Innovations from Georgia's CLP and ADRC: Creating and Sustaining a Modernized Long-Term Care System

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Georgia's Community Living Program Support Options

- 2007 – Atlanta Regional Commission AAA to serve as demonstration site for 1st grant
- 2008 – 2nd grant used to demonstrate a sustainable model
- 2009 – Northwest GA AAA, working with the VA, will serve as demonstration site for 3rd grant

What is Support Options?

- A demonstration program that invites eligible consumers who are at-risk of nursing home placement and spend-down to Medicaid eligibility to actively participate in managing their own services within an established budget.

Support Options Model

Eligibility

- Age
- Frailty Level
- Income
- Resources

Services

- In-Home Services
- Respite
- Treatment & Training
- Environmental Modifications & Provisions
- Consumer-Directed Support Services

Georgia's CLP Grant 1

Consumer Profiles

- 45 clients served
- 91% have representatives
- 88% live with family
- 73% have a dementia diagnosis
- Most accessed service is respite

Budgets

- Started at $1280 per person per month (including FMS fee)
- At it's lowest was $250 service dollars
- Has been $500 service dollars 2/09

Function	Level of Impairment	Unmet Need For Care	Case Comments: Identify resources, describe special needs and circumstances that should be taken into account when developing a care plan
1. Eating	0 1 2 3	0 1 2 3	
2. Bathing	0 1 2 3	0 1 2 3	
3. Grooming	0 1 2 3	0 1 2 3	
4. Dressing	0 1 2 3	0 1 2 3	
5. Transferring	0 1 2 3	0 1 2 3	
6. Continence	0 1 2 3	0 1 2 3	
7. Managing Money	0 1 2 3	0 1 2 3	
8. Telephoning	0 1 2 3	0 1 2 3	
9. Preparing Meals	0 1 2 3	0 1 2 3	
10. Laundry	0 1 2 3	0 1 2 3	
11. Housework	0 1 2 3	0 1 2 3	
12. Outside Home	0 1 2 3	0 1 2 3	
13. Routine Health	0 1 2 3	0 1 2 3	
14. Special Health	0 1 2 3	0 1 2 3	
15. Being Alone	0 1 2 3	0 1 2 3	
Box A: Subtotal Col A, Items 1-6	Box A	Box B	Box B: Subtotal Col B, Items 1-6

Georgia's CLP Grant 2

- Moving to a sustainable model
  - Monthly budgets remain at $500
  - Enrolling up to 34 clients
  - Using HCBS funds more flexibly
  - TCARE®

CLP 3: The Starting Point…

- Will we do ALL FMS services or only part of the FMS services?
  - Budgeting
  - Hiring Paperwork
    - IRS and SS Forms
    - Background Checks, Certifications
  - Payroll
    - Hourly Pay
    - Tax Withholding
    - Workers' Comp

Challenges

- No national consensus on “recommended” software
  - Several programs available, but they don’t necessarily do everything you’d want them to do
  - Other states are using multiple software programs to do CLP (budgeting, payroll, care plan)
  - Which way should we go?

Our Plan

- Sub out the payroll function (most likely will use PayChoice for this)
  - Time saving
    - Tax withholding and payments
    - W-2 processing
  - Make use of their expertise in tax codes
- Do budgeting in-house
  - Hire Fiscal Assistant dedicated to THIS program (CLP and VDHCBS)
  - Set up care plan and tie it to budget (at this point, we will most likely use Boston College’s CDM source code)

Our Plan (cont'd)

- Hiring Support and Paperwork
  - Support Options Counselor will assist consumers in hiring and training employees (completing paperwork, obtaining certifications, etc…)
  - Fiscal Assistant will maintain employee files and track re-certifications due, etc…

Lessons Learned So Far

- Don't re-invent the wheel
  - Make use of experts in this field
  - Arkansas (NW AR AAA and Care-Link) has been willing to share their experiences with us
  - Mollie Murphy is an invaluable resource and is always willing to help
  - IT is a critical component for this program…be sure to build it in to your infrastructure…

Aging & Disability Resource Connection

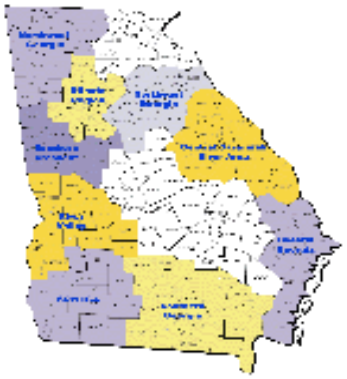
Georgia's ADRC Started in two pilot sites- Atlanta & Augusta

Have a total of 9 sites statewide covering 118 counties

Partners with Dept. of Behavioral Health and Developmental Disabilities in 4 sites, All About Developmental Disabilities in Atlanta, Walton Options in Central Savannah River Area

3 new ADRCs-River Valley, Southern & SOWEGA (southwest Georgia)

Georgia's ADRC Sites



Aging & Disability Resource Connection

- 2009 Expansion Grant Project
  - Care Transitions work with Northeast ADRC & Newton Medical Center, a 90-bed hospital in a rural area also involved in Care Transitions pilot project with CMS
  - Coaching and Options Counseling provided to targeted patients discharged from hospital
  - Riverside Healthcare Center and another nursing home in service area- Options Counseling provided to short-term rehabilitation patients and long-term patients as requested

- Tracking outcomes of Coaching and Options Counseling over grant period (3 years)
- Making follow up phone calls at regular intervals-
  - Did ADRC intervention help with decision-making?
  - Length of stay in community after intervention
  - Does individual need additional information/assistance?

Why TCARE and the Focus on Family Caregivers?

- Key partners in long-term care system
  - 80% of long-term care for older adults
  - If we work with them things go well
  - If we ignore them or treat them as servants our job is hard
- Key to quality elder care
  - They do the work
  - Make critical decisions about care of older adults
- Key to public purse
  - Delays or prevents the use of nursing home care
  - Affect length of hospitals stays & readmission

What is TCARE?

- A systematic approach to serving families
- An assessment process for caregivers
- Is evidence-based

TCARE Provides Guidance For:

1. Understanding caregivers needs.
2. Strategically selecting and recommending services.
3. Consulting with caregivers to give them the opportunity for informed choice.
4. Creating a care plan that caregivers will embrace

TCARE Helps Identify:

1. Presence of depression
2. Types and levels of stress
3. Appropriate goals for supporting caregivers
4. Strategies to meet goals
5. An array of services consistent with goals and strategies

Georgia's CLP Projects

- One-day workshop on Community Living Systems
- Training of Georgia Legal Services attorneys on Veteran's Benefits
- Video project
- Training classes on consumer-directed care
- Telemedicine pilot project
- TCARE

Contact us!!

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