Senate Committee on Health and Human Services
Charge 6 – Aging Texans

Department of Aging and Disability Services
Commissioner Chris Traylor
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Department of Aging and Disability Services (DADS) provides access to long-term services and supports for older individuals and individuals with intellectual and physical disabilities.

This presentation focuses on:

• The services and supports provided to support the needs of aging Texans, including:
  ➢ Access
  ➢ Navigating the system
  ➢ Best practices in nursing home diversion (Community Living Program)
Access to Services and Supports

Services for older Texans are impacted by two elements:

- Availability - what is available to eligible individuals
- Access - how people are connected to services for which they are eligible

• The range of services available to older Texans is impacted by federal, state and local resources and the individuals’ knowledge of services and supports.

• Improving information about, and methods for, accessing services and supports has the potential for positively impacting the lives of older Texans, their families, and other informal caregivers.
Navigating the Long-Term Services and Supports System

• Individuals, their family members and other caregivers become aware of available services and supports through a variety of sources, examples include:
  ➢ Physicians
  ➢ 211 Texas
  ➢ Online
  ➢ Brochures, ads, bus signs, etc.
Navigating the Long-Term Services and Supports System

Older individuals and persons with disabilities access long-term services and supports through DADS “front doors” to simplify access to services across programs and coordinates with multiple partners.

- **DADS Local Offices**
  - Nine Regional headquarters and 186 field offices throughout the state manage the direct delivery of community care services to older individuals, persons with intellectual disabilities, and family members and caregivers.

- **MR Authorities (MRAs)**
  - 39 MRAs provide services directly and through a network of local providers to persons with intellectual disabilities and their caregivers.

- **Area Agencies on Aging (AAAs)**
  - 28 AAAs around the state provide information and access to community services for older individuals, their family members, and other informal caregivers.
Integrating the front door

- ADRCs represent an integrated front door to services for older individuals and persons with disabilities.

- An ADRC is a direct access point to services. The primary objectives are:
  - Support older individuals and persons with disabilities by serving as a visible and trusted source of information and assistance regarding available programs, services and benefits
  - Help consumers navigate the system of services and supports and make informed choices
  - Connect individuals with programs that will help them remain independent and in their homes
Aging and Disability Resource Centers

• ADRCs serve as a “no wrong door” for consumers and local models may include the physical co-location of agency staff, staff connected through technology, or a combination.

• Key partner agencies include:
  - All three DADS front doors (DADS local offices, MRAs, and AAAs)

• And may also include:
  - HHSC benefits offices
  - Hospital discharge planners
  - Mental health authorities
  - Independent living centers
  - Other community organizations
Aging and Disability Resource Centers

ADRC models share common referral protocols and provide extensive training for community partners to facilitate referrals and service delivery.

• Eight ADRCs are currently operational

• El Paso’s Project Amistad was awarded the ninth ADRC with implementation in June, 2010

• Goal of 20 ADRCs by 2020
Aging and Disability Resource Centers

ADRC locations

2005
Alamo Service Connection  Bexar County
Central Texas ADRC  Bell, Coryell, Hamilton, Lampasas, and Milam Counties
Tarrant County ADRC  Tarrant County

2008
Gulf Coast ADRC  Austin, Brazoria, Chambers, Colorado, Fort Bend, Galveston, Harris, Liberty, Matagorda, Montgomery, Walker, Waller, and Wharton Counties
East Texas ADRC  Gregg, Harrison, Marion, Panola, Rusk, and Upshur Counties
Lubbock County ADRC  Lubbock County
Connect to Care  Dallas County
North Central Texas ADRC  Collin, Denton, Hood, and Somervell Counties

2010
Project Amistad  El Paso, Culberson, Hudspeth, Brewster, Jeff Davis, and Presidio Counties
Improving Access to Services and Supports

Community Roundtables

• In 2007, in an effort to integrate access to DADS services in a way that makes the most sense to consumers, DADS expanded efforts to work with community partners.

• Part of this effort was a series of 16 community roundtables.

• Each community evaluated its specific strengths and challenges in streamlining its referral practices and other protocols.

• Based on the roundtables and evaluations, DADS and local partners took a variety of actions to improve practices and protocols.
Improving Access to Services and Supports

Results of Community Roundtables

• DADS provides statewide referral resources, including:
  ➢ Development of a comprehensive list of DADS services
  ➢ Creation of a common release of information consent form
  ➢ Access to an e-mail encryption software to facilitate electronic information-sharing between partners

• Local communities now collaborate more effectively by utilizing:
  ➢ Electronically-shared referral forms
  ➢ Formalized interagency training plans
  ➢ United marketing activities and outreach
  ➢ Referrals for a consumer with needs from more than one agency
Community Living Program

• Texas is nationally recognized for its success in helping individuals relocate from nursing facilities back into the community.

• DADS places an emphasis on identifying persons at risk of entering a nursing facility before they enter the facility, as well as those who are at risk of exhausting their resources and becoming eligible for Medicaid.

• To address this, DADS partnered with local organizations to develop the Community Living Program.
Community Living Program

- Implemented in 2008, the Community Living Program (CLP):
  - Is funded by the Administration on Aging
  - Partners with two ADRCs in Central Texas and Tarrant County and their local hospital systems
  - Includes services for veterans as one of the targeted populations

- Through the partnership, staff provide individuals with service options that may assist them to remain at home and in their communities.

- Care transition specialists assist hospital discharge planners, using a specialized risk-assessment to identify individuals who are at risk of entering a nursing facility after their hospital stay.
Community Living Program

Once identified, the transition specialist and staff from the ADRC assist the family using several strategies, including:

• Accessing available services from both public and private resources, including the use of the family’s own resources.

• Assisting the family to create a monthly service plan and budget.

• Where appropriate, incorporating evidence-based chronic disease self-management interventions, such as diabetes management.
Community Living Program

• One way DADS supports these strategies is to ease some restrictions on the use of Older Americans Act (OAA) funds, allowing the CLP to:
  ➢ Access a wider array of services through the use of vouchers
  ➢ Include consumers at risk of nursing facility placement as a priority population under the OAA

• In addition, CLP staff and DADS local offices expedite the delivery of Social Services Block Grant (Title XX) services, including client attendant services.
Appendix
Services for Older Persons

Medicaid services provided through DADS:

- **Institutional Entitlements**
  - Nursing facilities
  - Hospice (home, community or facility setting)
  - Intermediate Care Facilities for Persons with MR

- **Medicaid Entitlement Community Services:**
  - Primary Home Care (PHC)
  - Community Attendant Services (CAS)
  - Day Activity and Health Services (DAHS) (adult day care)

- **Medicaid waivers:**
  - Community-Based Alternatives (CBA) (nursing facility waiver)
  - STAR+PLUS (Bexar, Harris, Nueces, Travis; Feb. 2011 Dallas/Tarrant)
  - Consolidated Waiver Program (CWP) (Bexar County)
  - ICF/MR waivers (Home and Community-based Services, Community Living Assistance and Support Services, Texas Home Living, Deaf-Blind with Multiple Disabilities)

- **Medicaid/Medicare service provided through DADS:**
  - Program for All-inclusive Care for the Elderly (PACE) (El Paso, Amarillo, and Lubbock coming online soon)
Services for Older Persons

Non-Medicaid services provided through DADS:

• Federally-funded services:
  ➢ Title XX (Social Services Block Grant): administered through DADS Regional and Local Services
    ▪ Adult foster care
    ▪ Consumer Managed Personal Attendant Services
    ▪ Day Activity and Health Services
    ▪ Emergency response services
    ▪ Family care
    ▪ Home-delivered meals
    ▪ Residential care (provided in assisted living facilities)
    ▪ Special services for persons with disabilities
  ➢ Older Americans Act: 28 Area Agencies on Aging contract with DADS to provide services to persons age 60 and over and their caregivers
    ▪ Access and assistance services
    ▪ Nutrition services
    ▪ Services to assist independent living

• State-funded services:
  ➢ In-Home and Family Support (IHFS)
Services for Older Persons

Services for older persons not provided through DADS:

• Public benefits and services
  - Social Security benefits
  - Medicare, Medicare Rx (Part D), and Medicare supplemental insurance policies
  - Acute care Medicaid and Supplemental Security Income (SSI)
  - Veterans Administration (VA) benefits

• Private benefits and services
  - Long-term care insurance
  - Retirement pensions
  - Services available through faith-and community-based organizations
  - Private pay
Example 1 of ADRC Consumer

An older veteran with diabetes caring for his grandson is in need of:

- Assistance with paying for overdue visits to the doctor for both himself and grandson
- Prescription drugs
- Heat for his home
- Food
- Help understanding his Medicare benefits

The ADRC assists by:

- Working with the local Health and Human Services Commission office to enroll him in:
  - The expedited Supplemental Nutrition Assistance Program;
  - Medicaid for himself and Children’s Health Insurance Program for his grandson; and
  - The one-time Temporary Assistance for Needy Families cash benefit for grandparents.
- Negotiating with the local gas company on his behalf to restore his heat
- Explaining to him how Medicare works and securing the Low-Income Subsidy benefits to help with premiums
- Working with the local food pantry to secure immediate food
- Scheduling medical appointments for both him and his grandson
Example 2 of ADRC Consumer

A middle-aged woman caring for her 19 year-old son with Down Syndrome and her 79 year-old mother with Alzheimer’s disease, needs:

- Assistance paying for medical appointments and prescription drugs for all three family members
- Someone to provide support for her mother and son when she is unavailable
- Rental assistance
- Car repairs

The ADRC assists by:

- Guiding her mother through the enrollment process for Medicare Part D benefits and the Low-Income Subsidy
- Working with the MRA to secure supported employment and other services available to her son
- Working with the local DADS office to help enroll her mother in Medicaid and secure in-home support services and respite care
- Working with Catholic Charities to secure one-time rental and car repair assistance
- Working with the local Alzheimer’s Chapter to supplement additional respite services and caregiver support