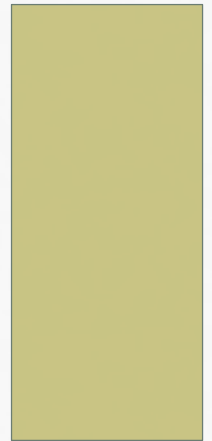# ENTRY POINT/ELIGIBILITY RECOMMENDATIONS

MARCH 24, 2014

ELIGIBILITY/ENTRY POINT SUBCOMMITTEE

- Representation includes:
  - Consumers
  - Parents of individuals with disabilities
  - Single Entry Point Agencies
  - Community Centered Boards
  - Independent Living Centers
  - Behavioral Health
  - Area Agencies on Aging
  - Nursing Facilities
  - Hospice
  - Assisted Living

GOALS OF THE ELIGIBILITY/ENTRY POINT SUBCOMMITTEE

- Create a system that streamlines access to all long-term services and supports for the individual

- Develop standards and expectations for professionals assisting individuals seeking long-term services and supports

- Create processes that limit the agencies an individual must contact to get connected to long-term services and supports
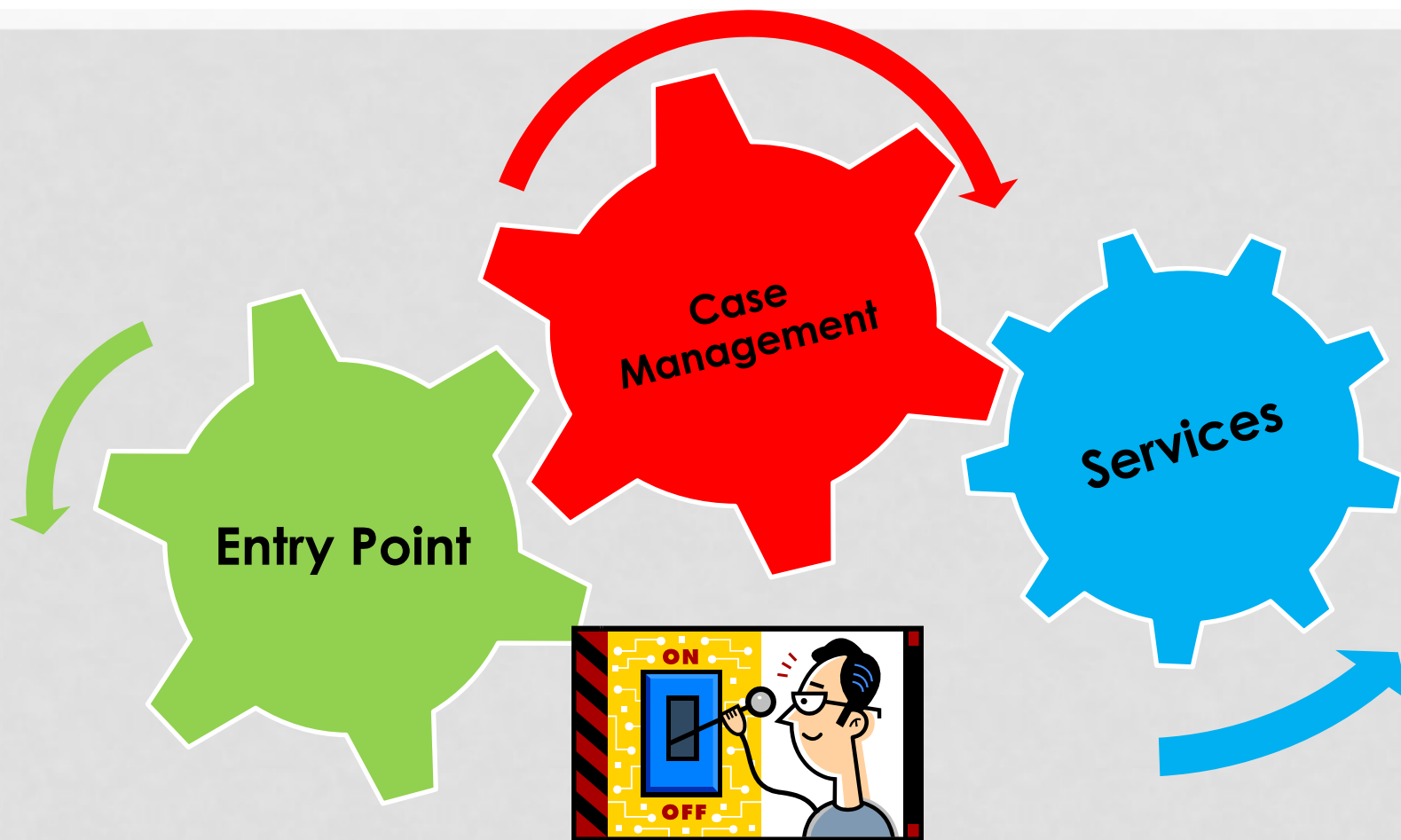
Colorado's LTSS Puzzle
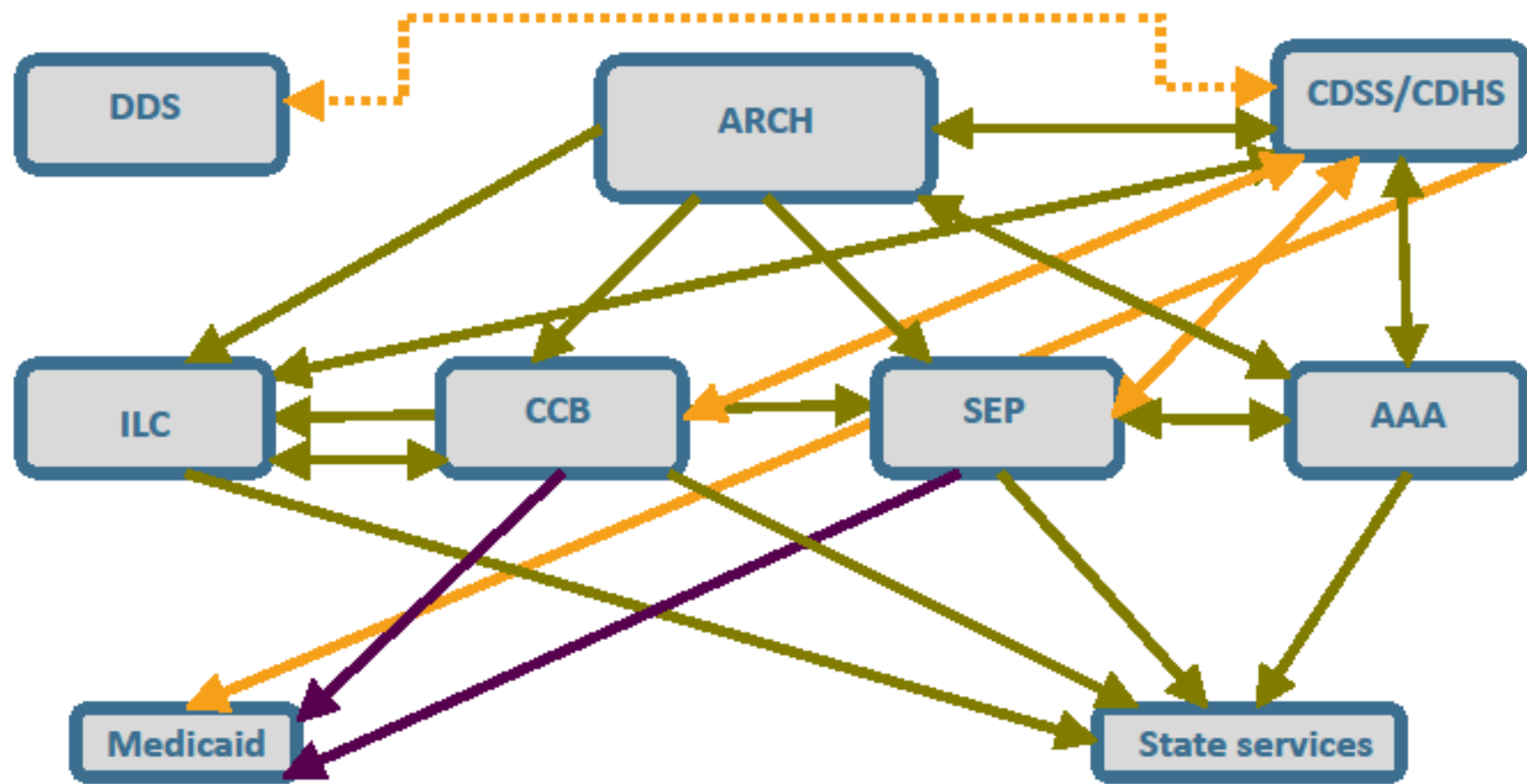
Information and Referral → Financial Eligibility → Disability Eligibility →→ Functional Eligibility →

DESIRED ENTRY POINT STRUCTURE

RECOMMENDATIONS TO MEET DESIRED GOALS

1. Implementation of a pilot study of presumptive eligibility for long-term services and supports

2. Development of training modules for individuals working in entry point agencies

3. Creation of a 1-800 number to access information on long-term services and supports

4. Creation of a comprehensive access point for all long-term services and supports

PRESUMPTIVE ELIGIBILITY PILOT

The Entry Point/Eligibility Subcommittee recommends the Department seek general and/or grant-based funding to conduct a Presumptive Eligibility (PE) study

- Pilot should be done in an urban, rural, and frontier area of the state

- The Department should focus the initial pilot on individuals discharging from hospitalization and individuals seeking hospice services

- The Department should evaluate the efficacy of the pilot and determine if presumptive eligibility be implemented for all long-term services and supports

ENTRY POINT TRAINING

The Entry Point/Eligibility Subcommittee recommends the development and implementation of a contractually required multi-faceted and multi-leveled entry point training program that addresses technical, interpersonal, and personal competencies through online training modules, intra-agency one-on-one training, and an annual HCPF hosted, consumer and agency feedback based trainings.

ENTRY POINT TRAINING (CONT.)

Multi-faceted/Modular includes:

1. Technical-Systems Modules
2. Technical-Behavioral Modules
3. Interpersonal Modules
4. Personal/Subjective Modules

ENTRY POINT TRAINING (CONT.)

Multi-Leveled contains a Core and opportunities for continuing education/training including:

1. Core-Generational level
2. Core-Specific level
3. Continuing Education/Auxilliary level

ENTRY POINT TRAINING (CONT.)

Training mediums include:

1. Online Course-Based Modules
2. Intra-Agency one-to-one Trainings
3. Annual HCPF Trainings

1-800 ACCESS LINE

The Subcommittee recommends the establishment of a toll-free access line for individuals to contact to discuss options for long-term services and supports regardless of funding streams.

1-800 ACCESS LINE (CONT.)

- The toll-free number would be directed to an agency within the individual's general area

- The agency would be able to provide options counseling to the individual on all service options available to that individual

- The agency would have the ability to provide a warm transfer to the eligibility/entry point agency responsible for that service

COMPREHENSIVE ACCESS POINT

The Subcommittee recommends the Department organizes access to all long-term services and supports through one agency responsible for assessing an individual's abilities and providing options counseling to allow the individual to choose the best service delivery model

COMPREHENSIVE ACCESS POINT (CONT.)

- Program Eligibility and any necessary redeterminations would be conducted by one agency for all long-term services and supports

- An individual would choose their case management agency after eligibility has been determined

COMPREHENSIVE ACCESS POINT (CONT.)

Considerations of a Comprehensive Access Point:

- Identify contingencies for rural and frontier areas where a single agency may not be feasible

- Create appropriate firewalls if separation of duties cannot occur

- Develop payment system to ensure entry point functions and case management responsibilities are adequately funded

COMPREHENSIVE ACCESS POINT (CONT.)

Benefits of a Comprehensive Access Point:

- Streamline access to all services for the individual

- Individuals would have information on all available programs to make more informed decisions regarding their long-term services and supports

- Individuals would receive consistent assistance across the state through training and standards developed for the comprehensive access point

- Incorporates the 800 number recommendation, training recommendation, and presumptive eligibility

Questions