

April 2020 Stakeholder Meetings- Children's Hospital LOC & NF-LOC Updates

April 15 & 16, 2020

Our Mission

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

Agenda

- Introductions, Overview of Meeting, and Meeting Organization
- Time Study Pilot Status Update
- Review of Draft Proposal for Hospital LOC for CLLI
- Review of Draft Proposal for Hospital LOC for CHCBS
- Additional Updates and Outcomes
- Level of Care Update
- Next Steps

Pilot Progress and Updates

A/SP Updates in Aerial

- The updates that were requested at end of Support Plan pilot were not able to be made for the April 6 kickoff of Time Study pilot
 - Because of previous delays in the timeline, cannot push this pilot back further
- Are starting with the version of A/SP used during the Support Plan pilot
 - Case managers know where the issues in the A/SP are currently; did not want to release new version without full testing and fixes

We May Release Updated A/SP

- New A/SP may be released during the pilot
 - Waiting on IT vendor to finish updates. Department will need to test after and then request additional fixes based on testing
- If update schedule is met, updates would likely occur in mid to late April
 - We will not subject case managers to an untested version that makes their job substantially more difficult
- If updates are released will conduct the 3-hour training that was originally going to be held on April 6

Time Study Pilot Duration

- Time Study pilot will run from April 6 through May 15
- All A/SPs need to be finalized in the system by May 18
 - HCBS Strategies must analyze all of this data and develop a final report by the end of June

Pilot Sign-up Status

Population	Requested and Approved	Targeted	Remaining to be Approved
Adult- IDD	14	16	2
Adults- PD	13	16	3
Children- IDD	9	16	7
Children- Non-IDD	8	18	10
Mental Health	15	20	5
Older Adults	10	16	6
Total	69	102	33

Follow-up Calls with Participants

- We are conducting follow-up calls with participants who volunteer
- Participants will receive \$50 for participating in follow-up call
- Two types of calls (participant will only be included in one):
 - Discussion and feedback on A/SP process
 - Review and input on the Handbook
- We are randomly assigning participants into either type of call

Feedback from Participant Calls

- Interviews about the A/SP
 - *I really liked it. It was more in-depth and helped my case manager ask me things she's never asked me about before.*
 - *There were more questions than what she usually asks me but nothing felt too intrusive and I would not change or remove any of the questions.*
- Interviews about the Handbook
 - *I feel like after reading the handbook I gained a better understanding of the community support and am overwhelmed with the amount of support families have.*
 - *Most of the information provided I didn't know, and now I do and can share with other families in my situation resources available to us.*

Impact of COVID-19

- Case Managers will be doing assessments and Support Plans by telephone or other electronic modalities
- To support participants and case managers during this time provided the following guidance:
 - Conduct multiple phone meetings as necessary
 - Keep it conversational
 - Include all requested parties in the same meeting when possible
- Conducting additional surveys and capturing additional information to understand the impact on time to complete the A/SP
- Updating consent process to collect follow-up and compensate participants in a timely manner
- Shifting in-person participant focus group to telephone calls

Review of Draft Hospital LOC for CLLI

Refer to Word Document

Review of Draft Hospital LOC for CHCBS

Refer to Word Document

Additional Updates & Outcomes

Updates to NF-LOC for Children 0-3

- Using the age-specific items within the Functioning 0-3 module, to meet NF-LOC via functioning participants must meet the following criteria:
 - Requires support in two or more ADLs AND
 - Support need in two or more areas is expected to last at least one year
- May also meet NF-LOC using the behavior criteria proposed for adults
- Using this criteria and the proposed H-LOC criteria, 17 of the 18 children age 0-3 in the pilot would meet eligibility thresholds
 - The one participant who would not meet was discussed in the children's case studies

Outcomes of the Updated NF/H-LOC Criteria that Includes Children

Where we started:

Pilot Population	No Longer Meet LOC		Now Meet LOC	
	#	%	#	%
All	62	16%	10	48%
Aged & Physical Disabilities	27	22%	5	45%
IDD	13	13%	1	100%
Mental Health	15	16%	4	50%
All Children	7	9%	0	0%

Where are now:

Pilot Population	No Longer Meet LOC		Now Meet LOC	
	#	%	#	%
All	6	1%	3	25%
Aged & Physical Disabilities	3	2%	1	17%
IDD	0	0%	0	0%
Mental Health	0	0%	1	20%
All Children	3	3%	1	100%

Next Steps

Next Steps for the A/SP

- Time Study
 - Continue the Time Study pilot and, if available, incorporate A/SP updates
 - Conclude Time Study pilot on May 15
 - Develop time study report to inform the Department's updates to the rate setting methodology and caseload expectations
- Hospital LOC
 - Incorporate your feedback
 - Gather CLLI case manager's feedback and update the proposed approach
 - Draft the Adult & Child Hospital LOC report and review with Department and stakeholders

Next Stakeholder Meetings

- Thursday, May 28 from 9a-12p
 - Review outcomes from the Time Study pilot
 - Review updates to the Hospital LOC