



*Delaware Health and Social Services*

***Department of Health and Social Services***

***Division of Services for Aging  
and Adults with Physical Disabilities***

***Joint Finance Committee Hearing  
Fiscal Year 2017***

***Lisa Bond***

***Division Director***

***Tuesday, February 23, 2016***

---

*Delaware Health and Social Services*

Senator McDowell, Representative Smith, members of the Joint Finance Committee and members of the public, this packet contains an overview, program updates, and accomplishments of the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD).

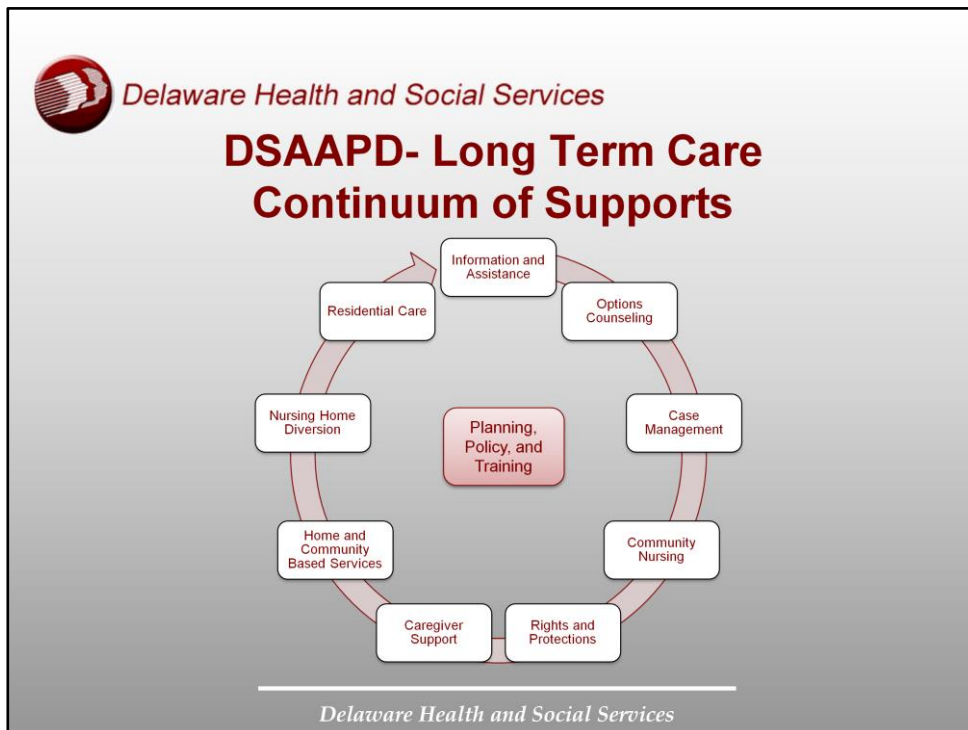
The information pertaining to our Division's FY '17 Governor's Recommended Budget can be found in the attached Budget Overview hand-out. Here to answer you questions and review our FY '17 budget are:

Lisa Bond, Director

Al Griffith, Deputy Director

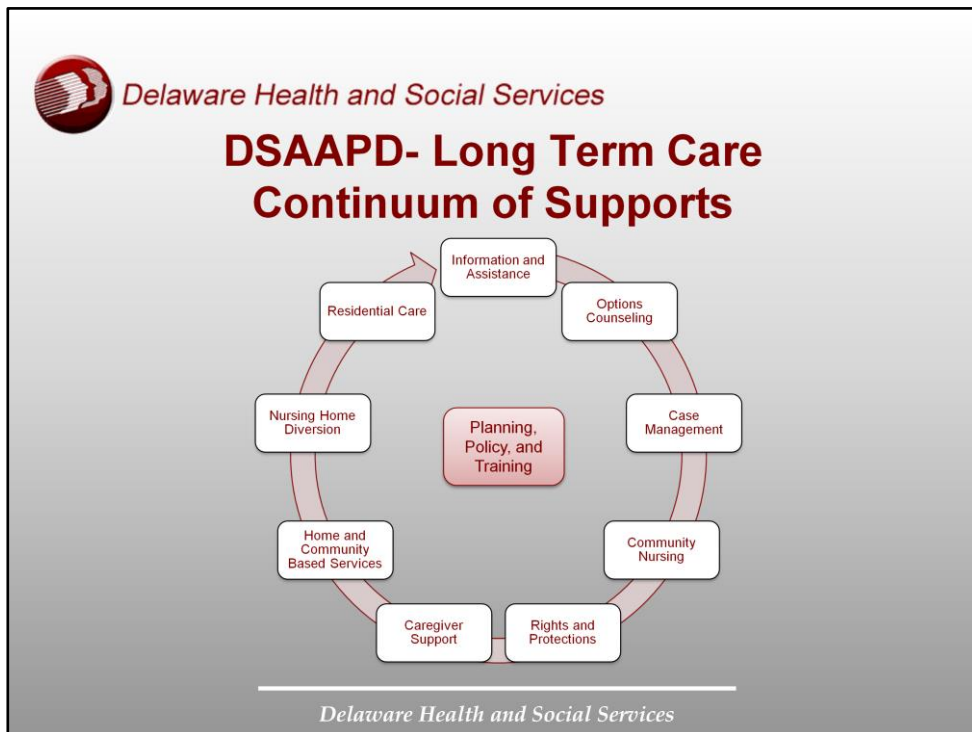
Dava Newnam, Acting Chief Financial Officer

John Oppenheimer, Director of Long Term Care



Since 2010, DSAAPD has been restructured to function as a centralized access point, for older adults and adults with physical disabilities, to the continuum of long- term care services available in Delaware. As such, DSAAPD carries out a broad range of activities, including:

- Operating the Delaware Aging and Disabilities Resource Center (ADRC) to provide information and assistance, options counseling, and service enrollment support services;
- Issuing and administering contracts for home and community based services for older persons and persons with physical disabilities;
- Operating the Delaware Senior Medicare Patrol and the Senior Community Service Employment Program;
- Operating the Nursing Home Transition and Diversion Programs;
- Providing Case Management;







DSAAPD-Long Term Care Continuum of Supports (cont'd):

- Managing programs to assist caregivers;
- Developing and implementing wellness and health promotion programs;
- Providing training to our staff and members of the broad aging and disabilities network on a wide range of topics related to older persons and adults with disabilities; and
- Operating two state-run long-term care facilities; Delaware Hospital for the Chronically Ill (DHCI) and Governor Bacon Health Center (GBHC).



## Increasing Effectiveness by Streamlining Access Aging and Disability Resource Center (2015)

Information and Assistance 	Options Counseling 	Services Guides 	Website 
<b>Persons served</b>  <b>32,974</b>	<b>Persons served</b>  <b>1,622</b>	<b>Guides Distributed (hard copy and electronic)</b>  <b>830,720</b>	<b>Web Hits (DSAAPD and ADRC)</b>  <b>1,682,893</b>

Delaware Health and Social Services

Efficiencies in home and community-based services delivery have been realized by growing the capacity of the Aging and Disability Resource Center (ADRC). The ADRC is part of a nationwide network designed to streamline access to long-term supports and services. The ADRC is a key element of Delaware’s long-term services system.

Since 2010, core components of the ADRC have been:

- The publication of a comprehensive resource guide, the [Guide to Services for Older Delawareans and Persons with Disabilities](#);
- A call center with staff available to answer questions, provide information and process referrals;
- A dedicated website to search for and locate services in each county: Visit [www.DelawareADRC.com](http://www.DelawareADRC.com); and
- Options counselors to provide personalized assistance.

Since 2014, the functionality of the ADRC has been expanded to support new programming across multiple agencies in Delaware. This expanded role of the ADRC has resulted not only in efficiencies, but also in easy access to information and support for people in need. See examples on the next slide.



Delaware Health and Social Services

## Increasing Effectiveness by Streamlining Access Aging and Disability Resource Center (2015)

Information and Assistance	Options Counseling	Services Guides	Website
<b>Persons served</b>	<b>Persons served</b>	<b>Guides Distributed (hard copy and electronic)</b>	<b>Web Hits (DSAAPD and ADRC)</b>
<b>32,974</b>	<b>1,622</b>	<b>830,720</b>	<b>1,682,893</b>

Delaware Health and Social Services

- The ADRC now coordinates with the Veterans Administration, the Delaware State Housing Authority, the Division of Substance Abuse and Mental Health, and the Division of Medicaid and Medical Assistance to screen individuals for State Rental Assistance (SRAP) vouchers and the 811 housing program.
- The ADRC serves as the central information processing point when Medicaid nursing home residents indicate, via a federally-required survey, that they would like to move to a community setting.
- The ADRC also serves as the point of contact for critical incident reporting by Medicaid Managed Care Organizations (MCOs). The role of the ADRC in coordinating these reports streamlines this process, which ensures that Delaware Medicaid is in compliance with federal requirements.
- The ADRC serves as the front door for Pathways to Employment, a cross-disability employment program for Medicaid recipients which is operated by multiple divisions within DHSS. The ADRC facilitates the application and eligibility process for consumers and allows them easy, centralized access to program information. In addition, the centralization of the intake process streamlines required data tracking and program reporting.



Delaware Health and Social Services

## Key Home and Community Based Services – People Served and Waiting for Service (2015)

### Case Management

- 1,613 people served
- 795 people waiting

### Home-Delivered meals

- 4,242 people served
- 0 people waiting

### Respite Care

- 288 people served
- 247 people waiting

### Personal Care

- 867 people served
- 320 people waiting

### Personal Attendant Services

- 114 served
- 228 people waiting

Delaware Health and Social Services

Many of the people who contact the ADRC become consumers of our services. Over the last several years, with your support, we have built a statewide network of community-based services to offer as options to older people, people with disabilities, and caregivers. For many seniors, a home-delivered meal or few hours of personal care a week can be the difference between living independently or moving into a facility. Personal Attendant Services allows people with disabilities to self-direct their care and may be used to help consumers fully engage with their communities and participate in the workforce. Respite care provides relief to caregivers, which positively impacts their health and well-being, reduces stress, and prevents burn-out.

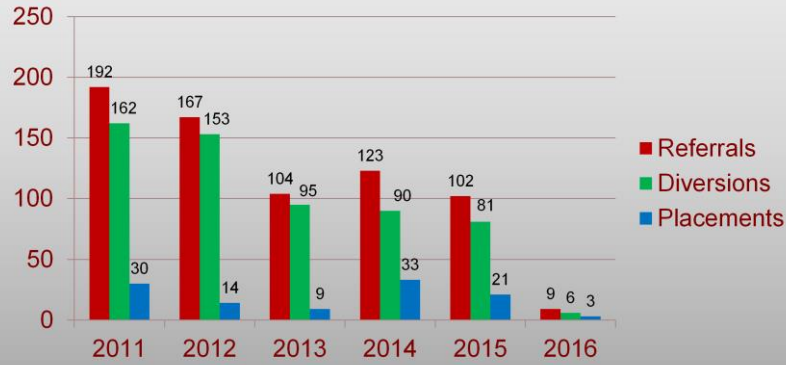
DSAAPD’s waiting lists reflect the growth in Delaware’s aging population and the desire of people to age in place.

We are very grateful to have received \$700,000 in FY ‘14 to address our waiting list for home delivered meals. At this time we have no waitlist for meals.

In-home respite care, personal care and personal attendant services continue to be in high demand. These services along with others bring the DSAAPD total waiting list (as of December 31, 2015) to over 1,500 people which translates into \$9.4 million dollars.



## Care Transition Initiatives Updates



Estimated savings of approximately \$5.8 million in State Run LTC Facilities

Delaware Health and Social Services

Centralizing access to the full continuum of care has led to efficiencies in how services are delivered and has advanced the Department's efforts to rebalance long term care services from facility-based settings to community-based settings.

Our nursing home diversion program has successfully diverted 581 people from placement in a state long-term care facility since 2011. This, along with programs that transition people from facility-based settings to the community, like the Money Follows the Person program, have led to a significant decrease in the census at our facilities. In 1995, the census was over 500 residents in the three (3) LTC facilities (DHCI, EPBH and GBHC). Today we have 200 residents in the two (2) LTC facilities (DHCI and GBHC).

As the census has declined, we have been able to realize efficiencies in staffing, medical services, medications, food, supplies and transportation. **Since 2012 we have realized an estimated savings of approximately \$5.8 million in the State Run LTC facilities.**



Delaware Health and Social Services

## Long-Term Care Facilities



Delaware Health and Social Services

Facility-based care remains a critical component of a comprehensive long-term support system. DHCI and GBHC are a safety net for our most vulnerable citizens, and we strive to provide outstanding care in an environment that feels like home, not an institution.

In May 2015, Governor Markell and Secretary Landgraf participated in a ribbon-cutting event to celebrate the first phase of an initiative to create a more homelike environment at DHCI. The improvements to the facility include warm paint colors on residents' units, artwork on the walls, and sconces filled with flowers and greenery. Included in the home-like project were shadow boxes - uniquely created for each resident - containing photographs and embellishments to show their individual personalities and offer insight into their lives.

Pat Ward, featured here, is thrilled to share her shadow box with you. As you can see she loves her family, travel and scrabble.

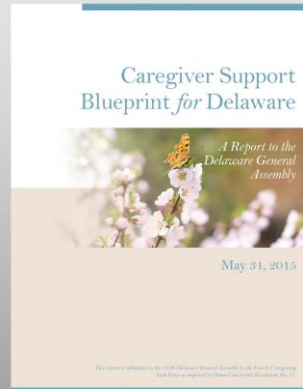
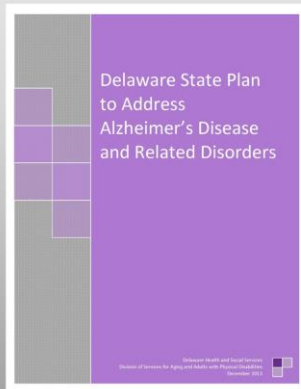
This work was very rewarding for residents and staff, but based on our last licensing survey, there is more work to do.





Delaware Health and Social Services

## Advances through Advocacy



Delaware Health and Social Services

DSAAPD advocates on behalf of older persons and adults with physical disabilities to create a broader awareness of needs and to generate additional resources to meet those needs. In 2013, DSAAPD and the Alzheimer's Association Delaware Valley Chapter published the Delaware State Plan to Address Alzheimer's Disease and Related Disorders. The plan was developed out of recognition of the enormous social, emotional, and economic impact of Alzheimer's disease and the need to find creative approaches to support the many people impacted in Delaware.

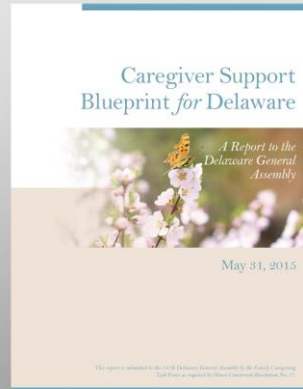
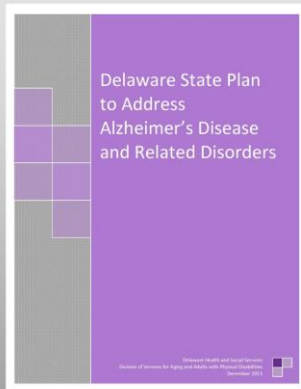
In 2015, DSAAPD and the American Association of Retired Persons (AARP) co-chaired the work of the Delaware Family Caregiving Task Force. The task force was formed with the passage of House Concurrent Resolution 57 during the 2014 legislative session. The charge of the task force was to make findings and recommendations regarding the support needs of family caregivers who assist older people and people with disabilities. Findings were published in the Caregiver Support Blueprint for Delaware.

In 2015, The U.S. Administration for Community Living/Administration on Aging awarded DSAAPD a three-year federal grant to expand services to people with Alzheimer's disease and related disorders. Delaware was one of only 11 states, Alzheimer's Associations, universities, and other organizations awarded this grant.



Delaware Health and Social Services

## Advances through Advocacy



Delaware Health and Social Services

Delaware's grant application was chosen because we already laid the groundwork for building a dementia capable service system for people with dementia and their caregivers in the Delaware State Plan to Address Alzheimer's Disease and Related Disorders and Caregiver Support Blueprint for Delaware.

The \$898,324 grant will allow us to serve people currently waiting for services and opens the opportunity for additional grant funding in the future. Specifically, we will use funds to:

- Broaden the existing legal services program in Delaware to address the specific needs of individuals and caregivers.
- Develop a pilot sensor technology program to protect the health and safety of individuals with Alzheimer's disease and related disorders who live alone.
- Develop a training and consultation program through the Delaware Caregiver Resource Center to support family caregivers.
- Expand the availability of respite vouchers for caregivers through the Delaware Lifespan Respite Program.
- Expand the availability of community integration services for individuals with Alzheimer's disease and related disorders through the Community Living Program.



*Delaware Health and Social Services*

**Thank You.**

---

*Delaware Health and Social Services*

We thank you for your ongoing support for the services provided by DSAAPD.