

# 2024 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2023 - DEC 13, 2024)

## TERRITORY LTSS OC REFERRALS SUMMARY

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

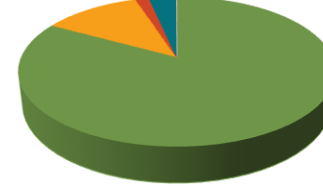
UPDATED: 1/7/2025

TOTAL REFERRALS SENT TO THE TERRITORIES FOR LTSS OC VISIT:

**1,437**

SEEN FOR A LTSS OC VISIT:	<b>1,193</b>	83%
CONTACTED BUT DOES NOT MEET LTSS OC CRITERIA:	<b>170</b>	12%
UNABLE TO LOCATE INDIVIDUAL:	<b>25</b>	2%
REFERRED DECEASED:	<b>48</b>	3%
REFERRAL OUTCOME PENDING:	<b>1</b>	0%

TERRITORY LTSS OC REFERRAL VISIT STATUS SUMMARY



- SEEN FOR A LTSS OC VISIT
- CONTACTED BUT DID NOT MEET LTSS OC CRITERIA
- UNABLE TO LOCATE
- DECEASED
- PENDING STATUS AT THIS TIME

**NOTES:**

1,437 referrals were sent to the HCBS CM territories. 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. All referrals are reviewed by an HCBS Program Administrator.

## UNDUPLICATED TERRITORY LTSS OC REFERRALS VISIT SUMMARY

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

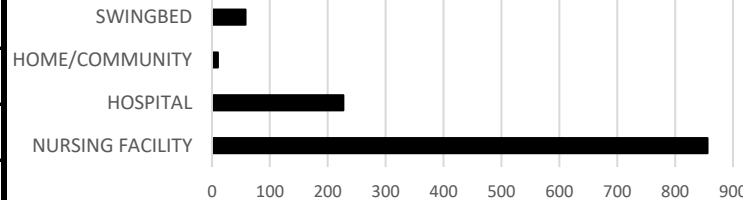
UPDATED: 1/7/2025

TOTAL UNDUPLICATED INDIVIDUALS RECEIVING REFERRAL CONTACT:

**1,151**

VISIT LOCATION	TOTAL	%
NURSING FACILITY	856	74%
HOSPITAL	227	20%
HOME/COMMUNITY	10	1%
SWING BED	58	5%

UNDUPLICATED VISIT SUMMARY BY LOCATION



**NOTES:**

Out of the total 1,437 referrals sent to the HCBS territories, 1,151 total unduplicated contacts were made. On June 14 of 2022, the State began seeing all TPMs who are referred for a long term stay in a skilled nursing facility (SNF) as required in the Settlement Agreement (SA).

## TERRITORY LTSS OC TRANSITION REFERRALS SUMMARY

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

UPDATED: 12/31/2024 GMC

TOTAL LTSS OC REFERRALS SEEN FOR A VISIT THAT WERE REFERRED TO MFP:

**110**

**9%**

TRANSITION OUTCOME	TOTAL	%
COMPLETED TRANSITION	30	27%
PENDING TRANSITION	28	25%

TRANSITION OUTCOME



NUMBER OF COMPLETED LTSS OC REFERRAL TRANSITIONS RECEIVING HCBS:

**11**

**37%**

**NOTES:**

Referrals to MFP and HCBS indicate preference to receive care in the community. Not all those referred will transition due to individual choice, eligibility, or death. Individuals not interested in pursuing transition, will be seen annually by the Case Manager.

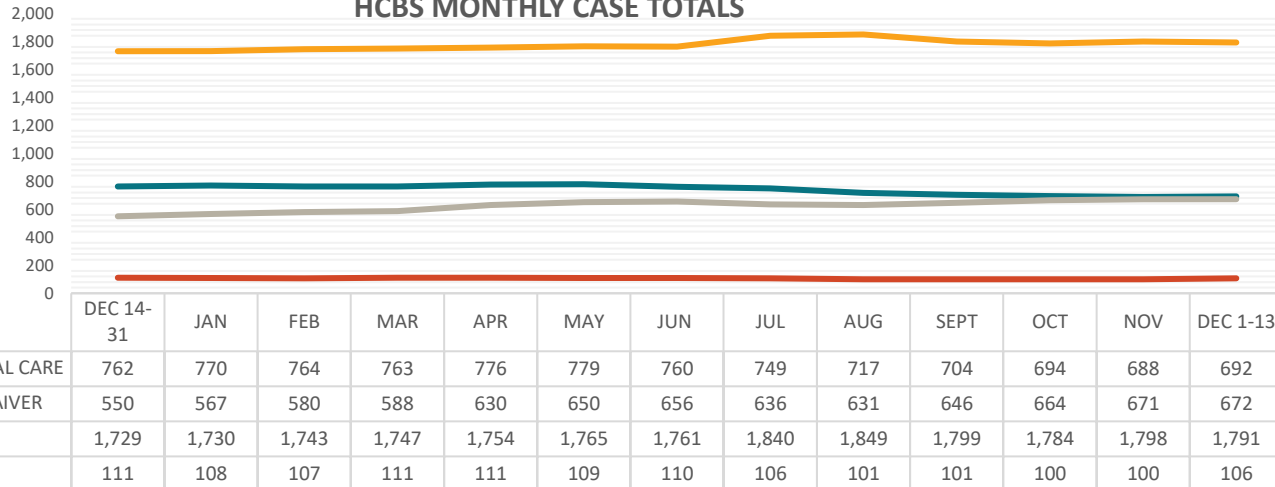
# 2024 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2023 - DEC 13, 2024)

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

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

UPDATED: 10/7/2024

### HCBS MONTHLY CASE TOTALS



### NOTES:

This information reflects the total number of open cases by program for all HCBS recipients, not just TPMs. Numbers are not unduplicated because individuals may receive services from multiple programs at the same time. Although the numbers reflect little change in the program, the next section illustrates the number of cases that open and close due to the complex medical needs of the population served.

## HCBS CASES WORKED SUMMARY

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

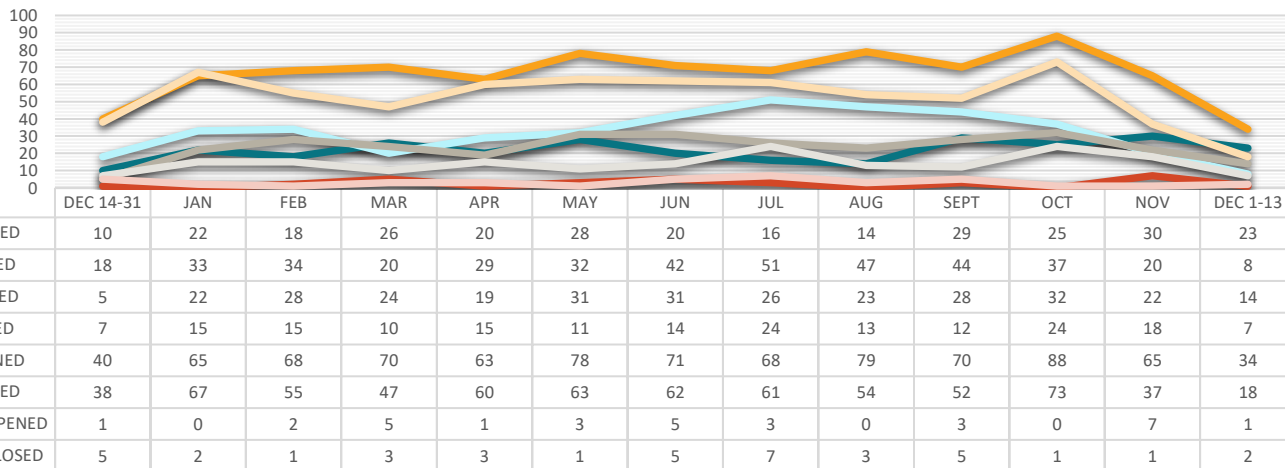
UPDATED: 1/24/2025

<b>TOTAL OPENED MSP CASES:</b>	<b>281</b>	<b>TOTAL OPENED MW CASES:</b>	<b>305</b>	<b>TOTAL OPENED SPED CASES:</b>	<b>859</b>	<b>TOTAL OPENED Ex-SPED CASES:</b>	<b>31</b>
<b>TOTAL CLOSED MSP CASES:</b>	<b>415</b>	<b>TOTAL CLOSED MW CASES:</b>	<b>185</b>	<b>TOTAL CLOSED SPED CASES:</b>	<b>687</b>	<b>TOTAL CLOSED Ex-SPED CASES:</b>	<b>39</b>

### NOTES:

These are the number of cases that are worked each month for all HCBS recipients, not just TPMs. The number of cases opened remains high at 1,476 during this reporting period. More individuals are utilizing HCBS waiver and SPED services. HCBS Case Managers are required to manage opening referrals, pending, and closing cases. This contributes to the complexity of providing case management services to older adults and adults with physical disability. In 2024, the State hired four additional Case Management staff to better manage individual caseloads. HCBS Case Managers are no longer responsible to provide case management in Basic Care facilities.

### MONTHLY CASES WORKED SUMMARY



# 2024 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2023 - DEC 13, 2024)

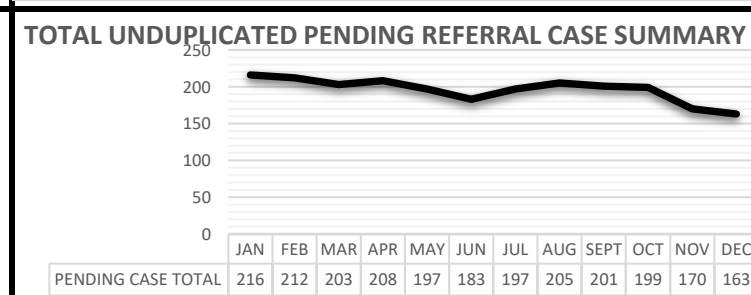
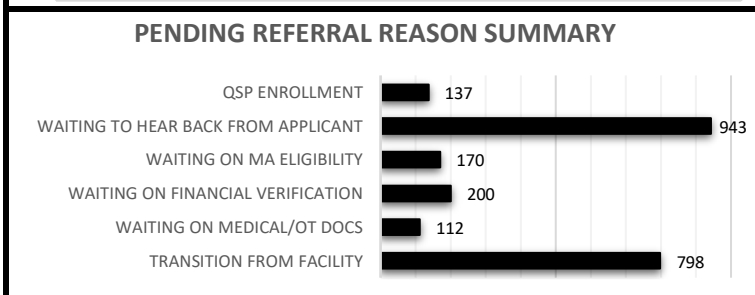
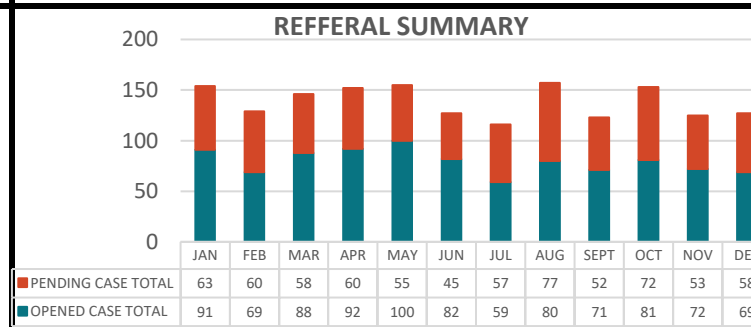
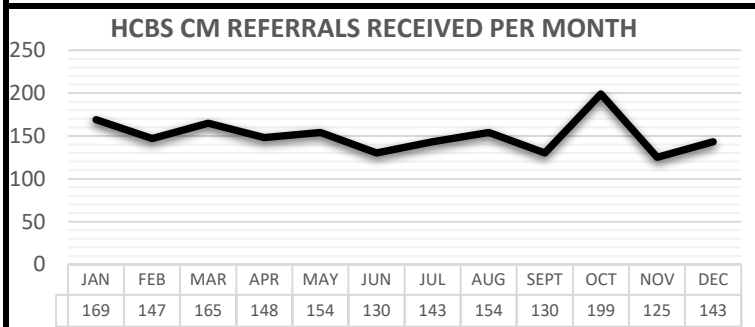
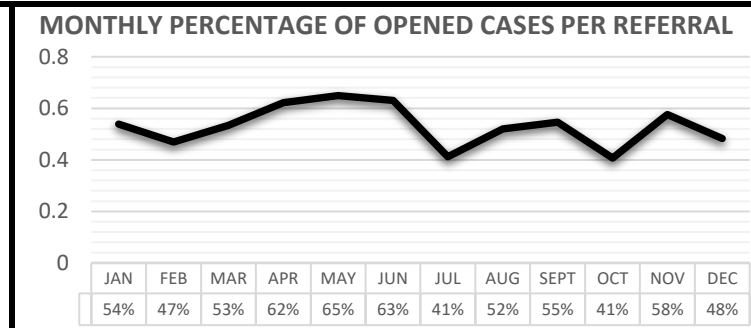
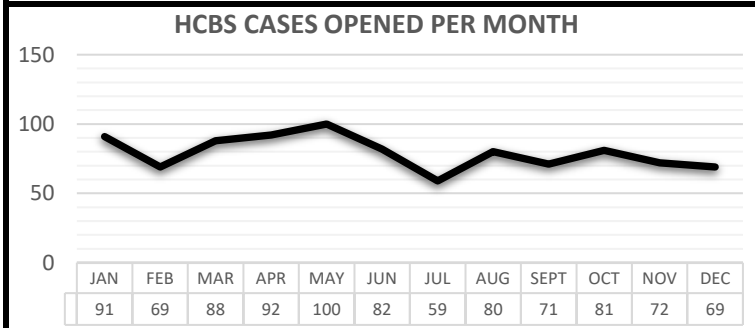
## HCBS CASE MANAGEMENT REFERRALS

CALENDAR YEAR (JAN-DEC)

UPDATED: 1/17/2025

<b>TOTAL HCBS REFERRALS:</b>	<b>1,807</b>
<b>AVERAGE HCBS REFERRALS PER MONTH:</b>	<b>151</b>
<b>TOTAL OPENED HCBS CASES:</b>	<b>954</b>
<b>AVERAGE OPENED HCBS CASES PER MONTH:</b>	<b>80</b>
<b>ANNUAL PERCENTAGE OF TOTAL OPENED CASES PER REFERRAL:</b>	<b>53%</b>
<b>TOTAL RUNNING UNDUPLICATED PENDING HCBS CASES:</b>	<b>163</b>

**NOTES:**  
 HCBS referrals are tracked by calendar year (January - December). 1,807 referrals for HCBS were sent to the HCBS CM territories from all referral sources (ADRL intake, direct referral, MFP, LTC Eligibility Unit and LTSS OC visits). The annual average of open cases is 53%, indicating that the quality of the intake process to determine potential eligibility for HCBS is working. Pending cases are active HCBS referrals that are still being worked and do not yet have a formal outcome.



# 2024 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2023 - DEC 13, 2024)

## HCBS LONG TERM CARE (LTC) DIVERSIONS

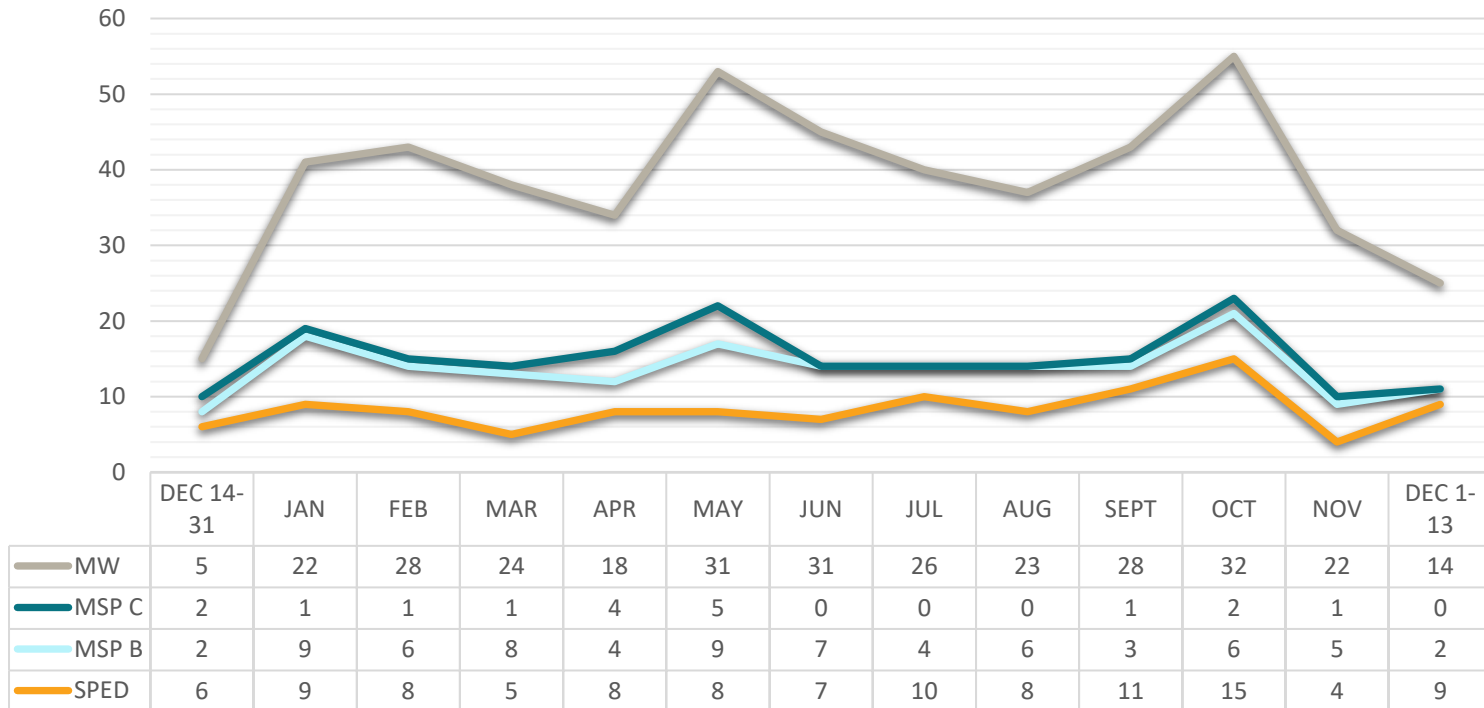
USDOJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

UPDATED: 1/28/2025

<b>UNDUPLICATED TOTAL NUMBER OF TPMs DIVERTED FROM A SKILLED NURSING FACILITY (SNF):</b>	<b>390</b>
<b>TOTAL MSP LEVEL B &amp; C TPM DIVERSIONS:</b>	<b>89</b>
<b>TOTAL HCBS MED WAIVER TPM DIVERSIONS:</b>	<b>304</b>
<b>TOTAL SPED TPM DIVERSIONS:</b>	<b>108</b>

**NOTES:**  
 A Target Population Member (TPM) is an individual receiving HCBS as an appropriate alternative to a skilled nursing facility (SNF), at least 21 years of age, has below \$25K in assets and meets a nursing facility level of care (LOC). TPMs may receive services from multiple programs at the same time and terminate/re-enroll in programs. The SA requires the State to divert 150 at risk TPMs by 12/13/2024. The State has far exceeded this benchmark.

MONTHLY DIVERTED TPM TOTALS BY PROGRAM



# 2024 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2023 - DEC 13, 2024)

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

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

UPDATED: 12/16/2024

**TOTAL UNIQUE ADRL I & A INQUIRIES: 68,269**

**ADRL I & A CALLS: 16,226**

**ADRL WEBSITE HITS: 60,479**

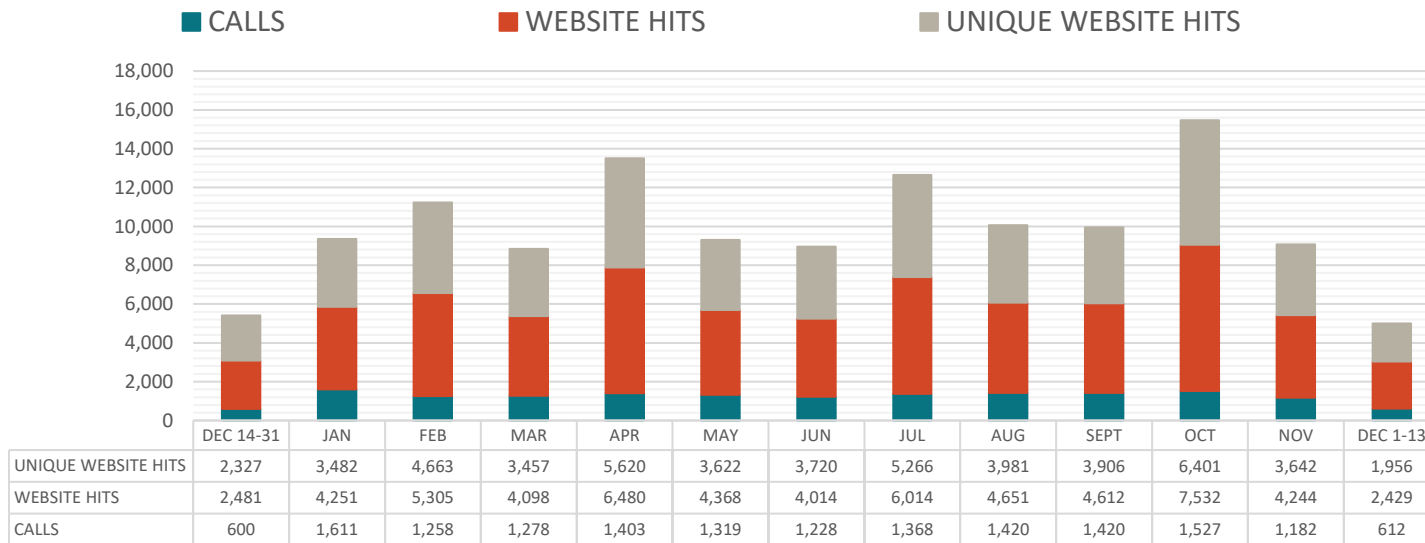
**ADRL UNIQUE WEBSITE HITS: 52,043**

**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 ADRL inquiries has grown each year of the Settlement Agreement (SA). For the third year in a row, the call wait time is one minute.

A social media ad campaign is run quarterly. Whenever an ad runs, the number of contacts to the ADRL increases.

### ADRL I & A INQUIRIES PER USDOJ SA MONTH



**AVERAGE ADRL I & A CALL WAIT TIME (IN MINUTES): 1**

**WEB REFERRALS: 1,641**

# 2024 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2023 - DEC 13, 2024)

## TPM TRANSITION REFERRALS SUMMARY

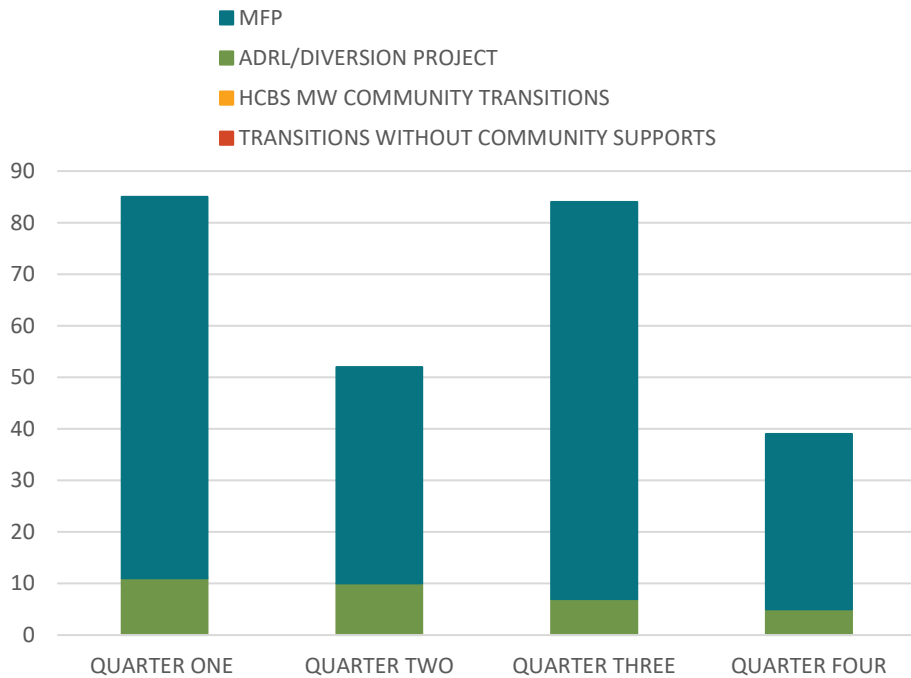
USDOL SETTLEMENT YEAR (DFCFMRR 14TH - DECFMRR 13TH)

UPDATED: 01/16/2025 Gale

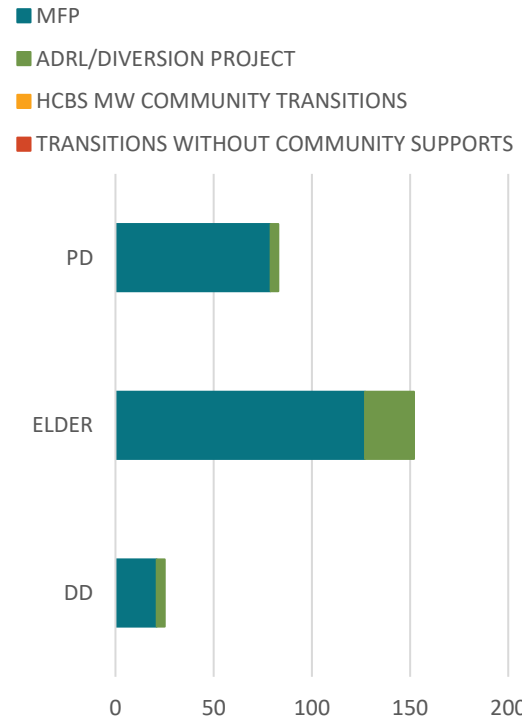
<b>TOTAL TPM TRANSITION REFERRALS:</b>		<b>260</b>			
REFERRALS	TOTAL	%	BY GRANT POPULATION		
			DD	ELDER	PD
MFP	227	87%	21	127	79
ADRL/DIVERSION PROJECT	33	13%	4	25	4
HCBS MEDICAID WAIVER COMMUNITY TRANSITION	0	0%	0	0	0
TRANSITIONS WITHOUT COMMUNITY SUPPORTS	0	0%	0	0	0

**NOTES:**  
 260 TPMs have been referred for transition. Not all referrals go on to sign a consent to participate in the transition process. 217 individuals signed consent. Transition services help TPMs move from an institutional setting to their own home and community. The majority of referrals involve older adults. The State currently provides transition support services through the following programs: MFP grant, ADRL grant, and the HCBS Medicaid waiver. The HCBS Medicaid waiver pays for community transition support services to eligible individuals. As part of the Federal pandemic relief efforts, the State was awarded an ACL ADRL grant to assist individuals to transition from an institutional setting to the community. The State is currently using 9817 10% plan funds to administer this service and now refers to the program as the diversion project.

**REFERRALS PER FUNDING SOURCE BY DOJ QUARTER**



**REFERRALS PER GRANT POPULATION**



# 2024 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2023 - DEC 13, 2024)

## TPM TRANSITION REFERRALS COMPLETED SUMMARY

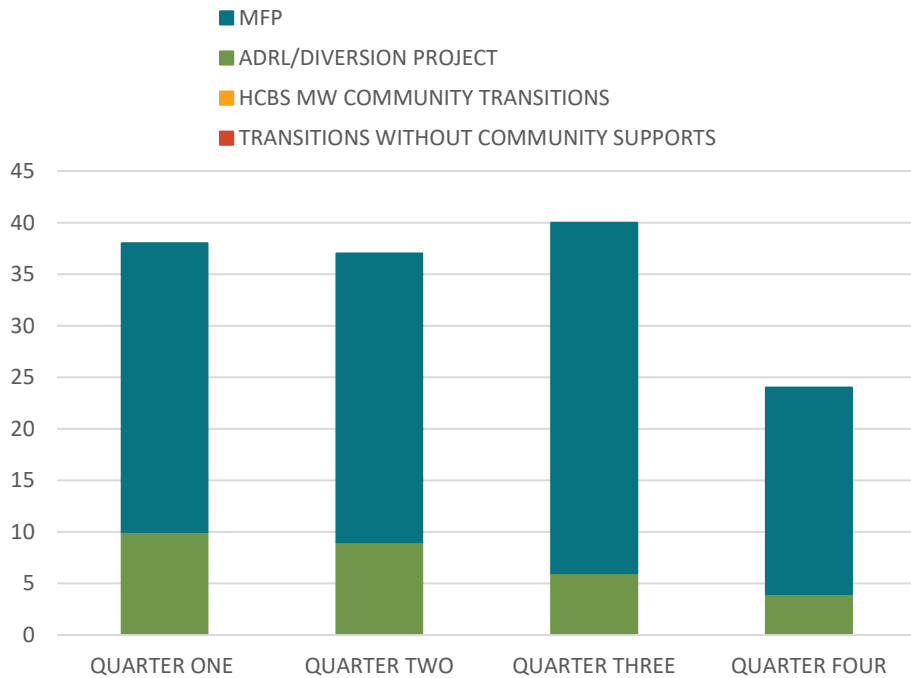
USDJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

UPDATED: 01/16/2025 Gale

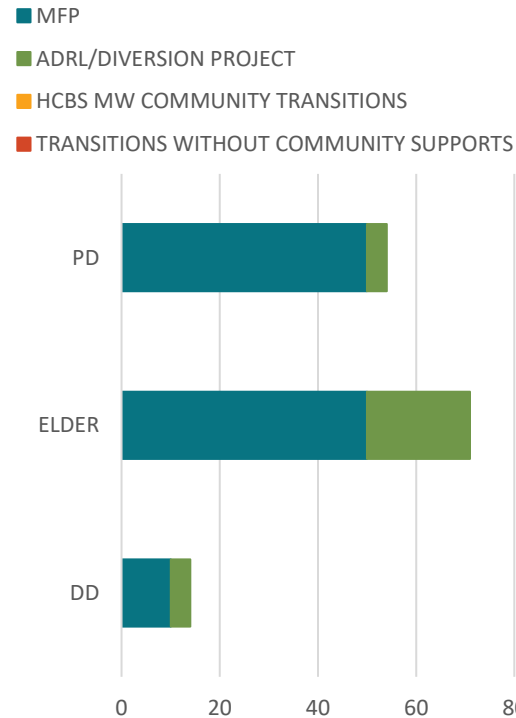
<b>TOTAL TPM TRANSITION REFERRALS THAT COMPLETED TRANSITION:</b>		<b>139</b>			
TRANSITIONS	TOTAL	%	BY GRANT POPULATION		
			DD	ELDER	PD
MFP	110	79%	10	50	50
ADRL/DIVERSION PROJECT	29	21%	4	21	4
HCBS MEDICAID WAIVER COMMUNITY TRANSITION	0	0%	0	0	0
TRANSITIONS WITHOUT COMMUNITY SUPPORTS	0	0%	0	0	0

**NOTES:**  
 Of the 217 individuals who requested to transition by signing a consent, 139 successfully transitioned from an institutional setting to the community during this reporting period. The SA requires the State to transition 60% of the TPMs that were referred for transition support by 12/13/2024. The State transitioned 64%, exceeding the target.

**TRANSITIONS PER FUNDING SOURCE BY DOJ QUARTER**



**TRANSITIONS PER GRANT POPULATION**



# 2024 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2023 - DEC 13, 2024)

## TPM TRANSITIONS COMPLETED SETTING & LONGEVITY SUMMARY

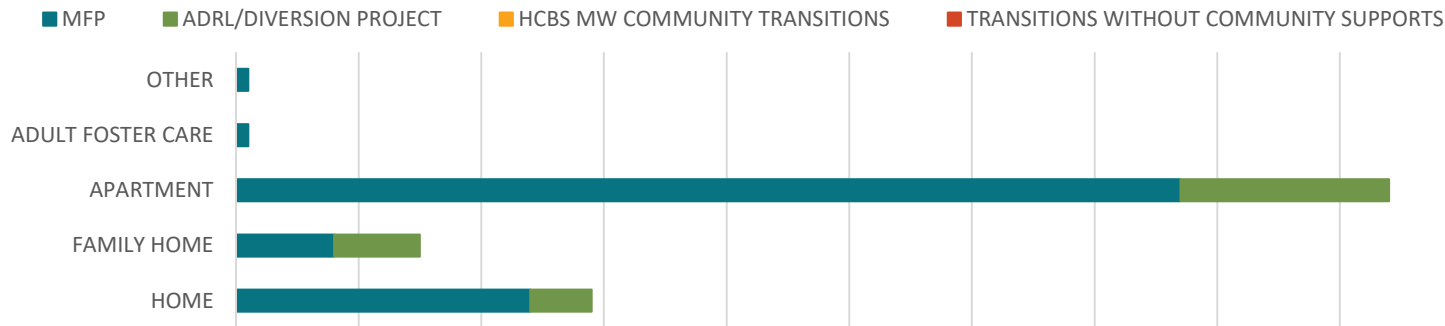
USDJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

UPDATED: 01/16/2025 Gale

TRANSITION SETTING	HOME	FAMILY HOME	APARTMENT	ADULT FOSTER CARE	OTHER
MFP	24	8	77	1	1
ADRL/DIVERSION PROJECT	5	7	17	0	0
MW COMM TRANS	0	0	0	0	0
TRANS W/OUT SUPP	0	0	0	0	0

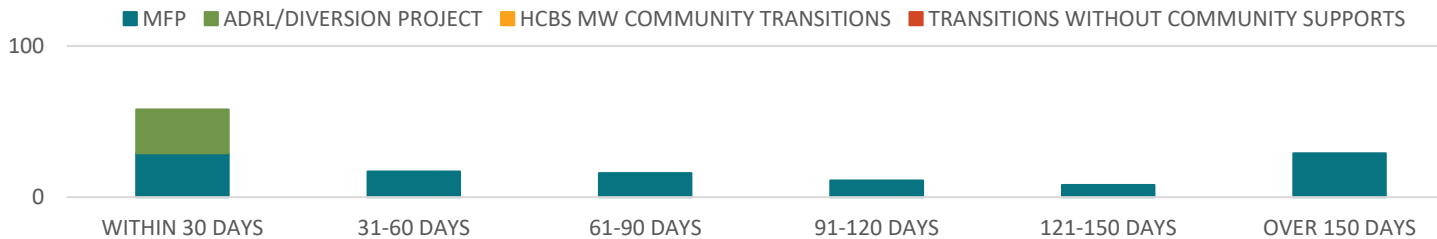
**NOTES:**  
 139 TPMs transitioned from a nursing facility to an integrated setting. 73% of transitions occurred within 120 days of referral. 29 individuals who have been waiting to transition for over 150 days, were successfully transitioned to the community during this reporting period.

TRANSITION SETTING



TRANSITION LONGEVITY	WITHIN 30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	121-150 DAYS	OVER 150 DAYS
MFP	29	17	16	11	8	29
ADRL/DIVERSION PROJECT	29	0	0	0	0	0
MW COMM TRANS	0	0	0	0	0	0
TRANS W/OUT SUPP	0	0	0	0	0	0

TRANSITION LONGEVITY FROM REFERRAL DATE TO TRANSITION DATE



# 2024 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2023 - DEC 13, 2024)

## TPM HOME MODIFICATION SUMMARY

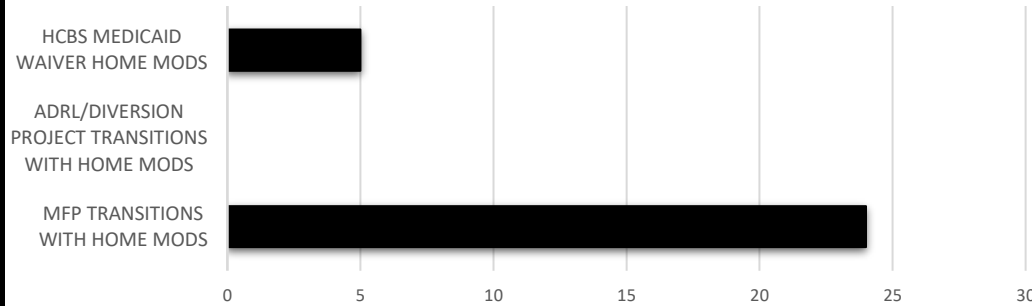
USDJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

UPDATED: 01/16/2025 emc

**TOTAL TPM WHO RECEIVED MODIFICATION ASSISTANCE:**

**29**

### TPM HOME MODIFICATION SUMMARY



**NOTES:**

24 TPMs who were successfully transitioned to the community received assistance with home modifications. 5 individuals living in the community, diverted from a SNF, also received home modification services through the HCBS Medicaid waiver. TPMs are offered home modification services to ensure a safe living environment.

## TPM PERMANENT SUPPORTED HOUSING (PSH) SUMMARY

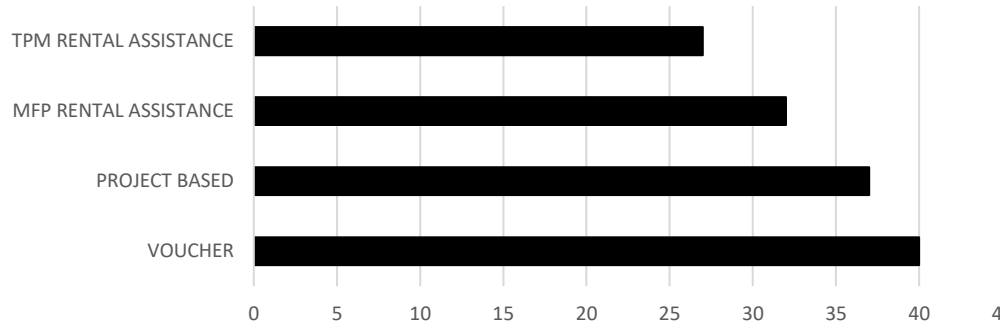
USDJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

UPDATED: 01/16/2025 GMC

**TOTAL UNDUPLICATED TPM WHO RECEIVED PERMANENT SUPPORTED HOUSING:**

**50**

### TPM PERMANENT SUPPORTIVE HOUSING SUMMARY



**NOTES:**

50 TPMs who were successfully transitioned to the community received PSH. The PSH summary totals are not unduplicated because a TPM can utilize more than one type of service.

## TPM HOUSING FACILITATION ASSISTANCE SUMMARY

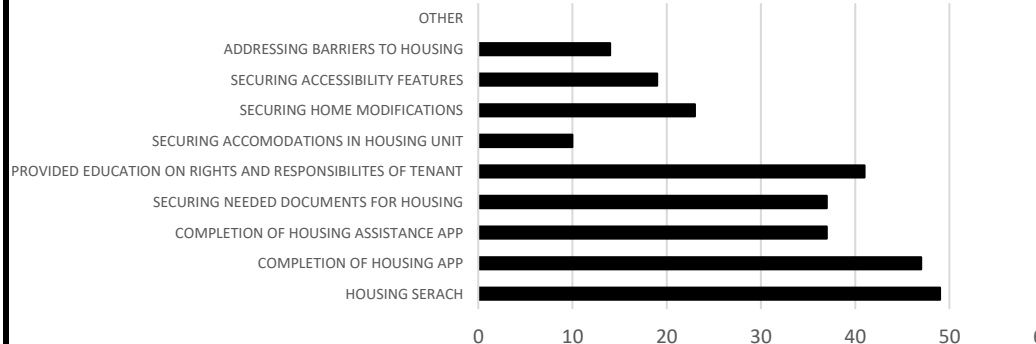
USDJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

UPDATED: 01/16/2025 GMC

**TOTAL UNDUPLICATED TPM WHO RECEIVED HOUSING FACILITATION ASSISTANCE:**

**84**

### TPM HOUSING FACILITATION ASSISTANCE SUMMARY



**NOTES:**

84 TPMs who were successfully transitioned to the community received Housing Facilitations. The housing facilitation summary totals are not unduplicated because a TPM can utilize more than one type of assistance. Housing facilitators work with the MFP transition team to assist TPMs in locating and securing integrated housing in the community.

# 2024 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2023 - DEC 13, 2024)

## HCBS TPM RECEIVING HOUSING SUPPORT SUMMARY

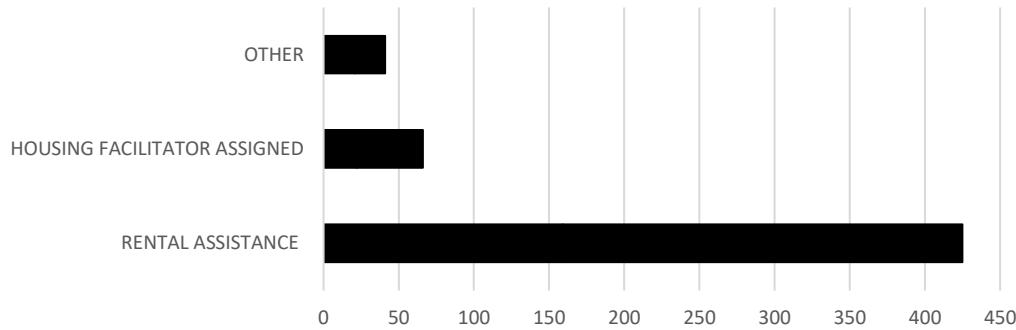
USDJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

UPDATED: 1/16/2025

**TOTAL UNDUPLICATED  
HCBS TPM WHO  
RECEIVED HOUSING  
SUPPORTS:**

**532**

### HCBS TPM HOUSING SERVICES RECEIVED SUMMARY



**NOTES:**

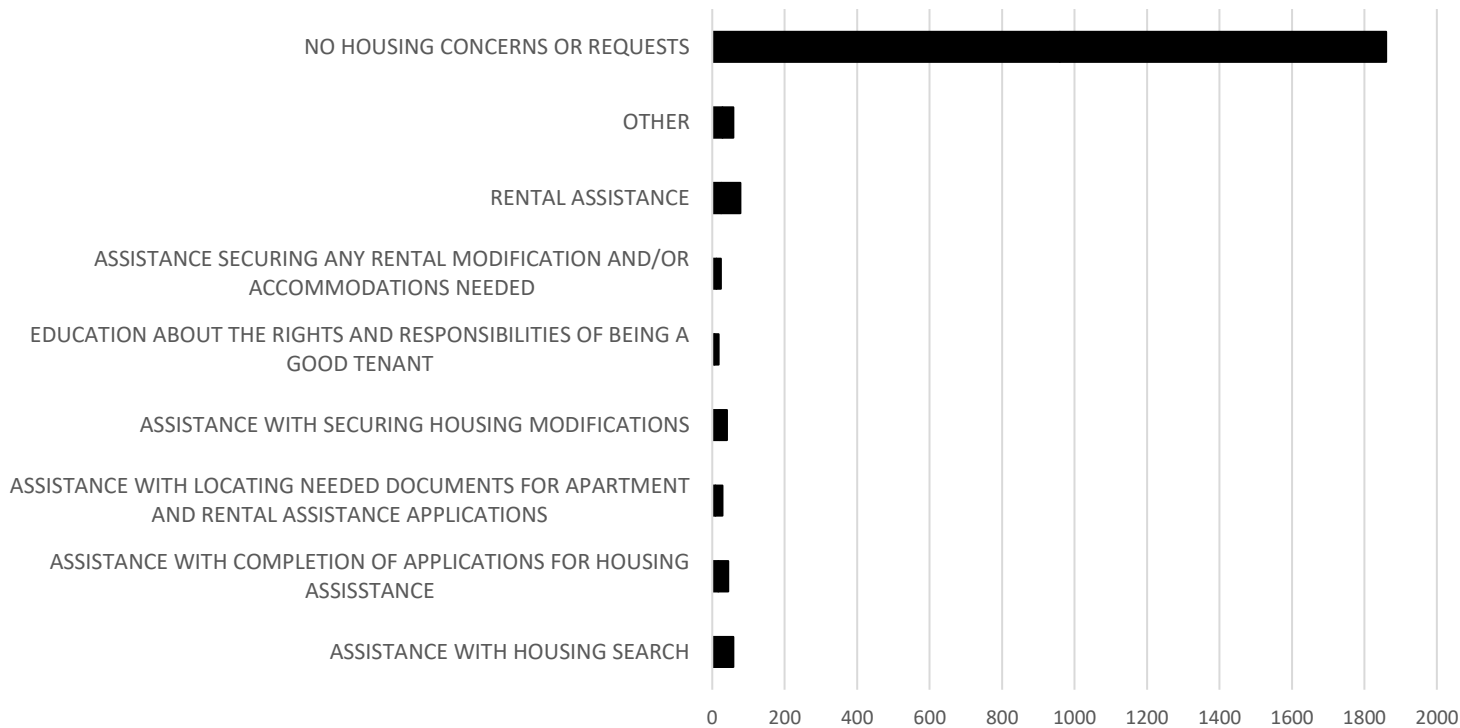
532 TPMs receiving HCBS also received some type of housing support. Rental assistance may include subsidized/income based housing, voucher, HUD, etc. Data tracking started in February of 2024 and is completed when individuals come due for a case management review. Therefore, the data for the year will not be complete until December of 2024.

## POTENTIAL HOUSING SUPPORTS IDENTIFIED FOR HCBS TPM SUMMARY

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

UPDATED: 1/07/2025

### NECESSARY HOUSING SERVICES IDENTIFIED SUMMARY



**NOTES:**

This section identifies housing services necessary for individuals who receive HCBS to successfully live in the most integrated setting. Assistance with the completion of applications for housing assistance may also include assistance with rental assistance or vouchers of any kind.