

# Disability and Aging Resource Center Overview



Office of Disabilities and Aging  
Medical Assistance Administration  
DC Department of Health  
*October 2001*



# Disability and Aging Resource Center

---

- ❑ The Resource Center project will address several issues affecting the quality of long-term care (LTC) for District residents with a physical disability and the elderly.

| Observations re: the District LTC System   | Resource Center Objectives:   |
|--|---|
| <ul style="list-style-type: none"><li>• The historic default within the District system is to rely on institutions to satisfy most all long-term care needs.</li><li>• There is no standardized process within the District for linking residents in need of long-term care with providers of those services.</li><li>• There needs to be a concerted effort to keep Medicaid eligible District residents in need of nursing home care in District facilities.</li><li>• There needs to be a central point of data collection to feed information to District government so that it may accurately address the needs of the overall District LTC system.</li></ul> | <ul style="list-style-type: none"><li>• To influence LTC pathways and increase knowledge about and usage of Home and Community Based Services.</li><li>• To provide a single point of contact for all LTC inquiries and concerns.</li><li>• To provide assessment and counseling services to inform District residents of their LTC needs, available financial resources, and District LTC service providers.</li><li>• To analyze the District LTC system through the collection of provider and consumer data resulting in the ability to assist MAA-ODA formulate District LTC policy.</li></ul> |



# The Resource Center will offer services to link District residents with the best LTC option

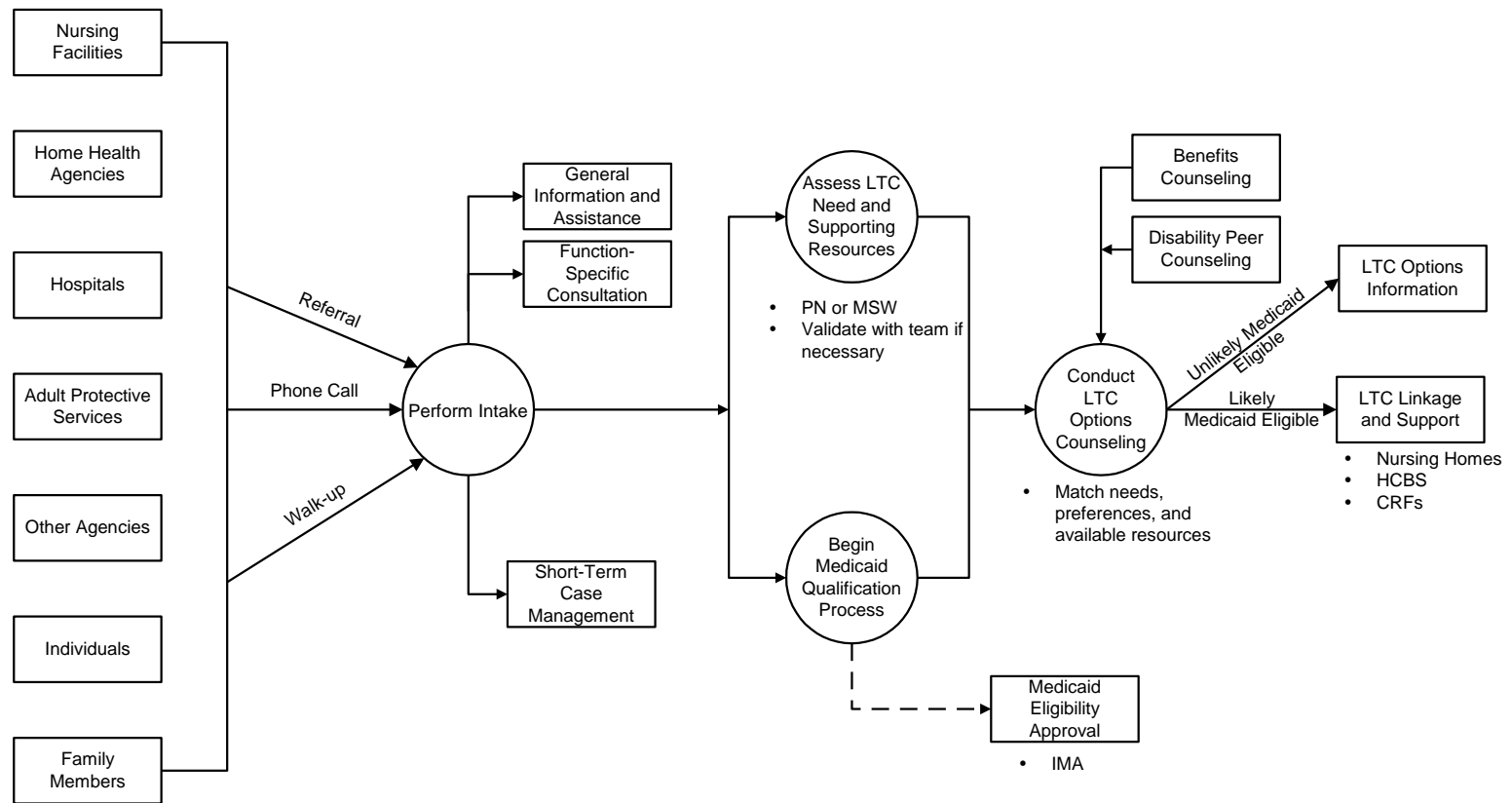
---

- ❑ ***LTC Needs and Supporting Resources Assessment***
  - Evaluate the consumer's supporting resources, current health conditions and impairments, and determine what gaps exist
- ❑ ***Counseling Services***
  - Benefits Counseling will ensure consumers receive information about and assistance in applying for public and private benefits
  - LTC Options Counseling will enable the consumer to evaluate their LTC needs and preferences and match them with available options
- ❑ ***Linkage to LTC Service***
  - Provide provider contact information and assist consumers in securing placement in a care service
- ❑ ***Short-term Stabilization Services***
  - Services aimed at *supplementing*, not replace, existing District services



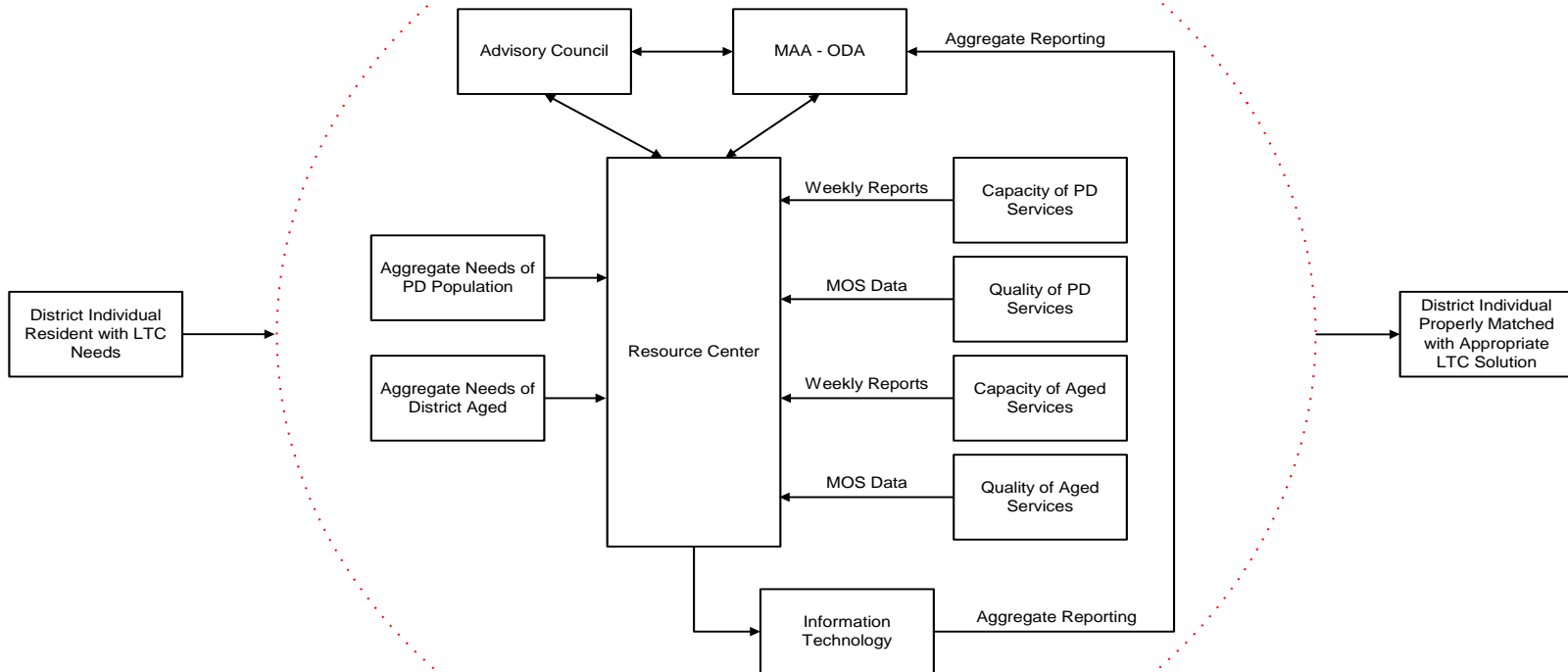
# Operations Flow

## Resource Center Operational Model



# Benefiting the Entire LTC System

- The Resource Center will serve as a central repository of objective data that will help prioritize policies development



# Request for Proposal

---

- **The Request for Proposal (RFP) gives details regarding expectations for Contractor performance in the following areas:**
  - Intake
  - Short-term Stabilization
  - Case Review
  - LTC Needs and Supporting Resources Assessment
  - Benefits Counseling
  - LTC Options Counseling
  - Linkage to LTC Services
  - Interaction with the Medicaid Eligibility Approval Process
  - Assistance to MAA-ODA in continuous improvement projects for the District LTC system



# Partnership is the Key

---

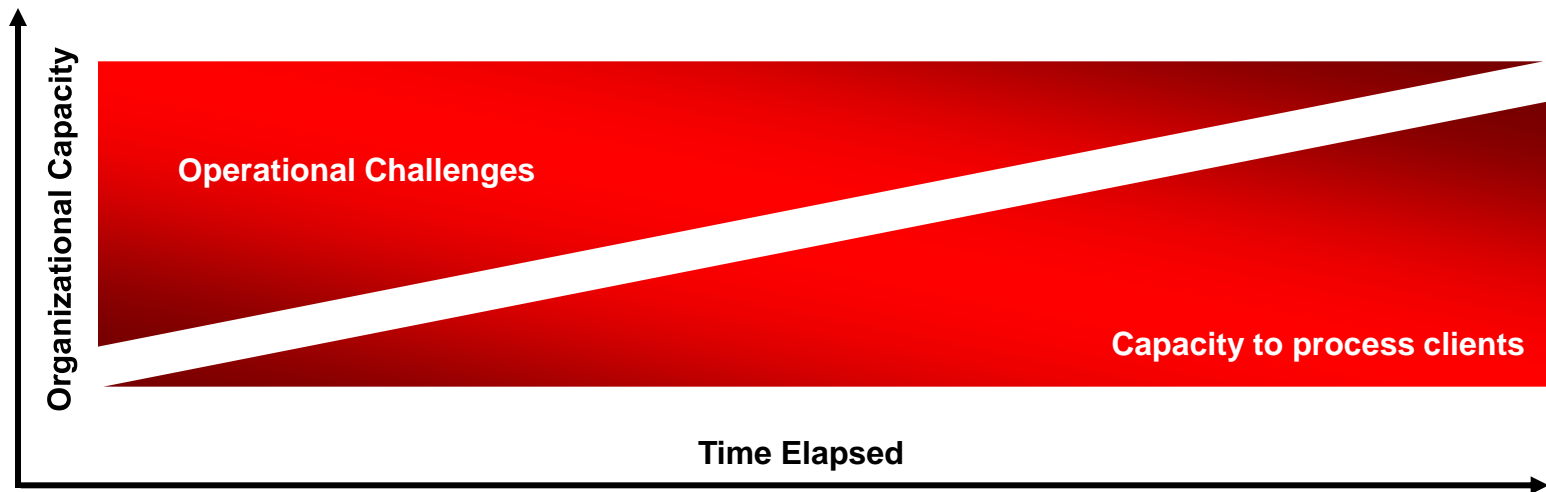
- ❑ **The design of the Resource Center has been partnership between the District LTC stakeholders and the MAA-ODA Already...**
  - Working sessions with representatives from the LTC Coalition, DCHCA and the hospitals
  - Interviews with representatives of home health care, advocates for persons with physical disabilities, and the DC Office on Aging
  - Innovation and Design session with a cross-sectional representation of District LTC stakeholders
  - RFP review with several key stakeholders
- ❑ **Looking forward...**
  - Disability and Aging Resource Center Governing Council
  - Open communication and partnership between Resource Center Case Workers and Providers
  - Active quality assurance and feedback regarding operations



# Phase-In Implementation

---

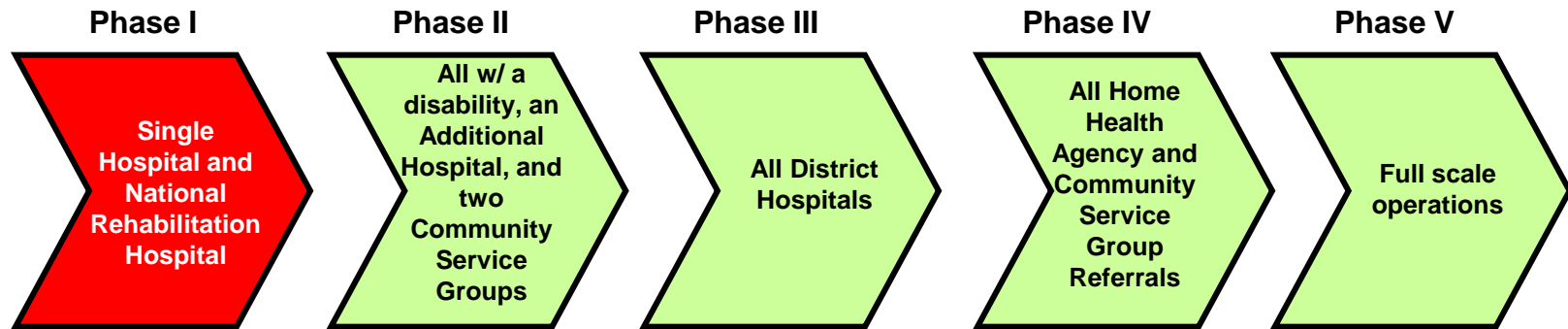
- In response to concerns expressed by District LTC stakeholders, a conservative phase-in implementation approach will be utilized. The approach will address the following stakeholder concerns:
  - The contractor's ability to quickly hire a full staff
  - The need to increase qualified HCBS capacity
  - Uncertainty regarding the level of consumer utilization of the Resource Center
  - The need to continuously refine policies and procedures in the early going



# Phase-In Implementation

---

- Below is an *example* of a phase-in approach:



- Approximately thirty (30) days between each phase.
- Requires a management checkpoint and go/no-go decision between the Contractor, Governing Council, and MAA-ODA before the start of each phase.
- Flexibility to increase or decrease the scope of each phase depending on operational results.



# Disability and Aging Resource Center

---

## ❑ Other Issues

- There will be no mandating legislation at the outset
- Parallel processing will be allowed to occur
- Though all target consumers will be served, the core of the Resource Center operations will have a Medicaid focus
  - Approximately 45% of operations costs expected to be Medicaid funded



# Disability and Aging Resource Center

---

## □ What is Next?

- Determination of Human Care Agreement status
- Vendor qualification and selection process
- Governing Council Formation
- Implementation Planning
  - Definition of each phase
  - Selection of phase-in participants
- Contractor Start-up Activities
  - Policies and Procedure Manual
  - Location selection
  - Hiring and training of staff
  - Develop and validate assessment instruments
  - Reliability testing
  - **Establish an environment of partnership with the District LTC community**



# Organization of Systems Change Committee

---

- Systems Change Grant Sub-Committees
  - Nursing Facilities
    - Clinical Assistance Group for MDS Analyses
    - Financial Assistance Group for Case Mix Development
  - Ticket to Work Leadership Council
  - Resource Center Oversight

