

# Case Management Redesign



# Access & Case Management Activities & Services

## PERSON CENTEREDNESS

### Intake & Eligibility

- Initial & CSR Assessment
- Financial / Eligibility Assistance
- Determination = DD/Delay
- CES Application
- Resource Navigation

### Outreach

- RAE Coordination & Engagement
- Community Advocates

### Ongoing CM Functions

- Service Planning
- Monitoring
- Revisions

### Admin Functions

- Waiting list Management
- Operational Guide
- HRC
- Complaint Trends
- Appeals
- State Funded Programs
- CIR
- SIS
- OHCDs

## Standardized Training

SSA Determines Disability

County Determines Financial Eligibility



Individual Selects their Service Providers



# Key Outcomes of Redesign

Federal Compliance

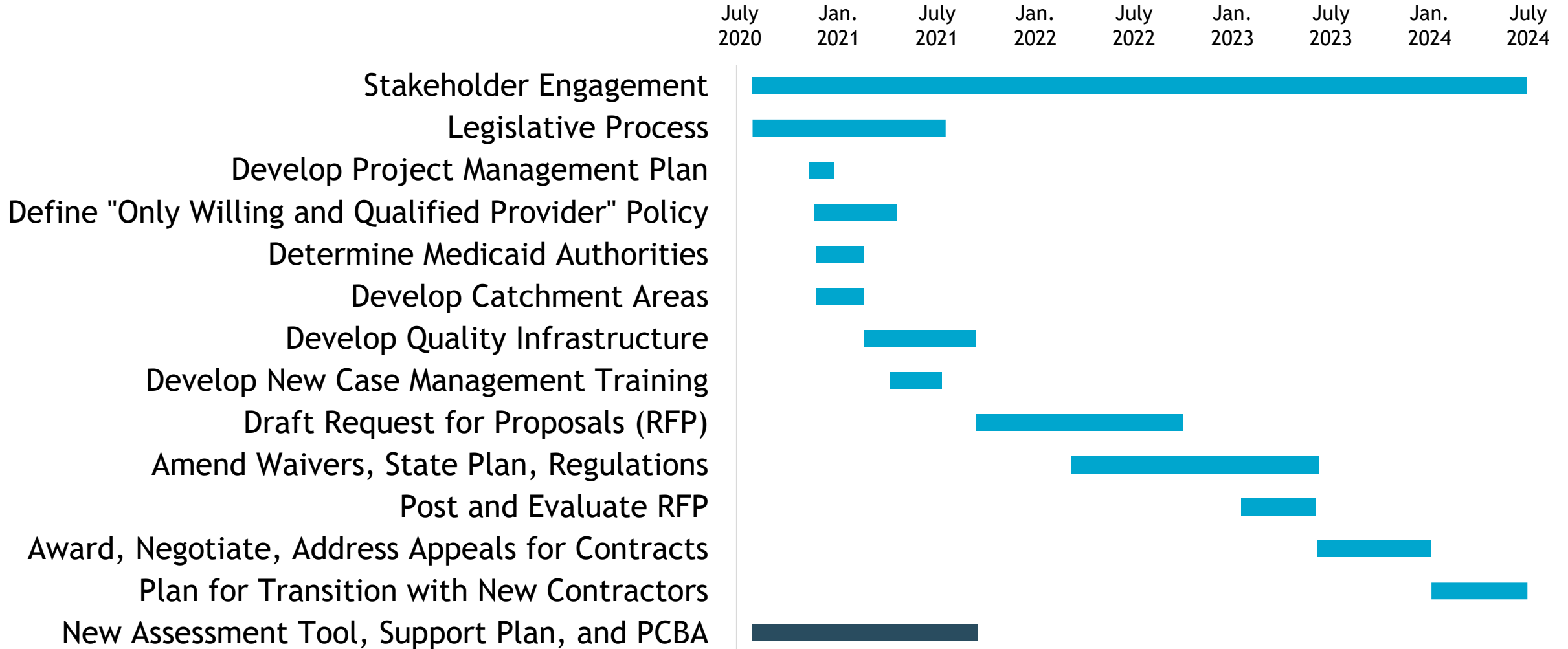
Quality

Simplicity

Stability

Accountability

# High-Level Implementation Timeline



# Transitions Stakeholder Advisory Council

October 1, 2020

# Recap of Council Identified Priorities

Improving general understanding of Transition Services and Transition Service regulations for all stakeholders.

Developing resources for providers and members after enrollment in Transition Services to include annual Medicaid and housing voucher requirements.

Establishing a Transition Services grievance process including FAQs with reasonable response timelines and expectations.

Eliminating rural barriers to Transition Services.

# Transition Services Priorities Survey

- Sent to stakeholder community on August 25<sup>th</sup>
- Ranking both priorities and any identified solutions
- 125 responses
- Help Council finalize calendar of priorities for 2020-2021

Improving general understanding of Transition Services and Transition Services regulations for all stakeholders.

**Very Important/Important: 92%** 

1. Intensive risk mitigation training for Transition Coordinators
2. Establishing an Educational Taskforce to support the Department in training planning and information disseminating
3. Creating online modules for refreshing education
4. Including more case studies and real life examples into training materials
5. More consistently available in-person training opportunities

Eliminating rural barriers to Transition Services.

**Very Important/Important: 88%** 

1. Recruiting more Transition Services providers in rural areas.
2. Recruiting more rural stakeholders to participate on the Council.



Developing resources for providers and members after enrollment in Transition Services to include annual Medicaid and housing voucher requirements.

## Very Important/Important: 86%

1. Updating Life Skills Training to more effectively address members annual Medicaid and housing voucher needs
2. Increasing training around yearly housing voucher renewals for members and providers
3. Utilizing Centers for Independent Living as resources/referrals for community-based members
4. Establishing post-discharge calls or check ins with members after services end

Establishing a Transition Services grievance process including FAQs with reasonable response timelines and expectations.

## Very Important/Important: 74%

1. Clear communication at the conclusion of the grievance process
2. Clear FAQs to be shared with all stakeholders including members explaining what constitutes a grievance
3. Establishing timeline for grievance process

# Potential Priorities for Transition Services

Improving access to housing for Transition Services members.

Supporting Medicaid members with "zero income" through the Transition Services process.

Preventing and addressing issues with isolation for Transition Services members in the community.

Effectiveness of Transition Services during COVID.

Improving access to housing for Transition Services members

**Very Important/Important: 98%** 

1. Affordability
2. Availability
3. Accessibility
4. Streamlining Services

Supporting Medicaid members with "zero income" through the Transition Services process.

**Very Important/Important: 93%** 

1. Housing Options
2. Transportation
3. Acquiring Documents for Financial Verification
4. Understanding and Navigating SSI Process
5. Services and Benefit Limitations
6. Basic Living Needs

Preventing and addressing issues with isolation for Transition Services members in the community.

**Very Important/Important: 82%** 

1. Transportation
2. Peer to Peer Opportunities
3. COVID Barriers
4. Rural Access to Services
5. Access to Mental Health Supports

Effectiveness of Transition Services during COVID.

**Very Important/Important: 73%** 

1. Limitations on Face-to-Face Contact
2. Access to Resources/Services
3. Communication to Members
4. Lack of Access to Testing

# Priorities Ranked

1. Housing - 98%
2. Zero Income Support - 93%
3. Program Education - 92%
4. Rural - 88%
5. Post-Program Support - 86%
6. Isolation - 81%
7. Grievance Process - 74%
8. COVID - 73%

Transportation & Members in  
the community without services

What additional issues or barriers would you like the Department to be aware of and consider prioritizing within the next year?

- Education and Awareness
- Coding Issues
- Housing
- Rural Service Availability
- Transportation

What's needed in your community to better support individuals with disabilities and the elderly to live independently?

- Housing
  - Home Modification
- Transportation
- In-Home Care/Services
- Support with Life Skills
- Community Integration
- Education and Awareness
- Food Support

Do you believe  
improving general  
public awareness of  
Transition Services is  
needed?

- General Public Awareness is Need
- Specific Education to Nursing Facilities
- Address Barriers First



COLORADO

Department of Health Care  
Policy & Financing

# Proposed 2020-2021 Agenda

Quarter 1	<b>July 2021</b>	<b>August 2020</b>	<b>September 2020</b>
	Initial Proposed Planning	Council Planning Review	Stakeholder Listening Session and Survey Result Review
Quarter 2	<b>October 2020</b>	<b>November 2020</b>	<b>December 2020</b>
	Finalization of Council Priority Agenda	3 – Program Education	4 - Rural Stakeholder Listening Session
Quarter 3	<b>January 2021</b>	<b>February 2021</b>	<b>March 2021</b>
	Council Bylaw Review 8 - COVID Lessons Learned	5 - Post-Program Support	7 - Grievance Process
Quarter 4	<b>April 2021</b>	<b>May 2021</b>	<b>June 2021</b>
	1 - Housing	2 - Zero Income Members	6 - Isolation Issues

Transportation &  
 Members in the community without services



# Council Priorities Discussion