



Health & Human Services Agenda Request

3A
Agenda Item #

Requested Meeting Date: December 19, 2023

Title of Item: Waivered Services Presentation

<input checked="" type="checkbox"/> REGULAR AGENDA	Action Requested:	<input type="checkbox"/> Direction Requested
<input type="checkbox"/> CONSENT AGENDA		<input checked="" type="checkbox"/> Discussion Item
<input type="checkbox"/> INFORMATION ONLY		<input type="checkbox"/> Hold Public Hearing* <i>*provide copy of hearing notice that was published</i>

Submitted by: Paula Arimborgo	Department: H&HS Administration
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Presenter (Name and Title): Kim Larson, H&HS Home & Community Based Services Supervisor	Estimated Time Needed: 20 min
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Summary of Issue:
Presentation of Waivered Services

Alternatives, Options, Effects on Others/Comments:

Recommended Action/Motion:

Financial Impact:
Is there a cost associated with this request? Yes No
What is the total cost, with tax and shipping? \$
Is this budgeted? Yes No *Please Explain:*

Home and Community Based Services (HCBS)

Home and Community Based Services

Kimberly Larson

December 2023

What are Home and Community Based Services?

- Services licensed by DHS and provided to individuals with disabilities and those ages 65 years and older.
- Most services are funded under Minnesota's Medicaid waiver programs.
- Some services are funded through the State of Minnesota straight Medicaid Programs or grant based.
- Services are intended to meet the needs of individuals in their preferred setting or least restrictive setting possible.
- Services based on assessed needs that are eligibility based.
- Services are provided through a person centered scope.

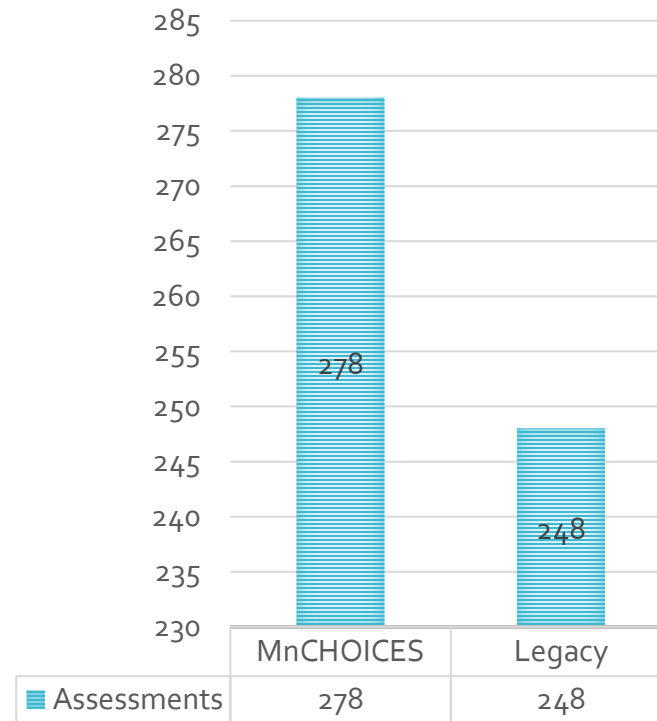
How do people qualify for HCBS Services?

- A MnCHOICES Assessment or a Legacy Long Term Care Assessment.
- MnCHOICES Assessment is a comprehensive, standardized assessment and support planning tool used across the State.
- MnCHOICES Assessments are available to anyone who wishes to have one.
- MnCHOICES 1.0 was launched in 2014 and 2.0 in 2023.
- Legacy Long Term Care Assessment is a paper document that is sunsetting in 2023, which is primarily being used for individuals over 65 years.
- Both assessment types ask detailed questions about an individual's abilities and needs.

MnCHOICES Assessment Data

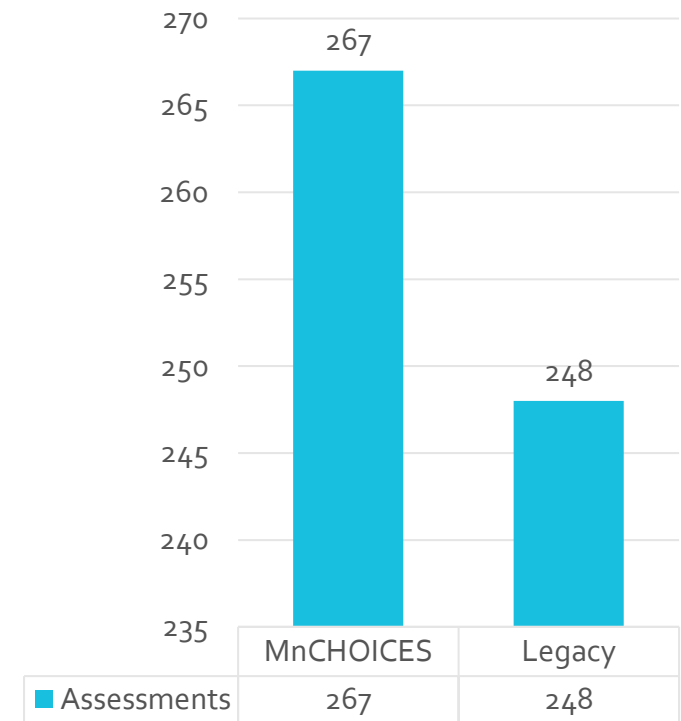
2022

ASSESSMENTS



2023

ASSESSMENTS



What is the difference between Assessment and Case Management?

- Assessors have specialized training that is mandated by DHS and must be updated at least every three years. Only certified assessors can complete MnCHOICES Assessments.
- Assessors meet with individuals initially and at least annually to assess identified needs and determine eligibility for various supports and services.
- Case Managers and Care Coordinators also have annual required trainings related to the program areas they work.
- Case Managers and Care Coordinators meet with their clients at least annually to coordinate and monitor services to ensure they are meeting the assessed needs.

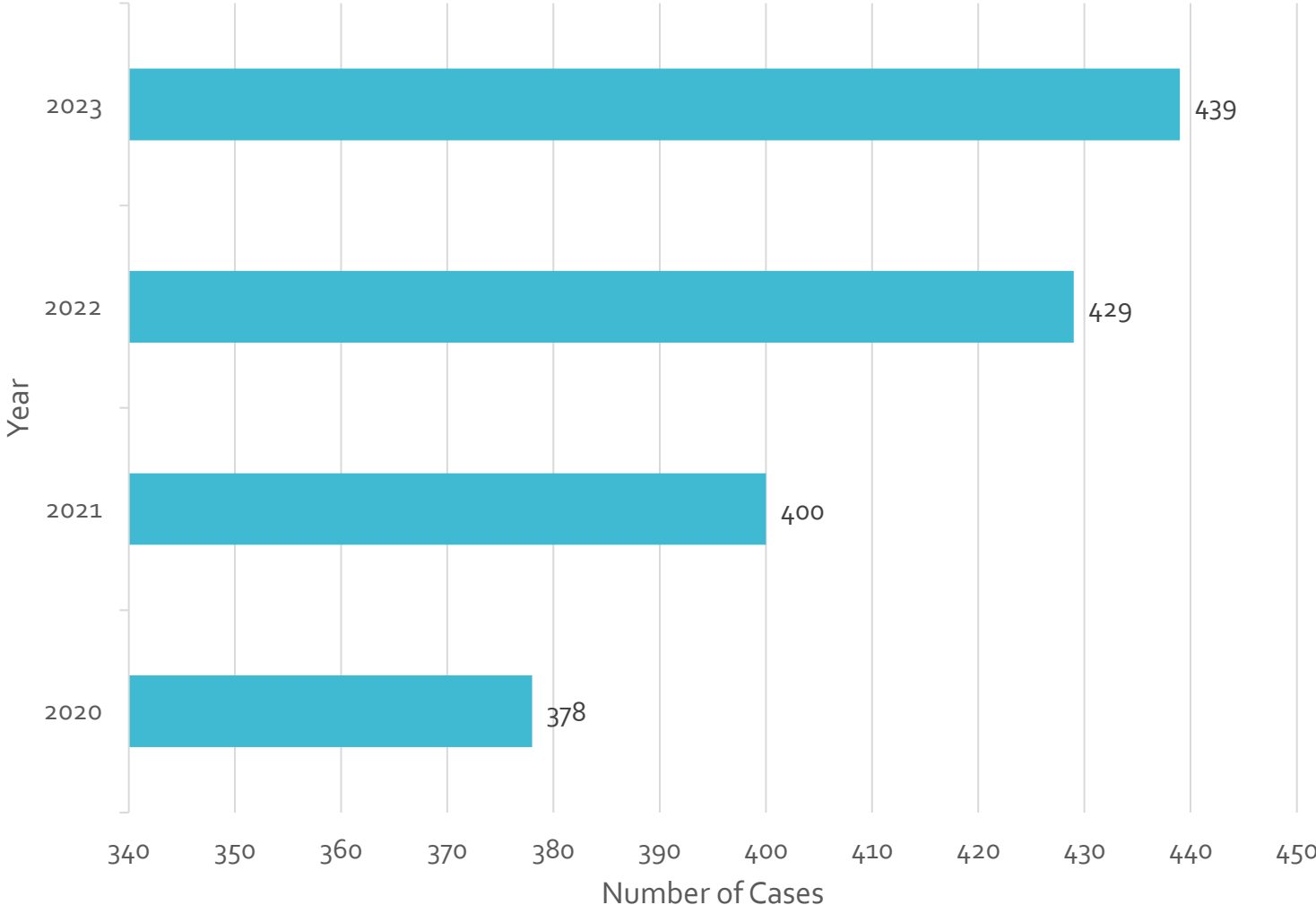
Case Management & Care Coordination

- HCBS Team has 3.5 Disability Waiver Case Managers with an average case load size of 51 clients.
- HCBS Team has 3.5 Care Coordinators with an average case load size of 62 clients.

Waiver Types & Frequent Services Used

- **Disability Waivers-** Brain Injury, Community Alternative Care, Community Access for Disability Inclusion, Developmental Disability Waivers.
- **Disability Waiver Services-** Consumer Directed Community Supports, Respite, Chore Services, Case Management, Home Making, Employment Supports, Community Residential Settings, Customized Living, Assistive Technology, Modifications & Equipment, Individualized Home Supports, Family Training, Day supports, Meals, Positive Supports, Specialist Services and Transportation.
- **Over 65 Waivers-** Alternative Care, Elderly Waiver and Minnesota Senior Health Options
- **Aging Waiver Services-** Consumer Directed Community Supports, Respite, Chore Services, Case Management/Care Coordination, Home Making, Customized Living, Modifications & Equipment, Adult Day Services, Meals, PERS, Individual Community Living Supports, Companion Services, and Transportation.

Case Count Increases



What are Person Centered Practices?

- A means of service delivery to support individuals in having more control over their lives, make their own choices, contribute to their community in a meaningful way, and encouraging choice in selection of service providers.
- All areas of an individual's life is assessed through this lens including relationships, home environment, employment, and community life.

Praises & Challenges

Praises

- Solid Staff Retention
- Dedication to the Work
- Strong Advocates for Clients
- Supportive Team
- Knowledgeable in Disciplines
- Versatile in Programs
- Growth Mindset
- Creative in Problem Solving
- Stellar relationships with Community Providers
- Consumer Focused
- Revenue Generating

Challenges

- New DHS Programs/Mandates
- Limited Resources
- Limited Providers
- Staffing Shortages/Turnover
- Increased Costs of Services
- Medicaid Renewals
- More Complicated Cases
- Multiple Systems
- Limited Transportation
- Limited Residential Settings
- Technology Barriers
- Systems problems

2023 Revenue Generated

Case Management & Care Coordination

- Disability Waiver Case Management-\$399,464.71
- Disability Waiver Para-Professional-\$35,484.81
- Targeted Case Management-\$9,335.60
- Care Coordination-\$379,426.59
- Care Coordination Para-Professional-\$36,470.76

Random Moments for Assessments

- SSTS Random Moments (Regional Pool)- \$354,109.00

ACHHS 2023 LTSS Review

- March 2023 HCBS participated in a Business Process Review to look at strengths and areas of improvement when determining eligibility for programming.
- Review was completed by Public Consulting Group and involved both the Financial Services and HCBS teams.
- Strengths-Team collaboration, employee retention, agency size which impacts communication, and standard operating procedures.
- Recommendations-Implement technology to upgrade standard operating procedures, support staff in having the right technology and equipment to do their work, consider using a comprehensive document management system.

HCBS Team

- Amanda Flier, Social Worker
- Ann Chouinard, Social Worker
- Ashley Gustafson, Social Worker
- Bonnie Carlson, Public Health Nurse
- Jennifer Henke, Social Worker
- Jennifer Moen, Social Worker
- Jon Moen, Social Worker
- Kelsey Mahowald, Case Aide
- Kim Hinsz, Social Worker
- Lois Peysar, Case Aide
- Sara Math, Accounting Tech
- Stacy Nissen, Social Worker
- Toni Lane, Public Health Nurse

Questions

Kimberly Larson, HCBS Supervisor

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