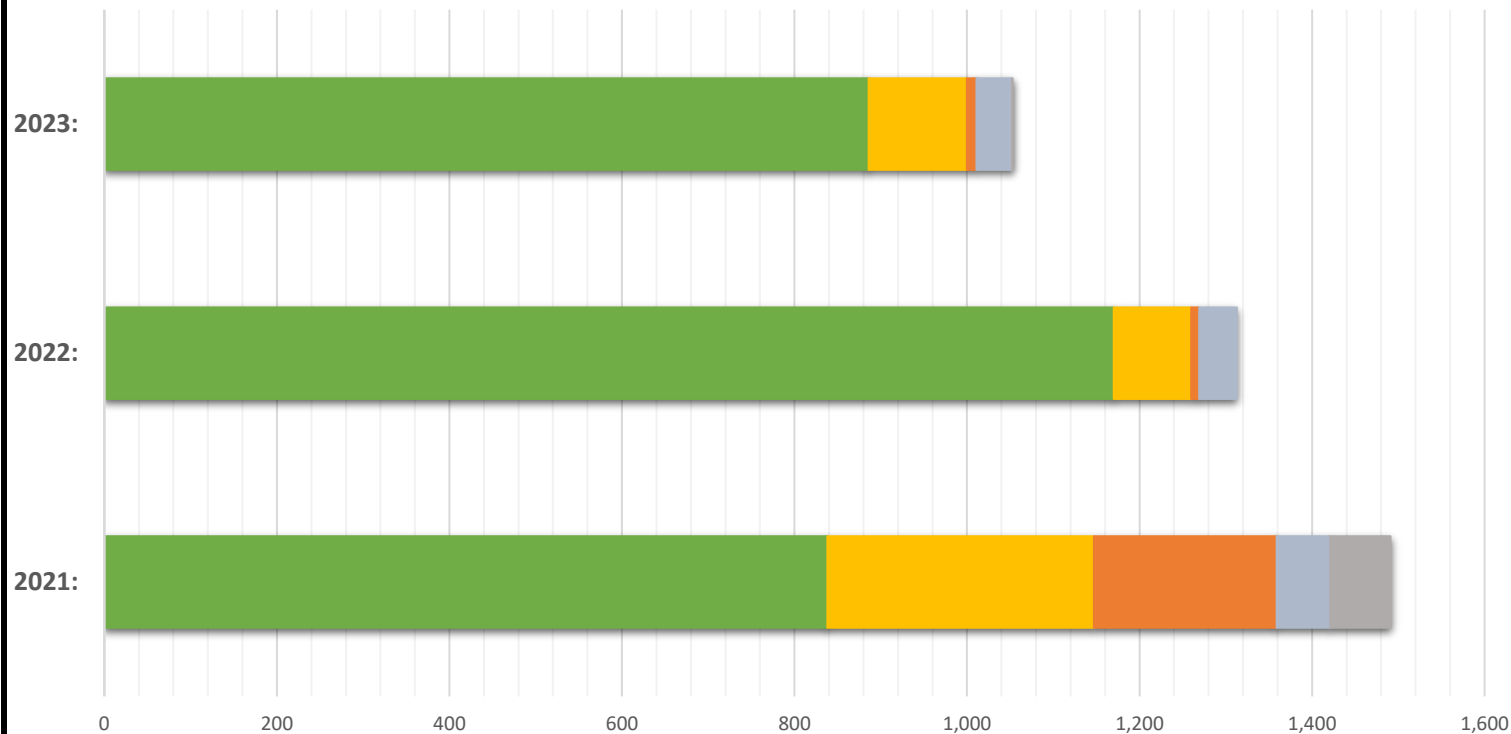
AGING SERVICES HCBS DOJ SA ANNUAL COMPARISON DASHBOARD

LTSS OC REFERRAL TOTALS SENT TO THE HCBS CM TERRITORIES

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

| DOJ YEAR | REFERRAL STATUS TOTALS | | | | | NOTES: |
|----------|------------------------------|--|-----------------------------|-----------------------|--------------------------|--|
| | TPM SEEN FOR A LTSS OC VISIT | TPM CONTACTED BUT DOES NOT MEET CRITERIA | UNABLE TO LOCATE INDIVIDUAL | REFERRED TPM DECEASED | REFERRAL OUTCOME PENDING | |
| 2021: | 838 | 309 | 212 | 62 | 70 | The State visits every TPM who is referred for a long term stay in a nursing home. The number of referrals depend on the number of individuals who meet the TPM criteria who are referred for a long term stay in a nursing home. These numbers can vary year to year. 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. |
| 2022: | 1,170 | 90 | 9 | 44 | 0 | |
| 2023: | 886 | 114 | 11 | 41 | 1 | |
| TOTAL: | 2,894 | 513 | 232 | 147 | 71 | |

TERRITORY LTSS OC REFERRAL VISIT STATUS SUMMARY



AGING SERVICES HCBS DOJ SA ANNUAL COMPARISON DASHBOARD

UNDUPLICATED LTSS OC REFERRALS SENT TO THE TERRITORIES VISIT SUMMARY

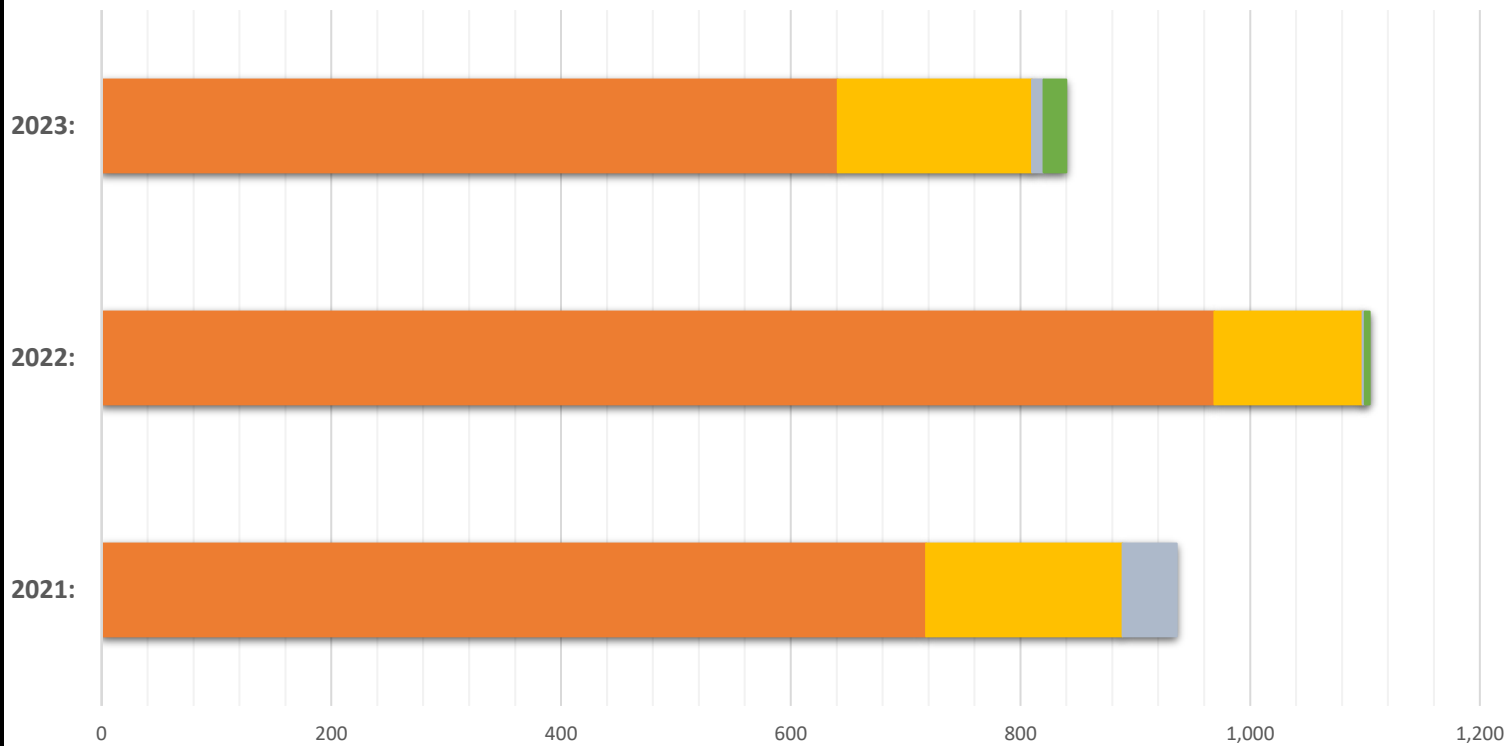
USDOJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

| 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 |
| 2023: | 840 | 811 | 29 | 641 | 169 | 10 | 20 |
| TOTAL: | 2,880 | 2,073 | 807 | 2,328 | 469 | 59 | 24 |

NOTES:

In year one (2021) of the SA, 936 total unduplicated contacts were made. This increased by 18% in year two (2022) and decreased by 24% from year two (2022) to three (2023) because we have a better way of analysing data to only include referrals for people who meet the definition of a TPM for the SA. Since the SA, that State visited 2,880 individuals. 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)

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 |

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 |

2023 HCBS MONTHLY CASE TOTALS

| | DEC 14-31 | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEPT | OCT | NOV | DEC 1-13 |
|-------------------|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|----------|
| MSP PERSONAL CARE | 735 | 736 | 739 | 749 | 735 | 742 | 741 | 752 | 756 | 771 | 771 | 766 | 754 |
| MEDICAID WAIVER | 481 | 479 | 474 | 493 | 491 | 491 | 476 | 502 | 507 | 524 | 536 | 546 | 541 |
| SPED | 1,648 | 1,659 | 1,657 | 1,677 | 1,675 | 1,674 | 1,643 | 1,690 | 1,718 | 1,716 | 1,727 | 1,723 | 1,708 |
| Ex-SPED | 118 | 114 | 112 | 111 | 113 | 113 | 111 | 111 | 113 | 114 | 112 | 113 | 110 |

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 also continue to see an increase in utilization of Medicaid waiver (MW) because of residential habilitation and community support services, which can provide up to 24-hour support in an integrated setting. The MW has grown 61% from 2021 to 2023.

AGING SERVICES HCBS DOJ SA ANNUAL COMPARISON DASHBOARD

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: | 1,394 | 1,090 | 283 | 281 | 238 | 126 | 830 | 639 | 43 | 44 |
| 2023: | 1,367 | 1,120 | 284 | 281 | 256 | 165 | 792 | 638 | 35 | 36 |
| TOTAL: | 3,550 | 2,910 | 567 | 562 | 494 | 291 | 2,374 | 1,925 | 115 | 132 |

NOTES:

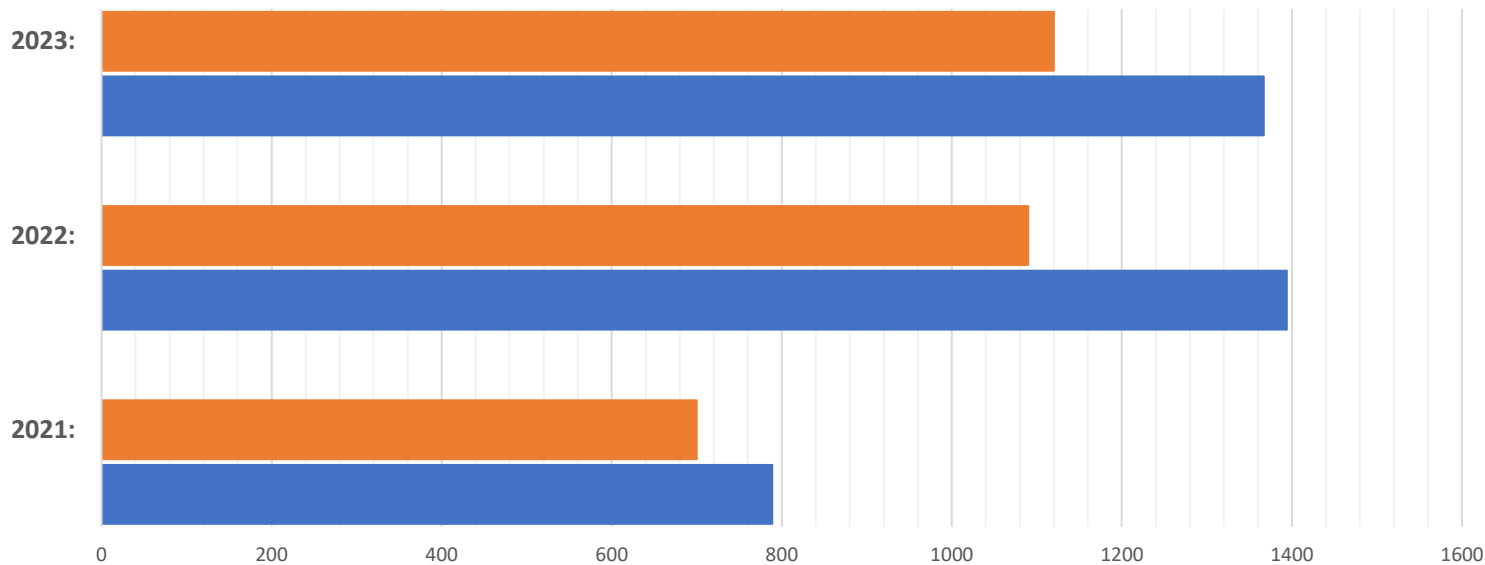
These are the number of cases that are worked per year for all HCBS recipients, not just TPM. Many of the people we serve have unstable medical conditions or are at end of life, which contributes to the number of individuals who come on and off HCBS each year. It also reflects the amount of Case Management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

From 2021 to 2023, there was a 73% increase in the number of opened cases and a 60% increase in the number of closures.

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)

| YEAR | TOTAL HCBS REFERRALS | YEAR | AVERAGE HCBS REFERRALS PER MONTH |
|--------|----------------------|----------|----------------------------------|
| 2021: | 1,893 | 2021: | 158 |
| 2022: | 1,854 | 2022: | 155 |
| 2023: | 1,456 | 2023: | 132 |
| TOTAL: | 5,203 | AVERAGE: | 148 |

| YEAR | TOTAL OPENED HCBS CASES | YEAR | AVERAGE OPENED CASES PER MONTH |
|--------|-------------------------|----------|--------------------------------|
| 2021: | 909 | 2021: | 76 |
| 2022: | 1,013 | 2022: | 84 |
| 2023: | 917 | 2023: | 83 |
| TOTAL: | 2,839 | AVERAGE: | 81 |

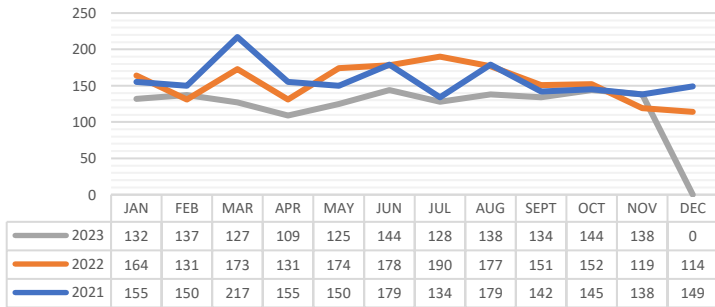
| YEAR | % OF OPENED CASES PER REFERRAL | YEAR | TOTAL UNDUPLICATED PENDING HCBS CASES |
|----------|--------------------------------|--------|---------------------------------------|
| 2021: | 48% | 2021: | N/A |
| 2022: | 55% | 2022: | 189 |
| 2023: | 63% | 2023: | 207 |
| AVERAGE: | 55% | TOTAL: | 396 |

NOTES:

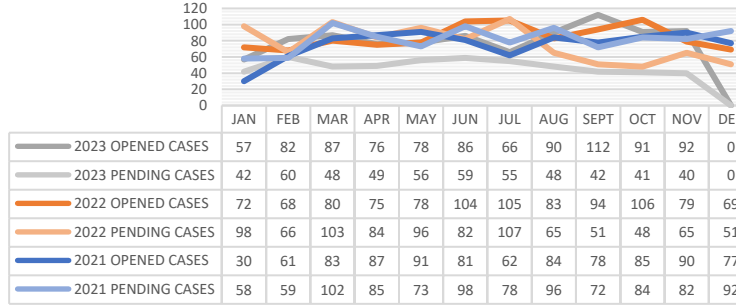
Since the first year of the SA (2021), the number of HCBS referrals from all referral sources (ADRL intake, direct referral, MFP, LTC Eligibility Unit and LTSS OC visits) has remained consistent. The ADRL intake staff have gotten better at identifying individuals likely to qualify for HCBS services through the intake process. This results in a lower number of people being referred but a higher number of individuals found eligible to receive services.

There has been a slight increase in the average opened cases per month, with the percent of open cases per referral increasing by 15% from 2021 to 2023. 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, added to the tracking data in September of 2022. The State expects the number of people waiting for QSP enrollment to go down because of the implementation of the new QSP Enrollment Portal. The increased number waiting on MA eligibility is due to the revalidation requirements for all Medicaid members because of the pandemic unwinding. The total unduplicated pending referral case summary was added to the tracking data in June of 2022. December 2023 data will be reflected on the next annual DOJ dashboard.

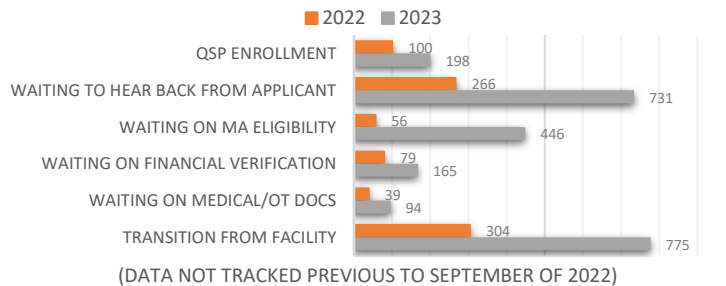
HCBS CM REFERRAL SUMMARY



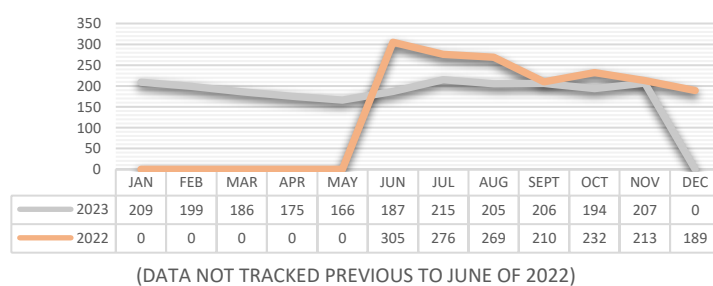
REFERRAL CASE SUMMARY



PENDING REFERRAL REASON SUMMARY



TOTAL UNDUPLICATED PENDING REFERRAL SUMMARY



AGING SERVICES HCBS DOJ SA ANNUAL COMPARISON DASHBOARD

HCBS LONG TERM CARE (LTC) DIVERSIONS

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

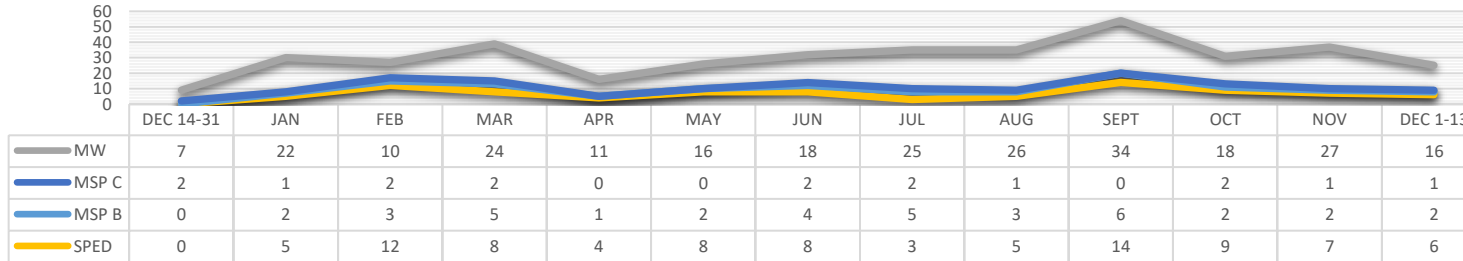
| DOJ YEAR | TOTAL UNDUPLICATED TPMs DIVERTED FROM A SNF | TOTALS BY PROGRAM | | |
|---------------|---|--------------------------------------|------------------------------|---------------------------|
| | | TOTAL MSP LEVEL B & C TPM DIVERSIONS | TOTAL HCBS MW TPM DIVERSIONS | TOTAL SPED TPM DIVERSIONS |
| 2021: | 273 | 65 | 144 | 104 |
| 2022: | 308 | 52 | 221 | 92 |
| 2023: | 319 | 53 | 254 | 89 |
| TOTAL: | 900 | 170 | 619 | 285 |

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 dis-enroll/re-enroll in programs. Since the first year of the SA (2021), the State has diverted 900 TPMs from a SNF. 273 TPMs were diverted in year one (2021). This increased by 13% in year two (2022) and by another 4% from year two (2022) to three (2023).

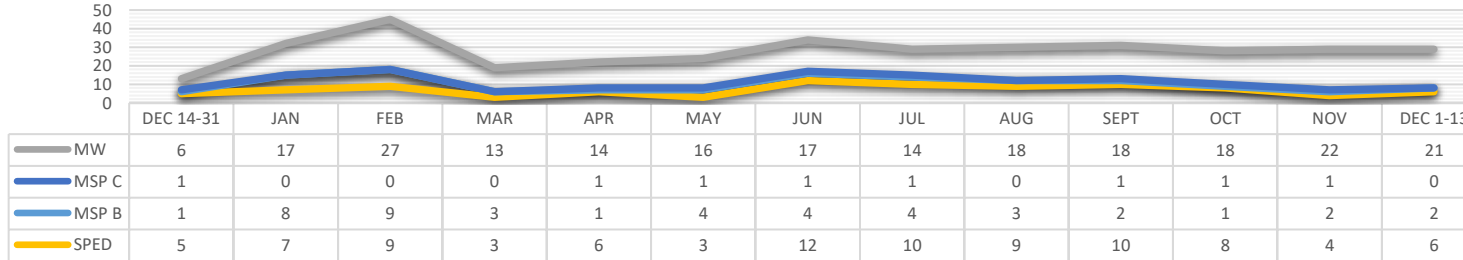
The SA required the State to divert 100 TPMs during the first two years of the SA (2021 and 2022). The State is now required to divert an additional 150 TPMs by 12/13/2024. *The State has far exceeded these requirements.*

Most TPMs receive their diversion services through the HCBS Medicaid waiver because it's designed to be an alternative way for people who meet a NF LoC to receive services in their home and community. It is significant to note 285 TPMs are diverted through the State funded SPED program.

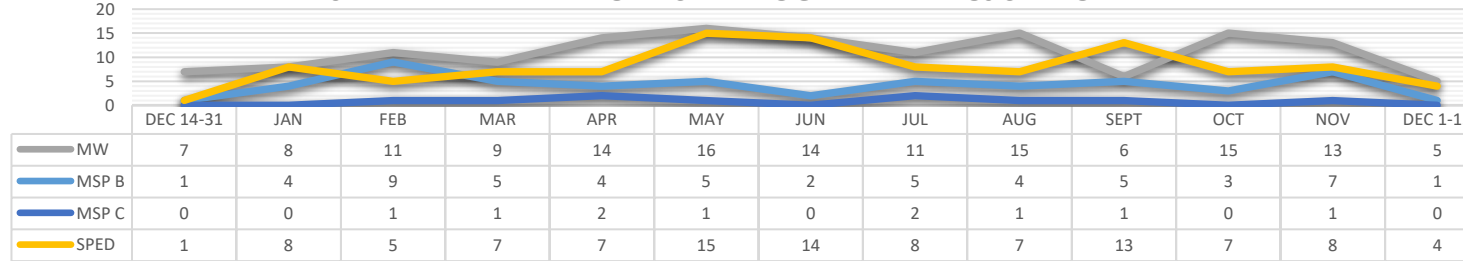
2023 DIVERTED TPM TOTALS BY PROGRAM PER DOJ SA MONTH



2022 DIVERTED TPM TOTALS BY PROGRAM PER DOJ SA MONTH



2021 DIVERTED TPM TOTALS BY PROGRAM PER DOJ SA MONTH



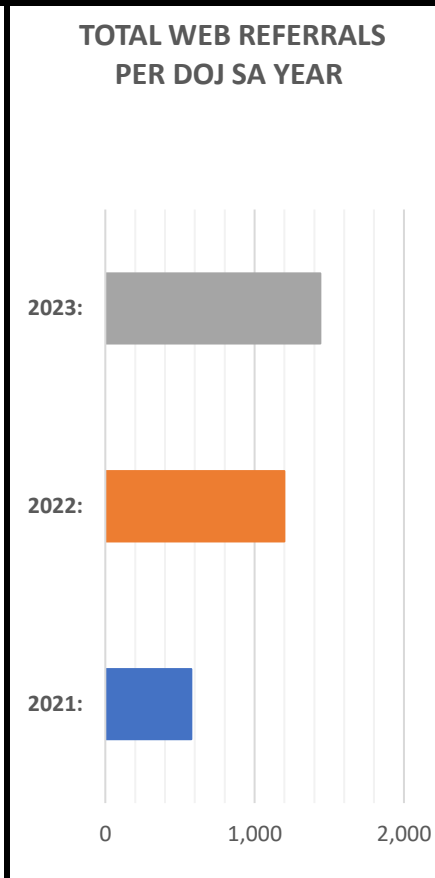
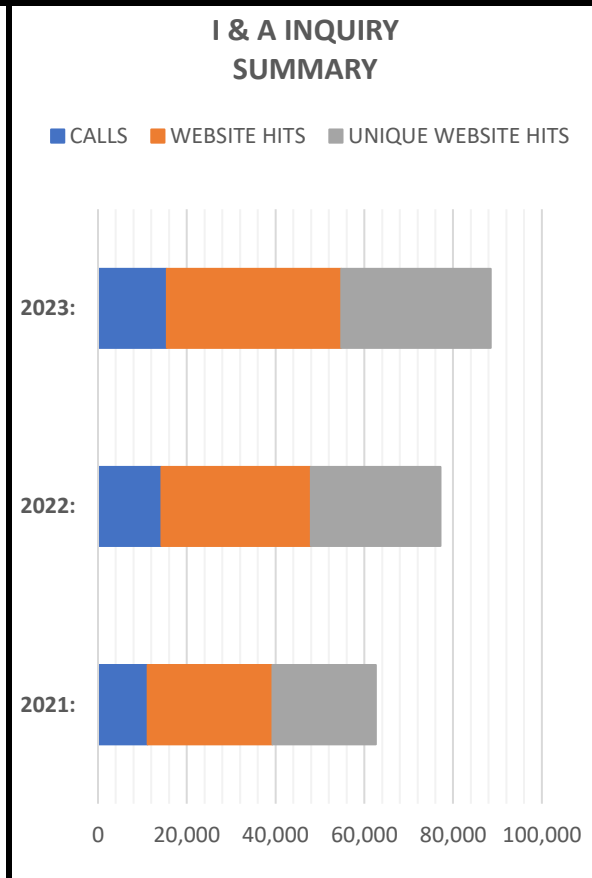
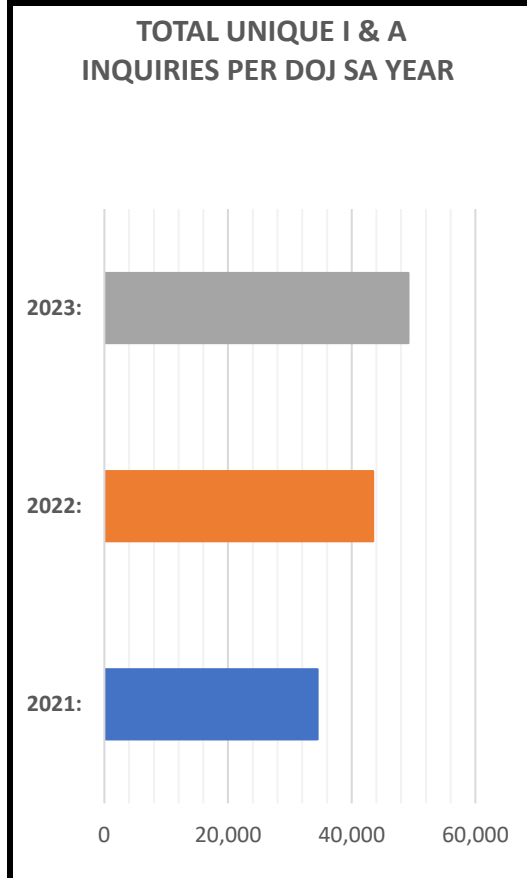
AGING SERVICES ADRL DOJ SA ANNUAL COMPARISON DASHBOARD

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 |
| 2023: | 49,187 | 15,502 | 39,272 | 33,685 | 1 | 1,440 |
| TOTAL: | 127,149 | 40,964 | 101,055 | 86,185 | N/A | 3,214 |

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. Calls made to the ADRL increased by 27% in 2022, and by another 9% from 2022 to 2023. Web intake referrals more than doubled in 2022 and increased by 20% from 2022 to 2023.
 For the second year in a row, the call wait time is 1 minute.



AGING SERVICES TRANSITIONS DOJ SA ANNUAL COMPARISON DASHBOARD

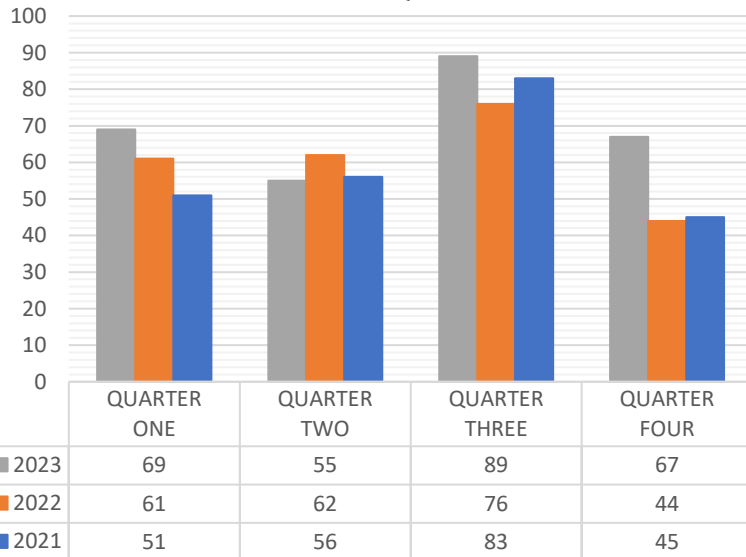
TPM TRANSITION REFERRAL SUMMARY

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

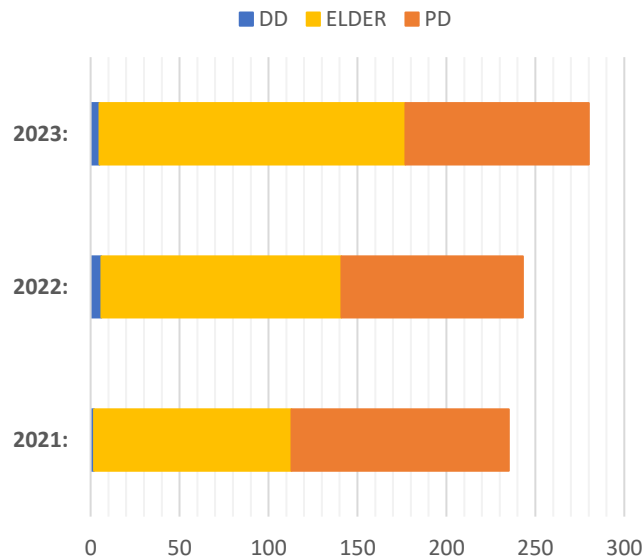
| DOJ YEAR | PROGRAM | TOTAL REFERRALS | REFERRAL TOTALS BY GRANT POPULATION | | |
|----------|--------------|-----------------|-------------------------------------|------------|-------------------------------|
| | | | PHYSICALLY DISABLED (PD) | ELDER | DEVELOPMENTALLY DISABLED (DD) |
| 2021: | MFP | 196 | 104 | 90 | 2 |
| | ADRL | 38 | 17 | 21 | 0 |
| | HCBS MW | 1 | 1 | 0 | 0 |
| | TOTAL | 235 | 122 | 111 | 2 |
| 2022: | MFP | 218 | 90 | 123 | 5 |
| | ADRL | 25 | 12 | 12 | 1 |
| | HCBS MW | 0 | 0 | 0 | 0 |
| | TOTAL | 243 | 102 | 135 | 6 |
| 2023: | MFP | 262 | 95 | 163 | 4 |
| | ADRL | 18 | 8 | 9 | 1 |
| | HCBS MW | 0 | 0 | 0 | 0 |
| | TOTAL | 280 | 103 | 172 | 5 |

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. Since the first year of the SA (2021), the State has received 758 referrals from TPMs residing in a NF. The number of referrals has been consistent. We continue to see an increase in the number of older adults who are transitioning from the nursing home. MFP transition referrals for elders have increased by 81% during the three year period of the SA.

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 |
| | TOTAL: | 91 | 46 51% | 17 19% | 7 8% | 8 9% | 2 2% | 11 12% |
| 2022: | MFP | 105 | 19 | 29 | 12 | 11 | 5 | 29 |
| | ADRL | 16 | 16 | 0 | 0 | 0 | 0 | 0 |
| | HCBS MW | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | TOTAL: | 121 | 35 29% | 29 24% | 12 10% | 11 9% | 5 4% | 29 24% |
| 2023: | MFP | 105 | 15 | 26 | 9 | 10 | 8 | 37 |
| | ADRL | 13 | 12 | 1 | 0 | 0 | 0 | 0 |
| | HCBS MW | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | TOTAL: | 118 | 27 23% | 27 23% | 9 8% | 10 8% | 8 7% | 37 31% |

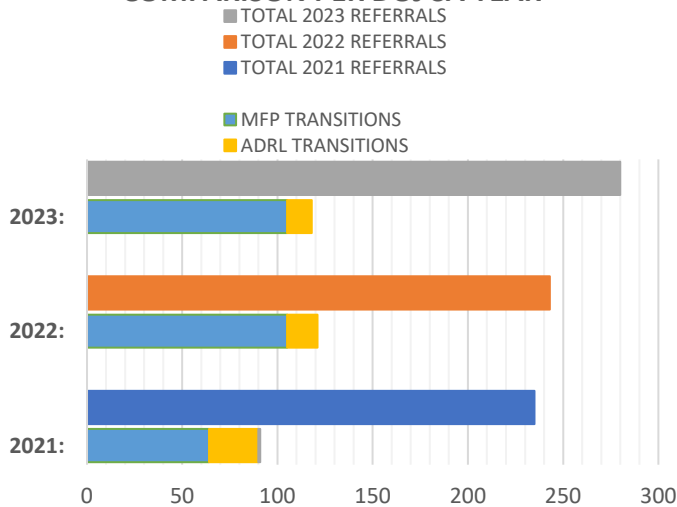
NOTES:

Since the start of the SA, 330 TPMs have transitioned to an integrated setting. In the first year of the SA (2021), there were 91 transitions. This increased by 33% in year two (2022) and slightly decreased by 2% from year two (2022) to three (2023). The SA required the State to transition 100 TPMs from SNFs by year two of the SA. *The State has far exceeded this requirement.* Within four years of the SA, the State needs to transition at least 60% of the population referred for transition services to the community.

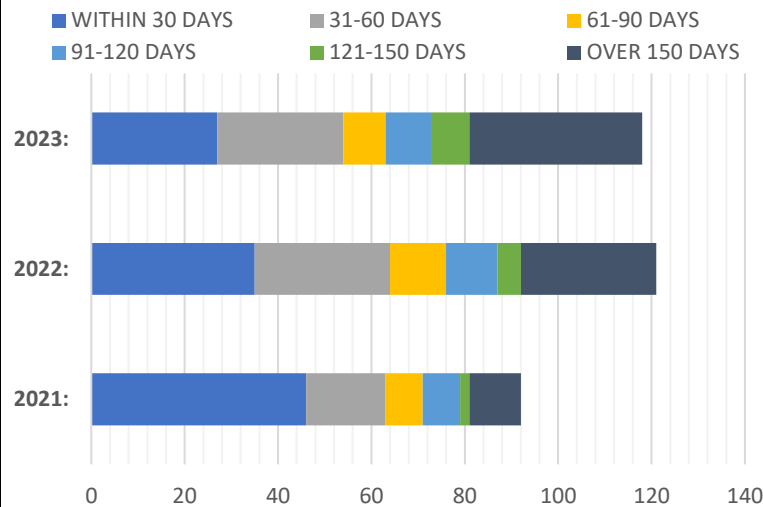
The SA also requires transitions to occur no later than 120 days after the TPM requests transition support.

In 2023, 45 transitions took over 120 days to complete. The length of a transition can vary depending on housing, and 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 the State continues to look for ways to transition TPMs efficiently and safely.

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 |
| 2023: | 208 | 110 | 29 | 69 |
| TOTAL: | 478 | 237 | 64 | 177 |

NOTES:
 Of the TPMs who successfully transitioned to the community, this data reflects who received permanent supported housing, housing facilitation, or assistance with home modification. 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 was required to provide PSH to an additional 60 TPMs by 12/14/2023. *The State has far exceeded that number.* By 12/14/2024, the State must provide PSH to TPMs based on aggregate need.

TOTAL TYPES OF ASSISTANCE/SUPPORT SUMMARY PER DOJ SA YEAR

