

LONG TERM SUPPORT COMMITTEE MEETING
TUESDAY, January 7, 2014 -- 1:00 P.M.



ROCK COUNTY JOB CENTER
1900 CENTER AVENUE
ROOM D/E
JANESVILLE, WI 53546

AGENDA

1. Call to Order and Welcome Chairperson Terry Fell
2. Approval of Agenda
3. Approval of Minutes of September 3, 2013 Meeting*
4. Citizen Participation
5. Financial/Statistical Information:
 - A. Human Services Jennifer Thompson
 - a. LTS Updates & Budget Status Angela Bouton
 - b. CLTS Waiver Program John Hanewall or Joanne Jones
 - B. Developmental Disabilities*
6. Old Business:
 - A. Lamar "Thank you" letter*
 - B. Elder Abuse / Adults at Risk Michelle Muth
 - C. Rock County COA Transportation*
 - D. Success Story (CLTS/LTS staff)
 - E. TMG Review results
7. New Business Mary Kate Tomczak
 - A. Adult Family Home Program
8. Committee Member Comments
9. Next Meeting dates for 2014 –
March 4, May 6, July 1, September 2, and November 4, 2014
10. Adjourn

* Denotes Attachment

Committee Members unable to attend, please contact Jennifer Thompson (Rock County LTS) at 741-3684

Long Term Support Update

1.) LTS had the State (TMG) review. Staff from TMG met with LTS on 12/17/13 to discuss any findings. There were a total of 24 home visits and 28 file reviews. The home visits were very positive: a copy of the satisfaction survey is available to you (see attached). In regards to the file reviews, LTS will have until 1/31/14 to respond to any issues noted. In addition, there was a billing issue identified; however the new Avatar case management program should resolve most of that issue.

Cases with Funding

Program	Total Individuals Served 2013	Individuals Open 12/18/13	CBRF % as of 10/2013	Waiting List as of 12/18/13
COP Assessments	161	NA	NA	NA
COP Plans	112	NA	NA	NA
COP Services	139	109	53%	44
COP-W	125	97	26%	23*
CIP-II	308	261	31%	
NH Diversion	22	21	NA	1
CRJ	14	10	NA	4
AFCSP	26	9	NA	13
BCA/Tax Levy	43	23	NA	29

- Of the 23* people waiting for Waiver (COPW/CIPII) services, all 23 people are waiting for CBRF funding.
- There is currently no wait list for individuals who need in-home support.
- Numbers above do not include an additional 29 cases currently getting screened for eligibility.
- Numbers above do not include an additional 19 cases eligible and waiting for State approval.

Significant Proportion report (10/31/13):

	<u>Required</u>	<u>Actual</u>
Mentally Ill	6.6%	21.9%
Physically Disabled	6.6%	26.7%
Elderly	57%	51.3%

Key:

COP= Community Options Program (100% State General Purpose Revenues)
COP-W = Community Options Program – Waiver (Medical Assistance Waiver program using State GPR to draw down Federal Revenues, unlimited slots as long as you have State or local match)
CIP-II = Community Integration Program (Medical Assistance Waiver program using State GPR to draw down Federal Revenues)
NHD = Nursing Home Diversion Program (Medical Assistance Waiver program using State GPR to draw down Federal Revenues- specifically for those in imminent risk of moving to an institution.)
CRJ = Community Relocation Initiative (Medical Assistance Waiver program using State GPR to draw down Federal Revenues- specifically to move individuals out of nursing homes.)
AFCSP= Alzheimer's Family Caregiver Support Program (100% State Revenues, local annual cap of \$2,000 per person)
BCA/Tax Levy = Basic County Allocation and Tax Levy to designate services that are eligible for limited BCA and interchangeable with tax levy used for match and overmatch.

Prepared by Jennifer Thompson 12/30/13

Participant Satisfaction Survey Results Rock County 2013 Report			
Outcomes assessed for 24 Participants. Participants were presented with the following declarative statements regarding their satisfaction with care management, in-home workers, and substitute care, if applicable. They were asked to indicate their agreement with each statement using a 5-point Likert-type scale.	2013 County Average	2012 County Average	'11 - '12 Statewide Average
Care Management			
1. I have a say in what services I receive.	4.9	4.0	4.7
2. My care manager is easy to contact.	4.8	4.6	4.8
3. My care manager is a good listener and easy to talk to.	4.9	4.4	4.8
4. My care manager responds when I have requests.	5.0	4.0	4.7
5. My care manager takes the time to get to know me.	5.0	4.4	4.8
6. My care manager is knowledgeable about the services that are available to me.	5.0	3.8	4.7
7. My care manager responds quickly to my questions and concerns.	5.0	4.8	4.9
8. I am satisfied with my care manager.	4.9	4.4	4.9
9. I am comfortable with my care manager.	5.0	4.2	4.8
In Home Workers			
10. My In home workers arrive on time.	4.6	5.0	4.9
11. My in-home workers perform tasks the way I like them done.	4.6	4.7	4.6
12. My In-home workers do the tasks they are supposed to do.	4.8	5.0	4.9
13. I have had the same workers for a long time.	4.5	4.7	4.6
14. I trust my in-home workers.	4.8	5.0	5.0
15. I am comfortable with my in-home workers.	4.8	5.0	5.0
16. I am satisfied with my in-home workers.	4.6	5.0	4.8
Substitute Care			
17. The staff here performs tasks the way I like them to be done.	4.6	3.5	4.4
18. I decide how I will spend my time each day.	5.0	3.5	4.7
19. I talk to the staff if I am concerned about something.	4.9	3.5	4.6
20. The staff is helpful.	4.6	3.5	4.6
21. I am comfortable living here.	4.4	3.0	4.6
22. It is my preference to live here.	4.3	3.0	4.6

ROCK COUNTY HUMAN SERVICES DEPARTMENT
LONG TERM SUPPORT BUDGET STATUS REPORT

01/01/12 - 10/31/13

LTS PURCHASED

	PHYSICALLY & SENSORY DISABLED	ADULT AND ELDERLY	YTD EXPENSES
Adult Day Care	0	660	660
Supportive Home Care	30,693	20,418	51,111
Housing/Energy Assistance	2,737	0	2,737
Specialized Transportation	24	165	189
Adaptive Equipment	1,083	1,466	2,549
Adult Family Home	5,686	6,427	12,113
Guardianship work	6,982	2,787	9,769
Home Delivered Meals	1,922	0	1,922
Community Based Residential	13,210	(3,281)	9,929
Counseling/Therapeutic Resources	351	0	351
Skilled Nursing	40,968	(4,703)	36,265
TOTAL LTS	103,656	23,939	127,595

Alzheimers Family Caregiver

	PHYSICALLY & SENSORY DISABLED	ADULT AND ELDERLY	YTD EXPENSES
Adult Day Care	0	8,487	8,487
Supportive Home Care	18,243	0	18,243
Adaptive Equipment	0	799	799
Home Delivered Meals	0	2,154	2,154
Outreach	0	1,664	1,664
Community Based Residential Facility	0	8,706	8,706
TOTAL Alzheimers Family Caregiver	18,243	21,810	40,053

Community Relocation Initiative (CRI)

Adult Day Care
 Respite Care
 Supportive Home Care
 Housing/Energy Asst.
 Specialized Transportation
 Adaptive Equipment
 Adult Family Home
 Home Delivered Meals
 Community Based Residential Facility
TOTAL CRI

PHYSICALLY & SENSORY DISABLED	ADULT AND ELDERLY	YTD EXPENSES
0	55	55
0	700	700
10,748	13,338	24,086
0	1,748	1,748
0	7	7
775	307	1,082
1,564	16,159	17,723
3,556	1,457	5,013
0	58,252	58,252
16,643	92,023	108,666

Nursing Home Diversion (NHD)

Supportive Home Care
 Adaptive Equipment
 Adult Family Homes
 Home Delivered Meals
 Community Based Residential Facility
TOTAL NHD

PHYSICALLY & SENSORY DISABLED	ADULT AND ELDERLY	YTD EXPENSES
5,891	6,893	12,784
3,499	1,223	4,722
11,617	0	11,617
0	4,252	4,252
4,038	188,112	192,150
25,045	200,480	225,525

Community Options Program (COP)

Adult Day Care
 Respite Care
 Supportive Home Care
 Housing/Energy Assistance
 Specialized Transportation
 Prevocational Services
 Adaptive Equipment
 Adult Family Home
 Home Delivered Meals
 Recreation/Alternative Activities
 Guardianship services
 Community Based Residential Facility
 Counseling/Therapeutic Resources
 Supported Employment
TOTAL COP

MENTAL HEALTH	PHYSICALLY & SENSORY DISABLED	ADULT AND ELDERLY	YTD EXPENSES
10,820	0	1,870	12,690
900	64	0	964
27,079	1,990	126	29,195
32,676	7,284	0	39,960
8,811	381	449	9,641
0	12,578	138	12,716
564	510	307	1,381
229,774	1,782	2,927	234,483
3,523	0	50	3,573
613	168	0	781
0	300	0	300
254,664	22,266	144,257	421,187
555	0	0	555
14,691	17,515	0	32,206
584,670	64,838	150,124	799,632

COP WAIVER

	PHYSICALLY & SENSORY DISABLED	ADULT AND ELDERLY	YTD EXPENSES
Adult Day Care	17,940	54,023	71,963
Respite Care	9,278	2,209	11,487
Supportive Home Care	357,820	330,103	687,923
Specialized Transportation	2,595	8,195	10,790
Adaptive Equipment	43,024	24,648	67,672
Adult Family Homes	82,335	136,900	219,235
Home Delivered Meals	36,334	36,448	72,782
Community Based Residential	80,054	381,493	461,547
Counseling/Therapeutic Resources	7,738	0	7,738
Financial Management Services	0	1,480	1,480
TOTAL COP WAIVER	637,118	975,499	1,612,617

CIP-II

	PHYSICALLY & SENSORY DISABLED	ADULT AND ELDERLY	YTD EXPENSES
Adult Day Care	24,850	29,920	54,770
Respite Care	23,550	28,763	52,313
Supportive Home Care	784,677	644,687	1,429,364
Housing/Energy Assistance	804	164	968
Specialized Specialized Transportation	5,045	3,329	8,374
Adaptive Equipment	79,689	56,005	135,694
Adult Family Home	82,308	252,099	334,407
Home Delivered Meals	90,853	135,230	226,083
Community Based Residential Facility	290,593	1,035,180	1,325,773
Counseling/therapeutic Resource	15,360	2,440	17,800
Financial Management Services	2,257	982	3,239
Skilled Nursing	14,040	0	14,040
TOTAL CIP-II	1,414,026	2,188,799	3,602,825

SUMMARY

	ANNUAL BUDGET	MENTAL & SENSO RYSOR HEALTH	PHYSICALLY DISABLED	ADULT AND ELDERLY	ALL TG'S	YTD BUDGET	VARIANCE
BCA PURCHASED	135,000		103,656	23,939	127,595	112,500	(15,095)
TOTAL BCATAX LEVY	135,000	0	103,656	23,939	127,595	112,500	(15,095)
COP	985,925	584,670	64,838	150,124	799,632	821,604	21,972
COP CASE MANAGEMENT	444				1,546	370	(1,176)
COP PROVIDED ASSESS/PLANS	77,765				64,804	64,804	0
COP ADMINISTRATION	74,886				62,405	62,405	0
TOTAL COP	1,139,020	584,670	64,838	150,124	928,387	949,183	20,797
COP-WAIVER	2,277,188		637,118	975,499	1,612,617	1,897,657	285,040
COP-WAIVER CASE MANAGEMENT	432,900				317,979	360,750	42,771
COP-WAIVER ADMINISTRATION	189,706				132,196	158,088	25,892
TOTAL COP-WAIVER	2,899,794	0	637,118	975,499	2,062,792	2,416,495	353,703
CIP-II	4,717,605		1,414,026	2,188,799	3,602,825	3,931,338	328,513
CIP-II CASE MANAGEMENT	1,032,300				809,970	860,250	50,280
CIP-II ADMINISTRATION	402,493				312,558	335,411	22,853
TOTAL CIP-II	6,152,398	0	1,414,026	2,188,799	4,725,353	5,126,998	401,645
ALZHEIMER'S	58,040	0	18,243	21,810	40,113	48,367	8,254
ALZHEIMER'S CASE MANAGEMENT	14,140		0		11,783	11,783	0
GRAND TOTAL PURCHASED	10,398,392						

January 2014 COP Committee Meeting, CLTS Update:

In December 2013, a job posting was posted and closed for a CLTS Supervisor for 2014. Interviews will be scheduled soon and the position will begin as soon as the newly appointed Supervisor can start. Duties include but are not limited to: Supervision of CLTS program both positions at Human Services and contract oversight with Catholic Charities, and Supervision of CST (Coordinated Services Team).

2013 High Cost COP requests and awards included:

\$24,950.00 Bathroom/home modification
\$ 2,000.00 Request to fix mold issue with the above home mod, found after project began
\$ 7,155.00 Bathroom/home modification
\$ 4,393.62 Mobile positioning chair
\$ 6,295.00 Ramp

\$44,793.62 Total for High Cost COP requests

We also used COP funding for Summer Supported Employment Services for a client.

\$ 1,026.00 Employment (GreenCo)
\$ 1,584.00 Transportation (Al's Trucking)

We also helped with relocating a youth/family while their floor was repaired, as the flooring was unsafe with a wheelchair and this youth has significant medical needs and could not be present during construction
\$ 2,119.00

ROCK COUNTY, WISCONSIN



Developmental Disabilities Board
P.O. Box 2133
Janesville, WI 53547-2133
(608)757-5050
Fax (608)758-8482

TO: Members of the Rock County Long Term Support Committee
FROM: John Hanewall, Director
Rock County Developmental Disabilities Board
DATE: December 20, 2013
RE: October 2013 COP Expenditures

The following are the COP expenditures and data as of October 2013:

CIP 1A/COP Match 2013 Budget	CIP 1B/COP Match 2013 Budget	COP 2013 Budget Amount
\$84,758	\$753,609	\$838,367

CIP 1A/COP Match as of October 2013: \$65,332
Number of Consumers being served in CIP 1A/COP: 3

CIP 1B/COP Match as of October 2013: \$546,119
Number of Consumers being served in CIP 1B/COP: 40

Waiting List:

Currently, there are **273** consumers on the COP waiting list. This reflects a decrease of 1 consumer from October 28, 2013.

Prepared by: Joanne Jones Foss-Financial Supervisor
Rock County DD Board



Rock County Human Services Department

Long-Term Support
1900 Center Avenue
Janesville, Wisconsin 53546
(608) 741-3500
(608) 741-3534 (Fax)

November 20, 2013

Tammy McElwee
5101 US Hwy 51 South
Janesville, WI 53546

Dear Ms. McElwee:

On behalf of the Long Term Support-Community Options Planning Committee, I would like to **Thank You** for assisting our Elder Abuse I-Team by advertising our message on various billboards in Janesville.

Recognizing elder abuse and knowing where to report it is extremely important; the staff in Long Term Support (LTS) and the Aging and Disability Resource Center (ADRC) cannot help individuals at risk—unless they know where to turn. That is why we very much appreciate your generous advertising of our message; we have seen it flash across billboards in all parts of Janesville!

In addition, I want to thank you for the billboard replica/statue! This is a wonderful “souvenir!”

Sincerely,

Jennifer Thompson, LTS/ADRC Division Manager
Rock County Human Services Department

JENNIFER THOMPSON - Re: Rock County Transit & Hospital Dismissals

From: JENNIFER THOMPSON
To: JOYCE LUBBEN
Date: 11/12/2013 3:13 PM
Subject: Re: Rock County Transit & Hospital Dismissals

Great, thanks.

>>> JOYCE LUBBEN 11/12/2013 3:11 PM >>>
Yes, that would be fine.

JEL

>>> JENNIFER THOMPSON 11/12/2013 3:10 PM >>>

Joyce:

Thank you for sharing that background with us. This question/concern originally came out of our LTS COP Planning Committee meeting. Are you okay with me forwarding your response to the LTS COP Planning Committee with their meeting notes? They were interested in this and wanted to know why this change was implemented. Sharing your email with them would be very helpful.

Jennifer Thompson

>>> JOYCE LUBBEN 11/12/2013 2:58 PM >>>
Jennifer,

Thank you for your inquiry at the Transportation Coordinating Committee meeting about our policy change for hospital dismissals. As you heard, we recently made the decision to no longer provide rides for hospital dismissals from any of the area hospitals.

Rock County Transit operates as a shared ride transportation service (meaning we organize pre-arranged trips to load the vehicle using the least amount of miles possible). Passengers are asked to schedule their ride at least two days ahead of time. In one day, we may provide as many as 110 trips throughout the county. Transit scheduling is premised on the driver waiting no longer than seven minutes for a passenger to board the vehicle. If the passenger is not ready at the end of seven minutes, the driver must go on to their next scheduled pick-up.

Typically, hospitals request transportation on the day of the dismissal. A hospital dismissal generally takes us approximately 1-1 ½ hours by the time we get the call, pull a vehicle off their scheduled route, load the passenger and return them to their residence. That's assuming all goes well. Due to factors usually outside of their control, hospital personnel cannot accommodate the seven minute waiting time.

In the past we tried to meet these requests as much as possible. However, with an already full schedule and the long time it takes to provide hospital dismissal transportation, it became apparent we could not do a sufficient job of providing this service while at the same time fulfilling our obligations to those passengers who had a previously scheduled ride. We end up with unhappy customers and a reputation for substandard service. Some issues we have encountered include:

- scheduled passengers missing medical appointments due to longer than expected wait times for same day hospital discharges

- not being able to provide timely service for hospital discharges because we have to fit them into our already packed schedule, leaving the patient and hospital personnel frustrated
- not being informed of last minute cancellations
- patient is not ready when bus arrives
- pre-scheduled passengers being upset when we are late getting them to their appointment because we deviated to transport a hospital dismissal.

For awhile we tried to accommodate dismissals after 4:00 p.m. to avoid our busiest times of the day. However, due to longer than expected wait times, we ended up having to pay drivers overtime. Our latest scheduled pick-up is 4:45 p.m.

I realize this leaves some dismissed patients with fewer options. If there is a way to provide efficient transportation for hospital dismissals we would be happy to re-visit the issue. However, it has to be done in such a way that we can still fulfill our obligations to the general public with the resources available to us. Thank you for your understanding. Please let me know if you have further questions.

Joyce Lubben
Director
Rock County Council on Aging
51 South Main Street
Janesville, WI 53545
608-757-5416
608-758-8472 (fax)
lubben@co.rock.wi.us