

Presentation to the
Joint Ways and Means Subcommittee on Human Services

Aging and People with Disabilities

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Director

January 30 and 31, 2019



AGING AND PEOPLE WITH DISABILITIES

Presentation Outline

Day 1

- Goals
- System
- Eligibility Transformation
- Safety
- Licensing

Day 2

- Population Growth
- Strategic Plan
- Programs
- Consumer Profiles
- Investments, Budget and KPMs

Oregon Revised Statute 410

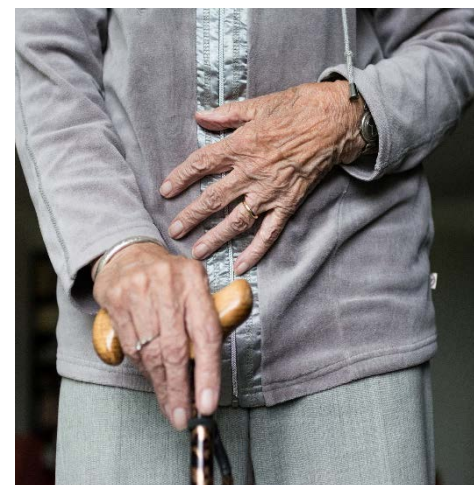
The Legislative Assembly created a vision:

Older citizens of this state are entitled to enjoy their later years in health, honor and dignity, and citizens with disabilities are entitled to live lives of maximum freedom and independence.



Vision Statement

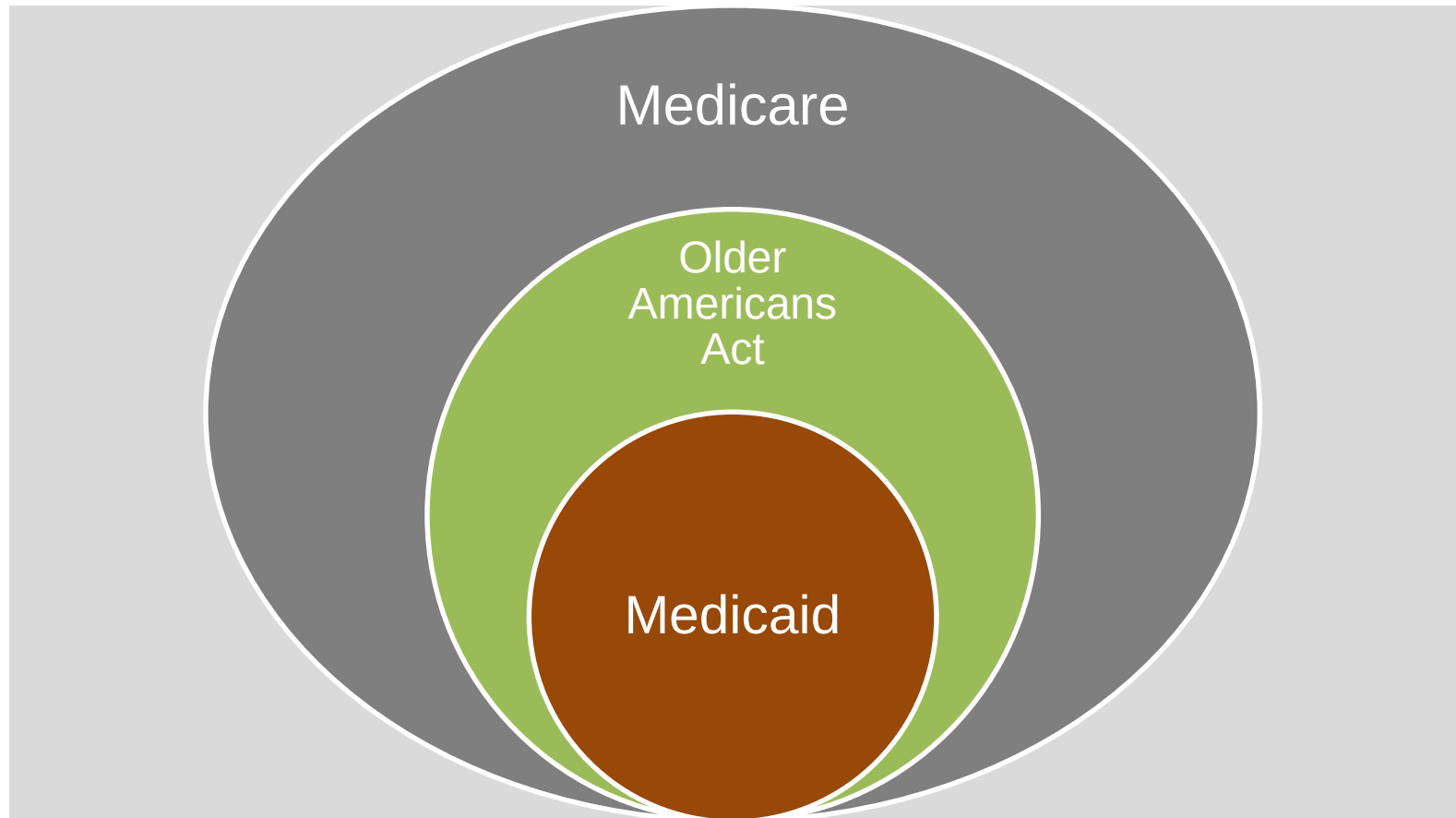
Oregon's older adults, people with disabilities and their families experience person-centered services, supports and early interventions that are innovative and help maintain independence, promote safety, wellbeing, honor choice, respect cultural preferences and uphold dignity.



Goals

- **Well Being:** Older adults and people with disabilities feel safe and experience their best quality of life.
- **Accessibility:** Oregonians can readily and consistently access services and supports to meet their needs.
- **Quality Outcomes:** Oregonians engage in services and supports that are preventive, evidence-informed, and lead to quality outcomes.
- **Service Equity:** Oregonians experience programs, services and supports that are designed, improved and responsive to historical inequities, current disparities, and individual experiences.
- **Engagement:** Consumers are empowered by information, communication and advocacy through strong, collaborative partnerships with stakeholders and rich community dialogue.

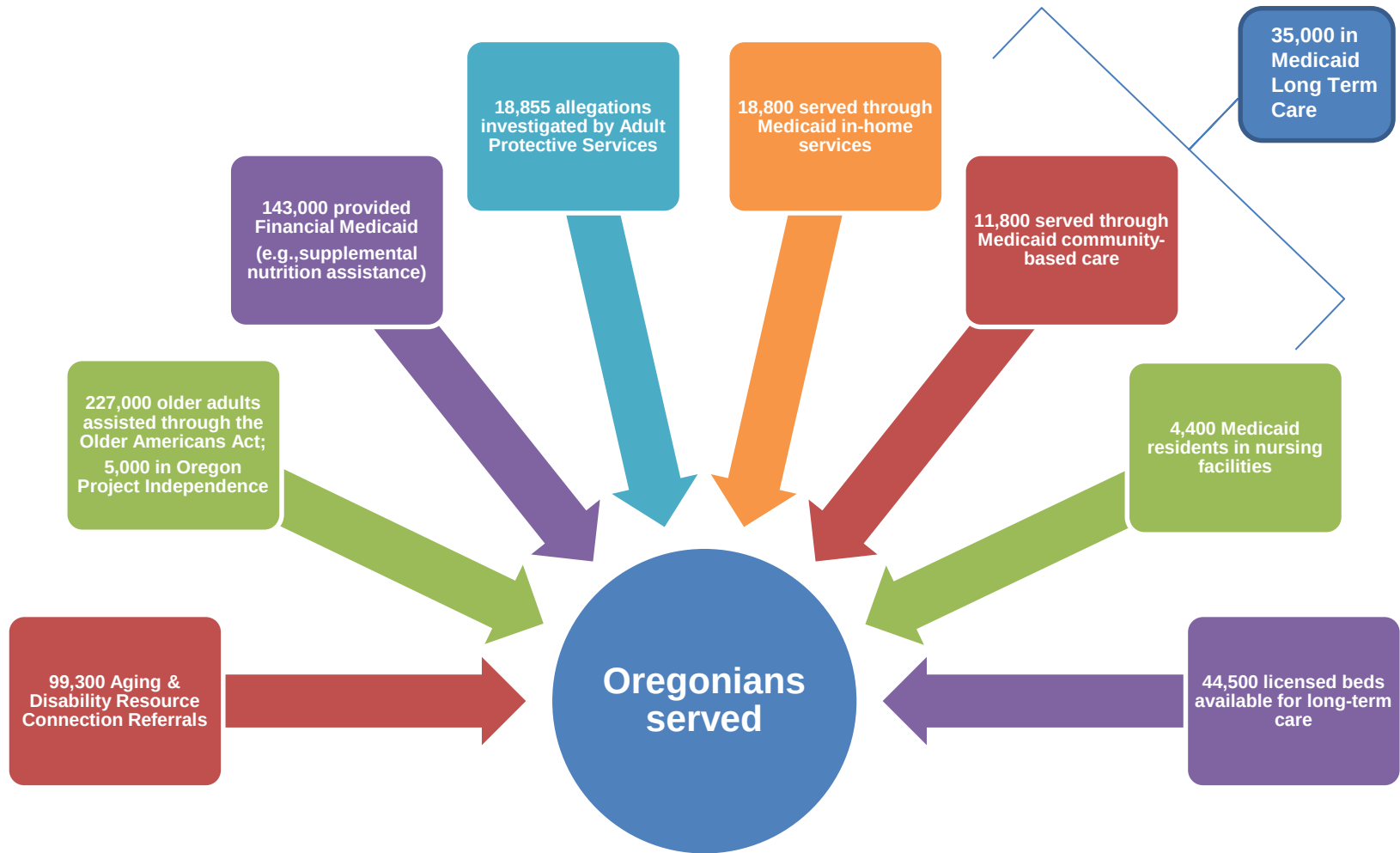
Laws Passed in 1965: The Vision for Older Americans



Services We Offer



Oregon's Long Term Care System



9



Aging Services Network Overview

Aging & People with Disabilities
(State DHS Offices)

Area Agencies on Aging
(AAAs)



Type A - AAA
(Non-Medicaid –
OPI /OAA)



Type B - AAA
(Medicaid, OPI, OAA, APS, etc.)

How Oregonians Navigate the System



adrcoforegon.org

1-855-ORE-ADRC

1-855-673-2372

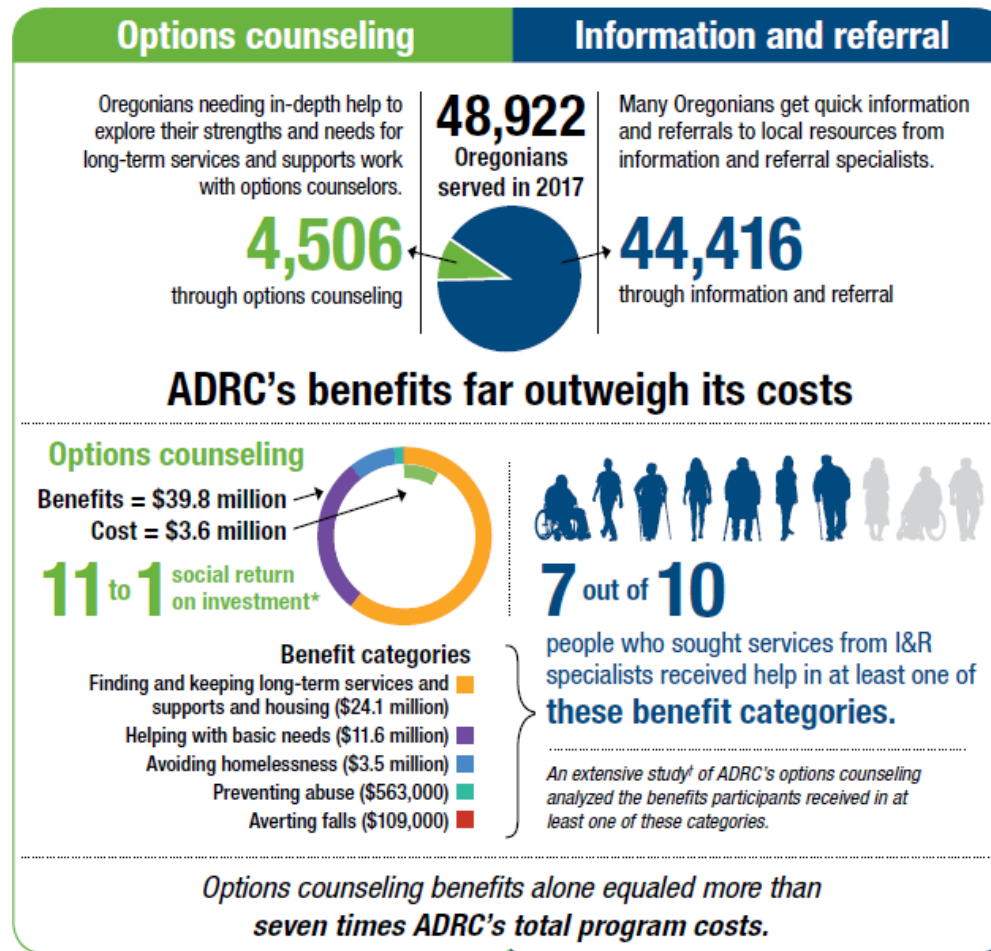
Assistance Provided to Oregonians

- **66,020** calls received
- **99,300** referrals made
- **4,506** individuals received options counseling
- **29%** of information and assistance/referral consumers were in rural/frontier communities
- **73%** of options counseling consumers reported greater independence as a result of ADRC services



Business Case for the ADRC

How Oregonians Are Served



Eligibility Transformation

DHS and the Oregon Health Authority are making it easier for Oregonians to apply for benefits through two projects: **Integrated Eligibility** and **Eligibility Transformation**.

Among the benefits included:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Temporary Assistance for Domestic Violence (TADV)
- Employment Related Day Care (ERDC)
- Summer Meals
- Refugee Cash, Refugee Medical

Eligibility Transformation: Service Delivery



Store Fronts


Walk-in
Customers


Face-to-
Face


Services
Planning


Case
Management

Virtual Eligibility Center


Online /
Phone
Applications


Renewals


Change
Reports

Adult Protective Services

Specializes in investigating and preventing abuse of older adults and adults with disabilities.

The staff has expertise in:

- Financial Exploitation
- Domestic Violence
- Diminished Capacity
- Self-Neglect
- Guardianships

Enhanced focus on:

- Outreach to banks, real estate professionals, credit unions, and community organizations to increase awareness of how to prevent and identify signs of abuse.

Oregon's Safeline:

Since 2014, a reliable, easy resource to report abuse:

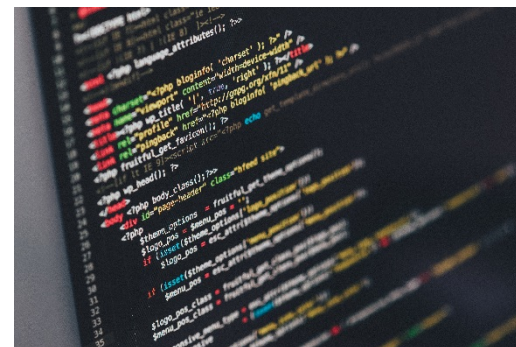
1-855-503-SAFE



Centralized Abuse Management System

A comprehensive web-based system for abuse reports and investigations:

- Standardizes APD and Type B AAA abuse screening, investigations and reports statewide.
- Replaces manual processes and outdated, disparate systems.
- Provides investigators with the ability to better track perpetrators to help prevent further abuse.



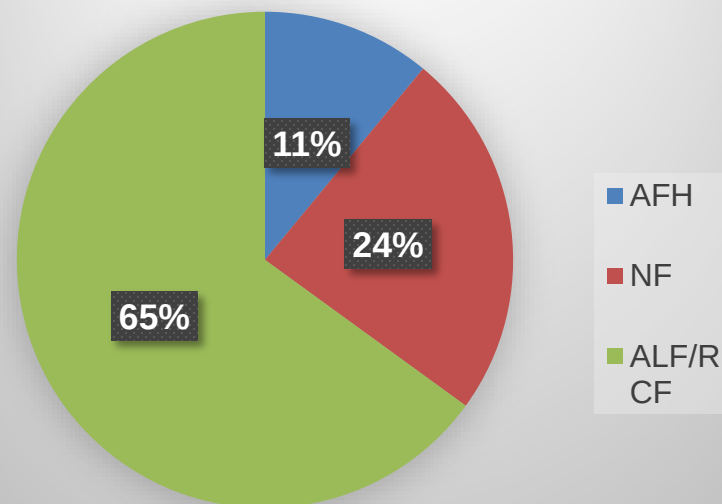
Adult Protective Services

In 2017 APS investigated:

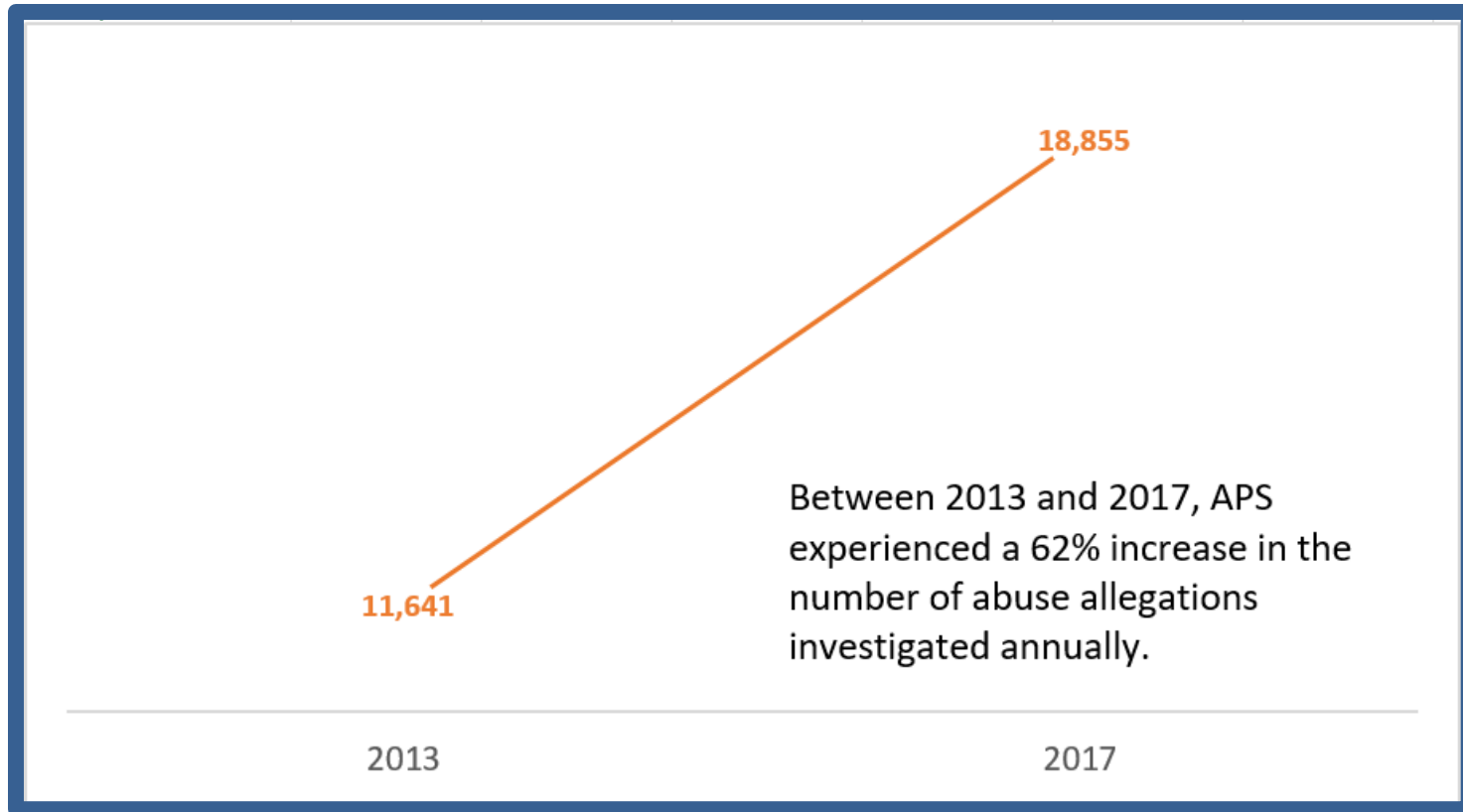
18,855 distinct allegations,
some of which involved
multiple victims

- Of those allegations:
 - **13,138**, or about **70%**, involved allegations of abuse in the community
 - **5,717**, or about **30%**, were allegations of abuse in licensed facilities

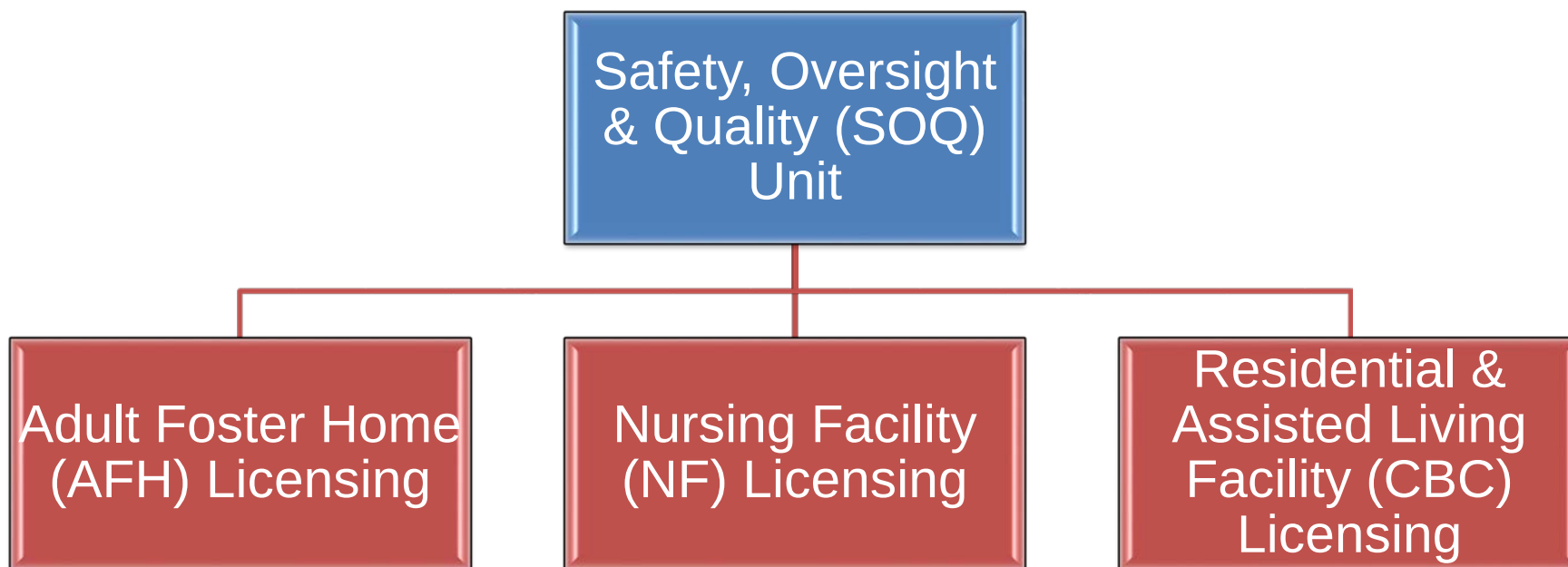
Facility Abuse - 2017



APS Workload Increasing



APD - Facility Licensing



Staff in our program have an unwavering commitment to the safety, independence, choice and dignity of vulnerable Oregonians in our licensed care settings.

Long Term Care Settings

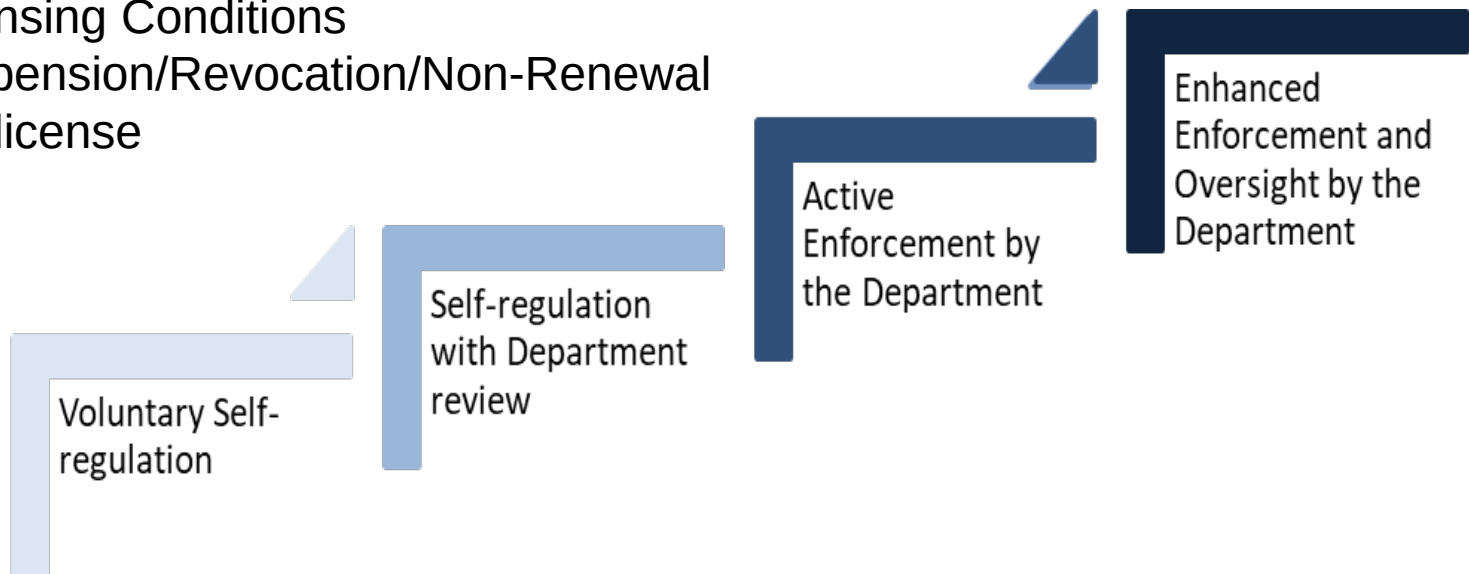


Settings	Number of facilities	Memory Care Endorsed
Nursing Facilities	136	11
Assisted Living and Residential Care Facilities	538	191
Adult Foster Homes	1,566	N/A

Licensing Oversight and Compliance Tools

APD works with licensed facilities and uses progressive enforcement of compliance tools as needed. Those tools include:

- Licensing Complaint Unit (phone/email)
- Surveys
- Civil penalties
- Letters of Agreement
- Licensing Conditions
- Suspension/Revocation/Non-Renewal of a license



Licensing Backlogs

License Type	Backlog	Total Licenses	Percent Late
Adult Foster Homes	24	1,566	1.5%
Nursing Facilities	21	136	15.4%
Assisted Living/ Residential Care Facilities	124	538	23.0%
Combined	169	2,240	7.5%

House Bill 3359 – 2017 Session



Governor Brown signs HB 3359 with individuals from the Alzheimer's Association, Oregon Health Care Association, AARP, LeadingAge, Agencies and Legislators.

House Bill 3359 – 2017 Session

Large bipartisan, multi-stakeholder bill that:

- Established first-in-the-nation Quality Measurement Council;
- Introduced a fine (\$1,000) for failure to self-report abuse of residents;
- Increased fines for abuse and licensing fees;
- Added training requirements for staff around dementia and Alzheimer's disease;
- Set new standards for safer medication administration;
- Provided for standard staffing measurement via an online acuity tool;
- Required an enhanced regulatory oversight program.

Presentation Outline

Day 1

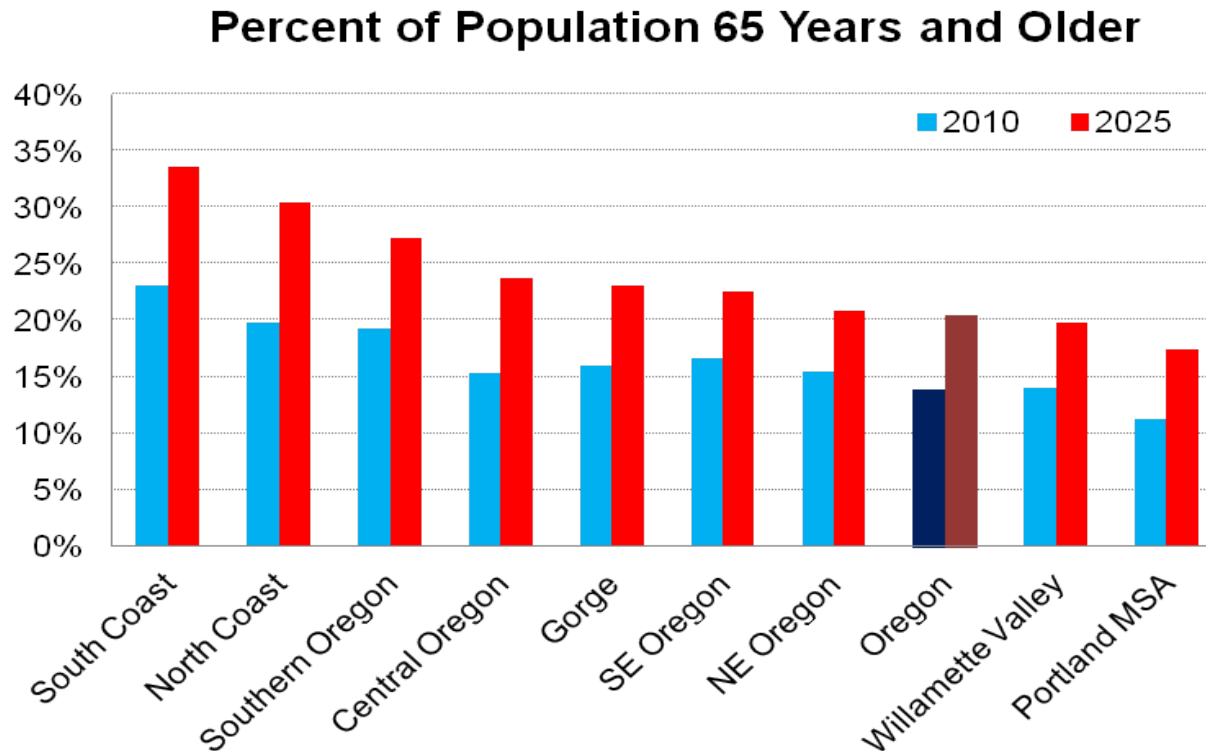
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Day 2

- Population Growth
- Strategic Plan
- Programs
- Consumer Profiles
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Oregon's Population Is Growing Older



Source: Oregon Office of Economic Analysis

Crisis in retirement savings

US News & World Report
What Happens if We All Run
Out of Money for Retirement?

USA Today
For your retirement planning,
count on living until age 95

CNN Money
1 in 4 people have almost nothing
saved for retirement

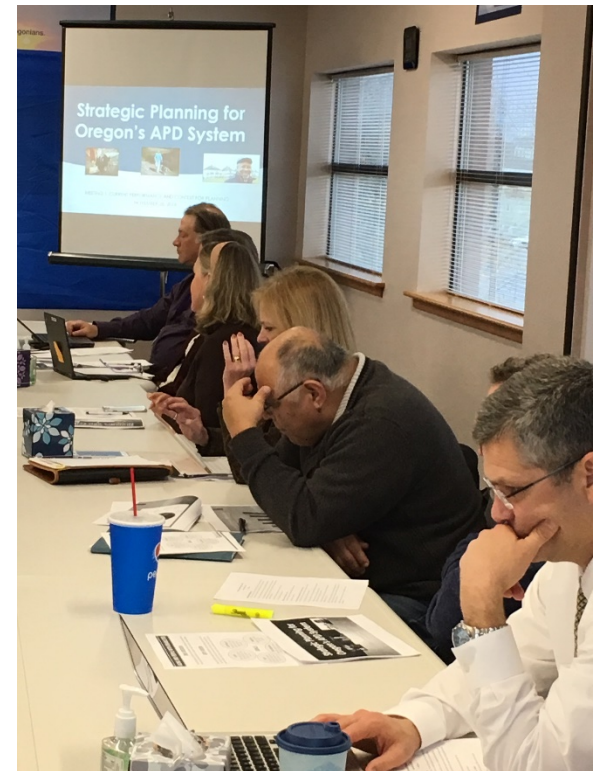
The New York Times

Why the World
Needs to Rethink
Retirement

The Motley Fool
Half of American baby boomers face a
frightening retirement reality

Strategic Plan: The Case for Change

- Oregon has been a **national leader** in home- and community-based services and supports.
- APD is updating its Strategic Plan in collaboration with stakeholders to **continue to innovate**.
- We must adapt to new realities - increasing percentage of population is 65+ with low retirement savings and worse health.
- We **need to do better in serving all consumers** including younger people with disabilities, communities of color and historically underserved communities.



Strategic Plan: Program Goals



Strategic Plan: Short and Long Term

Short Term: Two Year Action Plans

- Example: Pilot providing services and supports to consumers who want to be active outside their home (volunteering, employment, etc.).

Long Term: Multi-Year Action Plans

- Example: If successful, statewide expansion of service planning for consumer activities outside the home.

Older Americans Act (OAA)

- Delivered through Area Agencies on Aging (AAAs)
- Keep older adults safe and independent
- Federal funds
- Not means-tested
- 2.6 million meals (home-delivered and congregate)
- 477,000 hours homemaker/personal care services
- 25,000 sessions of nutrition education
- 23,000 trips with assisted transportation



Oregon Project Independence (OPI)

- State funded program
- Reduces risk of more costly, out-of-home placements
- Only 12% of those served ended up on Medicaid services
- Average cost-per-case
 - 60+: \$244
 - People with disabilities: \$393



Medicaid & Financial Eligibility

- Supplemental Nutritional Assistance Program (SNAP)
- Medicaid as primary health care
- Medicare Savings Programs
- Medicare Part D Assistance

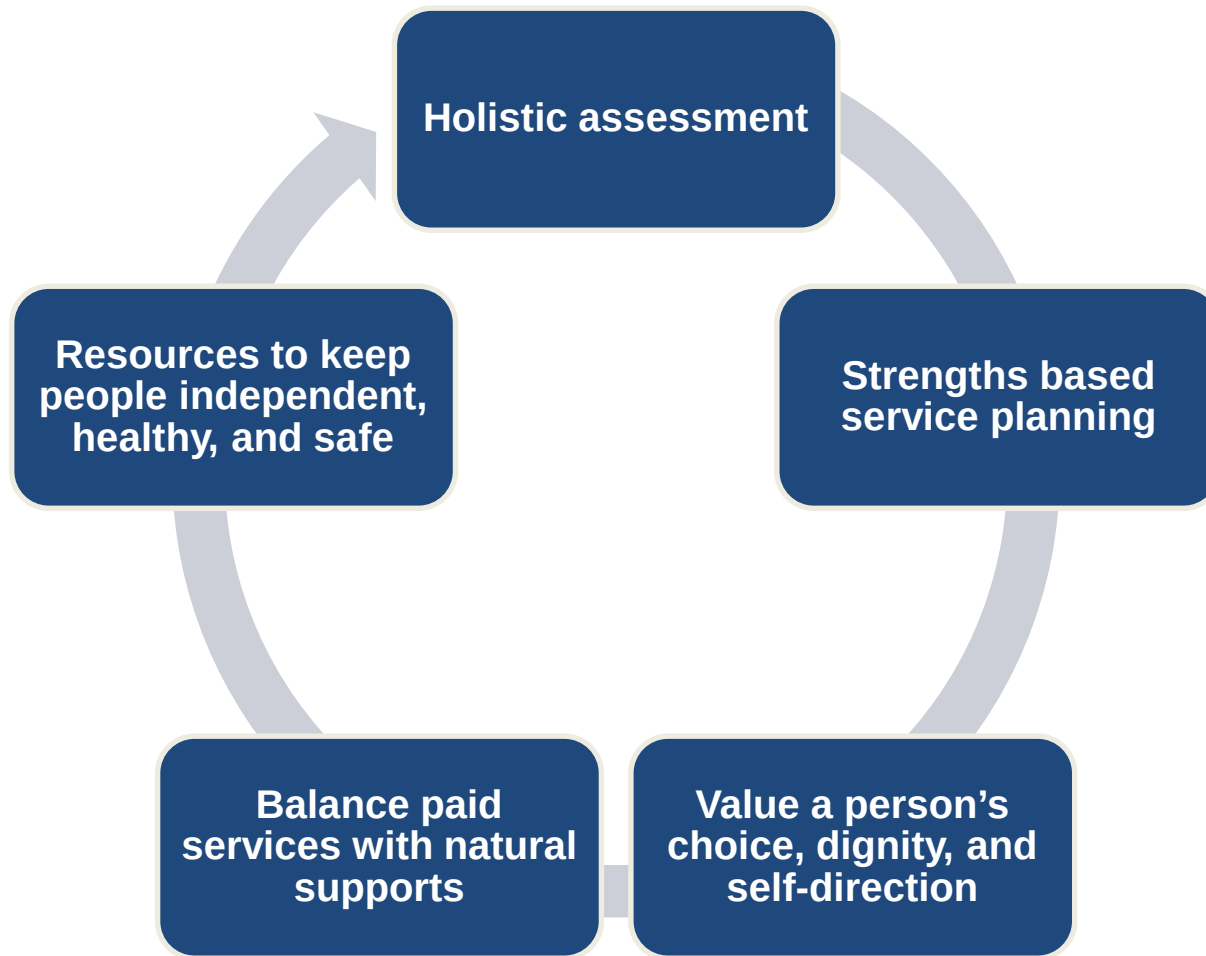


Medicaid Long Term Care

- Long term services and supports for individuals who meet financial eligibility & nursing home level of care
- If eligible, Medicaid pays for activities of daily living and other supports



A Social Model of Services

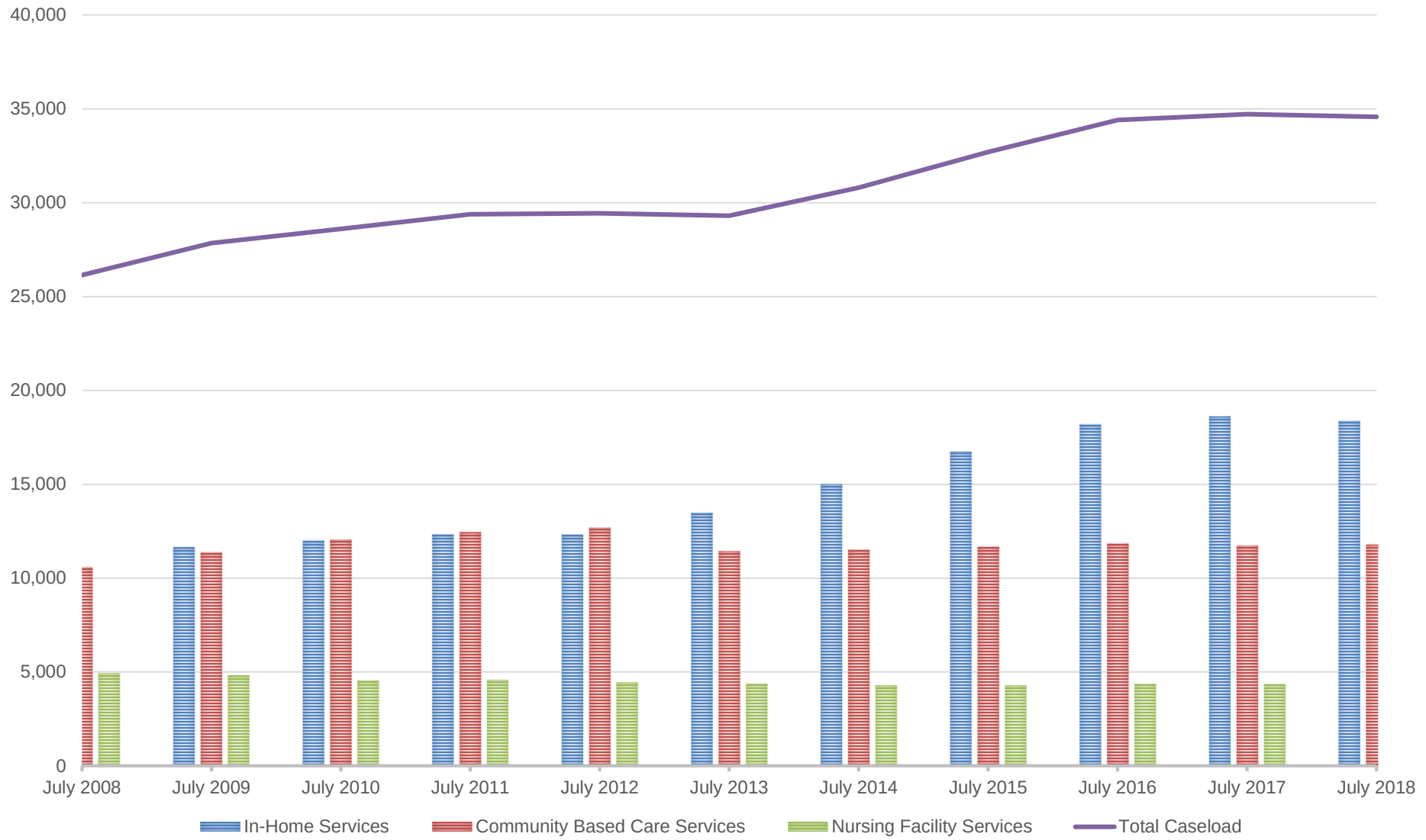


Service Priority Levels (SPLs)

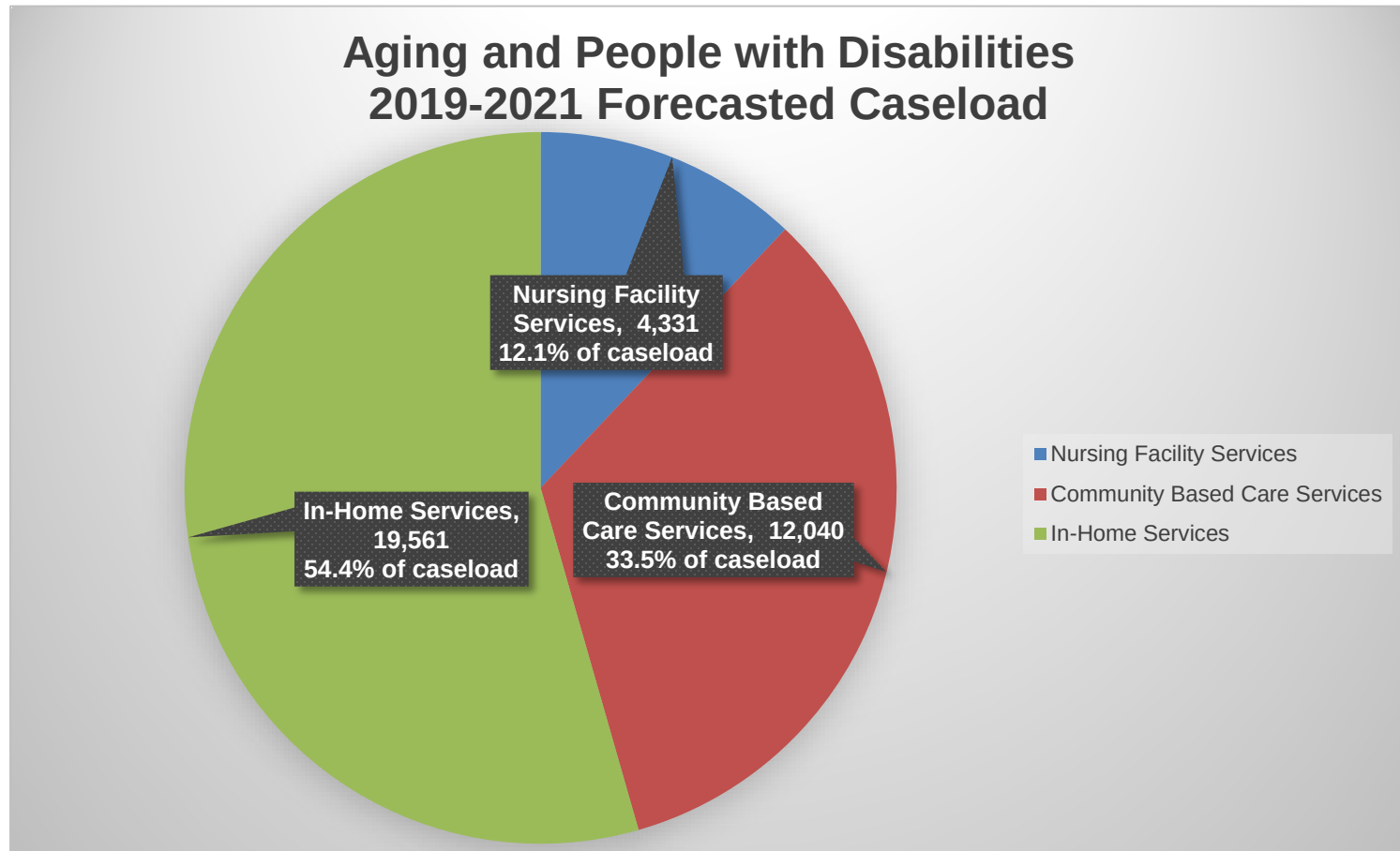
411-015-0010 Priority of Paid Services

1	Requires Full Assistance in Mobility, Eating, Elimination, and Cognition.	7	Requires Substantial Assistance with Mobility and Assistance with Elimination.	13	Requires Assistance with Elimination. (13 is current cutoff for Medicaid)
2	Requires Full Assistance in Mobility, Eating, and Cognition.	8	Requires Minimal Assistance with Mobility and Assistance with Eating and Elimination.	14	Requires Assistance with Eating.
3	Requires Full Assistance in Mobility, or Cognition, or Eating.	9	Requires Assistance with Eating and Elimination.	15	Requires Minimal Assistance with Mobility.
4	Requires Full Assistance in Elimination.	10	Requires Substantial Assistance with Mobility.	16	Requires Full Assistance in Bathing or Dressing.
5	Requires Substantial Assistance with Mobility, Assistance with Elimination and Assistance with Eating.	11	Requires Minimal Assistance with Mobility and Assistance with Elimination.	17	Requires Assistance in Bathing or Dressing.
6	Requires Substantial Assistance with Mobility and Assistance with Eating.	12	Requires Minimal Assistance with Mobility and Assistance with Eating.	18	Independent in the above levels but requires structured living for supervision for complex medical problems or a complex medication regimen.

APD TEN YEAR CASELOAD HISTORY



Caseload Forecast 2019-2021



Consumer Profile: Nursing Facility Alternative

Needs:

- Fractured shoulder and plans for knee surgery.
- Assistance walking in and out of her home, using the bathroom, and bathing.
- Preparing some meals, shopping, house cleaning, and transportation.



Plan:

- Two paid providers visit for approximately 20 hours per week total to meet the above needs.
- Ongoing APD case management for monitoring and plan modification.
- Ongoing familial connections.

Cost: \$1,039 per month vs. \$9,388 in a nursing facility

Consumer Profile: Hospital Alternative

Adult Foster Home:

- 62-year-old female
- Autoimmune neuromuscular disease
- Ventilator dependent

Cost: \$8,586 per month



Consumer Profile:

Oregon State Hospital Alternative

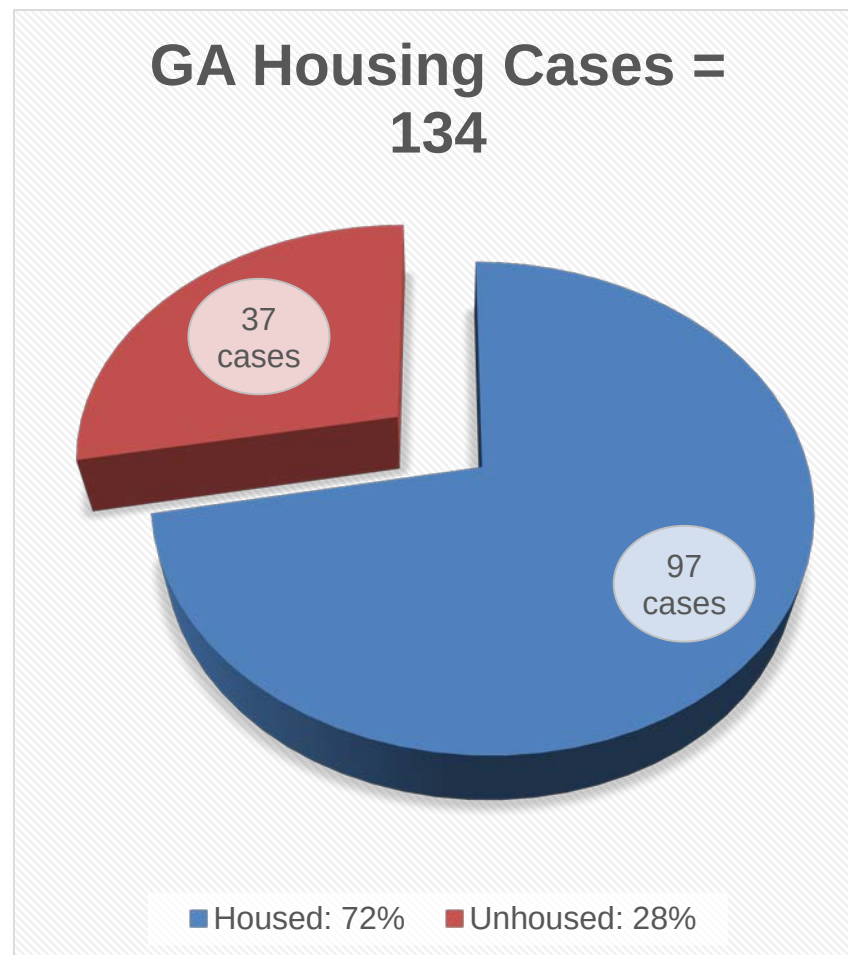
- 51-year-old male;
- Two traumatic brain injuries;
- Criminal history starting in the early 1990s;
- Numerous failed placements;
- OSH admission lasting six years;
- Attacked a neighbor with a knife;
- Readmitted to OSH for 10 months;
- Discharged to one-person Specialized Living setting with same provider, but more intensive supports.
- Safe placement for 12 months and counting.



Cost: \$42,070 per month

General Assistance Program

- 4,552 referrals to date
- 3,558 closures
- 159 SSI/SSDI determinations
- 134 current housing cases



Disability Determination Services

- 100% federally funded
- Medical determination for Social Security disability benefits
- 203 staff
- 53,000 claims annually
- Cash and medical coverage provided to recipients
- \$175.6 Million benefits monthly in Oregon



The image shows a close-up of a person's hand writing on a "Social Security Disability Claim" form. A white calculator is visible in the upper right corner. The form includes a certification statement and several fields for personal information.

Social Security Disability Claim

By signing and submitting Social Security Disability Claim, I certify that this application is complete and all information provided is true and accurate and contains no willful falsifications or misrepresentation. I understand that falsifications, representations, or omissions may disqualify me from consideration for this position. I hereby authorize representatives to contact my current and previous employers for verification, conduct a background check, and verify my driving record.

Full legal name	Last Name		First
Home Street	City		State
E-mail Address:			
Education:			
Highest school grade			
Do you have a high school diploma?			
Number of years of post-high school education			
Name and Location of educational institution:	Degree		

Deaf and Hard of Hearing Services

- **Coordination of interpreters** for members of the deaf, deaf-blind, and hard-of-hearing communities to interact with government;
- **Serve as single point of contact** for government agencies to request interpreters for their clients;
- **Publicize needs and concerns** of deaf and hard of hearing communities;
- **Provide information** to individuals about where they may obtain assistance in rehabilitation and employment and about **laws prohibiting discrimination** in employment;
- **Promote advocacy** with state agencies to increase accessibility of government services.



Partnership with Department of Administrative Services to promote ASL videos:

<https://www.youtube.com/channel/UCQhOtzmEDcf4XZk-vYf9hYQ/featured>

Oregon Home Care Commission



Supports homecare and personal support workers and consumer/employers by:

- Defining qualifications of homecare workers (HCW) and personal support workers (PSW).
- Providing a statewide registry of HCWs and PSWs (where consumers and workers can be matched).
- Providing hundreds of trainings statewide, including culturally and linguistically specific opportunities.
- Serving as "employer of record" for collective bargaining for HCW and PSWs who receive service payments that are from public funds.

Senate Bill 1534 (2018): Improving In-Home Quality

- Core curriculum for existing and new homecare workers;
- Continuing education requirements for all homecare workers;
- Rule Advisory Committees begin in February 2019;
- Rolling implementation scheduled to begin in January 2020.



Governor's budget proposals

Community Based Care rates:

- 5% effective 7/1/19
- 5% effective 7/1/20
- \$17.2M GF

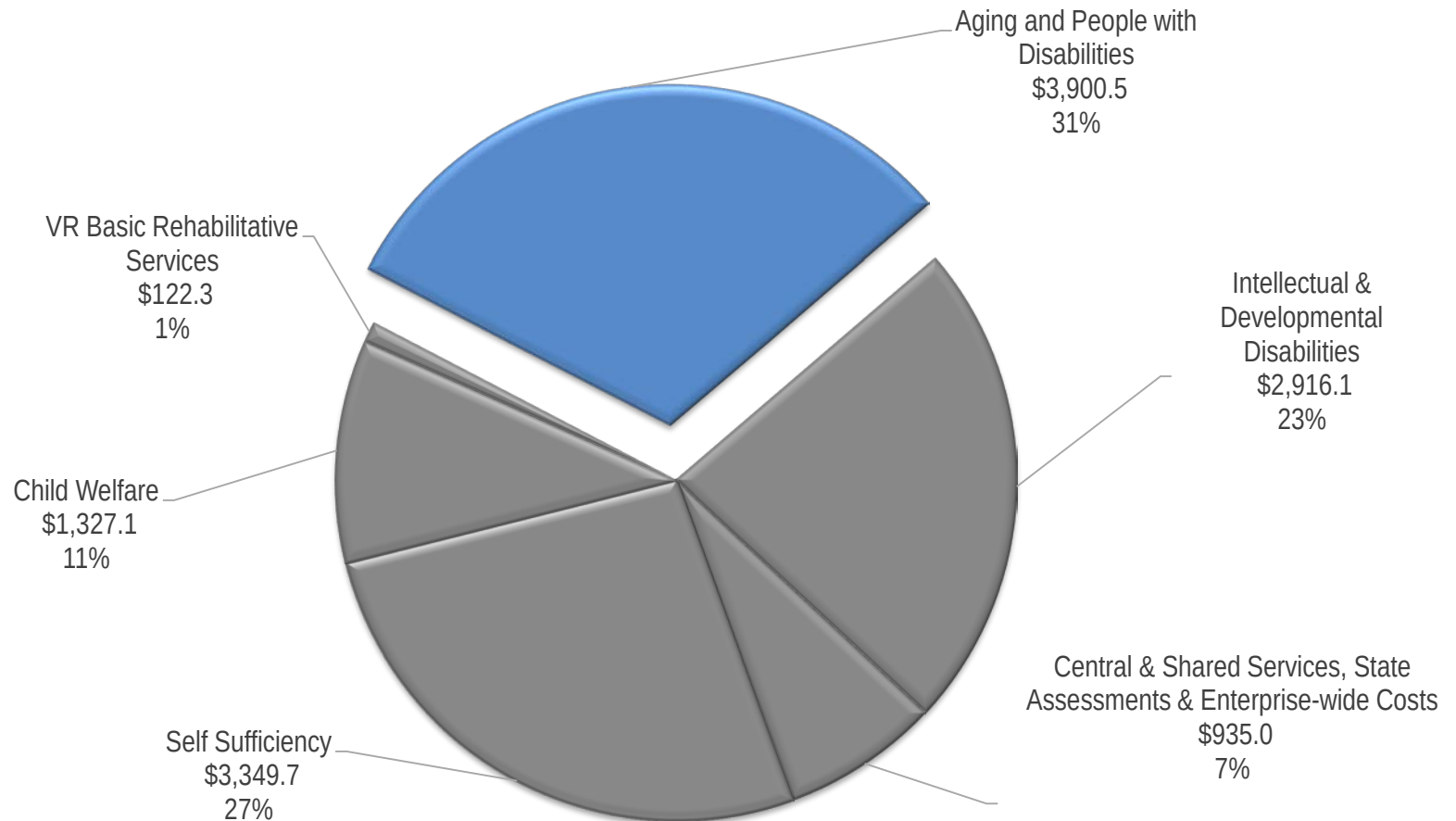
Adult Foster Home rates:

- 10% effective 1/1/20
- 4% effective 7/1/20
- \$5M GF

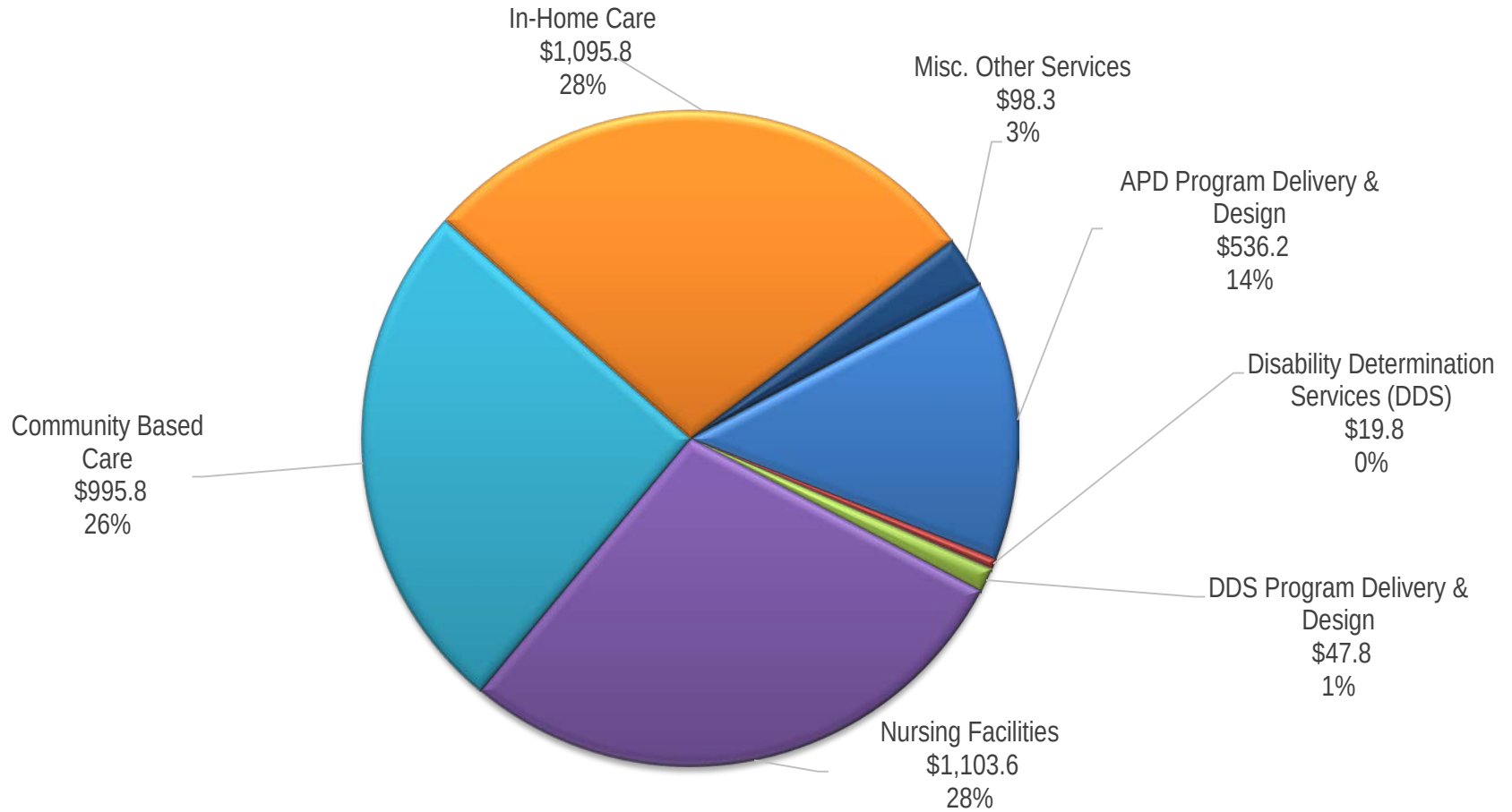
Governor's budget proposals (continued)

- Funding to support the operations and maintenance of the Centralized Abuse Management system (CAM) across programs.
- Additional surveyors to address the timeliness and quality of surveys/inspections of community-based care providers.

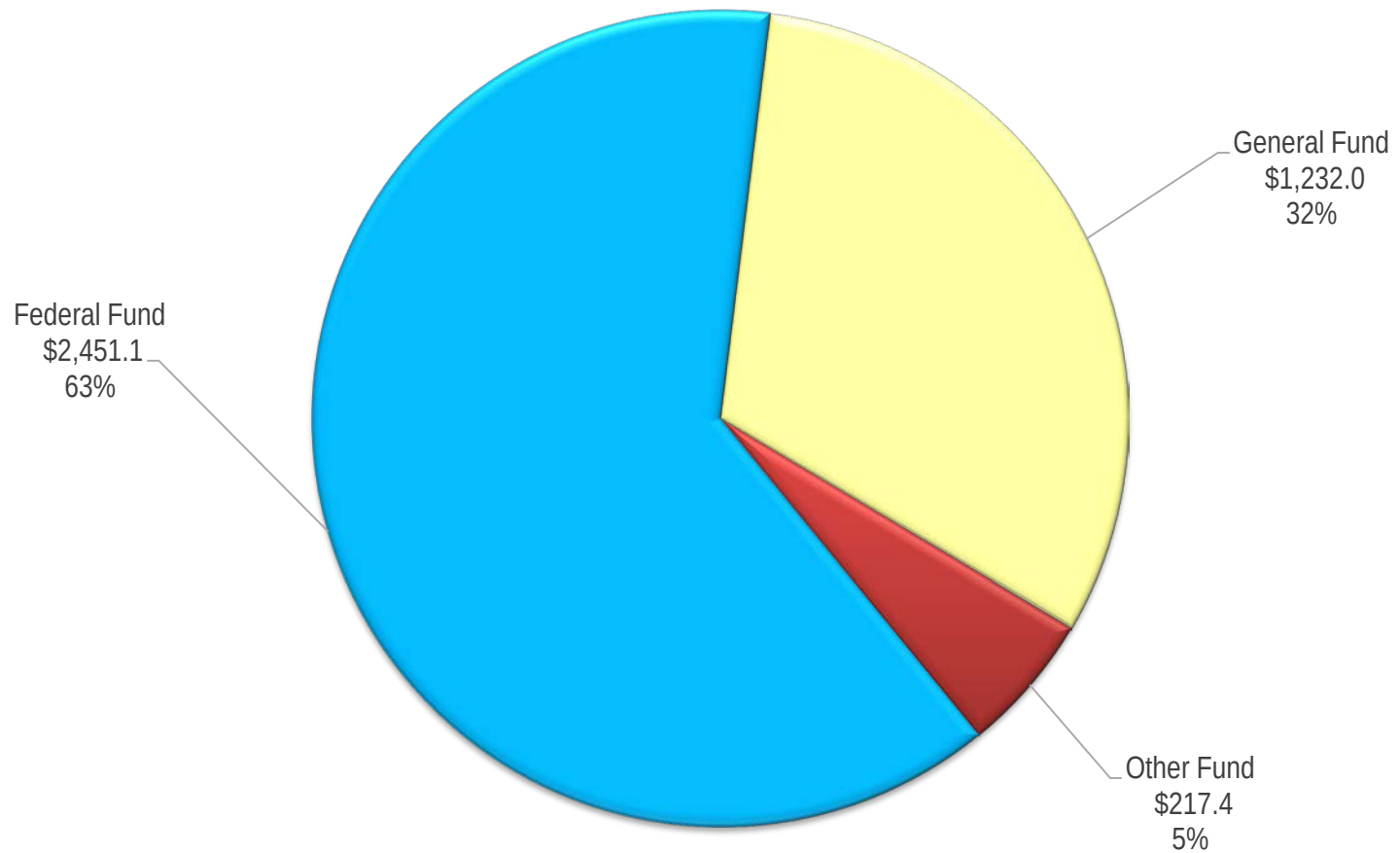
Department of Human Services
2019-21 Governor's Budget
Total Fund by Program Area
\$ 12,550.7 million



Aging and People with Disabilities
Total Fund by Program Area
\$ 3,900.5 million

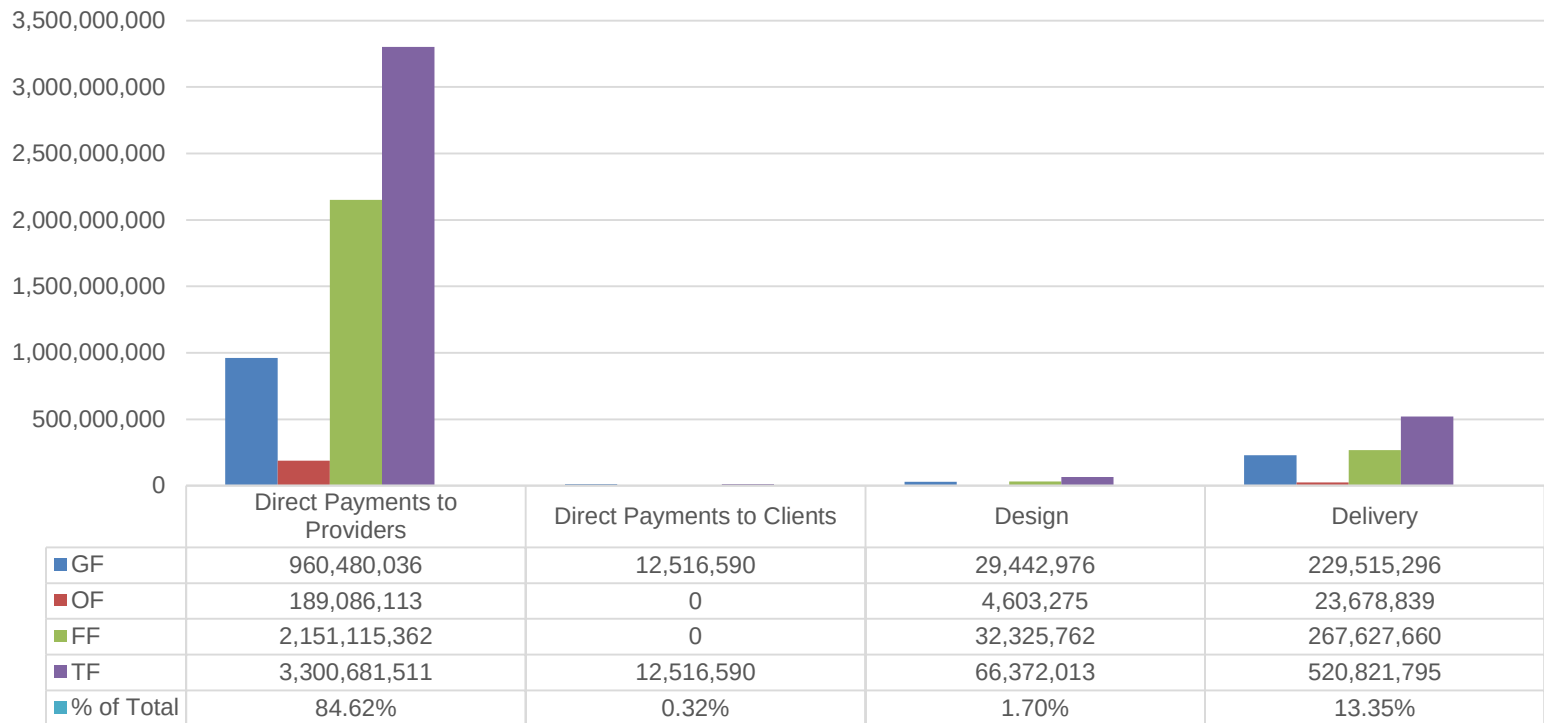


Aging and People with Disabilities
Total by Fund Type
\$ 3,900.5 million



DHS APD Direct Payments and Services 2019-21 Governor's Budget

Department of Human Services - APD

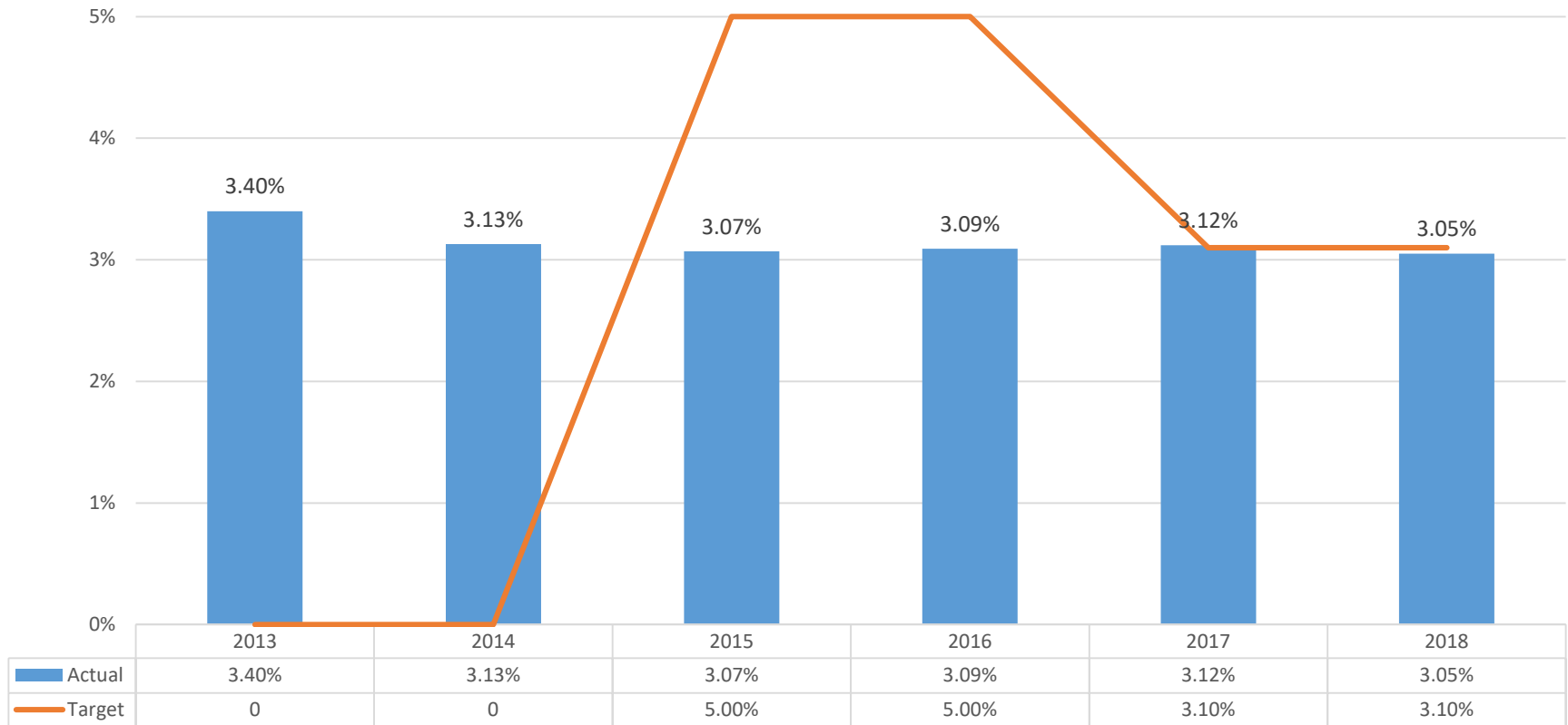


Note: 98.3% of budget is direct services (Delivery) or direct payments to clients or providers

KPM #10 LTC NEED PREVENTION

% of seniors (65+) needing publicly-funded long term care services

Time Period: Jan- Dec.

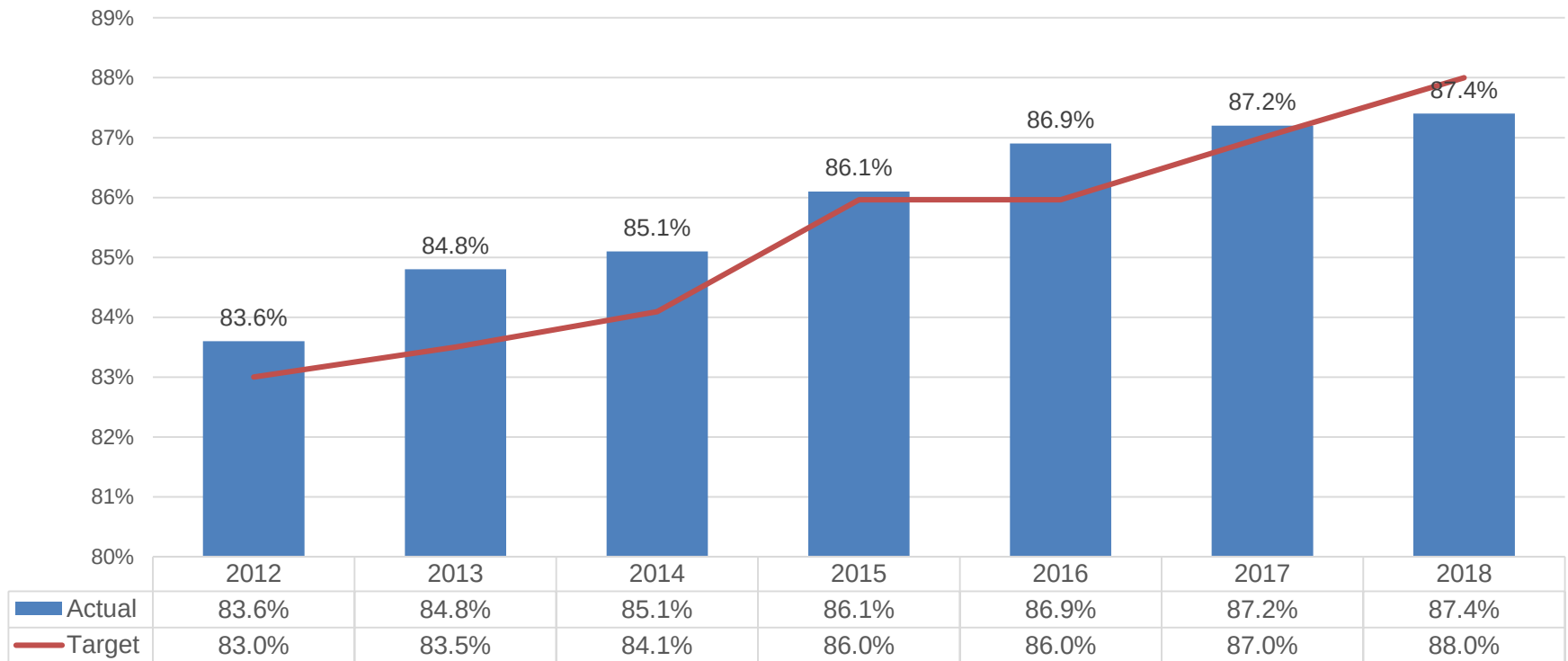


Note:

- *Targets were not established until 2015.*
- *They were subsequently reduced from 5% to 3.1% by the 2017 Legislature.*

KPM #11 LTC RECIPIENTS LIVING OUTSIDE OF NURSING FACILITIES

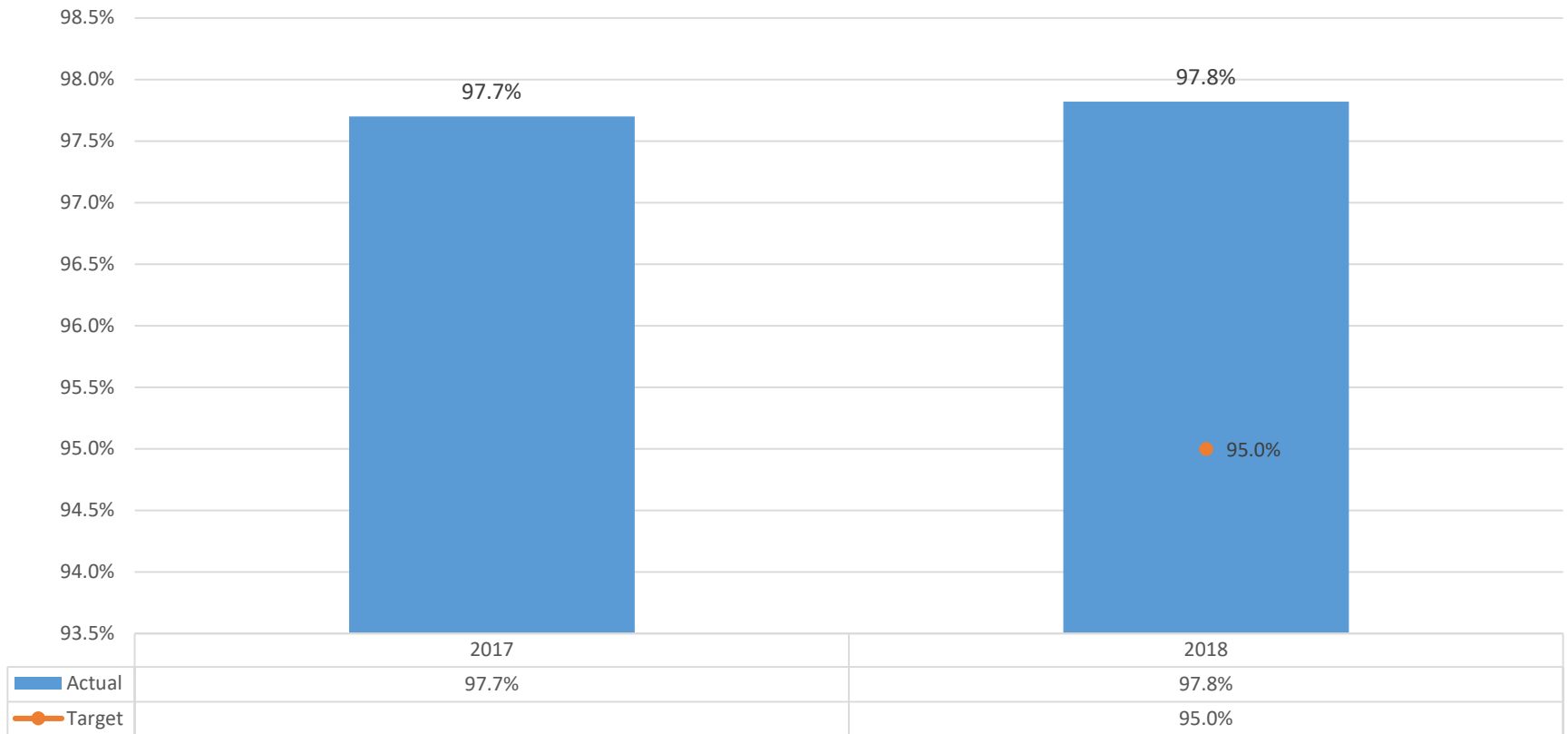
The percentage of Oregonians accessing publicly-funded long-term care services who are living outside of nursing facilities.
Time period: July 1 - July 31



KPM #16 ABUSE INVESTIGATION TIMELINESS

The percentage of abuse reports assigned for field contact that meet policy timelines

Time Period: Jan-Dec



Thank you



www.Oregon.gov/DHS/seniors-disabilities

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