

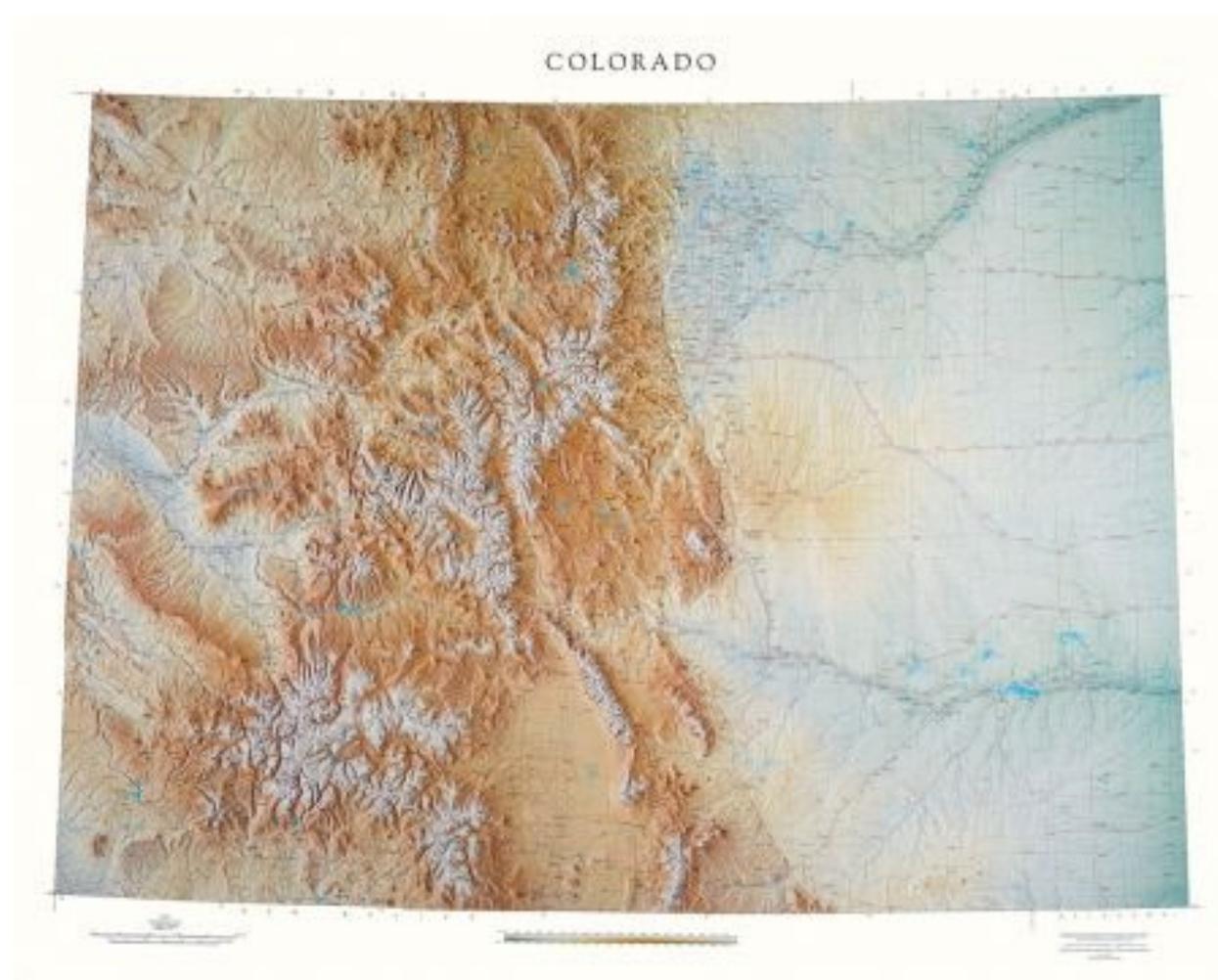
Creating Equitable Access within Colorado's Medicaid Home and Community-Based Services (HCBS)

ARPA 3.01 - HCBS Equity Study - Summit 1

April 4, 2023

from 12:00 to 2:00 p.m. on Zoom

Land Acknowledgement



Introductions

Department of Health Care Policy and Financing Staff (HCPF)

- **Aaron R. Green Sr., MSM, MSW (he/him/his)**
 - Health Disparities and Equity, Diversity and Inclusion Officer
- **Bonnie Silva (she/her/hers)**
 - Director, Office of Community Living
- **Tamara Keeney, MPAff (she/her/hers)**
 - Research and Analysis Manager
- **Tasia Sinn (she/her/hers)**
 - Senior Policy Advisor
- **Jennifer Larsen, (she/her/hers)**
 - Training Specialist
- **Hayley Gleason, PhD, MSW (she/her/hers)**
 - Economic Recovery Officer

Civic Consulting Collaborative with CREA Results

- Jack Becker, MPA (he/him/his)
- Amy Engelman, PhD (she/her/hers)
- Roshan Bliss (he/him/his)
- Fernando Pineda-Reyes (he/him/his)



Civic
Consulting
Collaborative



Inclusion, Care and Safety

1. Respect
2. Share the air
3. Assume positive intent
4. Listen to understand first
5. Confidentiality
6. Use “Oops / Ouch”
7. Stay solution focused
8. Take care of yourself first
9. Zoom etiquette

Our Purpose

To put system users, their advocates, and community at the center of change as HCPF works to reduce barriers for more equitable awareness, enrollment, and use of Home and Community-Based Services (HCBS).

HCBS Equity Study Engagement Plan

Provider/Member Survey

- February 2023
- Nearly 500 responses
- Gather input on HCBS barriers and solutions for awareness building, enrollment and utilization

Summit 1

- April 2023
- Report out on Equity Study and Survey
- Hear from attendees to deepen understanding of solutions

Group Meeting Learning Exchanges

- April to May 2023
- Meet with select resource navigator groups
- Understand barriers and solutions for awareness building and enrollment

Summit 2

- June 6, 2023
12:00 to 2:00 p.m.
- Report out on project findings

Objectives and Commitments

- To learn about and discuss HCPF's HCBS Equity Study
- To learn about and discuss the HCBS Access Survey findings
- To put forward priority suggestions and solutions for removing barriers

Agenda

- HCBS and Equity Study Overview
- HCBS Equity Study Findings and Discussion
- Provider and Member Survey Findings and Discussion
- Next Steps

Overview of Long-Term Services and Supports (LTSS) and Home and Community-Based Services (HCBS)

Purpose: To establish a common understanding of LTSS and HCBS in Colorado

Impacting Lives



Long-Term Services and Supports

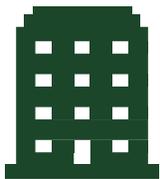


Community-Based Care

Including Home and Community-Based Services (HCBS), Long-Term Home Health, Private Duty Nursing, or State General Fund Programs



Program of All-Inclusive Care for the Elderly (PACE)



Institutional Settings

Nursing Facilities, Intermediate Care Facilities, or Hospital Back-Up Program (HBU)

Long-Term Services and Supports Programs

Home and Community Based Services (HCBS) Waivers

51,417

State-Funded Only Programs

7,104

Facility-based Programs

12,499

Program of All-Inclusive Care for the Elderly

5,749

Long-Term Home Health and Private Duty Nursing

5,602

Total Served in LTSS

82,371

ARPA 3.01 HCBS Equity Study

Purpose: To learn about the goals of the Equity Study and efforts underway to understand disparities in HCBS

ARPA 3.01 HCBS Equity Study

Goal:

Help us better understand who receives HCBS in Colorado and what services they receive, where there are gaps, and target outreach to ensure Medicaid HCBS appropriately serves all Coloradans who qualify

3 Phases:

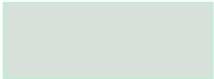
- Internal Data Analysis and Literature Review
- External Stakeholder Feedback and Recommendations
- Implementation Planning

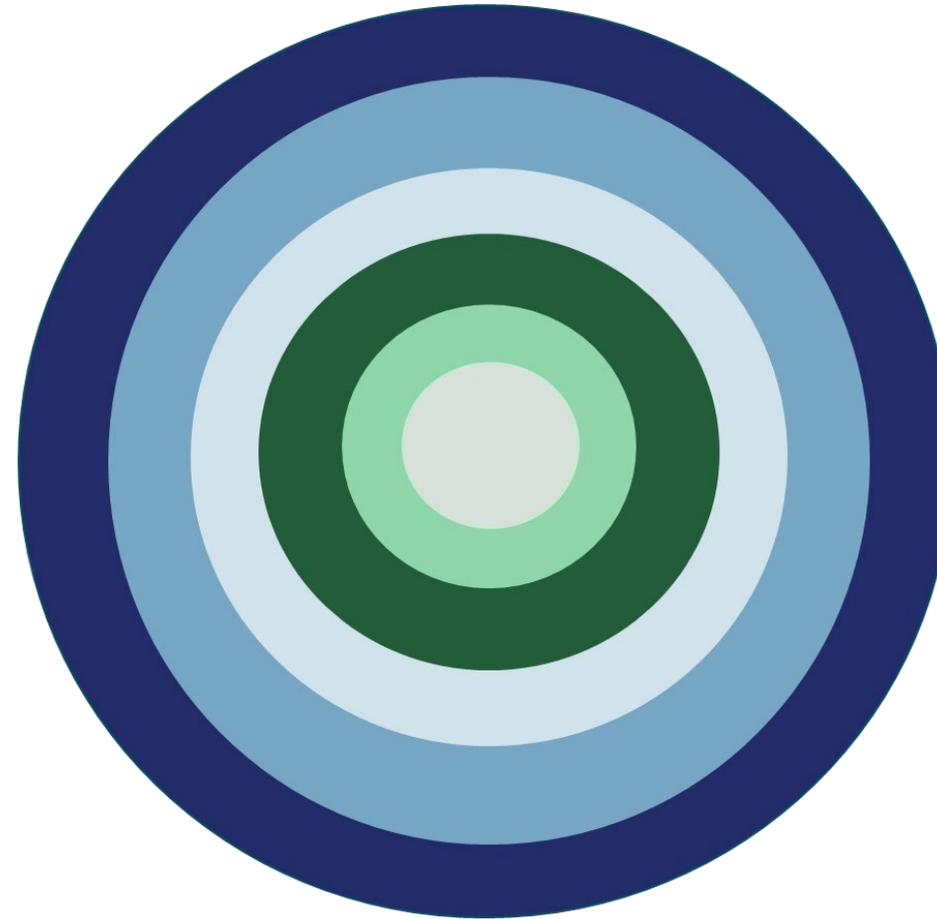
Follow the project at:

[ARPA HCBS Initiative 3.01 - Equity Study](#)

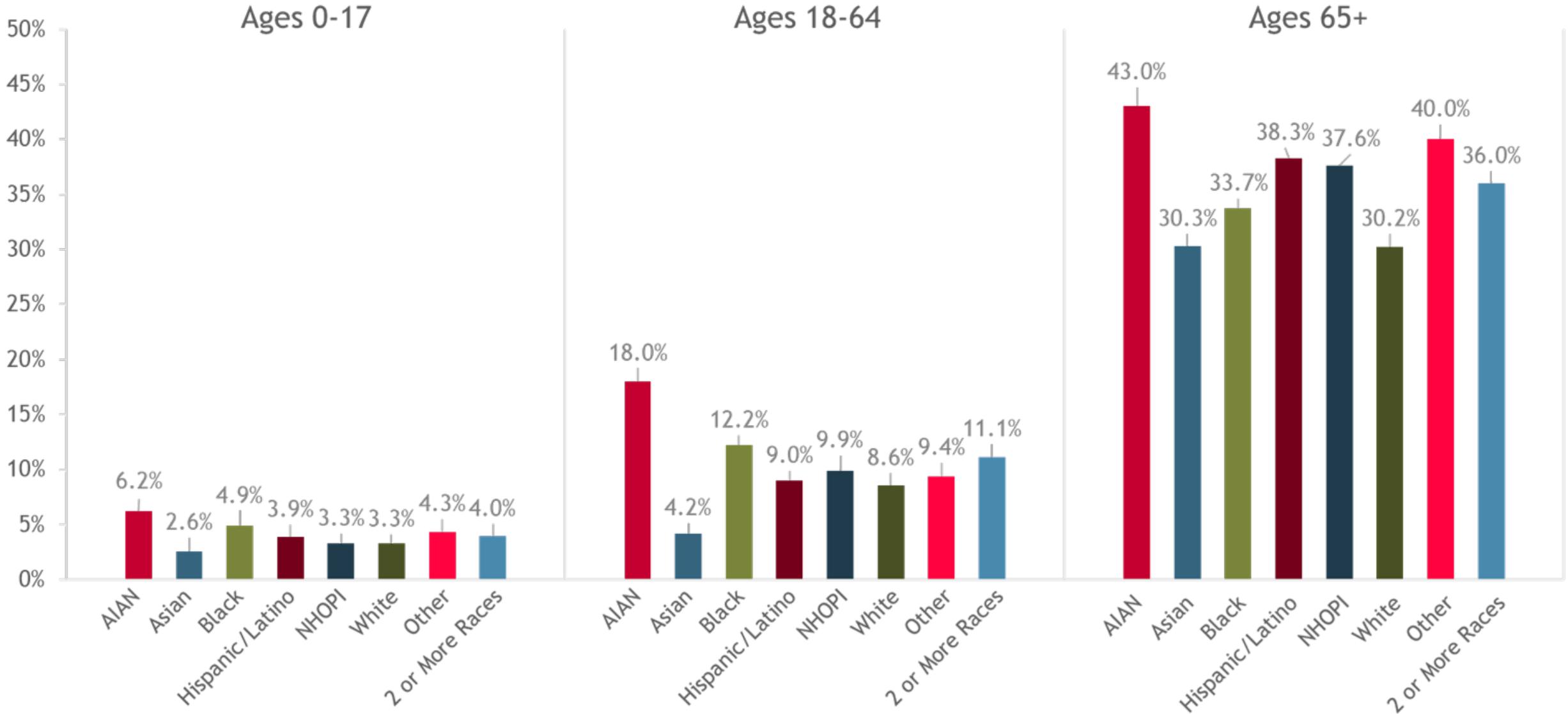
Guiding Logic for Identifying Compounding Disparities in HCBS

In order from outermost ring to innermost:

-  Prevalence
-  Enrollment in HCBS
-  Enrollment by Waiver
-  Authorized Hours
-  Utilized Hours
-  Outcomes



Disability Prevalence in Colorado



American Indian, Black, and Hispanic/Latino Children with Disabilities are Underrepresented in HCBS

| Ages 0-17 | HCBS | Medicaid Overall |
|-----------------------|-------|------------------|
| American Indian | 0.4% | 0.8% |
| Black | 3.3% | 6.9% |
| Asian | 2.7% | 2.0% |
| Hispanic/Latino | 12.3% | 40.0% |
| Not Provided | 0.6% | 0.8% |
| Other People of Color | 5.3% | 6.8% |
| Other/Unknown | 24.9% | 13.0% |
| Pacific Islander | 0.0% | 0.4% |
| White | 50.5% | 29.4% |

Source: Medicaid MMIS claims data, April 2021 through March 2022

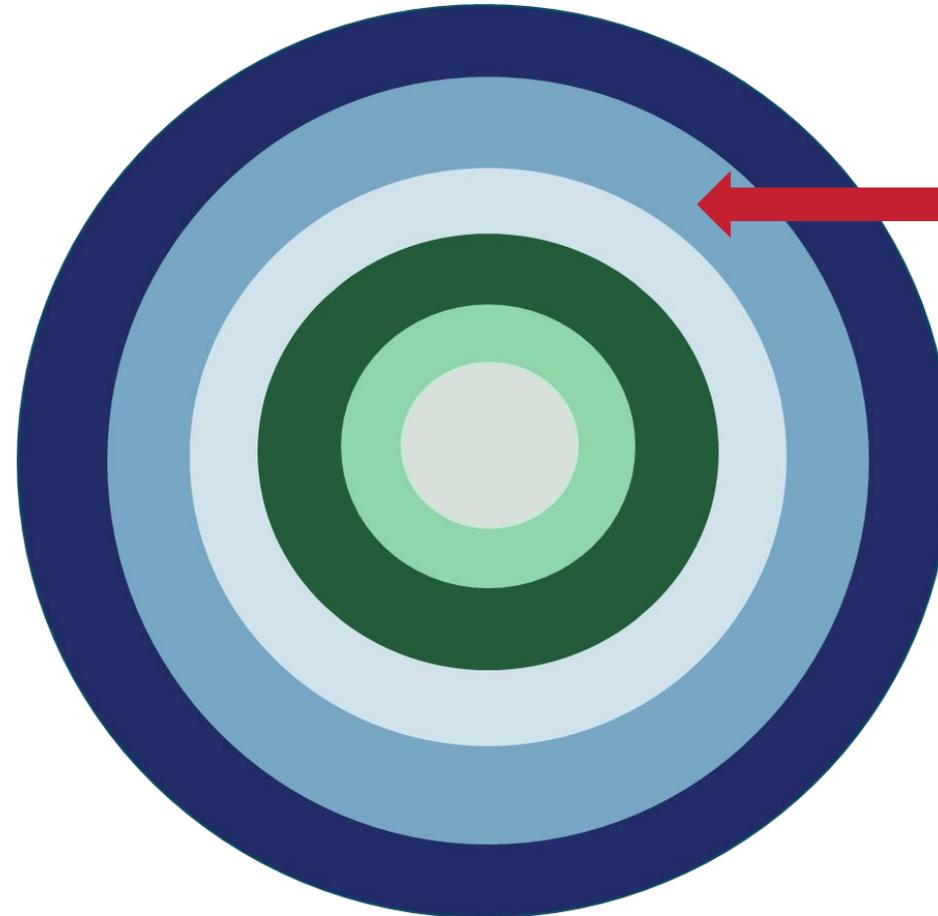
American Indian and Hispanic/Latino Adults with Disabilities are Underrepresented in HCBS

| Ages 18+ | HCBS | Medicaid Overall |
|------------------------|--------------|------------------|
| American Indian | 0.6% | 1.1% |
| Black | 6.3% | 7.0% |
| Asian | 4.5% | 2.7% |
| Hispanic/Latino | 15.3% | 25.7% |
| Not Provided | 0.5% | 0.8% |
| Other People of Color | 2.1% | 3.5% |
| Other/Unknown | 15.3% | 12.4% |
| Pacific Islander | 0.1% | 0.3% |
| White | 55.2% | 46.6% |

Source: Medicaid MMIS claims data, April 2021 through March 2022

Guiding Logic for Identifying Compounding Disparities in HCBS: Focus Area

In order from outermost ring to innermost:



ARPA 3.01 Focus Area:
Representation

HCBS Equity Study

Discussion Question

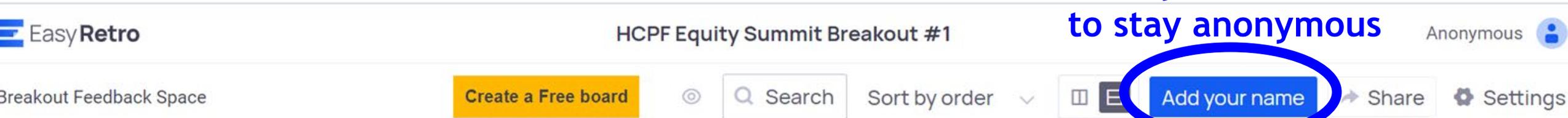
“What have you seen work to break down the barriers to accessing HCBS and navigating the system?”

Breakout Instructions:

- Discuss this question with your breakout partners
- Be sure everyone who wants to speak gets a chance
- Choose a person in your group to add the group’s top answers on separate cards in EasyRetro, starting at 12:50

Breakout Instructions

Click if you don't want to stay anonymous



EasyRetro HCPF Equity Summit Breakout #1 Anonymous

Breakout Feedback Space Create a Free board Search Sort by order Add your name Share Settings

#1: What have you seen work to break down the barriers to accessing HCBS and navigating the system? // ¿Qué han visto que funciona para remover las barreras de acceso a HCBS y navegar el sistema?

Use the + button to add a "card" and share the ideas that come out of your breakout discussion. Please only write one answer per card. Feel free to add as many answers as your group came up with. // Use el botón + para crear una "tarjeta" y compartir las ideas que surgen de su discusión. Por favor, escriba solo una respuesta por tarjeta. Puedes escribir tantas respuestas como se le ocurra a su grupo.



Click to create a new "card"

Click to save the card



Type something... Save



Report Out Instructions

Click to see cards sorted by (likes)

Breakout Feedback Space

[Create a Free board](#)

Search

Sort by order [Add your name](#)[Share](#)[Settings](#)

#1: What have you seen work to break down the barriers to accessing HCBS and navigating the system? // ¿Qué han visto que funciona para remover las barreras de acceso a HCBS y navegar el sistema?

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Click to "like"
an idea or
comment  [Save](#)

Type something...



Agency / Provider and Member / Caregiver Survey Findings

Purpose: To identify what providers and members perceive and experience as barriers to learning about, enrolling in, and utilizing Home and Community Based Services (HCBS)

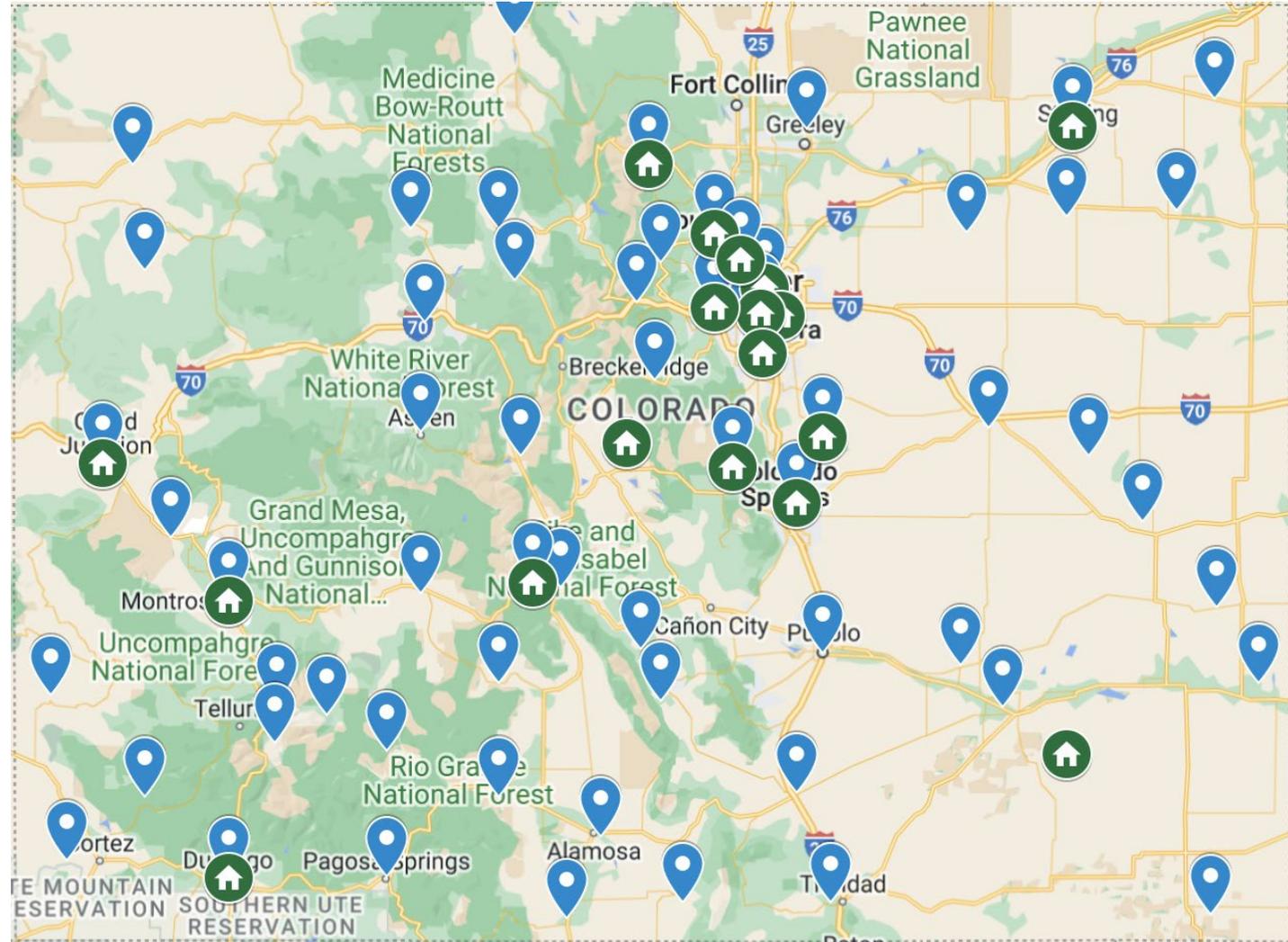
Methods

- Fifteen question survey adapted for agency/provider and member/caregiver perspectives on barriers and supports for:
 - HCBS awareness
 - HCBS enrollment
 - HCBS utilization
- Sent out through the Office of Community Living Stakeholders Newsletter January 25 to February 25, 2023 in English and Spanish
 - No Spanish responses

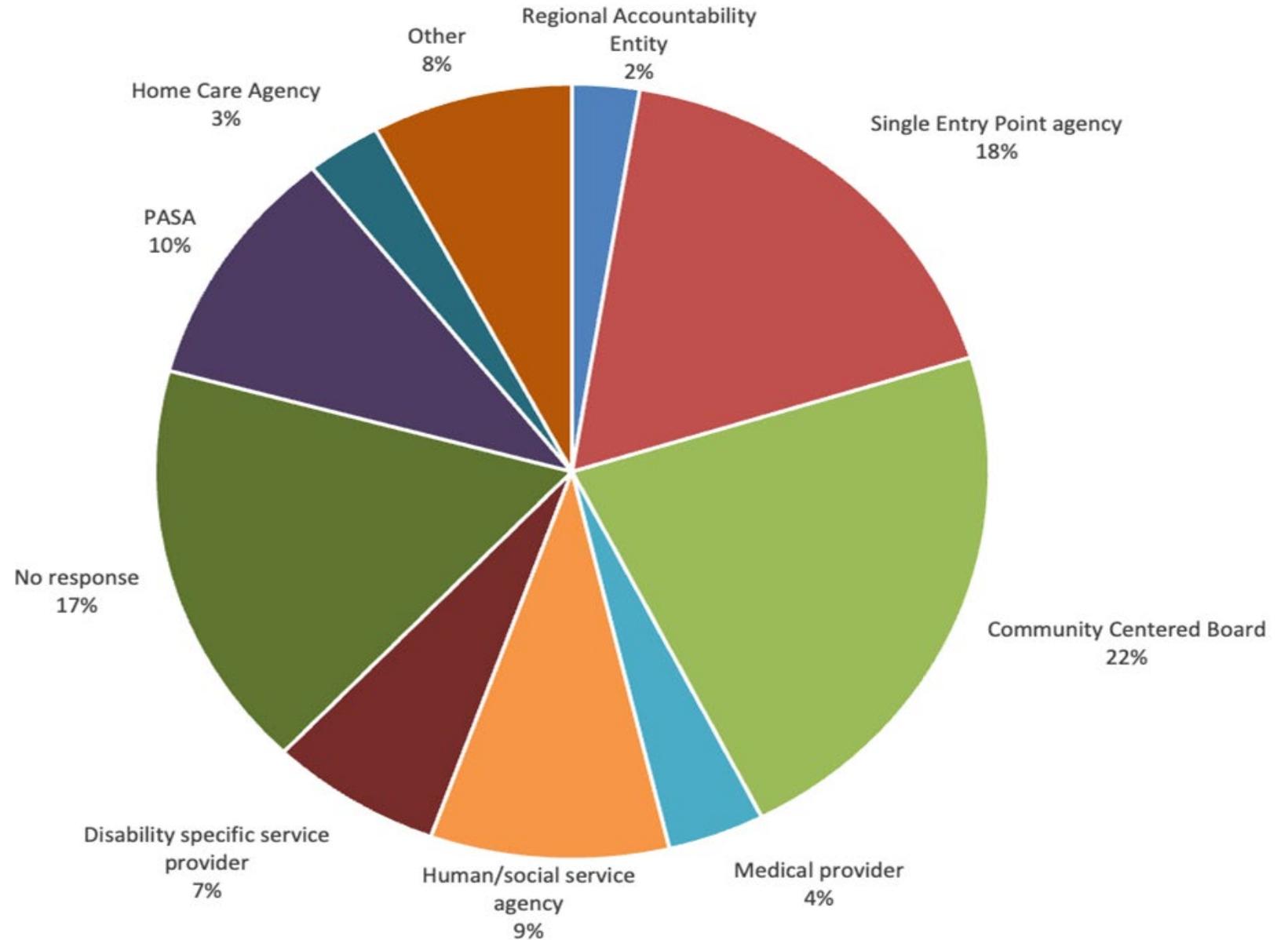
485 Survey Respondents

349 agencies and providers represented every county, except Cheyenne, with 30 indicating statewide representation (blue pins)

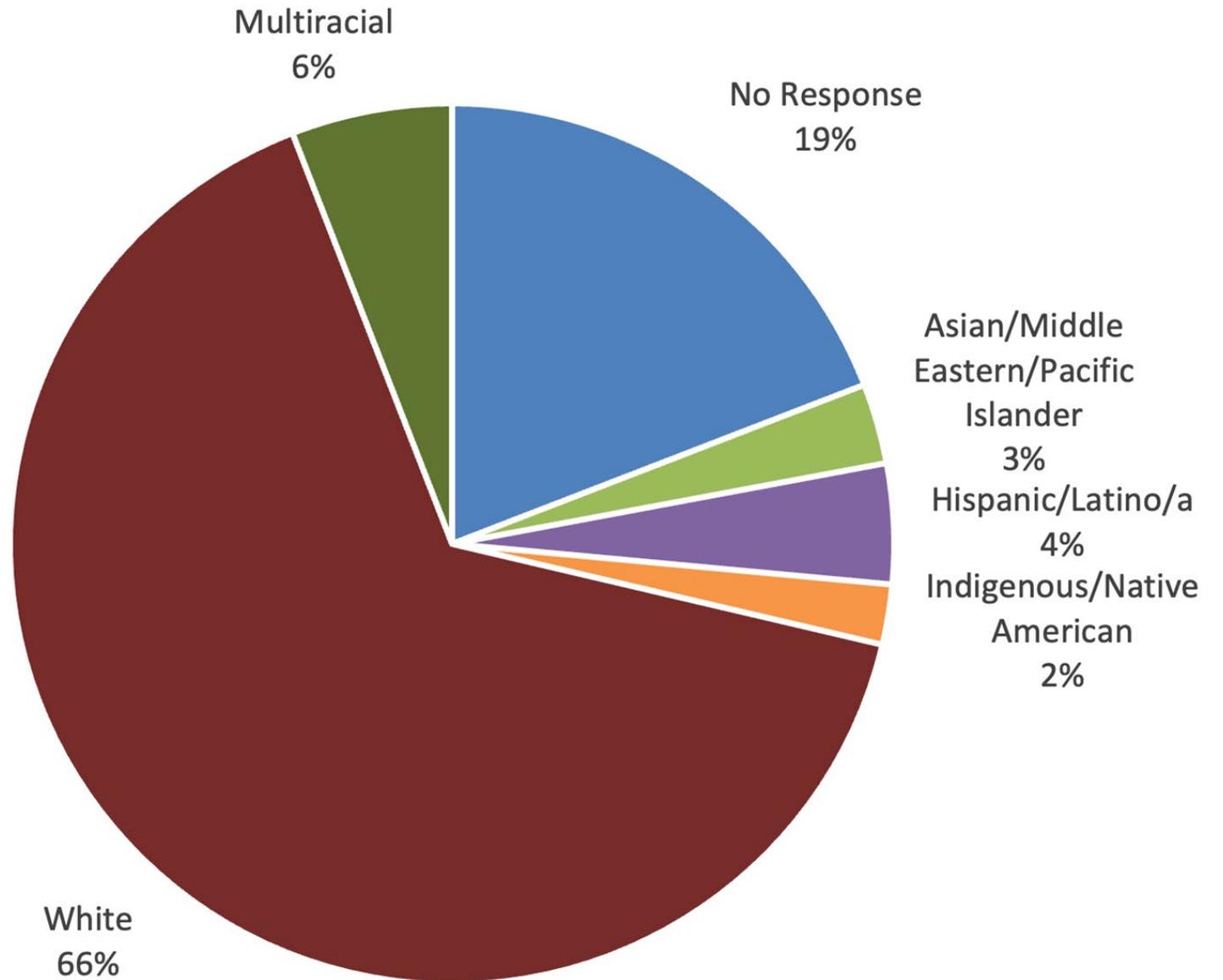
136 members and caregivers represented 17 counties (green houses). 20 did not share their location.



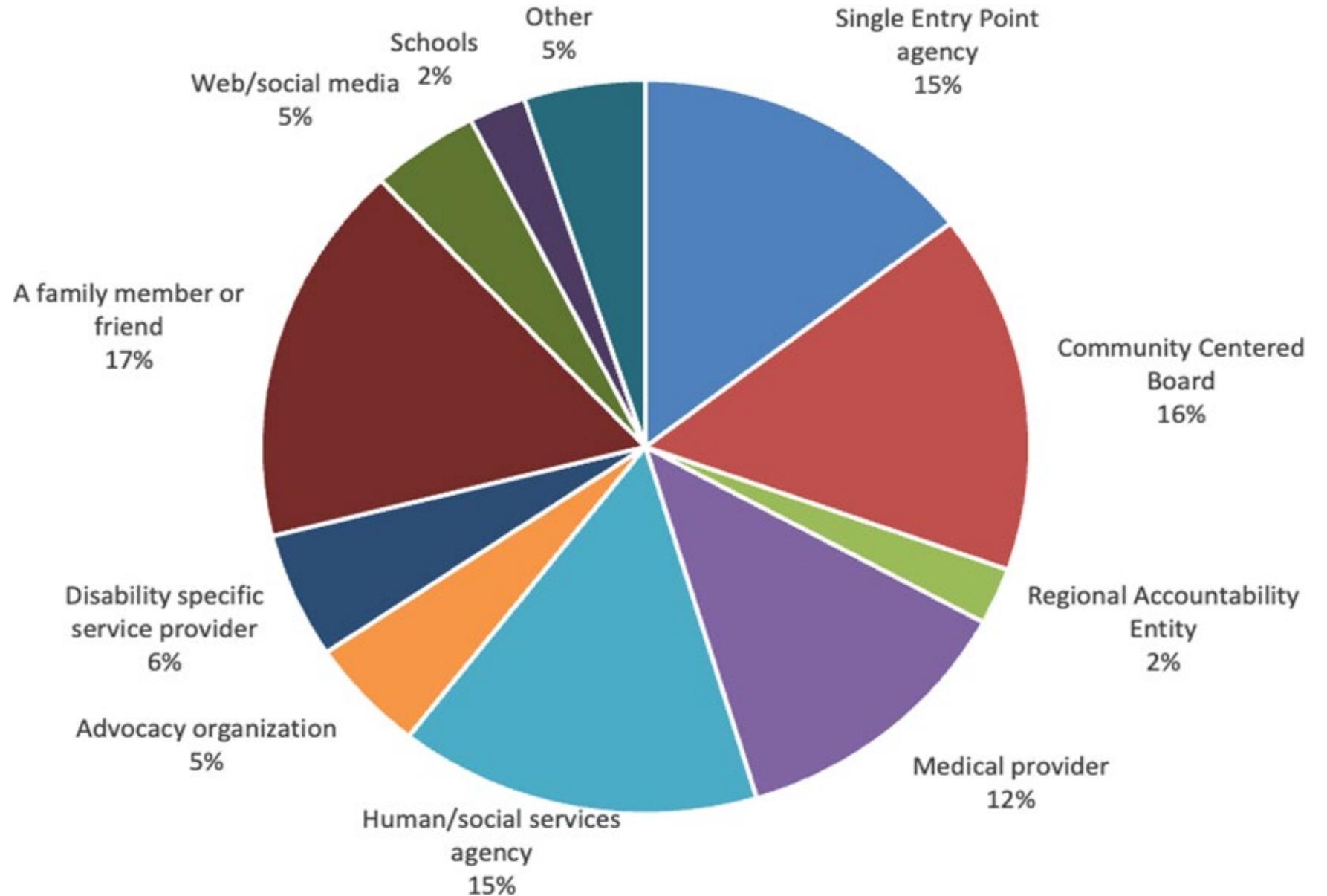
Agency and Provider Types



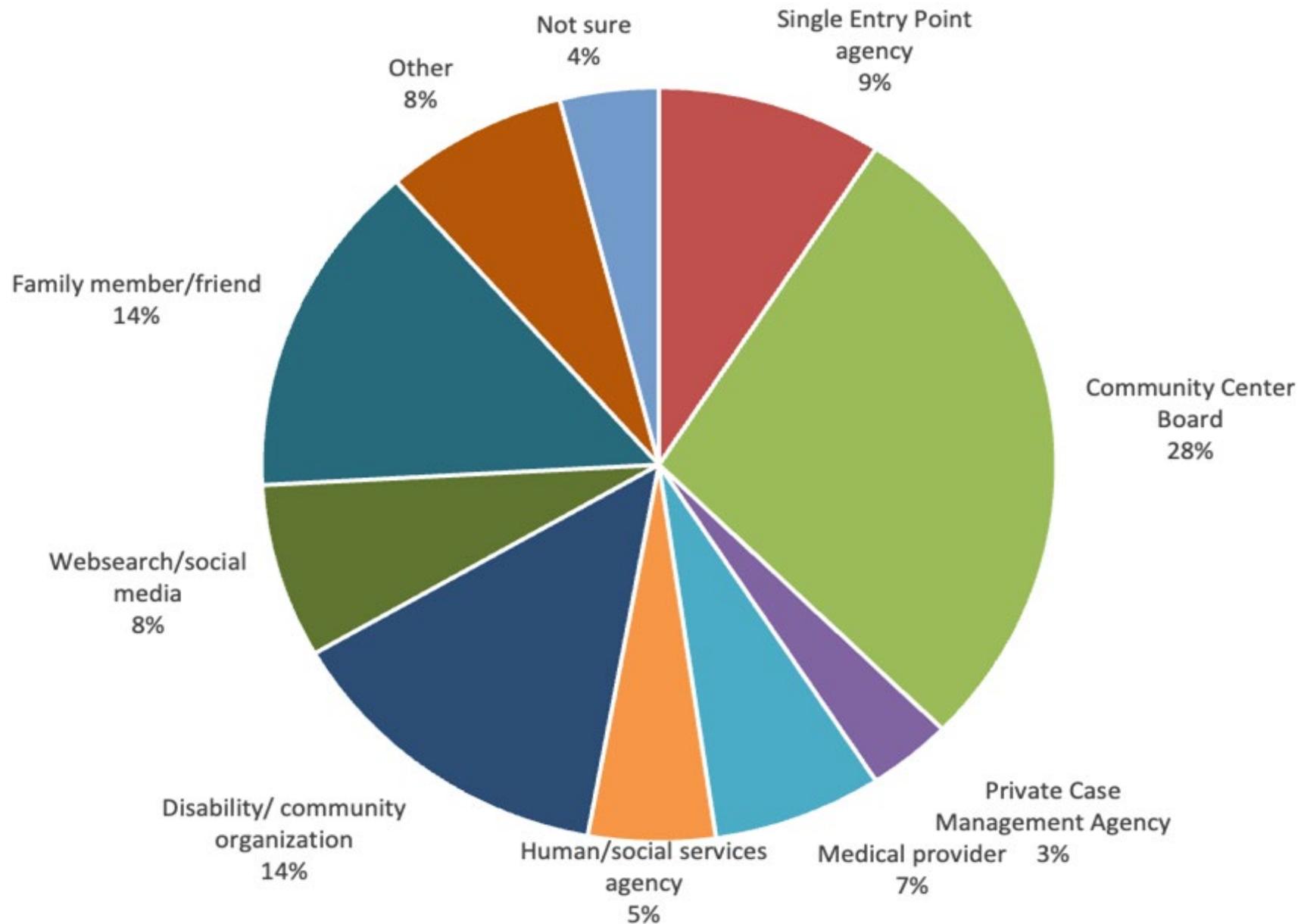
Race and Ethnicity of Members and Caregivers



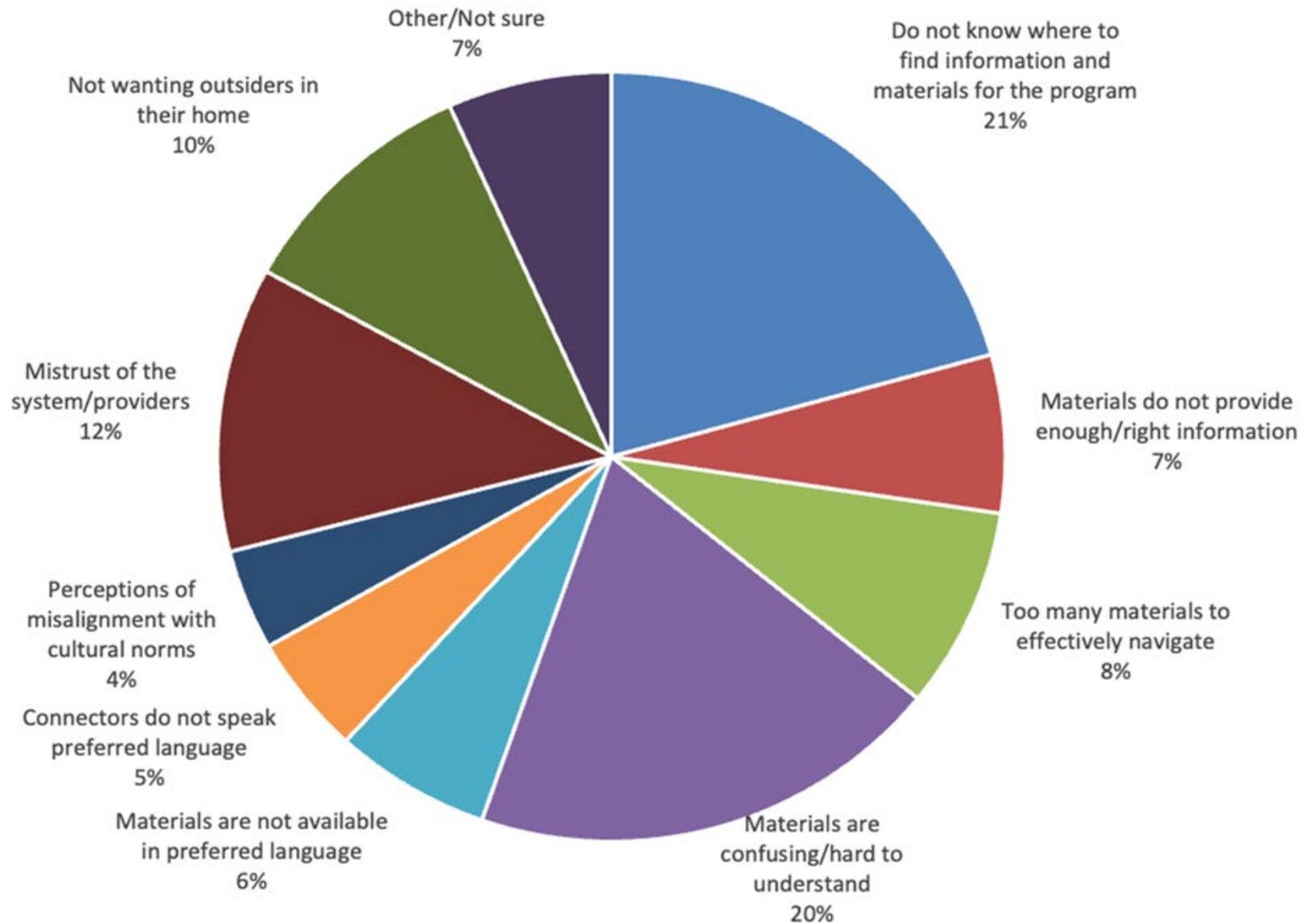
Most Common Ways Providers Hear Members Learn of HCBS



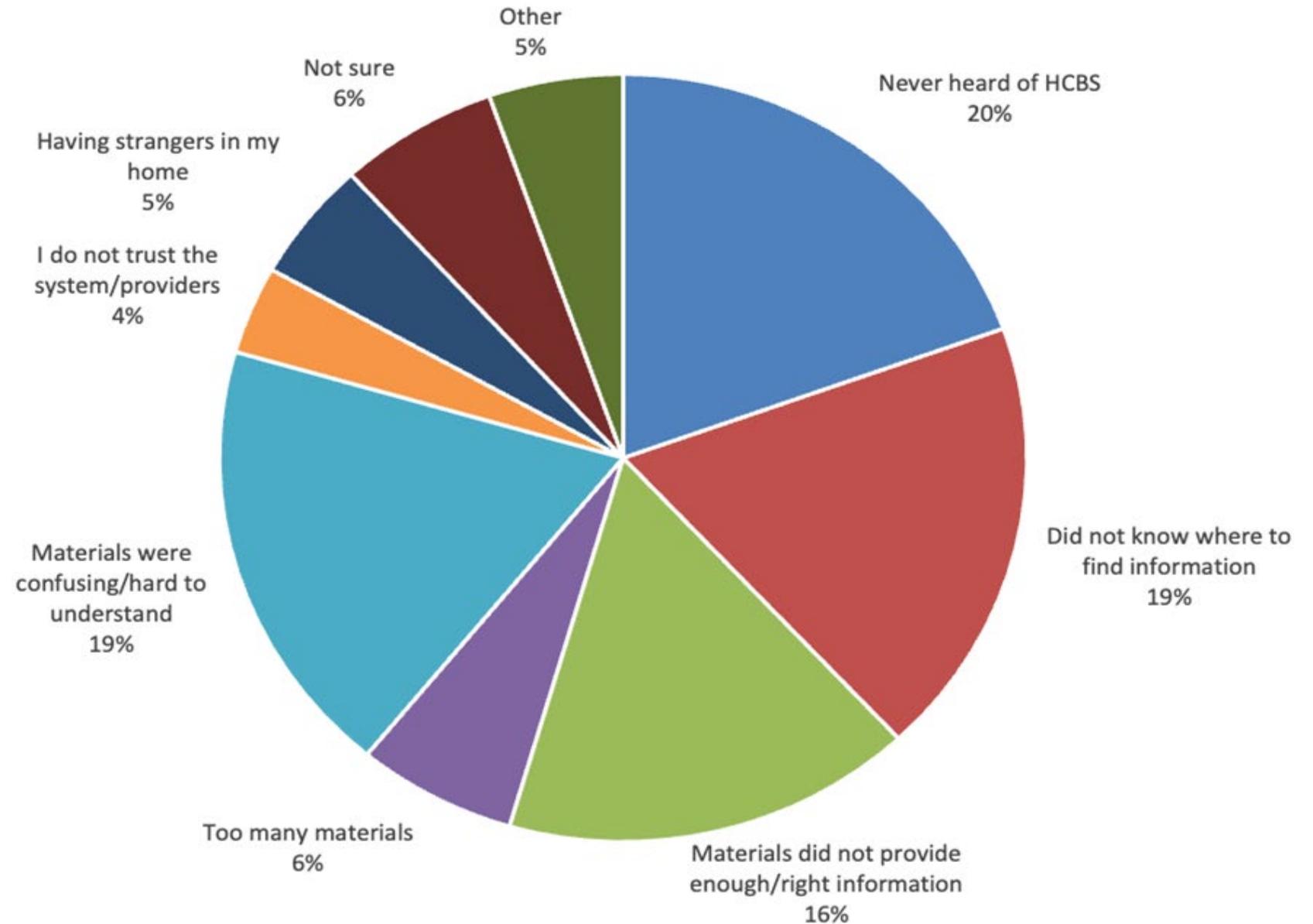
How Members Become Aware of HCBS



Most Common Barriers Providers See Members Encountering With HCBS Awareness



Member Barriers to Learning about HCBS

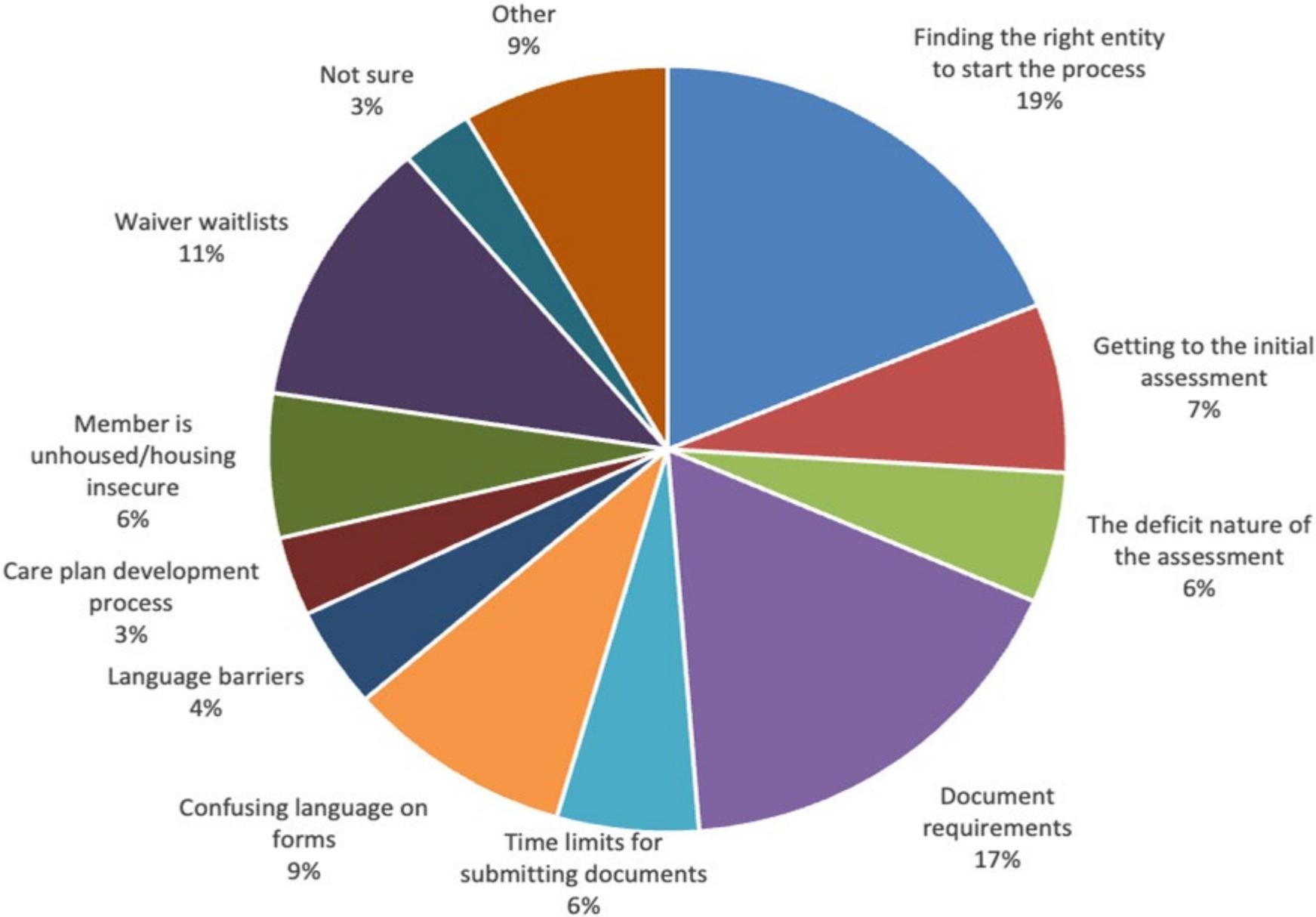


Biggest Barriers to HCBS Awareness

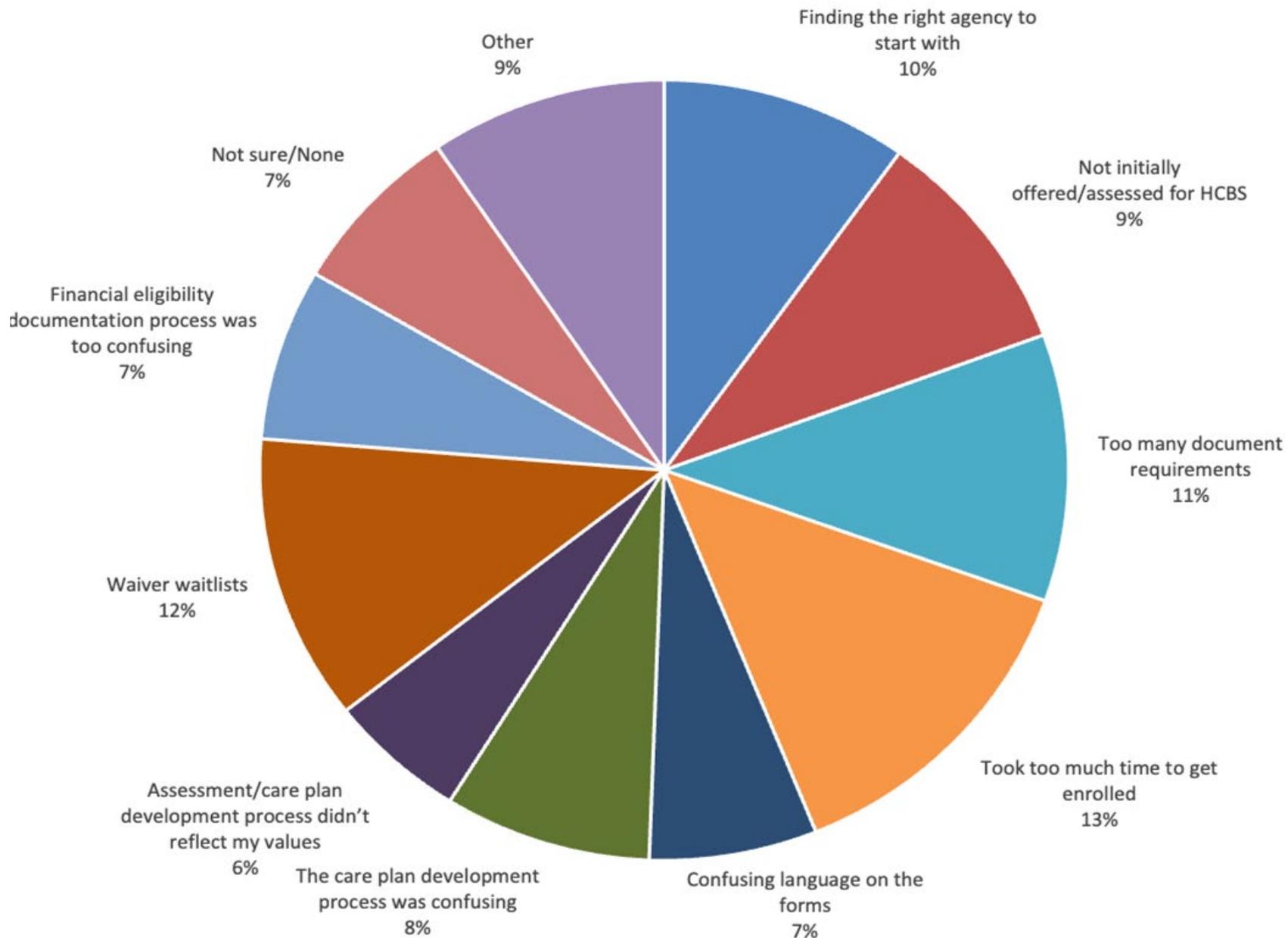
Never Hearing About It, Not Knowing Where to Find Information, and the Information is Too Confusing

- *“Not enough people who serve and support people with disabilities know that HCBS is available and how it can help children and adults with disabilities. There have been so many times schools had no idea, therapists had no idea, hospitals had no idea, etc. There are so many missed opportunities to educate the community about HCBS.” ~ member/caregiver*
- *“HCPF website is a mess for consumer access!! All the Links DO NOT describe the issue we are searching for. Each link needs to include a description of what that link is addressing.” ~ member/caregiver*
- *“There is very little outreach to families, families with language barriers need navigation, there is next to no community awareness of programs, even families that are involved with community centered boards through early intervention rarely continue with services.” ~ provider*

Most Common Barriers Providers See with Enrollment



Members' Most Common Barriers to Enrollment

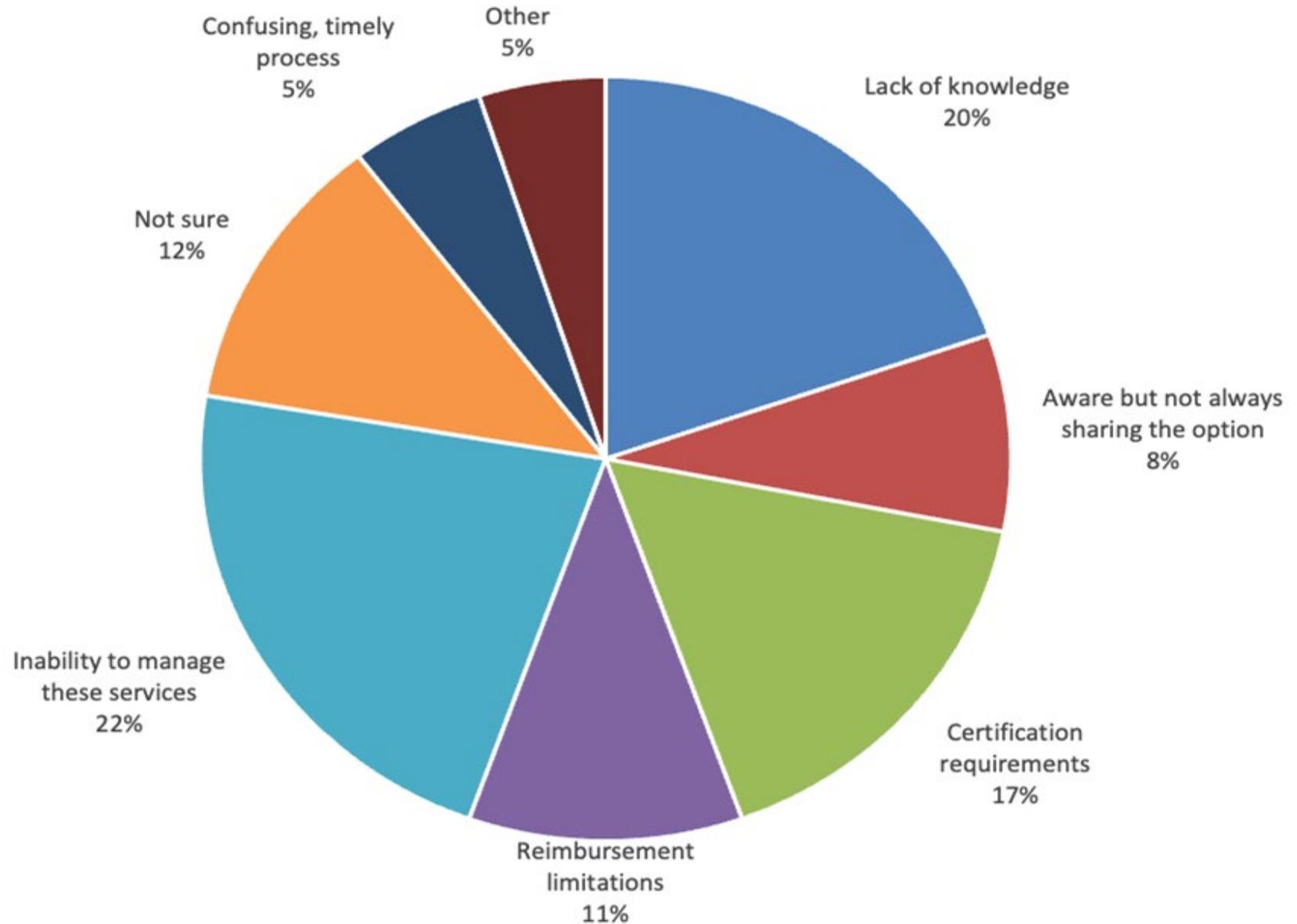


Biggest Barriers to HCBS Enrollment

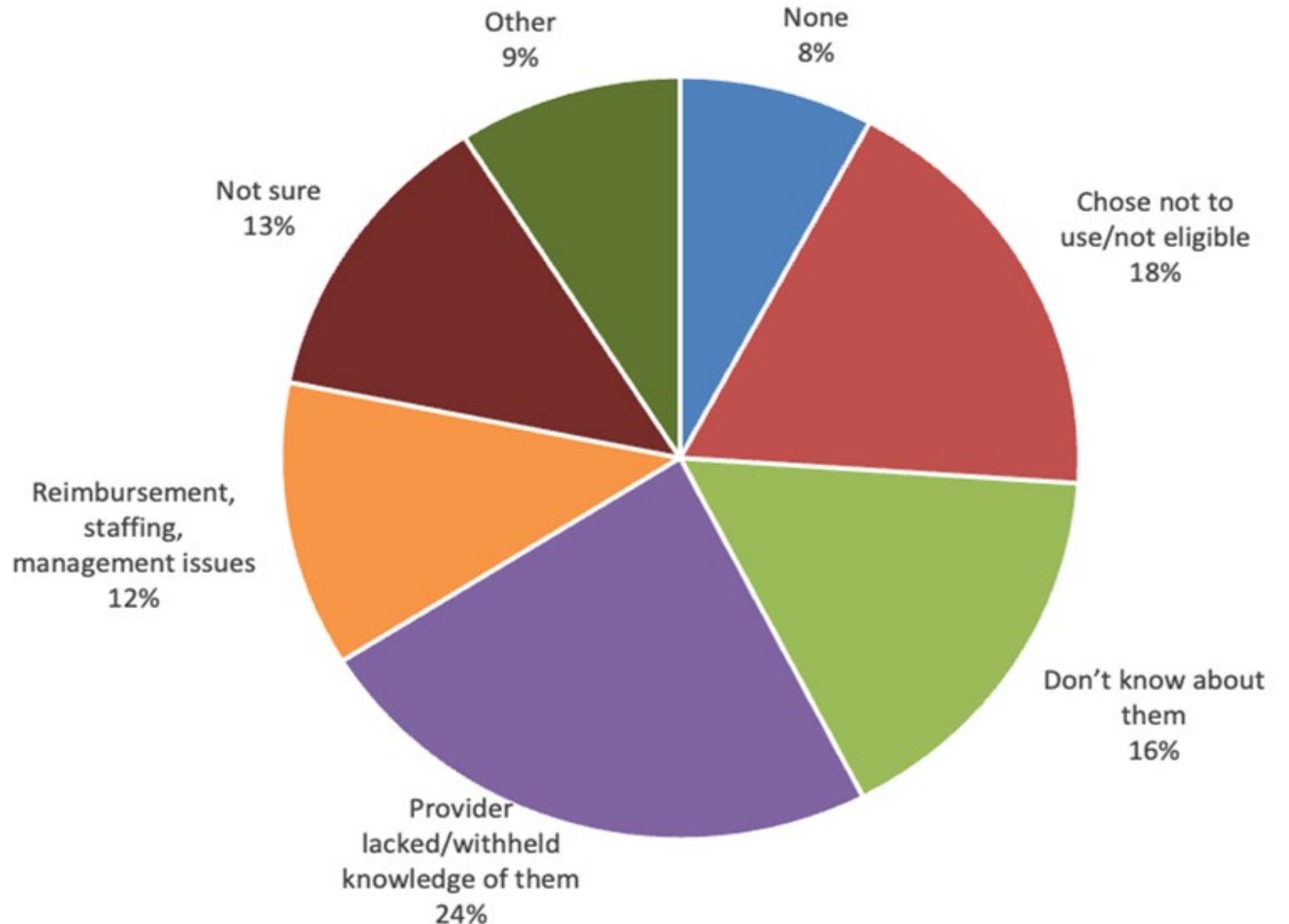
Takes Too Much Time, Finding the Right Agency to Start With, Waitlists, Document Requirements

- *I have experienced lots of misinformation, confusion, from nearly everyone. The system is very complex and it's difficult for even providers or myself, someone who has been in the system for years”
~ member/caregiver*
- *“Case manager did not provide sufficient info...and there wasn't any transparency on how someone got a slot or where the individual was on the list, CCB did not provide much guidance and their “RFP” was extremely lacking so we had to do ALL the legwork ourselves. CCB and system uses too many terms that aren't easy to understand.” ~ member/caregiver*
- *“Case managers are not well trained and provided inaccurate information leading to service issues, provider issues, and distrust of the system. This has become so problematic that PASA'S now have to train their staff on what should be the case managers job.” ~ provider*
- *“...We have many members who, once they fill out the cumbersome paperwork and attend the appointment, they wait several months to hear back from a case manager often following up multiple times without receiving a call back. They wait indefinitely to be connected to a provider often not knowing why. Sometimes, once we as an organization follow up, we find out they need to fill out a specific form that was missed, but were unaware.” ~ provider*

Providers' Perceptions of CDASS and IHSS Barriers



Members' Barriers to CDASS and IHSS Enrollment



Solutions for Increasing Awareness of HCBS

- **CMA Education and Training**

- Improve training of intake case management
- Increase funding to CMAs for outreach and education
- Train and develop highly qualified interpreters/translators with HCBS expertise
- Offer live information sessions for providers
- Decrease turnover of case managers
- Offer on-call navigators that provide a spectrum of support, all the way to “hand-holding”

- **Materials and Communication**

- Standardize informational materials across the state
- Develop materials with more accessible language
- Translate all materials, including forms, into Spanish and other languages
- Develop educational videos, and a process map, and testimonials
- Social media, print (for aging community), billboards, bus stop signs, TV, radio
- More diverse representation in advertisements
- Outreach/information emphasizing that INS/ICE will not be involved
- Include review of those outside the system

Solutions for Increasing Awareness of HCBS

- **Outreach and Access**
 - Make the website and app more navigable
 - List HCBS as an option on the Public Assistance Application and Health First Colorado website
 - Provide immediate outreach to I/DD diagnosis and those on SSDI income
- **A Robust Awareness and Connection Support System**
 - Educate and provide materials to primary care providers, clinics, hospitals, schools' IEP coordinators, aging community organizations, libraries, booths at local events, human services and health departments, law enforcement, jails, community mental health, Department of Vocational Rehabilitation, immigrant organizations, religious/cultural organizations, CNAs

Survey Discussion Question

“What would community navigators need to know and be able to do to consistently give effective warm hand-offs of potential HCBS members to the appropriate case management agency?”

Breakout Instructions:

- Discuss this question with your breakout partners
- Be sure everyone who wants to speak gets a chance
- Choose a person in your group to add the group’s top answers on separate cards in EasyRetro, starting at 1:35

Next Steps

- Mark your calendars for Summit 2
 - June 6, 2023 from 12:00 to 2:00 p.m.
 - [ARPA HCBS Initiative 3.01 - Equity Study](#)
- ARPA 3.04: Development of User Friendly Resources for HCBS
 - Recruiting from group meetings to have trusted community connectors to serve on design group



60 Second Satisfaction Survey

www.surveymonkey.com/r/GenARPA

Stay Engaged



[Stakeholder Engagement Calendar](#)



[2023 Memo Series](#)



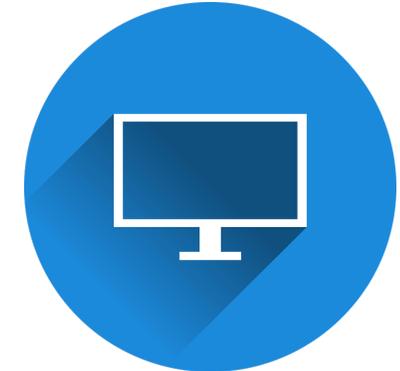
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