

2025 ADULT AND AGING SERVICES

DEPARTMENT OF JUSTICE (DOJ) SETTLEMENT AGREEMENT (SA) DASHBOARD

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2025 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2024 - JUN 13, 2025)

TERRITORY LTSS OC REFERRALS SUMMARY

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

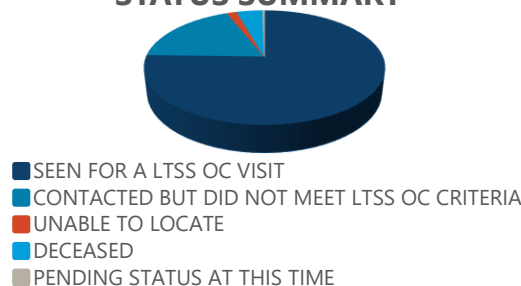
UPDATED: 8/1/2025

TOTAL REFERRALS SENT TO THE TERRITORIES FOR LTSS OC VISIT:

724

SEEN FOR A LTSS OC VISIT:	546	75%
CONTACTED BUT DOES NOT MEET LTSS OC CRITERIA:	134	19%
UNABLE TO LOCATE INDIVIDUAL:	12	2%
REFERRED DECEASED:	30	4%
REFERRAL OUTCOME PENDING:	2	0%

TERRITORY LTSS OC REFERRAL VISIT STATUS SUMMARY



NOTES:

724 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)

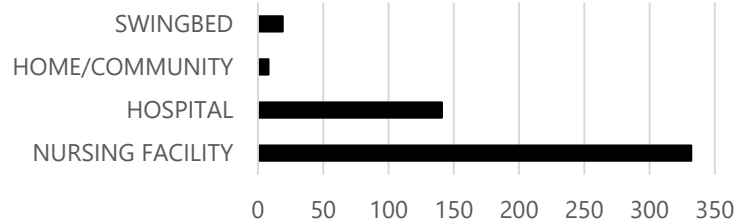
UPDATED: 8/1/2025

TOTAL UNDUPLICATED INDIVIDUALS RECEIVING REFERRAL CONTACT:

500

VISIT LOCATION	TOTAL	%
NURSING FACILITY	332	66%
HOSPITAL	141	28%
HOME/COMMUNITY	8	2%
SWING BED	19	4%

UNDUPLICATED VISIT SUMMARY BY LOCATION



NOTES:

Out of the total 724 referrals sent to the HCBS territories, 500 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: 7/29/2025

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

134 25%

TRANSITION OUTCOME	TOTAL	%
COMPLETED TRANSITION	23	17%
PENDING TRANSITION	84	63%

TRANSITION OUTCOME



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 LTSS Options Counselor.

NUMBER OF COMPLETED LTSS OC REFERRAL TRANSITIONS RECEIVING HCBS:

5 22%

9/17/2025

2025 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2024 - JUN 13, 2025)

HOME & COMMUNITY BASED SERVICES (HCBS) MONTHLY CASE TOTALS

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

UPDATED:

1/0/1900

HCBS MONTHLY CASE TOTALS

	DEC 14-31	JAN	FEB	MAR	APR	MAY	JUNE 1-13
MSP PERSONAL CARE	692	706	700	707	707	711	708
MEDICAID WAIVER	677	686	694	688	696	710	708
SPED	1,796	1,819	1,821	1,850	1,854	1,865	1,848
Ex-SPED	104	105	104	105	106	104	100

NOTES:

This data includes all open cases across HCBS programs, not just TPMs, and may count individuals more than once if they receive services from multiple programs. While overall numbers may appear stable, the next section highlights how many cases open and close due to the complex medical needs of the population. During the reporting period, MW cases increased by 4.5% and SPED cases by 2.9%.

HCBS CASES WORKED SUMMARY

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

UPDATED:

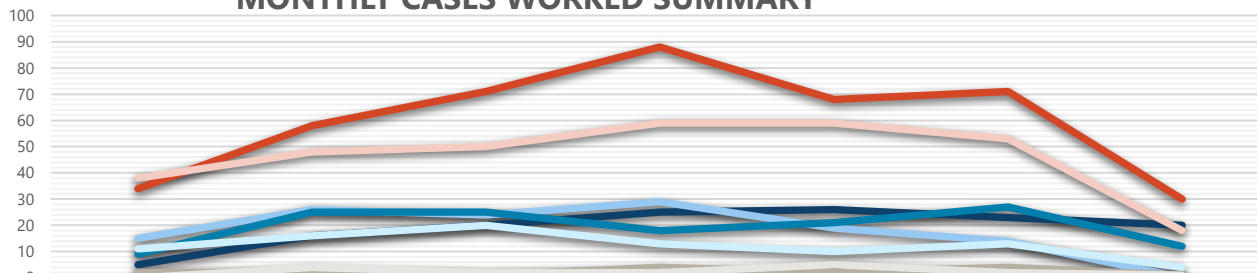
7/30/2025

TOTAL OPENED MSP CASES:	135	TOTAL OPENED MW CASES:	137	TOTAL OPENED SPED CASES:	420	TOTAL OPENED Ex-SPED CASES:	16
TOTAL CLOSED MSP CASES:	127	TOTAL CLOSED MW CASES:	87	TOTAL CLOSED SPED CASES:	325	TOTAL CLOSED Ex-SPED CASES:	16

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 708 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. HCBS Case Managers are no longer responsible to provide case management in Basic Care facilities.

MONTHLY CASES WORKED SUMMARY



	DEC 14-31	JAN	FEB	MAR	APR	MAY	JUN 1-13
MSP CASES OPENED	5	16	20	25	26	23	20
MSP CASES CLOSED	15	26	24	29	19	14	0
MW CASES OPENED	9	25	25	18	21	27	12
MW CASES CLOSED	11	16	20	13	10	13	4
SPED CASES OPENED	34	58	71	88	68	71	30
SPED CASES CLOSED	38	48	50	59	59	53	18
Ex-SPED CASES OPENED	2	2	1	4	2	4	1
Ex-SPED CASES CLOSED	0	4	2	2	5	2	1

9/17/2025

2025 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2024 - JUN 13, 2025)

HCBS CASE MANAGEMENT REFERRALS

CALENDAR YEAR (JAN-DEC)

UPDATED:

7/17/2025

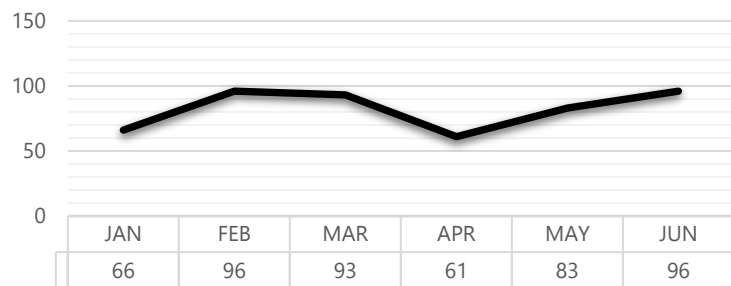
TOTAL HCBS REFERRALS:	968
AVERAGE HCBS REFERRALS PER MONTH:	161
TOTAL OPENED HCBS CASES:	495
AVERAGE OPENED HCBS CASES PER MONTH:	83
ANNUAL PERCENTAGE OF TOTAL OPENED CASES PER REFERRAL:	51%
TOTAL RUNNING UNDUPLICATED PENDING HCBS CASES:	209

NOTES:

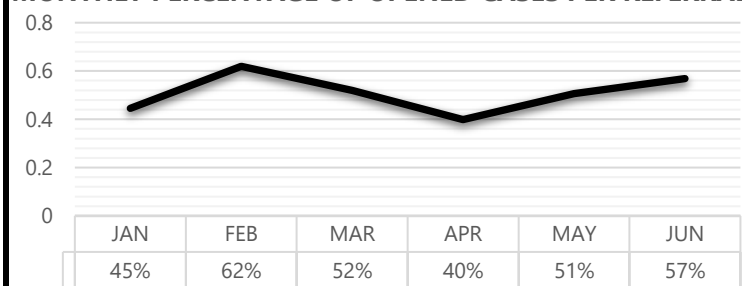
HCBS referrals are tracked by calendar year (January - December). 968 referrals for HCBS were sent to the HCBS CM territories from all referral sources (ADRL intake, direct referral, MFP, LTC Eligibility Unit and LTSS OC visits). The annual average of open cases is 51%. This is down from previous years due to more people inquiring about support in the home, who do not meet the eligibility for these services. As the older adult population grows, there will be individuals who need care but do not qualify for State or federally funded HCBS.

Pending cases are active HCBS referrals that are still being worked and do not yet have a formal outcome.

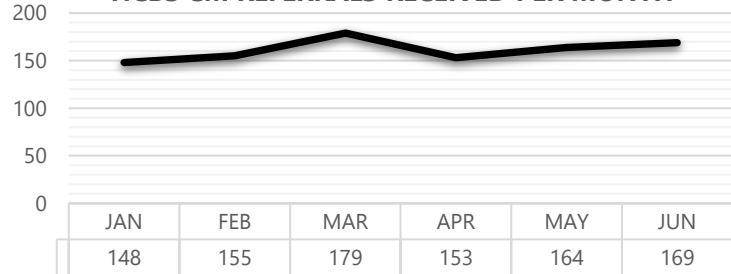
HCBS CASES OPENED PER MONTH



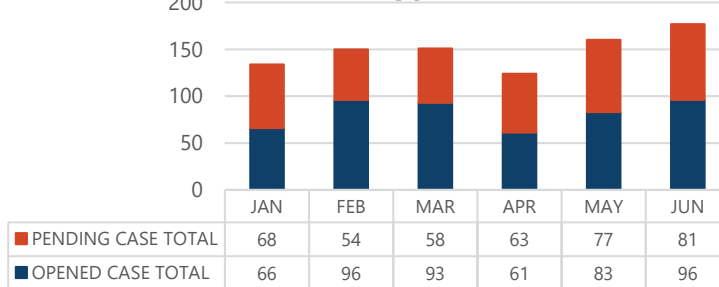
MONTHLY PERCENTAGE OF OPENED CASES PER REFERRAL



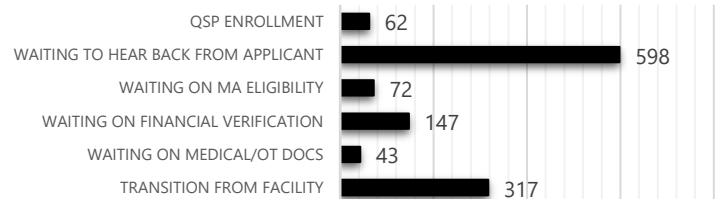
HCBS CM REFERRALS RECEIVED PER MONTH



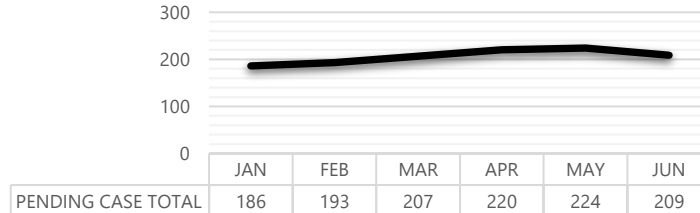
REFERRAL SUMMARY



PENDING REFERRAL REASON SUMMARY



UNDUPLICATED PENDING REFERRAL CASE SUMMARY



9/17/2025

2025 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2024 - JUN 13, 2025)

HCBS LONG TERM CARE (LTC) DIVERSIONS

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

UPDATED: 7/28/2025

UNDUPLICATED TOTAL NUMBER OF TPMs DIVERTED FROM A SKILLED NURSING FACILITY (SNF):

158

TOTAL MSP LEVEL B & C TPM DIVERSIONS:

20

TOTAL HCBS MED WAIVER TPM DIVERSIONS:

138

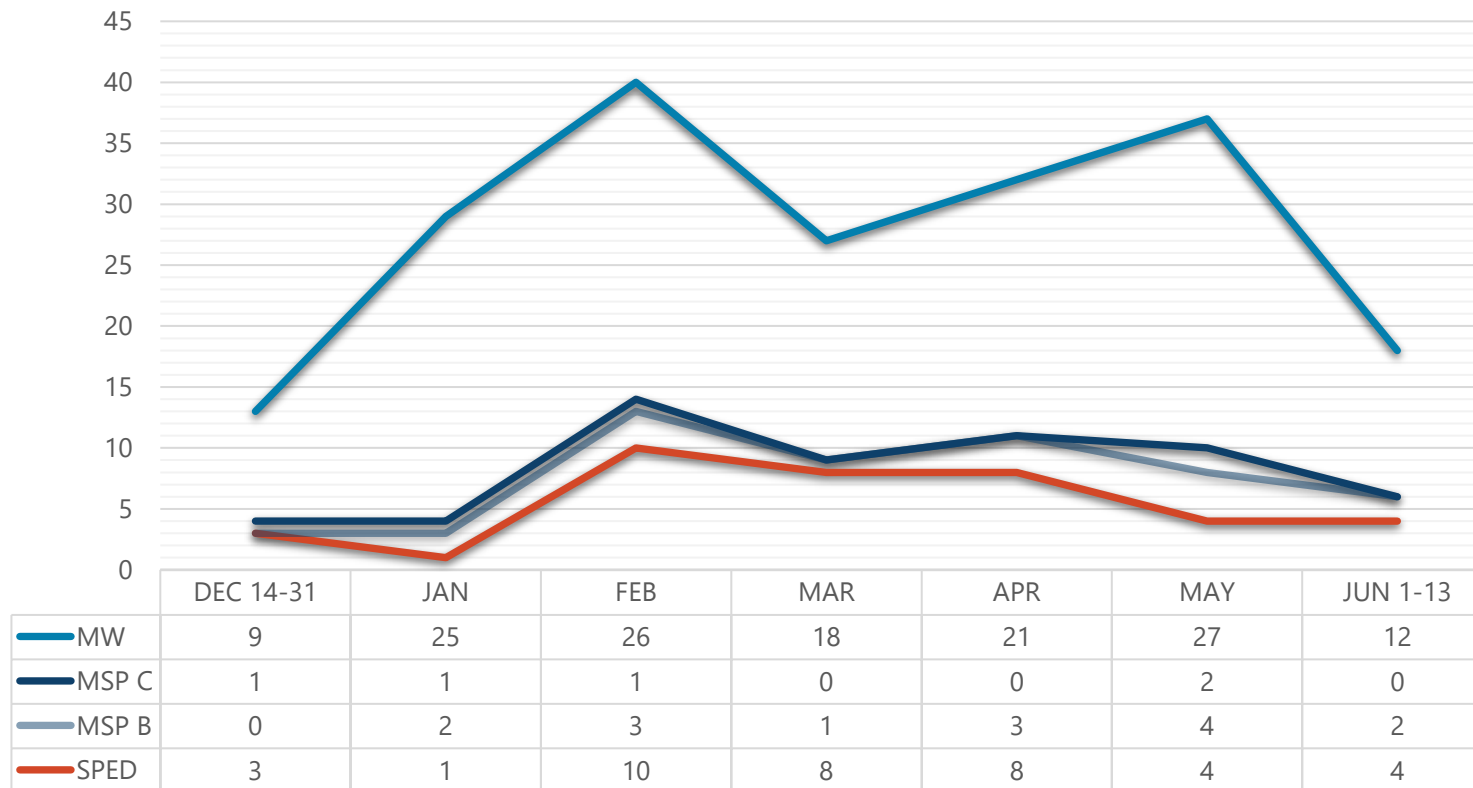
TOTAL SPED TPM DIVERSIONS:

38

NOTES:

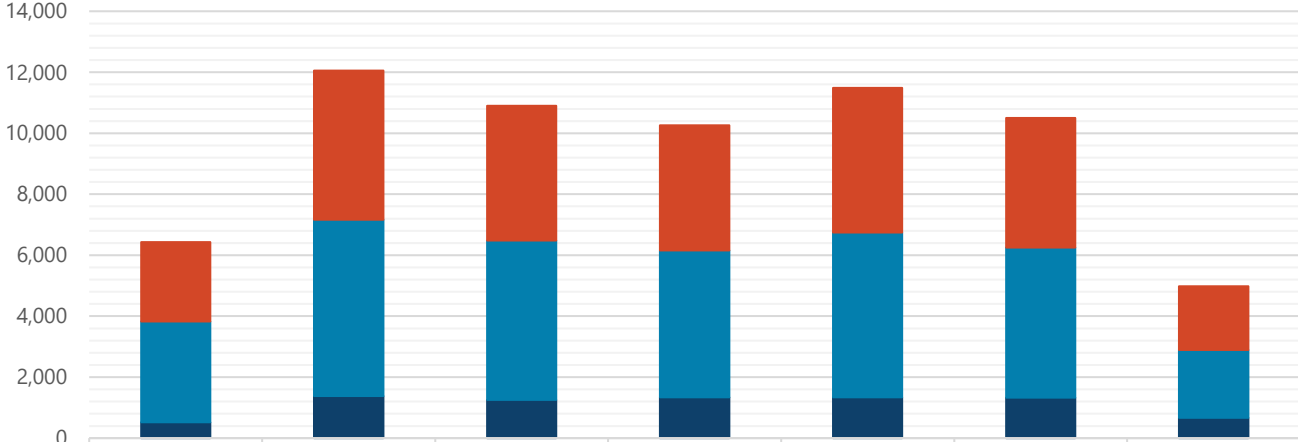
A Target Population Member (TPM) is an individual receiving HCBS as an appropriate alternative to a skilled nursing facility (SNF), at least 21 years of age, has below \$25K in assets and meets a nursing facility level of care (NFLoC). TPMs may receive services from multiple programs at the same time and terminate/re-enroll in programs. The SA requires the State to divert an additional 150 at risk TPMs by 12/13/2026. The State has exceeded this benchmark.

MONTHLY DIVERTED TPM TOTALS BY PROGRAM



9/17/2025

2025 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2024 - JUN 13, 2025)

AGING & DISABILITY RESOURCE LINK (ADRL) CONTACTS			USDOJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)	UPDATED: 7/8/2025																														
TOTAL UNIQUE ADRL INFORMATION AND ASSISTANCE (I & A) INQUIRIES:		34,940	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 fourth 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 CALLS:		7,834																																
ADRL WEBSITE HITS:		31,682																																
ADRL UNIQUE WEBSITE HITS:		27,106																																
<div><p>ADRL I & A INQUIRIES PER USDOJ SA MONTH</p><table><tr><td></td><td>DEC 14-31</td><td>JAN</td><td>FEB</td><td>MAR</td><td>APR</td><td>MAY</td><td>JUN 1-13</td></tr><tr><td>UNIQUE WEBSITE HITS</td><td>2,604</td><td>4,898</td><td>4,419</td><td>4,101</td><td>4,744</td><td>4,251</td><td>2,089</td></tr><tr><td>WEBSITE HITS</td><td>3,310</td><td>5,776</td><td>5,226</td><td>4,815</td><td>5,411</td><td>4,922</td><td>2,222</td></tr><tr><td>CALLS</td><td>516</td><td>1,385</td><td>1,260</td><td>1,343</td><td>1,335</td><td>1,329</td><td>666</td></tr></table></div>						DEC 14-31	JAN	FEB	MAR	APR	MAY	JUN 1-13	UNIQUE WEBSITE HITS	2,604	4,898	4,419	4,101	4,744	4,251	2,089	WEBSITE HITS	3,310	5,776	5,226	4,815	5,411	4,922	2,222	CALLS	516	1,385	1,260	1,343	1,335
	DEC 14-31	JAN	FEB	MAR	APR	MAY	JUN 1-13																											
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CALLS	516	1,385	1,260	1,343	1,335	1,329	666																											
AVERAGE ADRL I & A CALL WAIT TIME (IN MINUTES):		1																																
WEB REFERRALS:		955																																

2025 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2024 - JUN 13, 2025)

TPM TRANSITION REFERRALS SUMMARY

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

UPDATED:

7/28/2025

TOTAL TPM TRANSITION REFERRALS:

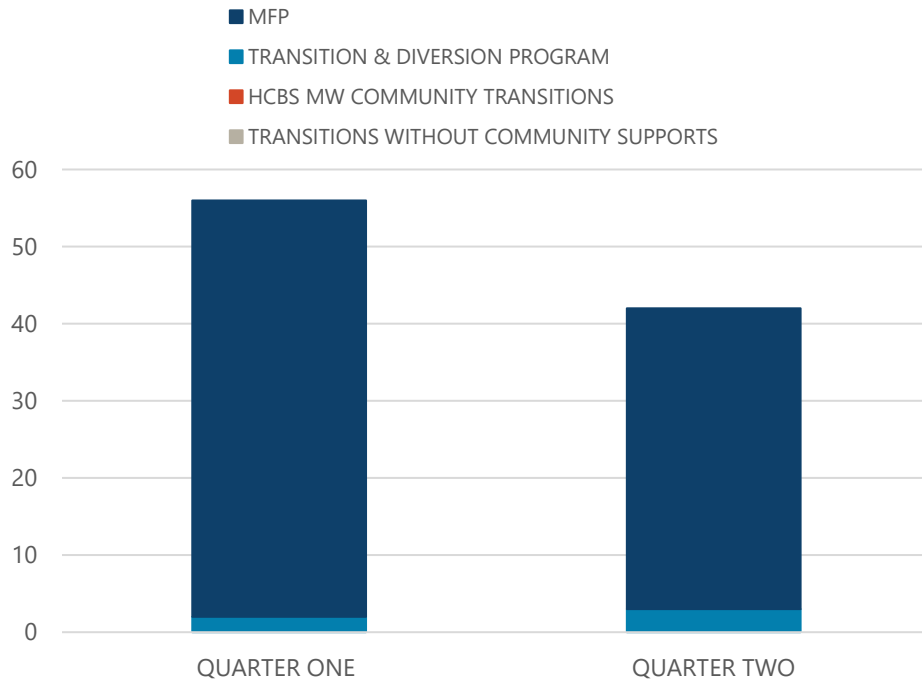
98

REFERRALS	TOTAL	%	BY GRANT POPULATION		
			DD	ELDER	PD
MFP	93	95%	4	54	35
TRANSITION & DIVERSION PROGRAM	5	5%	0	2	3
HCBS MW COMMUNITY TRANSITION	0	0%	0	0	0
TRANSITIONS W/OUT COMMUNITY SUPPORTS	0	0%	0	0	0

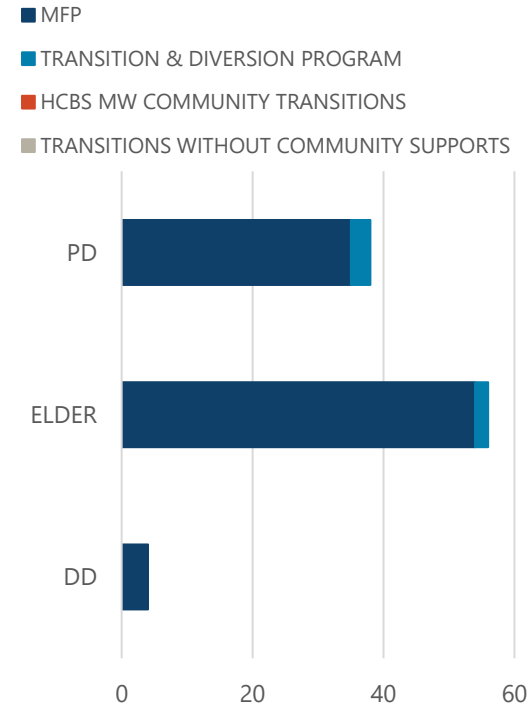
NOTES:

98 TPMs have been referred for transition. Not all referrals go on to sign a consent to participate in the transition process. 55 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, Transition and Diversion Program (previously known as the ADRL Pilot/Diversion Project), and the HCBS Medicaid waiver. The HCBS Medicaid waiver pays for community transition support services to eligible individuals. The State is currently using 9817 10% plan funds to administer this service and now refers to the program as the diversion project. The State received appropriation in the 25-27 budget to continue to operate this program after the pandemic relief money is no longer available.

REFERRALS PER FUNDING SOURCE BY DOJ QUARTER



REFERRALS PER GRANT POPULATION



9/17/2025

2025 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2024 - JUN 13, 2025)

TPM TRANSITION REFERRALS COMPLETED SUMMARY

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

UPDATED: 7/28/2025

TOTAL TPM TRANSITION REFERRALS THAT COMPLETED TRANSITION: 33

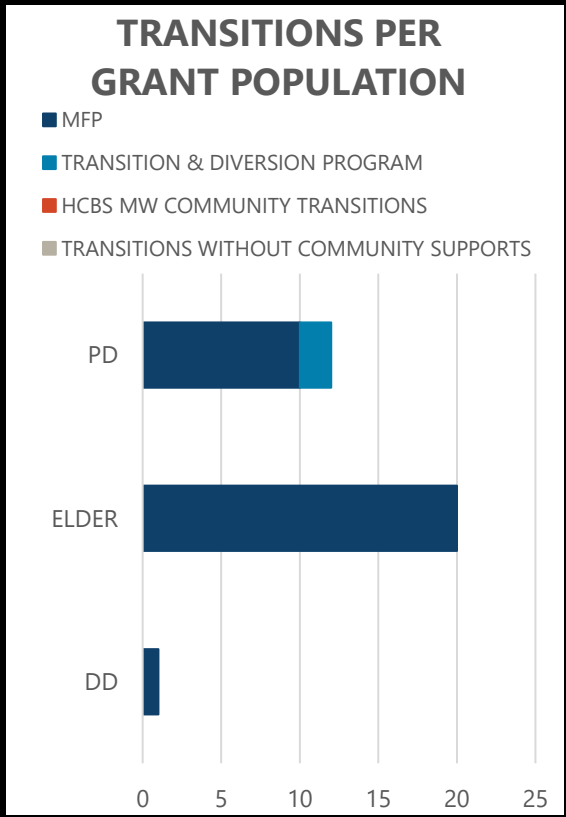
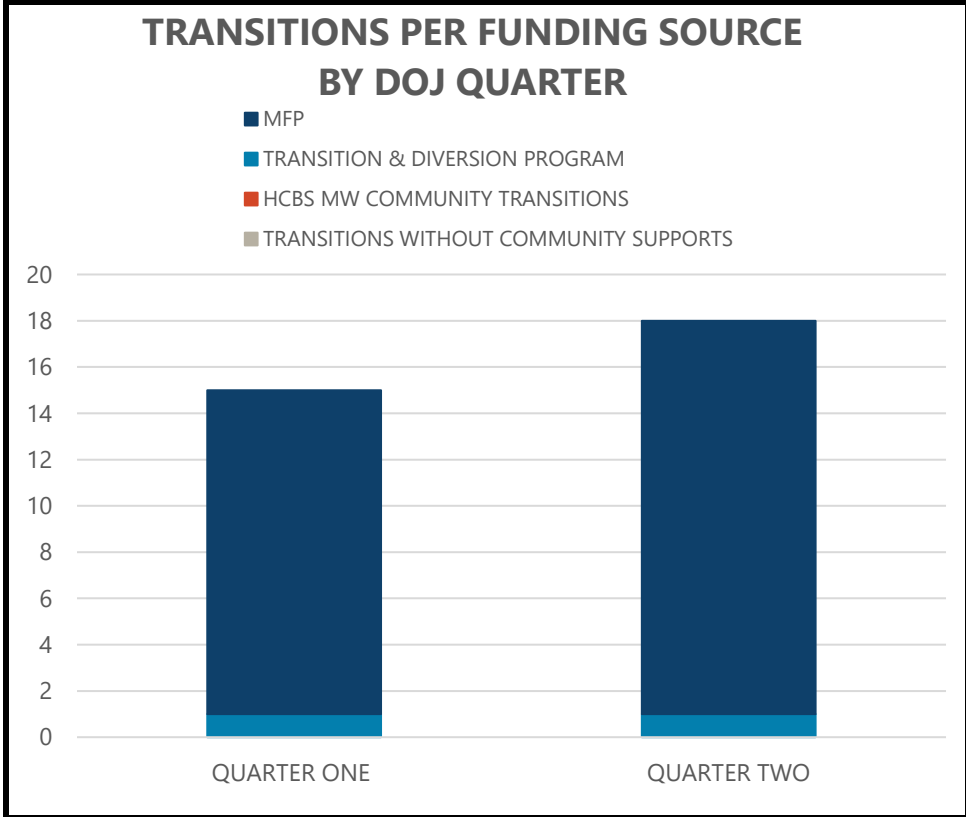
TRANSITIONS	TOTAL	%	BY GRANT POPULATION		
			DD	ELDER	PD
MFP	31	94%	1	20	10
TRANSITION & DIVERSION PROGRAM	2	6%	0	0	2
HCBS MW COMMUNITY TRANSITION	0	0%	0	0	0
TRANSITIONS W/OUT COMMUNITY SUPPORTS	0	0%	0	0	0

NOTES:

Of the 55 individuals who requested to transition by signing a consent, 6 closed prior to transitioning, leaving 49 individuals active in the transition process. Cases close for various reasons, often due to death or the individual decides they are not ready for transition at this time.

33 successfully transitioned from an institutional setting to the community during this reporting period.

The SA requires the State to transition 70% of the TPMs that were referred for transition support by 12/13/2026. The State transitioned 67.3%. Five additional TPMs transitioned but they also transitioned within the last four years of the SA so they were not counted here.



2025 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2024 - JUN 13, 2025)

TPM TRANSITIONS COMPLETED SETTING & LONGEVITY SUMMARY

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

UPDATED:

7/28/2025

TRANSITION SETTING	HOME	FAMILY HOME	APARTMENT	ADULT FOSTER CARE	AGENCY ADULT FOSTER CARE
MFP	5	2	23	0	1
TRANSIT & DIV PROG	1	0	1	0	0
MW COMM TRANS	0	0	0	0	0
TRANS W/OUT SUPP	0	0	0	0	0

TRANSITION SETTING

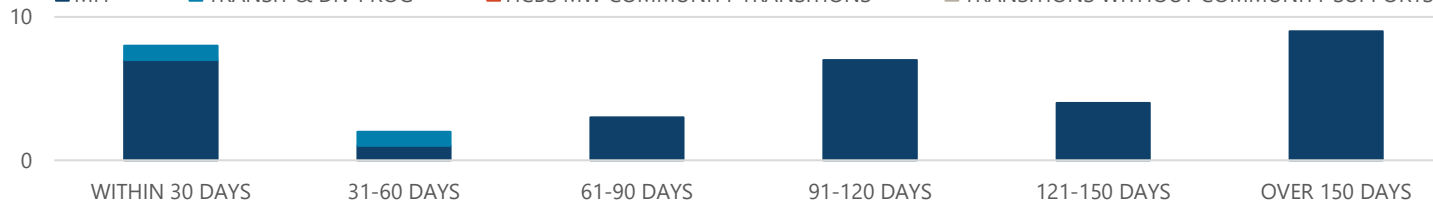
■ MFP ■ TRANSIT & DIV PROG ■ HCBS MW COMMUNITY TRANSITIONS ■ TRANSITIONS WITHOUT COMMUNITY SUPPORTS



TRANSITION LONGEVITY	WITHIN 30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	121-150 DAYS	OVER 150 DAYS
MFP	7	1	3	7	4	9
TRANSIT & DIV PROG	1	1	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

■ MFP ■ TRANSIT & DIV PROG ■ HCBS MW COMMUNITY TRANSITIONS ■ TRANSITIONS WITHOUT COMMUNITY SUPPORTS



NOTES:
 33 TPMs transitioned from a nursing facility to an integrated setting.
 1 TPM transitioned to an agency adult foster care because this was the most integrated setting appropriate to meet their needs.
 61% of transitions occurred within 120 days of referral. 9 individuals who have been waiting to transition for over 150 days, were successfully transitioned to the community during this reporting period.

9/17/2025

2025 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2024 - JUN 13, 2025)

TPM HOME MODIFICATION SUMMARY

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

UPDATED: 7/29/2025

**TOTAL TPM WHO
RECEIVED
MODIFICATION
ASSISTANCE:**

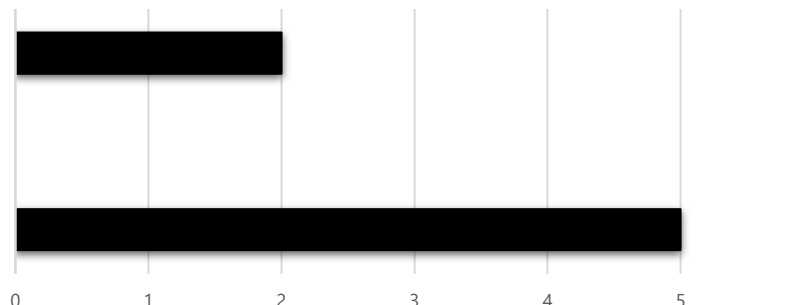
7

TPM HOME MODIFICATION SUMMARY

HCBS MEDICAID
WAIVER HOME MODS

ADRL/DIVERSION
PROJECT TRANSITIONS
WITH HOME MODS

MFP TRANSITIONS
WITH HOME MODS



NOTES:

5 TPMs who were successfully transitioned to the community received assistance with home modifications. 2 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

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

UPDATED: 6/17/2025

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

22

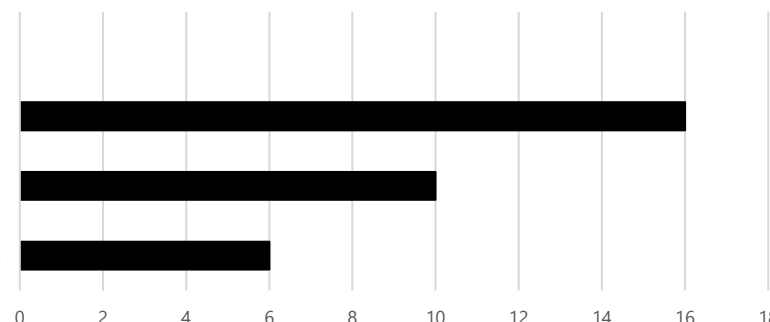
TPM PERMANENT SUPPORTIVE HOUSING SUMMARY

TPM RENTAL ASSISTANCE

MFP RENTAL ASSISTANCE

PROJECT BASED

VOUCHER



NOTES:

22 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

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

UPDATED: 6/17/2025

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

24

TPM HOUSING FACILITATION ASSISTANCE SUMMARY

OTHER

ADDRESSING BARRIERS TO HOUSING

SECURING ACCESSIBILITY FEATURES

SECURING HOME MODIFICATIONS

SECURING ACCOMMODATIONS IN HOUSING UNIT

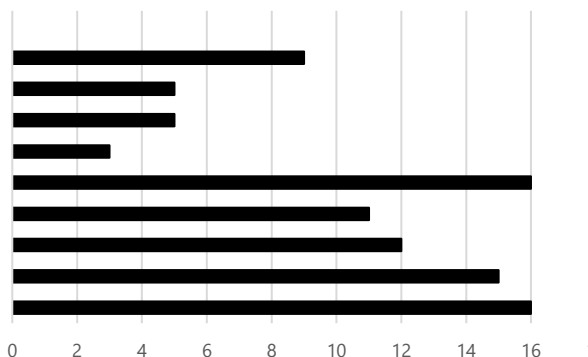
PROVIDED EDUCATION ON RIGHTS AND RESPONSIBILITIES OF TENANT

SECURING NEEDED DOCUMENTS FOR HOUSING

COMPLETION OF HOUSING ASSISTANCE APP

COMPLETION OF HOUSING APP

HOUSING SEARCH



NOTES:

All TPMs are offered housing facilitation. 24 utilized it during this reporting period. 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.

9/17/2025

2025 AGING SERVICES DOJ SA DASHBOARD (DEC 14, 2024 - JUN 13, 2025)

HCBS TPM RECEIVING HOUSING SUPPORT SUMMARY

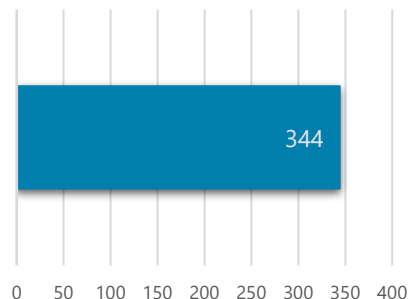
USDJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

UPDATED:

6/26/2025

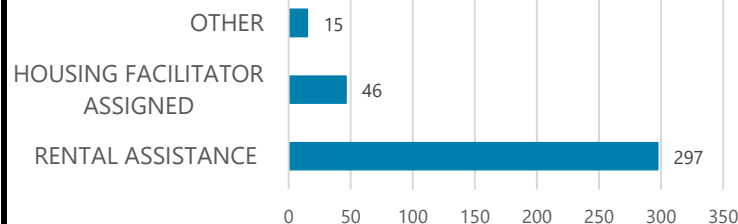
UNDUPLICATED HCBS TPMs RECEIVING HOUSING SUPPORTS PER REPORT PERIOD

DEC 14, 2024 - JUN 13, 2025



HCBS TPM HOUSING SERVICES RECEIVED SUMMARY

■ DEC 14, 2024 - JUN 13, 2025



NOTES:

This section identifies TPMs receiving HCBS who also received some type of housing support. Rental assistance may include subsidized/income based housing, voucher, HUD, etc.

POTENTIAL HOUSING SUPPORTS IDENTIFIED FOR HCBS TPM SUMMARY

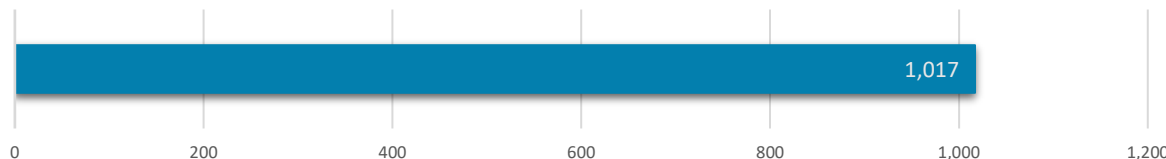
USDJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

UPDATED:

1/02/2025

UNDUPLICATED HCBS TPM CARE PLANS SEARCHED PER REPORT PERIOD TO DETERMINE NECESSARY HOUSING SERVICES IDENTIFIED SUMMARY

DEC 14, 2024 - JUN 13, 2025



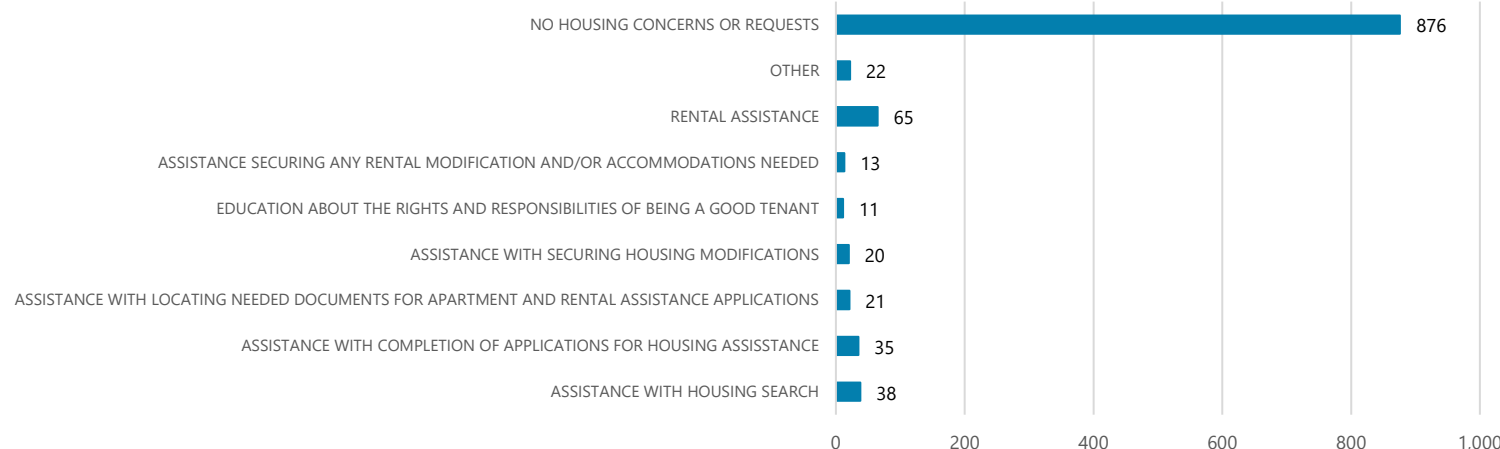
NOTES:

This section identifies housing services necessary for individuals who receive HCBS to successfully live in the most integrated setting.

The other category encompasses a wide variety of supports unique to each case. For example, the individual may be on a waiting list for a ground floor, may need help with a more accessible apartment in the future, or looking for alternative housing but doing so independently. Assistance with the completion of applications for housing assistance may also include assistance with rental assistance or vouchers of any kind.

NECESSARY HOUSING SERVICES IDENTIFIED SUMMARY

■ DEC 14, 2024 - JUN 13, 2025



9/17/2025