

**LONG TERM SUPPORT COMMITTEE MEETING
TUESDAY, March 4, 2014 -- 1:00 P.M.**



**ROCK COUNTY JOB CENTER
1900 CENTER AVENUE
ROOM D/E
JANESVILLE, WI 53546**

AGENDA

1. Call to Order and Welcome Chairperson Terry Fell
2. Approval of Agenda
3. Approval of Minutes of November 5, 2013 Meeting*
4. Citizen Participation
5. Financial/Statistical Information:
 - A. Human Services Jennifer Thompson
 - a. LTS Updates & Budget Status Angela Bouton
 - b. CLTS Waiver Program John Hanewall or Joanne Jones
 - B. Developmental Disabilities*
6. Old Business:
 - A. Lamar "Thank you" letter*
 - B. Elder Abuse / Adults at Risk Michelle Muth
 - C. Rock County COA Transportation*
 - D. Success Story (CLTS/LTS staff)
7. New Business Mary Kate Tomczak
 - A. Adult Family Home Program
8. Committee Member Comments
9. Next Meeting dates for 2014 –
May 6, July 1, September 2, and November 4, 2014
10. Adjourn

* Denotes Attachment

Committee Members unable to attend, please contact Jennifer Thompson (Rock County LTS) at 741-3684

ROCK COUNTY HUMAN SERVICES DEPARTMENT
LONG TERM SUPPORT BUDGET STATUS REPORT

01/01/14 - 1/31/14

LTS PURCHASED

PHYSICALLY & SENSORY DISABLED	ADULT AND ELDERLY	YTD EXPENSES
100	103	203
1,384	0	1,384
1,484	103	1,587

Adaptive Equipment
Adult Family Home
TOTAL LTS

Alzheimers Family Caregiver Support Program

PHYSICALLY & SENSORY DISABLED	ADULT AND ELDERLY	YTD EXPENSES
321	0	321
0	25	25
0	6,000	6,000
321	6,025	6,346

Supportive Home Care
Adaptive Equipment
Community Based Residential Facility
TOTAL Alzheimers Family Caregiver

Community Relocation Initiative (CRI)

PHYSICALLY & SENSORY DISABLED	ADULT AND ELDERLY	YTD EXPENSES
0	(251)	(251)
103	25	128
0	299	299
379	3,800	4,179
482	3,873	4,355

Supportive Home Care
Adaptive Equipment
Home Delivered Meals
Community Based Residential Facility
TOTAL CRI

Nursing Home Diversion (NHD)

PHYSICALLY & SENSORY DISABLED	ADULT AND ELDERLY	YTD EXPENSES
0	969	969
85	100	185
239	17,299	17,538
324	18,368	18,692

Supportive Home Care
Adaptive Equipment
Community Based Residential Facility
TOTAL NHD

Community Options Program (COP)

Housing/Energy Assistance
 Specialized Transportation
 Adult Family Home
 Protective Payments/Guardianship
 Community Based Residential Facility
TOTAL COP

	MENTAL & SENSO HEALTH	PHYSICALLY & SENSO DISABLED	ADULT AND ELDERLY	YTD EXPENSES
	2,268	30	0	2,298
	591	18	0	609
	22,352	188	289	22,829
	0	0	182	182
	30,173	3,659	13,109	46,941
	55,384	3,895	13,580	72,859

COP WAIVER

Respite Care
 Supportive Home Care
 Adaptive Equipment
 Adult Family Homes
 Home Delivered Meals
 Community Based Residential
 Counseling/Therapeutic Resources
 Financial Management Services
TOTAL COP WAIVER

	PHYSICALLY & SENSO DISABLED	ADULT AND ELDERLY	YTD EXPENSES
	75	0	75
	3,623	1,017	4,640
	498	425	923
	9,670	16,100	25,770
	2,027	579	2,606
	6,790	24,715	31,505
	149	0	149
	0	148	148
	22,832	42,984	65,816

CIP-II

Respite Care
 Supportive Home Care
 Specialized Transportation
 Adaptive Equipment
 Adult Family Home
 Community Based Residential Facility
 Counseling/therapeutic Resource
 Financial Management Services
 Skilled Nursing
TOTAL CIP-II

	PHYSICALLY & SENSO DISABLED	ADULT AND ELDERLY	YTD EXPENSES
	430	1,813	2,243
	4,309	6,497	10,806
	61	0	61
	1,065	13,781	14,846
	11,864	32,370	44,234
	31,828	78,614	110,442
	149	0	149
	259	113	372
	1,080	0	1,080
	51,045	133,188	184,233

Long Term Support Update

1.) LTS had the State (TMG) review. Staff from TMG met with LTS on 12/17/13 to discuss any findings. There were a total of 24 home visits and 28 file reviews. The home visits were very positive: a copy of the satisfaction survey is available to you (see attached). In regards to the file reviews, LTS responded to the issues noted and is awaiting the final letter. There were a couple issues identified in the report that LTS will need to pay closer attention to:

- Billing issues; specifically the requirement to enter institutional days on the State reporting system and billing case management time.
- COP/Waiver CSP cases need to meet the same requirements as the LTS COP/Waiver cases.

2) Joyce Hereford will be retiring from Long Term Support. Her last day will be March 14th. We are recruiting for another case manager.

3) There are 8 Brain Injuring Waiver (BIW) clients transferring from the Developmental Disabilities Board (DDB) to LTS. CMS is not renewing the BIW; therefore those clients currently served by that Waiver will either remain with DDB or transfer to LTS. We are awaiting confirmation from the State that their funding will follow and continue to cover their BIW services.

Cases with Funding

Program	Total Individuals Served 2014	Individuals Open 2/24/14	CBRF % as of 1/2014	Waiting List as of 2/24/14
COP Assessments	-	NA	NA	NA
COP Plans	-	NA	NA	NA
COP Services	91	91	54.5%	43
COP-W	105	101	25.4%	16*
CIP-II	268	263	32.3%	
NH Diversion	22	22	NA	-
CRI	11	10	NA	6
AFCSP	6	6	NA	18
BCA/Tax Levy	9	9	NA	29

- *Of the 16 people waiting for Waiver (COPW/CIPII) services, all 16 people are waiting for CBRF funding.
- There is currently no wait list for individuals who need in-home support.
- Numbers above do not include an additional 16 cases currently getting screened for eligibility.
- Numbers above do not include an additional 13 cases eligible and waiting for State approval.

Significant Proportion report (1/31/14):

	<u>Required</u>	<u>Actual</u>
Mentally Ill	6.6%	22.6%
Physically Disabled	6.6%	26.3%
Elderly	57%	51.1%

Key:

- COP = Community Options Program (100% State General Purpose Revenues)
- COP-W = Community Options Program – Waiver (Medical Assistance Waiver program using State GPR to draw down Federal Revenues, unlimited slots as long as you have State or local match)
- CIP-II = Community Integration Program (Medical Assistance Waiver program using State GPR to draw down Federal Revenues)
- NHD = Nursing Home Diversion Program (Medical Assistance Waiver program using State GPR to draw down Federal Revenues- specifically for those in imminent risk of moving to an institution.)
- CRI = Community Relocation Initiative (Medical Assistance Waiver program using State GPR to draw down Federal Revenues- specifically to move individuals out of nursing homes.)
- AFCSP = Alzheimer's Family Caregiver Support Program (100% State Revenues, local annual cap of \$2,000 per person)
- BCA/Tax Levy = Basic County Allocation and Tax Levy to designate services that are eligible for limited BCA and interchangeable with tax levy used for match and overmatch.

Participant Satisfaction Survey Results Rock County 2013 Report			
Outcomes assessed for 24 Participants. Participants were presented with the following declarative statements regarding their satisfaction with care management, in-home workers, and substitute care, if applicable. They were asked to indicate their agreement with each statement using a 5-point Likert-type scale.	2013 County Average	2012 County Average	'11 - '12 Statewide Average
Care Management			
1. I have a say in what services I receive.	4.9	4.0	4.7
2. My care manager is easy to contact.	4.8	4.6	4.8
3. My care manager is a good listener and easy to talk to.	4.9	4.4	4.8
4. My care manager responds when I have requests.	5.0	4.0	4.7
5. My care manager takes the time to get to know me.	5.0	4.4	4.8
6. My care manager is knowledgeable about the services that are available to me.	5.0	3.8	4.7
7. My care manager responds quickly to my questions and concerns.	5.0	4.8	4.9
8. I am satisfied with my care manager.	4.9	4.4	4.9
9. I am comfortable with my care manager.	5.0	4.2	4.8
In Home Workers			
10. My in-home workers arrive on time.	4.6	5.0	4.9
11. My in-home workers perform tasks the way I like them done.	4.6	4.7	4.6
12. My in-home workers do the tasks they are supposed to do.	4.8	5.0	4.9
13. I have had the same workers for a long time.	4.5	4.7	4.6
14. I trust my in-home workers.	4.8	5.0	5.0
15. I am comfortable with my in-home workers.	4.8	5.0	5.0
16. I am satisfied with my in-home workers.	4.6	5.0	4.8
Substitute Care			
17. The staff here performs tasks the way I like them to be done.	4.6	3.5	4.4
18. I decide how I will spend my time each day.	5.0	3.5	4.7
19. I talk to the staff if I am concerned about something.	4.9	3.5	4.6
20. The staff is helpful.	4.6	3.5	4.6
21. I am comfortable living here.	4.4	3.0	4.6
22. It is my preference to live here.	4.3	3.0	4.6

January 2014 COP Committee Meeting, CLTS Update:

In December 2013, a job posting was posted and closed for a CLTS Supervisor for 2014. Interviews will be scheduled soon and the position will begin as soon as the newly appointed Supervisor can start. Duties include but are not limited to: Supervision of CLTS program both positions at Human Services and contract oversight with Catholic Charities, and Supervision of CST (Coordinated Services Team).

2013 High Cost COP requests and awards included:

\$24,950.00 Bathroom/home modification
\$ 2,000.00 Request to fix mold issue with the above home mod, found after project began
\$ 7,155.00 Bathroom/home modification
\$ 4,393.62 Mobile positioning chair
\$ 6,295.00 Ramp

\$44,793.62 Total for High Cost COP requests

We also used COP funding for Summer Supported Employment Services for a client.

\$ 1,026.00 Employment (GreenCo)
\$ 1,584.00 Transportation (AI's Trucking)

We also helped with relocating a youth/family while their floor was repaired, as the flooring was unsafe with a wheelchair and this youth has significant medical needs and could not be present during construction
\$ 2,119.00

ROCK COUNTY, WISCONSIN



Developmental Disabilities Board
P.O. Box 2133
Janesville, WI 53547-2133
(608)757-5050
Fax (608)758-8482

TO: Members of the Rock County Long Term Support Committee
FROM: John Hanewall, Director
Rock County Developmental Disabilities Board
DATE: February 24, 2014
RE: Year End December 2013 COP Expenditures

The following are the COP expenditures and data as of December 2013:

CIP 1A/COP Match 2013 Budget	CIP 1B/COP Match 2013 Budget	COP 2013 Budget Amount
\$84,758 +	\$753,609 =	\$838,367

CIP 1A/COP Match as of December 2013: \$83,533
Number of Consumers being served in CIP 1A/COP: 3

CIP 1B/COP Match as of December 2013: \$649,537
Number of Consumers being served in CIP 1B/COP: 40

Waiting List:

Currently, there are **273** consumers on the COP waiting list. This reflects no change in the number of consumers from December 20, 2013.

Prepared by: *Joanne Jones Foss-Financial Supervisor
Rock County DD Board*



Rock County Human Services Department

Long-Term Support
1900 Center Avenue
Janesville, Wisconsin 53546
(608) 741-3500
(608) 741-3534 (Fax)

November 20, 2013

Tammy McElwee
5101 US Hwy 51 South
Janesville, WI 53546

Dear Ms. McElwee:

On behalf of the Long Term Support-Community Options Planning Committee, I would like to **Thank You** for assisting our Elder Abuse I-Team by advertising our message on various billboards in Janesville.

Recognizing elder abuse and knowing where to report it is extremely important; the staff in Long Term Support (LTS) and the Aging and Disability Resource Center (ADRC) cannot help individuals at risk—unless they know where to turn. That is why we very much appreciate your generous advertising of our message; we have seen it flash across billboards in all parts of Janesville!

In addition, I want to thank you for the billboard replica/statue! This is a wonderful "souvenir!"

Sincerely,

Jennifer Thompson, LTS/ADRC Division Manager
Rock County Human Services Department

JENNIFER THOMPSON - Re: Rock County Transit & Hospital Dismissals

From: JENNIFER THOMPSON
To: JOYCE LUBBEN
Date: 11/12/2013 3:13 PM
Subject: Re: Rock County Transit & Hospital Dismissals

Great, thanks.

>>> JOYCE LUBBEN 11/12/2013 3:11 PM >>>
Yes, that would be fine.

JEL

>>> JENNIFER THOMPSON 11/12/2013 3:10 PM >>>

Joyce:
Thank you for sharing that background with us. This question/concern originally came out of our LTS COP Planning Committee meeting. Are you okay with me forwarding your response to the LTS COP Planning Committee with their meeting notes? They were interested in this and wanted to know why this change was implemented. Sharing your email with them would be very helpful.

Jennifer Thompson

>>> JOYCE LUBBEN 11/12/2013 2:58 PM >>>
Jennifer,

Thank you for your inquiry at the Transportation Coordinating Committee meeting about our policy change for hospital dismissals. As you heard, we recently made the decision to no longer provide rides for hospital dismissals from any of the area hospitals. Rock County Transit operates as a shared ride transportation service (meaning we organize pre-arranged trips to load the vehicle using the least amount of miles possible). Passengers are asked to schedule their ride at least two days ahead of time. In one day, we may provide as many as 110 trips throughout the county. Transit scheduling is premised on the driver waiting no longer than seven minutes for a passenger to board the vehicle. If the passenger is not ready at the end of seven minutes, the driver must go on to their next scheduled pick-up.

Typically, hospitals request transportation on the day of the dismissal. A hospital dismissal generally takes us approximately 1-1 ½ hours by the time we get the call, pull a vehicle off their scheduled route, load the passenger and return them to their residence. That's assuming all goes well. Due to factors usually outside of their control, hospital personnel cannot accommodate the seven minute waiting time.

In the past we tried to meet these requests as much as possible. However, with an already full schedule and the long time it takes to provide hospital dismissal transportation, it became apparent we could not do a sufficient job of providing this service while at the same time fulfilling our obligations to those passengers who had a previously scheduled ride. We end up with unhappy customers and a reputation for substandard service. Some issues we have encountered include:

- scheduled passengers missing medical appointments due to longer than expected wait times for same day hospital discharges

- not being able to provide timely service for hospital discharges because we have to fit them into our already packed schedule, leaving the patient and hospital personnel frustrated
- not being informed of last minute cancellations
- patient is not ready when bus arrives
- pre-scheduled passengers being upset when we are late getting them to their appointment because we deviated to transport a hospital dismissal.

For awhile we tried to accommodate dismissals after 4:00 p.m. to avoid our busiest times of the day. However, due to longer than expected wait times, we ended up having to pay drivers overtime. Our latest scheduled pick-up is 4:45 p.m.

I realize this leaves some dismissed patients with fewer options. If there is a way to provide efficient transportation for hospital dismissals we would be happy to re-visit the issue. However, it has to be done in such a way that we can still fulfill our obligations to the general public with the resources available to us. Thank you for your understanding. Please let me know if you have further questions.

Joyce Lubben
Director
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