

# Waiting List Management

Home and Community Based Services Waivers Serving Individuals with  
Intellectual and Developmental Disabilities

A Presentation on Colorado's Waiting List System, National Practices, and  
Recommendations for Consideration and Feedback

May 22 - May 25, 2017

# The LNUSS Group

- ▶ Private consulting group led by Laura Nuss.
- ▶ Former President of the Board of Directors for the National Association of State Directors of Developmental Disabilities Services.
- ▶ Over 30 years of experience in private and public sector services on behalf of people with intellectual and developmental disabilities in Pennsylvania, North Carolina, Connecticut and the District of Columbia.

# Purpose of the Project

- ▶ Review Colorado's waiting list management practices with specific consideration for Colorado's unique rural areas.
- ▶ Review Colorado's emergency enrollment criteria.
- ▶ Research I/DD comparable waiver services waiting list management in other states.
- ▶ Recommend changes and facilitate stakeholder input and feedback.

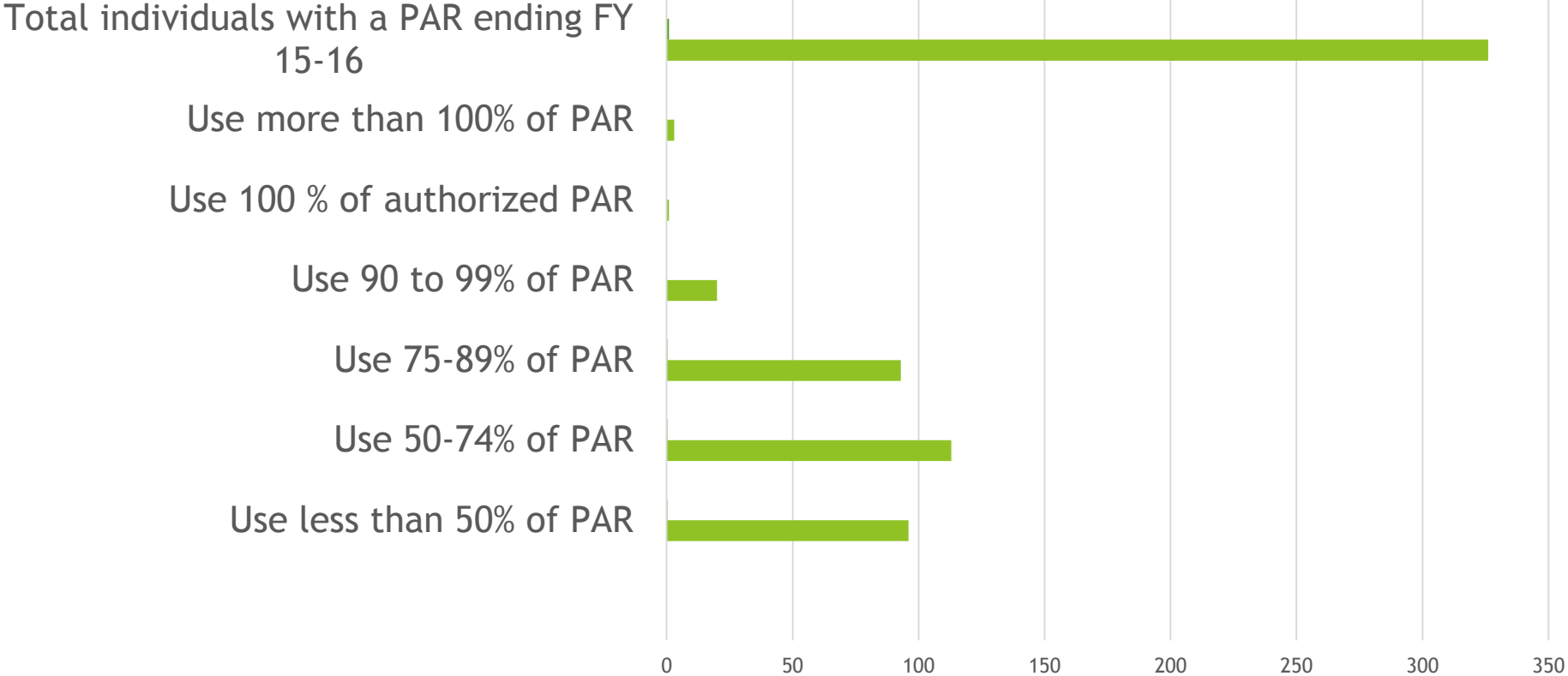
# Background

- ▶ Colorado only has a waiting list for the Home and Community Based Services Waiver for Persons with Developmental Disabilities (HCBS-DD).
- ▶ The HCBS-DD Waiver is for individuals who need comprehensive 24-hour supports.
- ▶ Almost 90% of all people waiting for the HCBS-DD Waiver are receiving some kind of other Medicaid and/or Division of Intellectual and Developmental Disabilities services.

# Benefit Levels SLS vs DD Waiver and Relationship to Waiting List

- ▶ SLS Waiver benefits limit number of hours of support per week to approximately 35 hours a week or less depending on individual support plan.
- ▶ Eligibility requirements for the DD Waiver includes need for 24-hour a day support.
- ▶ Critical for Community Centered Board's to make decision regarding eligibility for DD Waiver consistently.

## 2015-16 Sample of Utilization of HCBS-SLS



	Use less than 50% of PAR	Use 50-74% of PAR	Use 75-89% of PAR	Use 90 to 99% of PAR	Use 100% of authorized PAR	Use more than 100% of PAR	Total individuals with a PAR ending FY 15-16
■ Unique Number	96	113	93	20	1	3	326

■ Unique Number

# Colorado Order of Enrollment for the HCBS-DD Waiver

- ▶ By date of placement on the waiting list:
  - ▶ Date of initial eligibility determination; or,
  - ▶ The 14<sup>th</sup> birthdate if the child is determined to have a developmental disability prior to the age of 14.
- ▶ By meeting criteria for “Reserved Capacity” group:
  - ▶ Children transitioning from foster care or the HCBS-Children’s Extensive Supports waiver;
  - ▶ Individual leaving an institutional setting; or,
  - ▶ Individual in an emergency status.

# How is the Waiting List Managed?

- ▶ Statewide basis - when new enrollments are available or a person leaves the waiver program, the Department offers enrollment to the next individual on the waiting list by date of placement on the list.





# Why Manage Statewide?

- ▶ To ensure consistent application of policy.
- ▶ To ensure access to the waiver across geographic areas of the state in a responsive manner.
- ▶ To support individual choice.

# What are the Challenges with Order of Enrollment?

- ▶ In Fiscal Year 2015-16, only people who met criteria for reserved capacity could enroll in the HCBS-DD Waiver
  - ▶ Emergency - 223 people or 63%
  - ▶ Children transitioning to adult services - 98 people or 27%

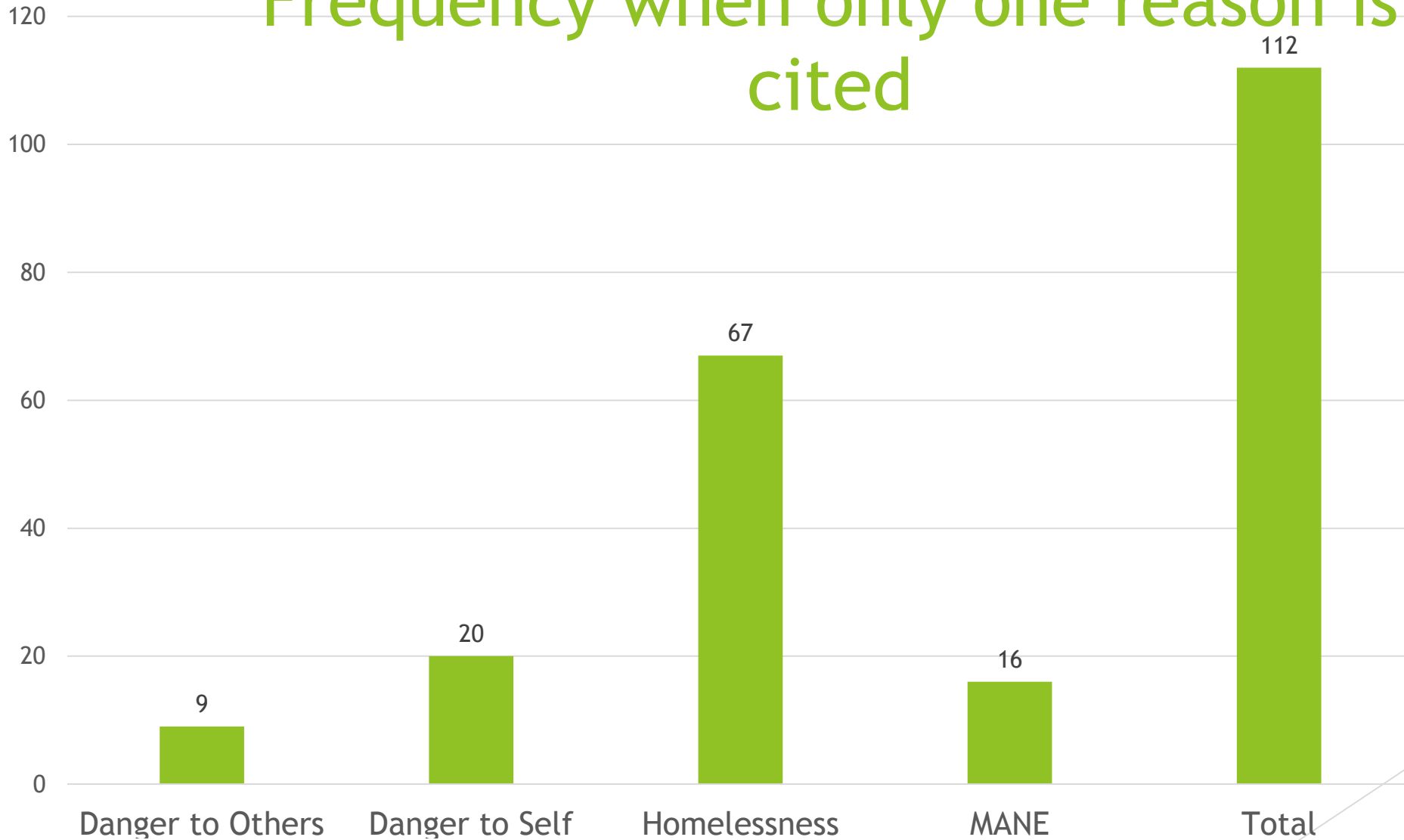
# Colorado's Definition of Emergency

- ▶ An emergency situation where the health and safety of the person or others is endangered and the emergency *cannot be resolved in another way*. Emergencies are defined by the following criteria:
  - ▶ Homeless
  - ▶ Abusive or neglectful situation
  - ▶ Danger to others
  - ▶ Danger to self

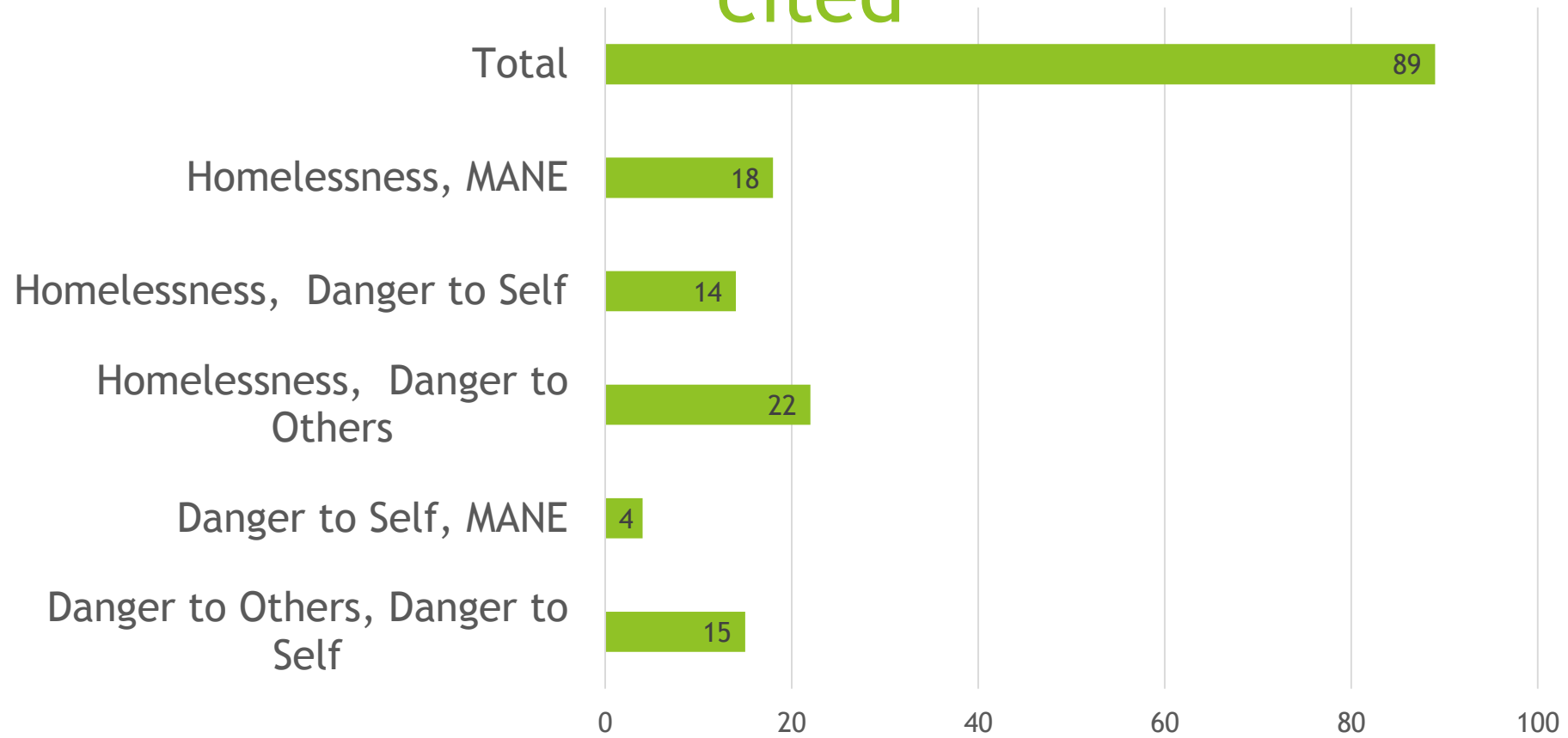
# Reason for Emergency Enrollment Cited at Least Once FY 2016-2017



# Frequency when only one reason is cited



# Frequency when two reasons are cited



# Emergency Factors in 19 States including CO

Emergency Situation	Number of States
Incapacitation or impairment of Caregiver places person at serious risk of physical harm. (e.g. caregiver in nursing home placement; serious caregiver health or mental health concerns )	10
Loss of Caregiver	10
Subject to abuse, neglect or exploitation*	8
Homeless*, inappropriate housing (e.g. prison, shelter)	8
Current or Prevent imminent placement in an ICF/IID or institution**	6
Significant danger or physical harm to self or others*	5
Significant risk to health and safety of the person	3

# Why is Caregiver Status Important?

- ▶ Many states take into account the circumstances of the caregiver(s) when evaluating:
  - ▶ How well the caregiver(s) can support the person as it relates to a condition creating a danger to self or others?
  - ▶ How Urgent is the situation- especially as it relates to being homeless?



# Ages of People Waiting to Enroll in the HCBS -DD Waiver As Soon as Available

42 and older =  
13%

30 to 41 = 22%

Under 30 = 65%

# Relationship Between Age and Homelessness

70%

Colorado Definition of Homeless: the person does not have a place to live or is in imminent danger of losing the person's place of abode.

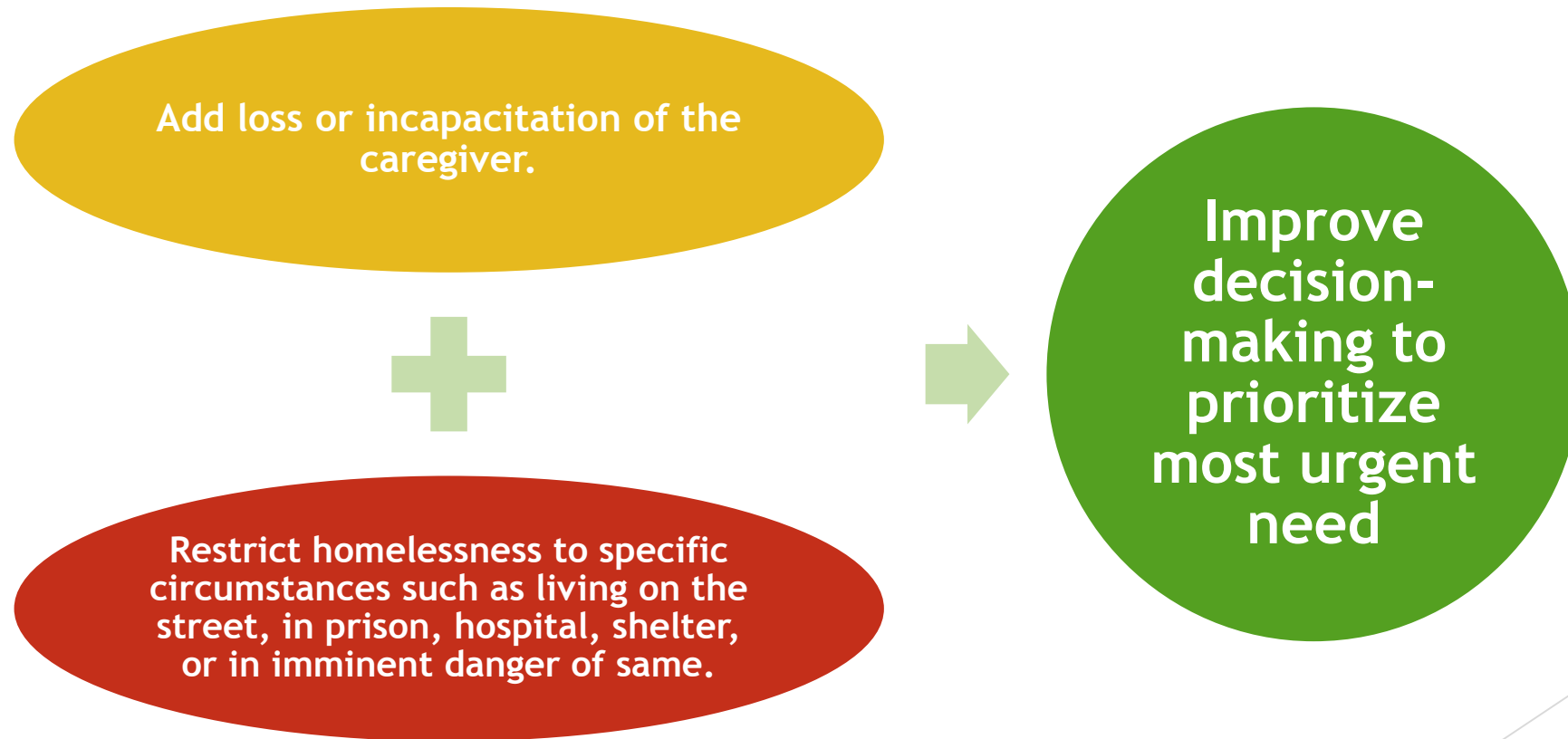
65%

Of People Waiting are 18 to 29 years of age

# Requests for Emergency Enrollment

- ▶ Must include a determination that the individual is eligible for enrollment in the DD Waiver.
- ▶ Should include what has been done to resolve the emergency.
- ▶ The Department data base has capacity to capture relevant information regarding status of natural supports.
- ▶ Inconsistent application of the rules across CCBs.

# Recommended Changes to Consider for Definition of Emergency



# Where Individuals are in Colorado

CCB/Region	# and % of all Waiting	% of all Served/Active Enrollments
Developmental Disabilities Resource Center	350 / 13%	11%
Developmental Pathways	466 / 18%	12%
Foothills Gateway, Inc.	111 / 4%	6%
Imagine!	403 / 15%	8%
Mesa Developmental Services	60 / 2%	5%
North Metro Community Services	310 / 12%	8%
Rocky Mountain Human Services	332 / 13%	13%
The Resource Exchange	423 / 16%	13%
Southeastern Colorado	39 / 1%	7%
Southwestern Colorado	47 / 2%	5%
Northwestern Colorado	27 / 1%	6%
Northeastern Colorado	60 / 2%	6%

# Possible Impacts of Geography

- ▶ Fewer people waiting in rural areas but spread across large geographic areas and multiple CCB's.
- ▶ # of emergencies and children in urban areas may take up all resources leaving people in rural areas waiting longer.
- ▶ Urban areas have more people waiting.
- ▶ More people waiting could also mean people wait longer and increase # of people entering emergency status.

# Allocation of Resources

- ▶ Current system - all new enrollments are children aging out of state foster care or the HCBS-CES waiver, or are considered emergencies, or leaving institutional settings.
- ▶ So can not take into account distribution of where people are waiting, how many, how long.

# Questions to Consider

- ▶ Should all new enrollments go to people in emergency status regardless of where a person lives or for how long waiting?
- ▶ Should there be a method to allocate enrollments to rural and frontier regions differently than suburban/urban regions?
- ▶ If so, what factors should be considered?



# Improving Equity and Transparency

- ▶ Still must implement order of enrollment policies consistently across the state no matter where enrollment decision rests.
- ▶ Require standardized evidence to determine priority for emergency enrollment requests.
- ▶ Develop a standardized method to determine need for 24-hour comprehensive supports to ensure the HCBS-DD waiver is serving those who need it most?

# Your Ideas and Input about Priority of Enrollment and Allocation of Enrollment Resources



LNUSS Group / Strategies - Solutions - Inclusion

# Other Ideas?



# Next Steps

- ▶ Feedback will be compiled
- ▶ Final report with recommendations provided to the Department, including summary of feedback
- ▶ Department will review to determine next steps
- ▶ Any changes will include stakeholder involvement

Thank You for Participating Today!