

AGING SERVICES HCBS DOJ SA ANNUAL COMPARISON DASHBOARD

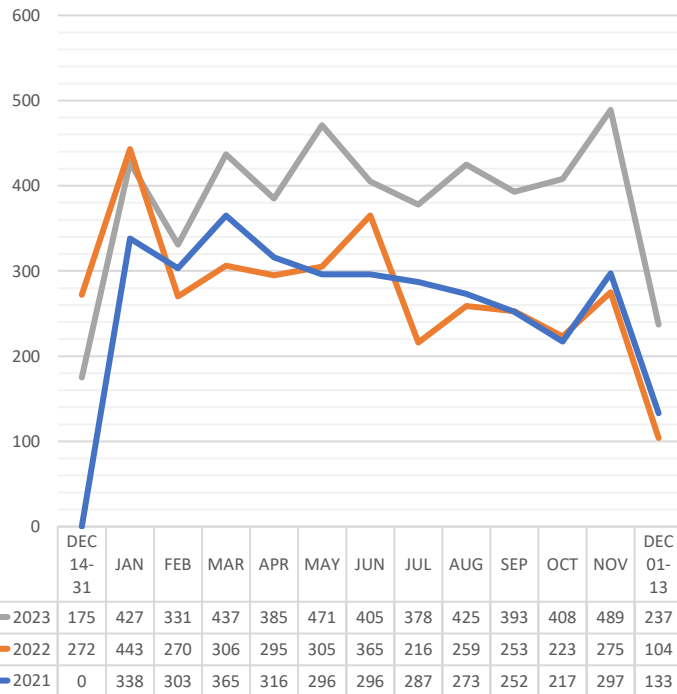
LTSS OPTIONS COUNSELING (OC) REFERRAL TOTALS

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

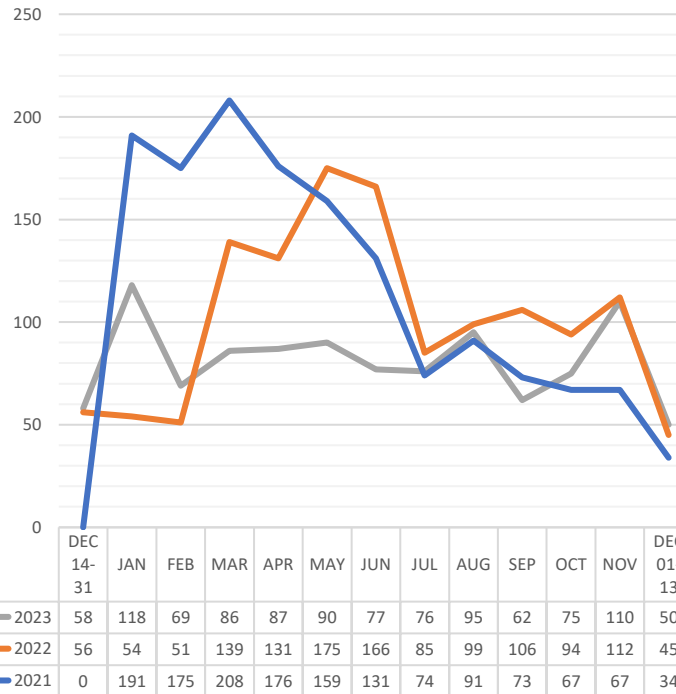
NOTES:
 In June of 2022, the State began seeing every Target Population Member (TPM) who is referred for a long term stay in a skilled nursing facility (SNF). The 2022 and 2023 visit totals are lower because we refined the data collection process to better identify individuals who meet the definition 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



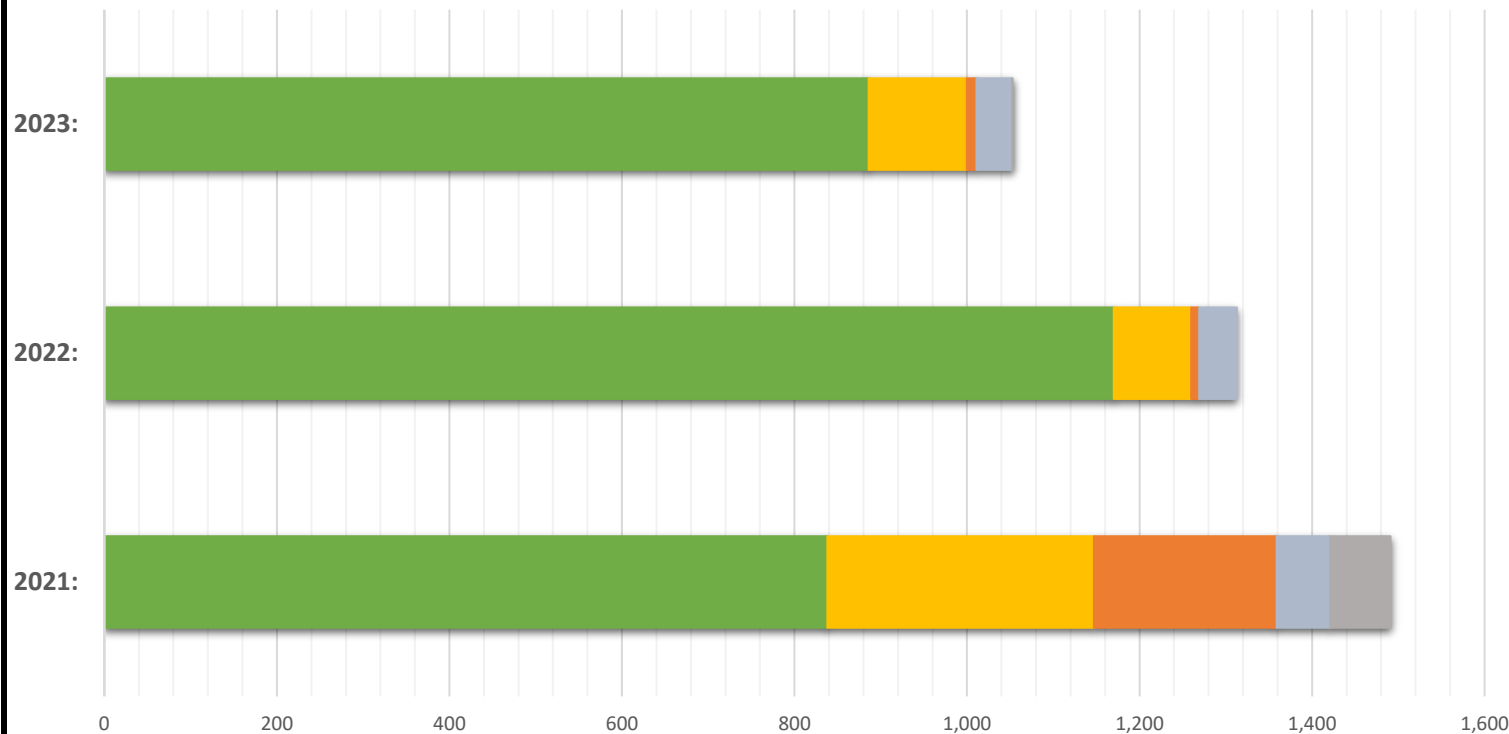
AGING SERVICES HCBS DOJ SA ANNUAL COMPARISON DASHBOARD

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

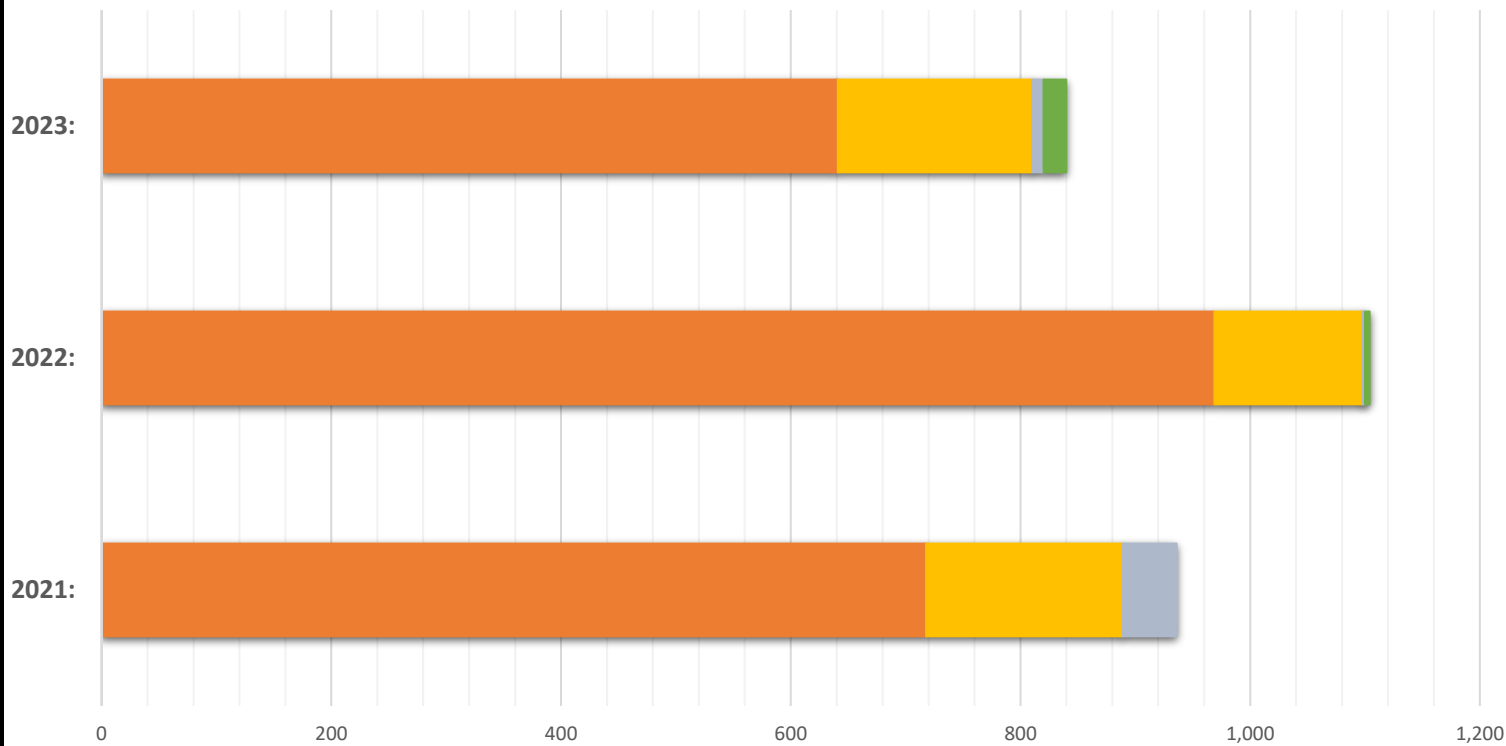
USDOJ SETTLEMENT YEAR (DECEMBER 14TH - DECEMBER 13TH)

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:

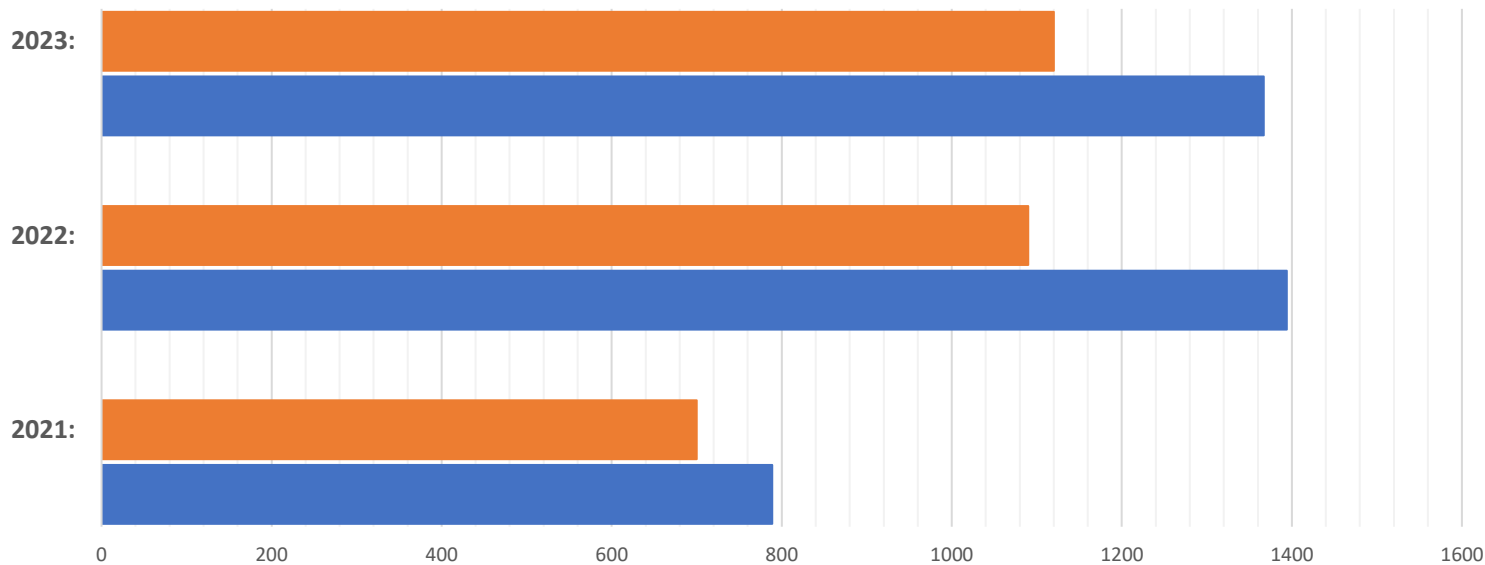
These are the number of cases that are worked per year for all HCBS recipients, not just TPM. Many of the people we serve have unstable medical conditions or are at end of life, which contributes to the number of individuals who come on and off HCBS each year. It also reflects the amount of Case Management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

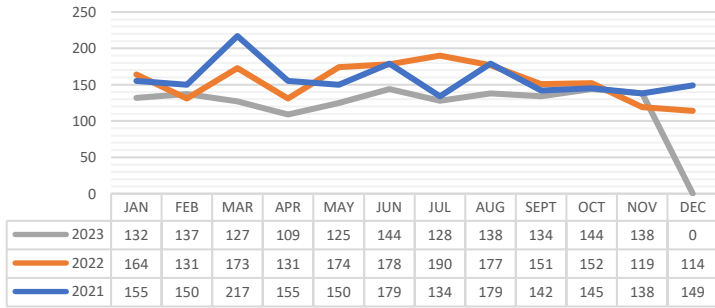
YEAR	% OF OPENED CASES PER REFERRAL	YEAR	TOTAL UNDUPLICATED PENDING HCBS CASES
2021:	48%	2021:	N/A
2022:	55%	2022:	189
2023:	63%	2023:	207
AVERAGE:	55%	TOTAL:	396

NOTES:

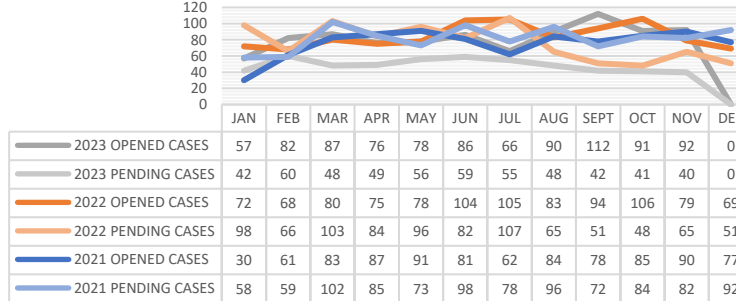
Since the first year of the SA (2021), the number of HCBS referrals from all referral sources (ADRL intake, direct referral, MFP, LTC Eligibility Unit and LTSS OC visits) has remained consistent. The ADRL intake staff have gotten better at identifying individuals likely to qualify for HCBS services through 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.

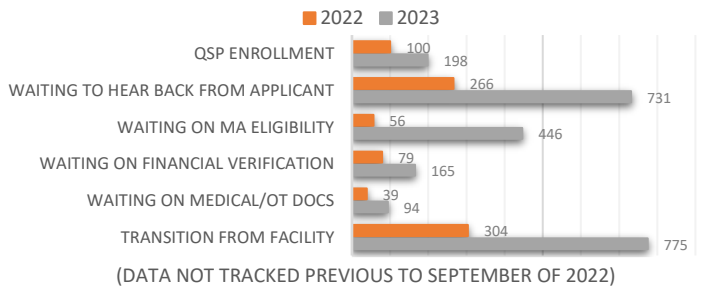
HCBS CM REFERRAL SUMMARY



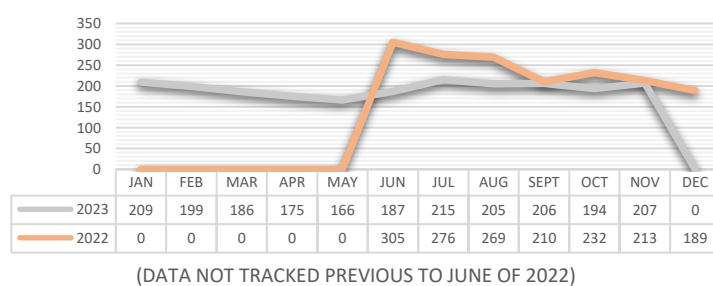
REFERRAL CASE SUMMARY



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)

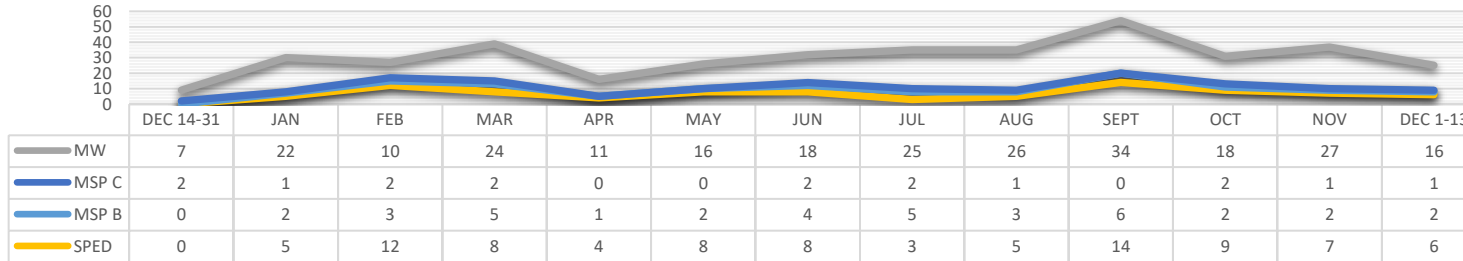
DOJ YEAR	TOTAL UNDUPLICATED TPMs DIVERTED FROM A SNF	TOTALS BY PROGRAM		
		TOTAL MSP LEVEL B & C TPM DIVERSIONS	TOTAL HCBS MW TPM DIVERSIONS	TOTAL SPED TPM DIVERSIONS
2021:	273	65	144	104
2022:	308	52	221	92
2023:	319	53	254	89
TOTAL:	900	170	619	285

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).

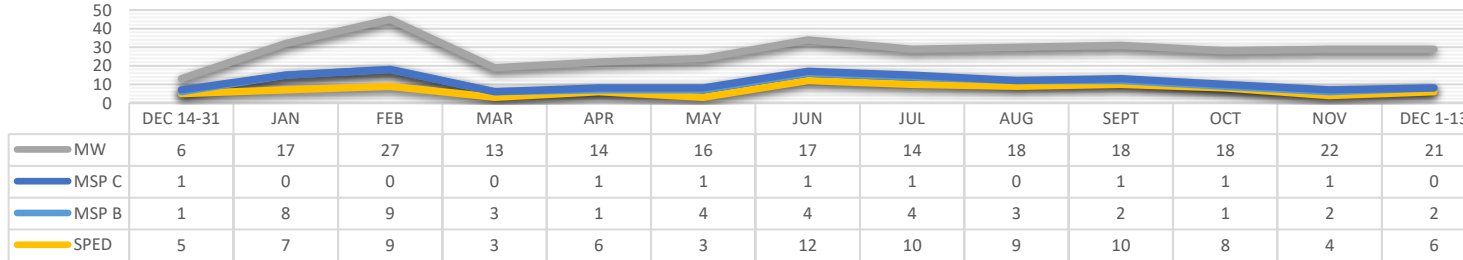
The SA required the State to divert 100 TPMs during the first two years of the SA (2021 and 2022). The State is now required to divert an additional 150 TPMs by 12/13/2024. *The State has far exceeded these requirements.*

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.

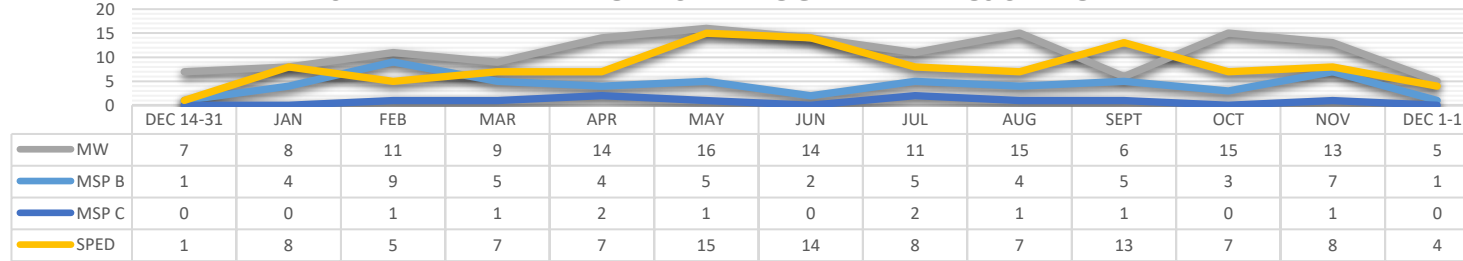
2023 DIVERTED TPM TOTALS BY PROGRAM PER DOJ SA MONTH



2022 DIVERTED TPM TOTALS BY PROGRAM PER DOJ SA MONTH



2021 DIVERTED TPM TOTALS BY PROGRAM PER DOJ SA MONTH



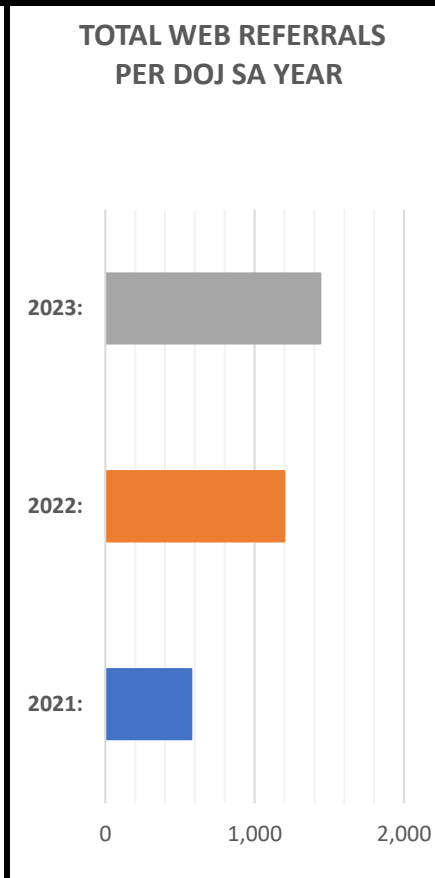
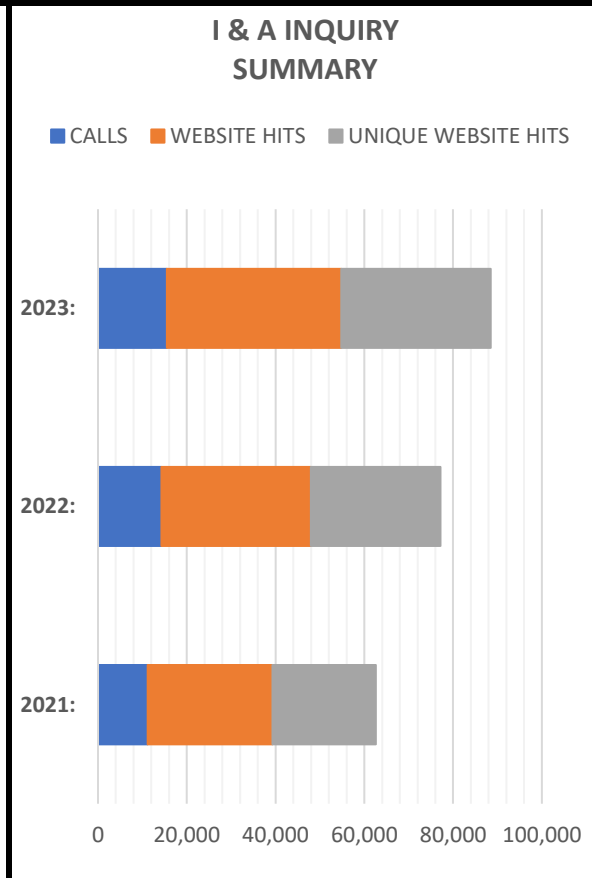
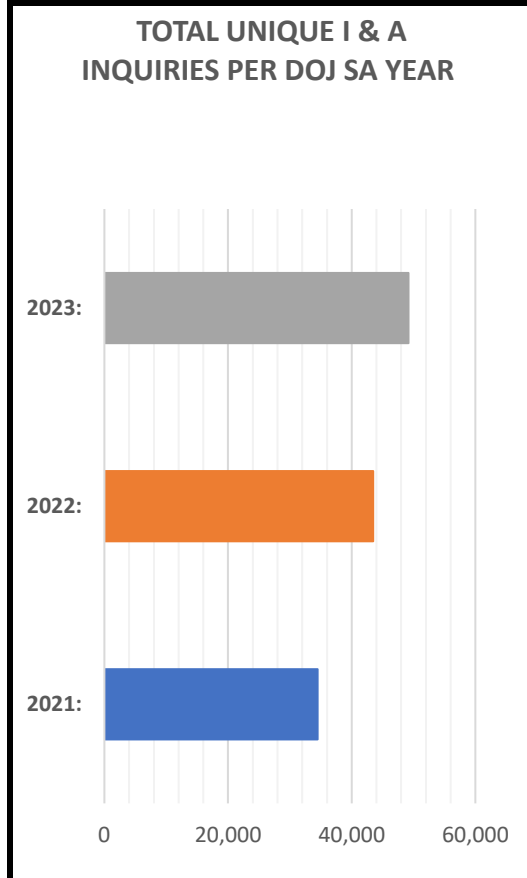
AGING SERVICES ADRL DOJ SA ANNUAL COMPARISON DASHBOARD

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

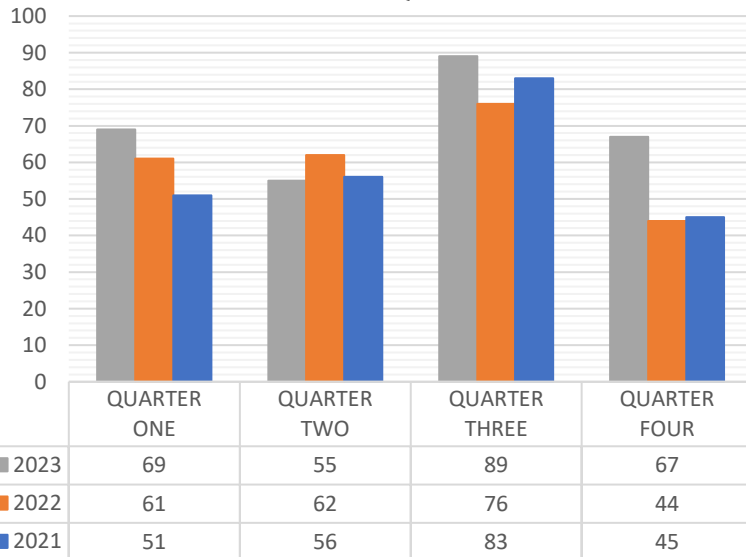
TPM TRANSITION REFERRAL SUMMARY

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

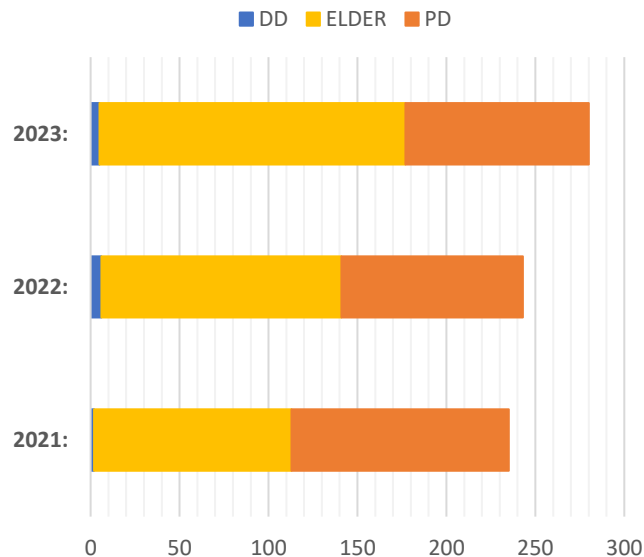
DOJ YEAR	PROGRAM	TOTAL REFERRALS	REFERRAL TOTALS BY GRANT POPULATION		
			PHYSICALLY DISABLED (PD)	ELDER	DEVELOPMENTALLY DISABLED (DD)
2021:	MFP	196	104	90	2
	ADRL	38	17	21	0
	HCBS MW	1	1	0	0
	TOTAL	235	122	111	2
2022:	MFP	218	90	123	5
	ADRL	25	12	12	1
	HCBS MW	0	0	0	0
	TOTAL	243	102	135	6
2023:	MFP	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%

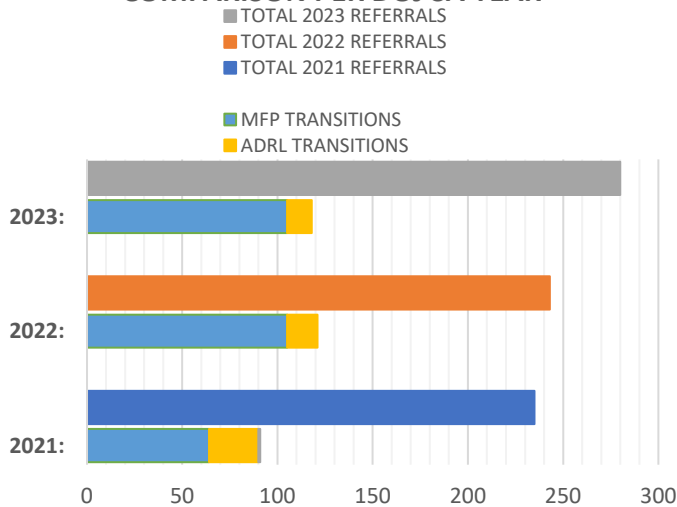
NOTES:

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.

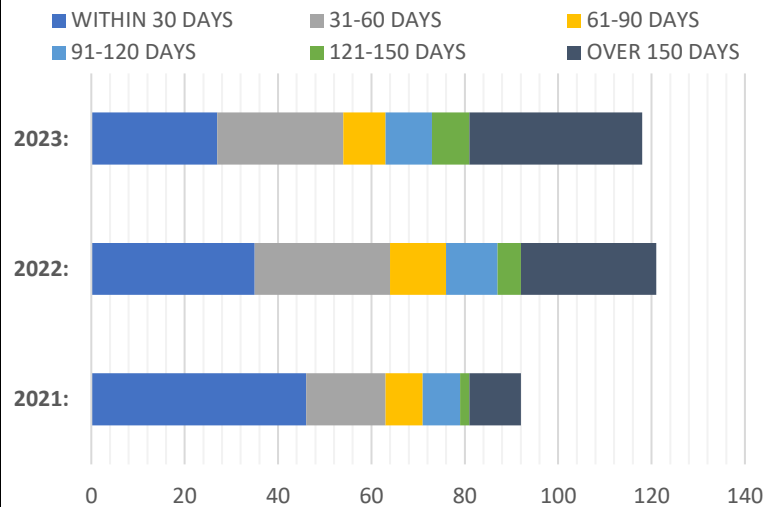
The SA also requires transitions to occur no later than 120 days after the TPM requests transition support.

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

