

# Office of Community Living Roadmap & Insights to the Waiting List

June 13, 2019

Karli Cheatham, Entry Point and Case Management Section Lead

Bonnie Silva, Office of Community Living Interim Director

Brittani Trujillo, Entry Point and Case Management Section Manager

# Our Mission

Improving health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources

# Welcome

## Purpose

Understand where we've been and where we're headed

---

Acknowledge that change is hard and provide a framework

---

Discuss how we're working to increase access to services

# The Foundation

# Office of Community Living Guideposts

2012-2013

**Executive Order** and subsequent legislation created OCL to better align services and supports and reduce siloes in the system



2014

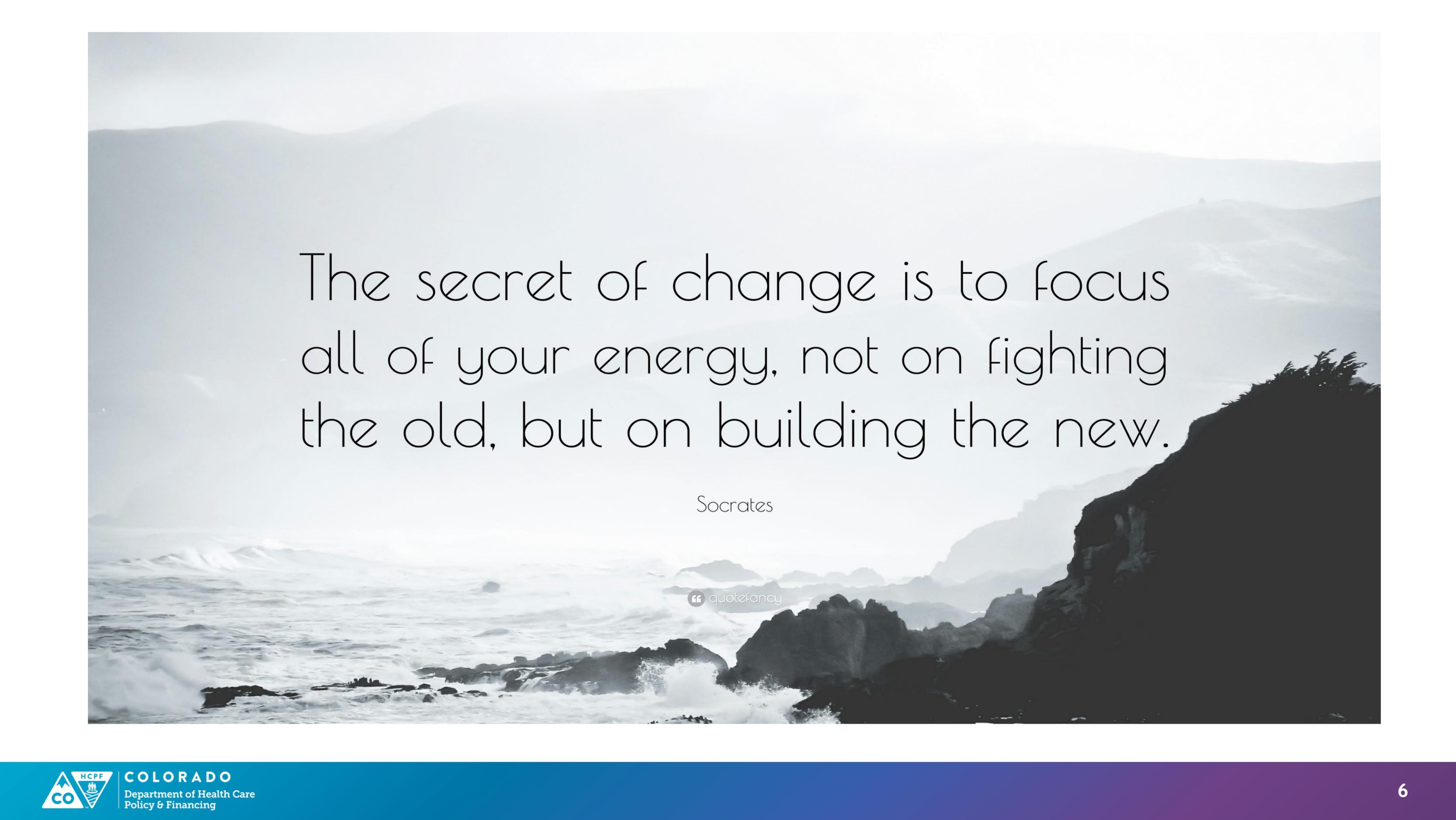
**Community Living Advisory Group** report laid foundation for LTSS system redesign

**Olmstead Plan (Colorado's Community Living Plan)** put a fine point on access to community living



2013-2019

**More than 40 major pieces of legislation** to implement recommendations and provide additional direction



The secret of change is to focus  
all of your energy, not on fighting  
the old, but on building the new.

Socrates

“ quote fancy

# The Opportunity

# What Are We Planning For?

- People with disabilities and older adults comprise just **10% of people enrolled** in Health First Colorado, but account for **44% of total expenditures**
- **49%** of all people with disabilities served by Health First Colorado are age **65 and older**, and the number of Coloradans age 65 and over is projected increase by **68% by 2030**
- **80%** of members who need LTSS have a **chronic condition**
- **47%** of members with an **intellectual or developmental disability**, also have a **physical disability**

# The Plan

# OCL Roadmap

## Improve Access & Case Management

### Projects

1. Case Management Redesign-New Qualifications
2. Case Management Redesign-Reimbursement Methodology
3. Colorado Choice Transitions Sustainability-ICM
4. Conflict Free Case Management (CFCM)
5. HCBS-DD Waiting List Management
6. New Assessment Tool / Person Centered Planning Process
7. New Case Management IT System (Aerial)
8. No Wrong Door Pilot

## Evaluate & Improve Benefits

### Projects

1. CHRP Waiver Expansion
2. Colorado Choice Transitions Sustainability-HCBS Benefits
3. Cross-System Crisis Response Pilot
4. HB18-1407 - Wage Pass-Through Policy
5. Hospital Back-Up Program
6. IDD Waiver Redesign
7. Nursing Home Innovation Analysis
8. PACE Encounter Data
9. Regional Center Task Force Implementation
10. Roadmap to Serve Older Adults with Disabilities

## Where We Are Headed

One place for eligibility and options counseling functions, separate from case management

CMAs serve all people needing LTSS

Alignment across and reduction of HCBS waivers, waiver with a menu of services

Everyone can access individualized budgets and self-directed service options

Social determinants of health incorporated into HCBS programs

Right level of oversight of internal operations, vendor operations, and providers, carried out by the right people

Cost-appropriate and sustainable LTSS system as population grows

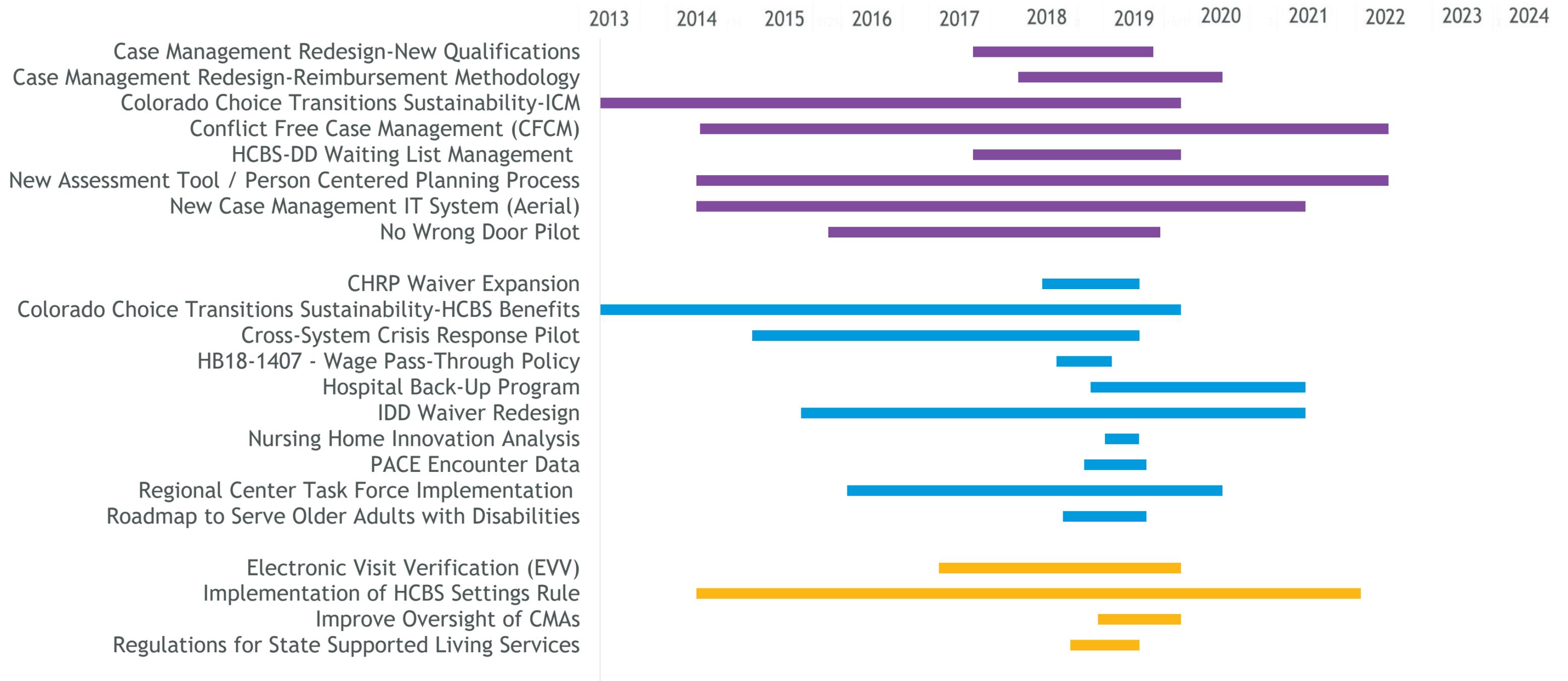
## Increase Oversight & Stewardship

### Projects

1. Electronic Visit Verification (EVV)
2. Implementation of HCBS Settings Rule
3. Improve Oversight of CMAs
4. Regulations for State Supported Living Services

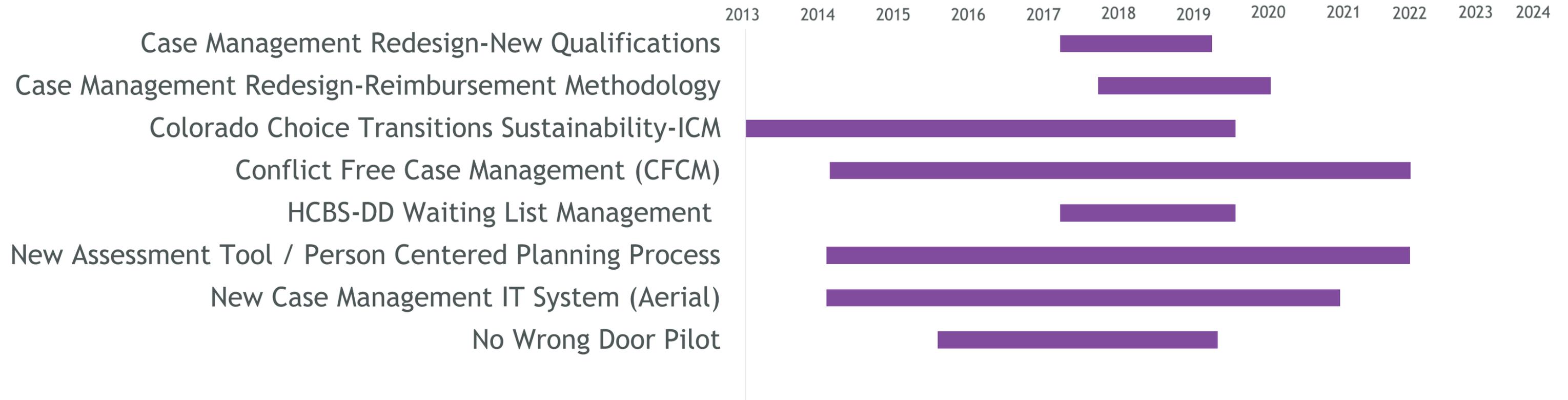
Focus on Affordability

# Overarching Timeline



# Improve Access & Case Management

## Work in Progress

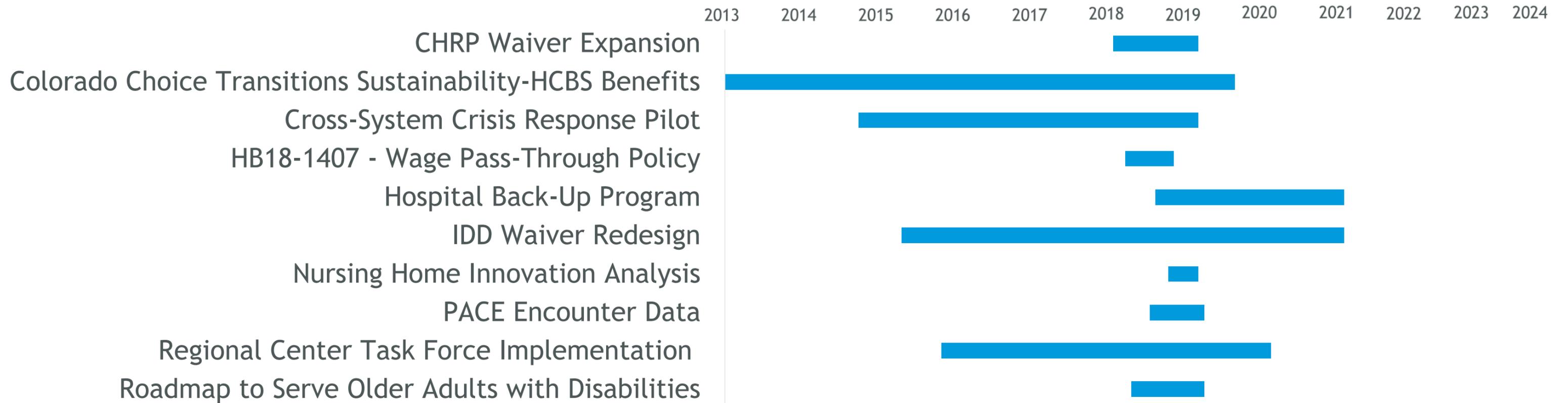


## Planned Work

- Personal Health Record for LTSS
- Improved Transitions for Children and Youth to Adult System

# Evaluate & Improve Benefits

## Work in Progress

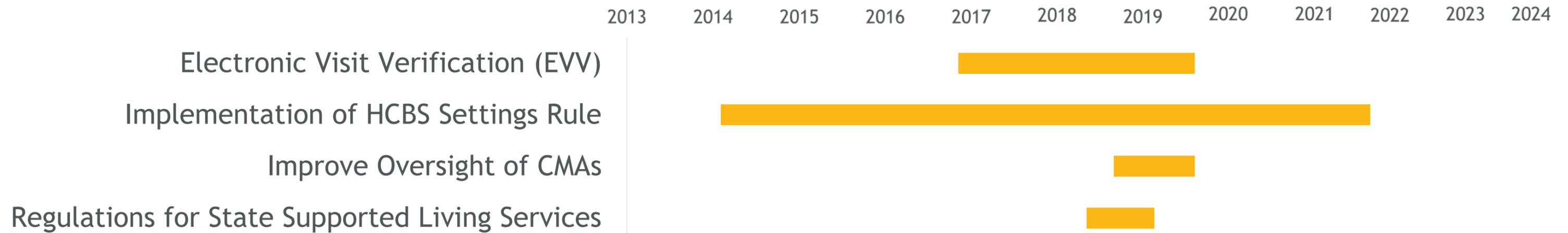


## Planned Work

- Employment Initiatives
- IHSS Expansion
- Increase Sustainability in Direct Care Workforce (Wage Pass-Through for All Personal Care and Homemaker)

# Increase Oversight & Stewardship

## Work in Progress



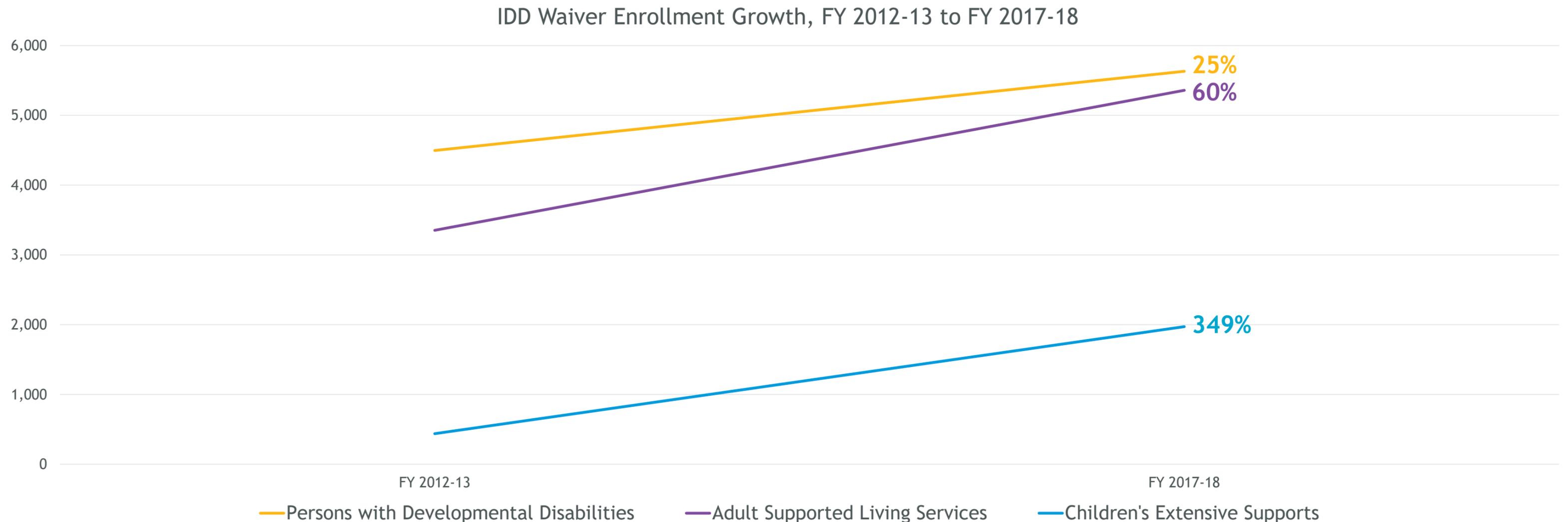
## Planned Work

- Comprehensive Plan to Respond to Audit of CCBs
- Reviewing CMA Contracts to Increase Accountability and Quality
- Better Oversight of Contracted Entities
- Collaboration with CDPHE on Improved Oversight
- Expanded Access to Civil Monetary Penalty Fund
- HB18-1407 - Wage Pass-Through Oversight and Reporting
- Sub-Recipient Monitoring

# Access

# Growth in Program Enrollment

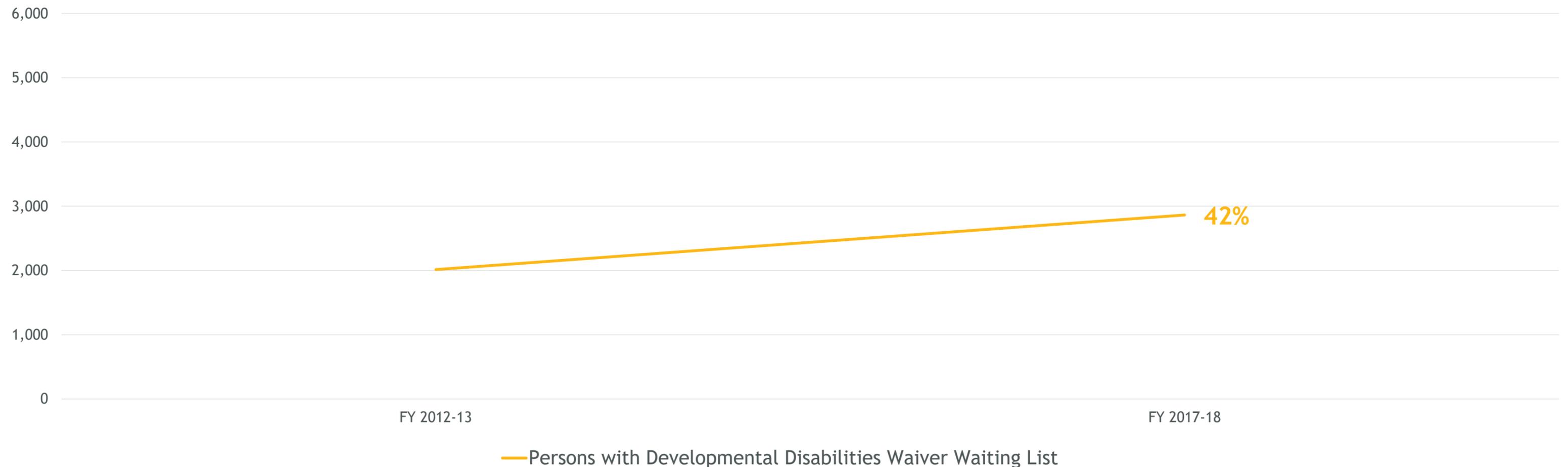
Enrollment in three major waivers targeted to individuals with intellectual and developmental disabilities (IDD) has grown **56% over the past 5 years**



# Growth in DD Waiver Waiting List

The waiting list for the Persons with Developmental Disabilities waiver has grown by about **42% over the past 5 years**

DD Waiver Waiting List, FY 2012-13 to FY 2017-18



# Waiting List Basics

## Order of Selection Date

- Used to determine where individuals fall in order on the waiting list
  - **Date an individual is determined to have a disability by the CCB**
  - **OR an individual's 14<sup>th</sup> birthday** if the person is determined to have a disability prior to the 14<sup>th</sup> birthday

## Timeline

- Individuals can also have multiple timelines associated with their record
  - **As Soon As Available (ASAA):** Looking for services right away, currently **2,863**
  - **Safety Net:** Eligible individuals who could potentially access services in the future but do not need them right away, currently **~4,000**
  - **See Date:** Individuals who are going to be eligible due to aging out of CES in the coming fiscal year

## Exceptions (Reserved Capacity)

- An individual does not have to wait for their order of selection date if they meet certain criteria
  - **Youth Transitions:** Children aging out of children services and foster care children
  - **Deinstitutionalizations:** Individuals residing in a skilled nursing facility or ICF
  - **Emergency:** Situations where the health and safety of an individual is in danger without enrollment into the waiver (includes homelessness)
  - **Caregiver Capacity:** the primary caregiver is experiencing a chronic, long-term, or life-threatening physical or psychiatric condition that significantly limits the ability to provide care (NEW)

# Current Waiver and Waiting List

## DD Waiver Enrollment

- Current Enrollment: 5,923
- Offered ~1,025 enrollments over past year
  - HB 18-1407 and budget alignment
  - 22% declined enrollment
  - Avg. monthly vacancies/authorized churn enrollments: <30 ongoing
  - Avg. monthly reserved capacity enrollments: <30 ongoing

## DD Waiver Waiting List (ASAA)

- Current ASAA Waiting List: 2,863
- Avg. monthly waiting list additions: 80
- % of those waiting under age 30: 89%
- Avg. time on waiting list: 7 years
- Avg. support level of those waiting: **Between 2-3**
- % receiving other HCBS: 72%

# Waiting List Messaging

Enrollments will be there when you need them

People should only be on the waiting list if they really need DD waiver level of service

Order of selection date will remain the same

# Looking Ahead

Eliminating the waiting list would cost an estimated annual total of **\$204 million** (\$102 million General Fund) and take **four years** to implement

Contractor analyzing needs of people on the waiting list

Identifying gaps in the service delivery system

Working with CCBs on new ways to manage waiting list/rural capacity



Closing  
thoughts?

# Thank You

## **Karli Cheatham**

Entry Point and Case Management Section Lead

[Karli.Cheatham@state.co.us](mailto:Karli.Cheatham@state.co.us)

## **Bonnie Silva**

Office of Community Living Interim Director

[Bonnie.Silva@state.co.us](mailto:Bonnie.Silva@state.co.us)

## **Brittani Trujillo**

Entry Point and Case Management Section Manager

[Brittani.Trujillo@state.co.us](mailto:Brittani.Trujillo@state.co.us)