

ISSUE AREA THEMES

PERSON-CENTERED HOME AND COMMUNITY BASED SERVICES

Person centered approaches are utilized for Medicaid and non-Medicaid service provision. These person centered approaches places the Medicaid and non-Medicaid program recipients as an equal partner in planning and choosing the services and supports that meets their needs alongside the human service professional. These approaches put the program participant at the center of the decision making and views the participant as the experts, working alongside the human service professional, to get the best outcome. Person centered approaches are not just about giving people whatever they want or providing information. It is about considering the program participant's dreams, values, living situations, social circumstances and lifestyles. Once all the benefits have been considered, the human service professional and the program participant work together to develop a plan of services and supports best suited to support the program participant's individual needs. Compassion, thinking about things from the program participant's point of view and being respectful are all important elements of person centered dialogue. Person centered approaches allow program participants to think and envision their care needs while developing a relationship with the human service professional setting up the service provision.

Medicaid Case Management

Washington is a national leader in offering home and community-based long term services and supports (LTSS) for people with significant disabilities under the Medicaid program. Washington residents can choose to receive support in adult family homes, in assisted living, in their own homes, or in a nursing home. As would be expected, the majority of individuals choose to receive care in their own homes, either from an agency or an individual provider of their choosing. Not only is in-home care the preferred LTSS option, it is the most cost-effective. It costs less, on average, for in-home care as compared to care in a nursing facility. It has been essential that Washington's in-home program has grown in its capacity to support people with moderate to severe physical limitations, as well as those who are medically complex, often accompanied by significant behavioral and cognitive challenges.

Statewide there are approximately 67,359 people in the home and community-based portion of Washington's LTSS system who face a broad range of challenges to their health and independence. For Snohomish County, in 2018, Medicaid Case Management served 3,851 individuals. All of the individuals served under Medicaid Case Management need assistance to accomplish daily activities such as bathing, dressing, preparing meals, personal hygiene and moving about.

Selected Focus and Goals

Focus Area #1:

Profile of Issue: The population of older people and individuals with chronic illness and/or disabilities continues to increase in Snohomish County.

Focus and Goals: The demand for qualified case managers and nurses will continue to match the growth in the population of frail elderly and adults with disabilities in Snohomish County.

A skilled workforce will need to include bilingual and bicultural staff, along with an increase in interpreter services. Increase the quality of case management services to populations with limited English proficiency (LEP).

Objectives: Recruit educationally qualified employees with specific language skills to match client demographics. Monitor changing demographics of population through

Focus Area #2:

Profile of the Issue: Medicaid Case Management expectations continue to increase and state mandated caseload to worker ratios must be adhered to.

Focus and Goals: An increasing client base places pressure on our current system to ramp up staffing. Additionally, fluctuations in funding require changes in case management expectations. Subsequently, there is an increased need and importance for ongoing recruitment and training of case managers and nurses to meet staffing requirements in a timely manner for an increased caseload based on state mandated ratios.

Objectives: Maintain continuous staff recruitment, contingent upon adequate funding. Monitor staffing ratios on a monthly basis. Activity ongoing.

Focus Area #3:

Profile of the Issue: Maintain an adequately person centered trained workforce able to meet state required case management standards monitored by the Aging and Long Term Support Administration (ALTSA).

Focus and Goals: Meet case management person centered expectations and standards of the Area Agency on Aging funder.

Objectives: Train staff to person centered approaches and ALISA sanctioned case management activities in a timely manner, including potential scaled-back expectations due to funding.

Issue Area #4:

Profile of Issue: Maintenance of network adequacy for Medicaid Case Management service provision. Strategies will include reaching out to service providers and assisting those interested in navigating the Medicaid contracting process. Gaining qualified providers to serve recipients of the program in their homes is pinnacle to program success and optimal choice for program recipients.

Focus Areas and Goals: Increase network of providers available for program benefit.

Objective: To ensure network adequacy, LTCA staff will reach out to community service providers and others as needed and assist with Medicaid contracting qualification process.

Focus Area #5:

Profile of Issue: Complete contracts for program providers and monitor contracts to ensure compliance with program funder rules.

Focus Areas and Goals: Timely completion of contracts and program monitoring with service providers. LTCA will provide technical assistance to contractors while holding contractors accountable to program funder rules.

Objective: To ensure that service provision is available to program recipients and contractors are held accountable to program funder requirements.

Aging and Disability Network/Community Living Connections

The Snohomish County Aging and Disability Network provides:

- Information, referral and awareness;
- Options counseling;
- Streamlined eligibility screening or determination for public programs;
- Person-centered transition support;
- Consumer populations, partnerships and stakeholder involvement; and
- Quality assurance and continuous improvement.

Staff have been trained in Options Counseling and are developing guidelines for selecting clients who would benefit from this approach. To expand its knowledge of disability issues and resources, Homage Senior Services has partnered with the Center

for Independence North (CFI), a center for independent living for individuals with disabilities, for the last three years and provided office space for the organization's Snohomish County coordinator. Homage Senior Services and CFI have referred clients to each other, provided cross-training for their staff, shared knowledge of resources, and worked on joint education and outreach events.

Focus Area #1:

Profile of the Issue: Person Centered Options Counseling is a service approach that requires a trained staff

Focus and Goal: The Aging and Disability Network will train staff in person centered options counseling approaches.

Objective: The Aging and Disability Network will train staff in the ADRN on person centered options counseling approaches.

Focus Area #2

Profile of Issue: Provide outreach throughout Snohomish County about services and supports available in the aging network to individuals impacted by chronic illness or disabilities. This outreach will be delivered with intentionality and sensitivity to provide access to this program to limited English-speaking, ethnic adults and other marginalized populations in urban and rural areas. Provide choice of programs/services, care settings, and providers and assist with access as requested.

Focus and Goal: Provide outreach to geographically and emotionally isolated adults impacted by chronic illness and/or disabilities.

Objective: Aging and Disability Resource Network, in partnership with LTCA, will strive to promote information and access to services and supports in Snohomish County to adults impacted by chronic illness and/or disabilities in both rural and urban areas.