

OPTIONS FOR COMMUNITY LIVING

HOME AND COMMUNITY BASED SERVICES

FISCAL YEAR 2002
ANNUAL PERFORMANCE REPORT
(July 1, 2001 – June 30, 2002)

Tennessee Commission on Aging and Disability
James S. Whaley, Executive Director

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EXECUTIVE SUMMARY: FISCAL YEAR 2002 ANNUAL REPORT
OPTIONS for Community Living HCBS Program
Tennessee Commission on Aging and Disability

- The Commission on Aging and Disability launched the state funded OPTIONS for Community Living Program in February 2001. The OPTIONS Program is funded with \$5M appropriated to the Commission on Aging and Disability.
- The concept of OPTIONS for Community Living originated with the General Assembly's creation of a Long-Term Care Planning Council [Public Chapter 1093, Acts 1998] and subsequent charge to the Council to "develop an operational plan and budget projections for a program for home-based and community-based services to elderly and disabled individuals in need of assistance" [Public Chapter 477, Acts 1999].
- The OPTIONS Program is designed to enable adults with disabilities who do not have services available to them from other programs to live independently in their own home by providing long-term care information and assistance, service coordination, homemaker, personal care and home delivered meals. OPTIONS offers in-home, non-medical, long-term care services in all counties primarily to persons usually not eligible for Medicaid Services [T.C.A. 71-5-1408].

OPTIONS For Community Living FY 2002 Performance Highlights

- o Over 14,000 calls handled (14,306)
- o Almost 4,000 callers screened by telephone for services (3,994)
- o More than 7,000 callers assisted and referred (7,168)
- o More than 1,400 elderly and disabled received in-home assessment (1,448)
- o More than 1,000 persons were approved for OPTIONS services (1,292)
- o Almost 1,000 clients on average were served each month (948)

Aggregate Cost Analysis for FY 2002

o Information and Assistance	\$ 409,713
o Service Coordination	656,321
o Comprehensive In-home Assessment	501,624
o Homemaker	848,543
o Personal Care	660,900
o Home-delivered Meals	451,759
o Planning and Administration	677,831
o Unexpended*	<u>793,309</u>
Total	\$5,000,000

Analysis of Other Program Statistics

- o Thirty percent of clients are non-elderly persons with disabilities (29.6%)
- o More than 2,500 eligible persons are on waiting list for service (2,521)
- o Majority of those discharged because of death or nursing home placement

NOTE:* This amount accrued due to a requirement from the Department of Finance and Administration to withhold 25% of all state grants for FY 2002 until the end of the budget period.

OPTIONS FOR COMMUNITY LIVING FISCAL YEAR 2002 PERFORMANCE REPORT

“OPTIONS received a referral from a hospice social worker concerning a 46-year old man who is dying from head and throat cancer. The individual is very thin and frail. In fact, the social worker stated she had not seen anyone so thin. He has no family left and very little support. He is very weak and unable to do anything for himself. OPTIONS was able serve him with meals as well as a weekly homemaker. This little bit of service is helping this consumer improve his quality of life before he dies.” Case 111214010101

The Commission on Aging and Disability launched the state funded OPTIONS for Community Living Program in February 2001. The OPTIONS Program is designed to enable adults with disabilities who do not have services available to them from other programs to live independently in their own home by providing long-term care information and assistance, service coordination, homemaker, personal care and home delivered meals. OPTIONS offers in-home, non-medical, long-term care services in all counties of Tennessee primarily to persons usually not eligible for Medicaid Services.

OPTIONS Compiled Program Data—All Districts—FY 2002:

Total I&A calls received	14,306
Callers screened by telephone for services	3,994
Callers referred before assessment	7,168
Persons receiving in-home assessment	1,448
Persons approved for OPTIONS services	1,292

Information on these in-home services is available through the Tennessee Home and Community Based Services Information, Referral and Assistance System by calling one statewide, toll-free telephone number. Each incoming call is electronically (seamless to caller) routed to the appropriate Area Agency on Aging based on the area code and telephone exchange of the call originator. IR&A counselors are trained to use computerized data bases to answer callers' questions and to make timely referrals. IR&A counselors perform initial screening over the telephone to guide referrals for long-term care or other services.

Long-Term Care Information and Assistance Network

Statewide Toll Free: 1-866-TENNOPT or 1-866-836-6678

Local direct numbers:

Johnson City: 423-928-3258	Knoxville: 865-251-4897
Chattanooga: 423-424-4256	Cookeville: 931-432-6170
Nashville: 615-255-1010	Columbia: 931-490-9800
Martin: 731-587-4023	Jackson: 931-668-6967
Memphis: 901-324-2670	

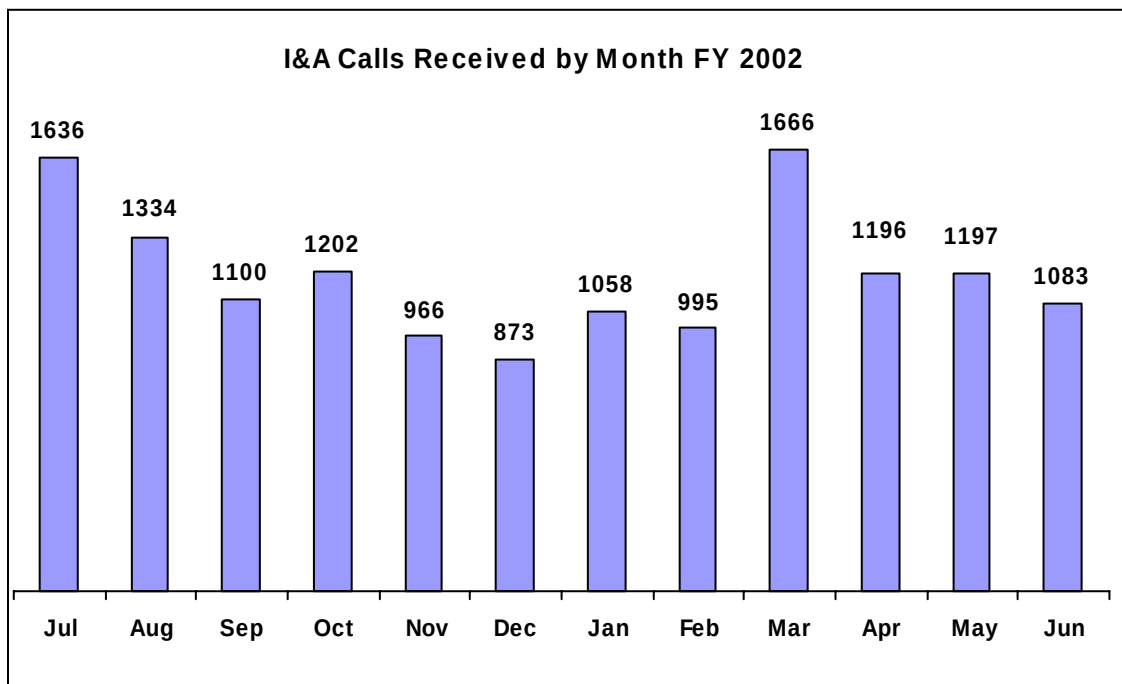


Chart 1: Information and Assistance Calls Received in FY 2002 by Month

This chart indicates the number of calls received by all district Information and Assistance Programs during the first year of operation. Because an active outreach program was begun during the first few months, the number of calls steadily increased through the end of the first fiscal year of the program. Outreach was reduced and subsequently suspended as the number of persons being served soon reached the capacity of the funding level of the program. Calls then decreased through the remainder of the year.

“OPTIONS served a 90-year old female who had been diagnosed with mouth cancer. This consumer was at the end of her life and needed very little. She was not able to eat regular food due to her mouth cancer. This of course left her malnourished. OPTIONS provided her a pureed meal until her death. Although this consumer’s life came to an abrupt end, the OPTIONS program was able to significantly improve her life for a short period of time by providing a nutritious meal she could actually consume.” Case 060703010103

Long-term care information and referral to services is available without cost to all adults with disabilities and their caregivers. To be eligible for homemaker, personal care, home delivered meals, or any other approved service, an adult must be in need of help with self-care such as bathing, eating and dressing or with activities of daily living such as caring for the home, cooking and shopping.

Persons who contact the Information, Referral and Assistance System are screened by telephone to determine their need for long-term care services. The Area Agency on Aging and Disability Information, Referral and Assistance program will:

- conduct an assessment of the person's needs;
- identify appropriate community services to meet those needs, including eligibility requirements;
- identify providers, including government agencies, private non-profit agencies, and for-profit agencies;
- provide information on "Selecting a Provider," and
- offer tracking and follow-up to assure the client has received services.

Each consumer who has received a telephone screening and is considered potentially eligible for long-term care in-home services is visited in their home by a trained services coordinator. A comprehensive assessment of the consumer's living arrangement and support system is done along with an evaluation of their ability to accomplish Activities of Daily Living (ADL). Based on this assessment, consumers are either authorized to receive OPTIONS services or referred to an appropriate agency for other appropriate services.

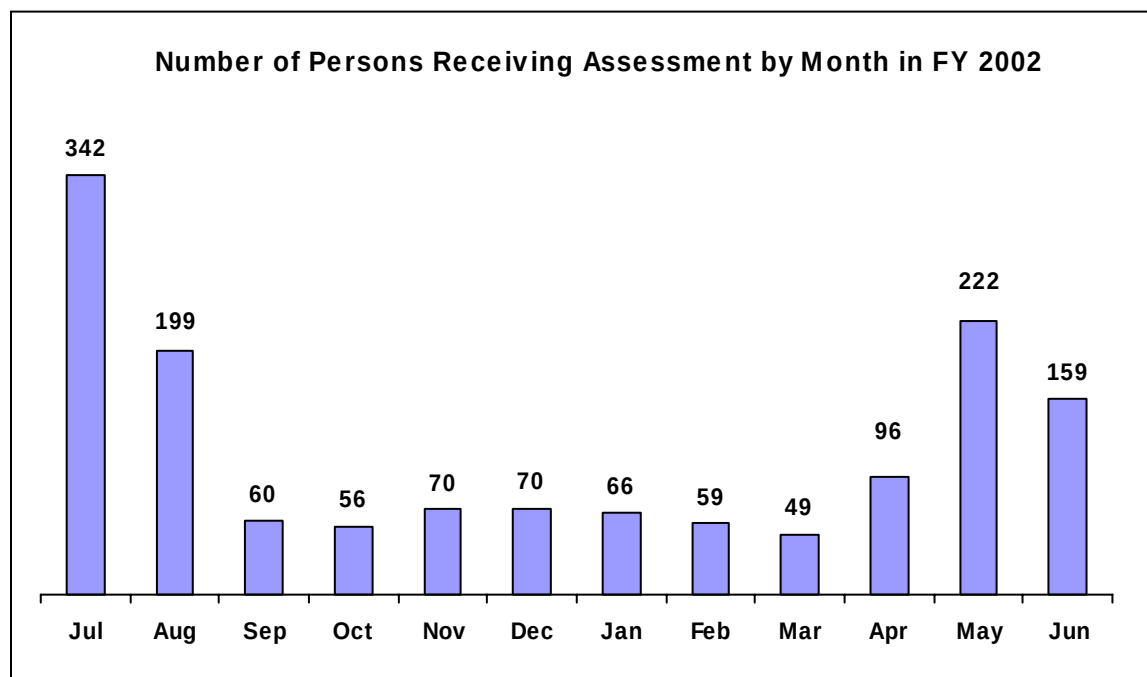


Chart 2: Number of Persons Receiving Assessments in FY 2002 by Month

The number of assessments performed as indicated by Chart 2 decreased early in the program year as the capacity of the program was quickly reached and the funding level was restrained due

to budgetary controls. The number of assessments increased somewhat at the end of the year when impounded funds began to be released.

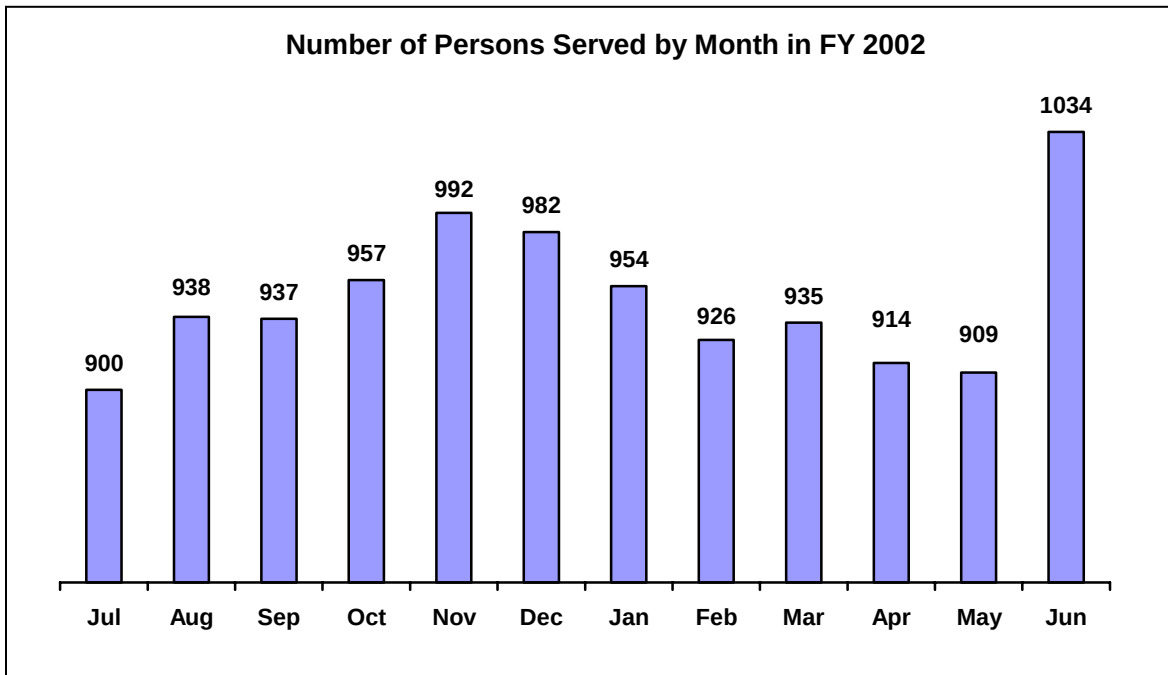


Chart 3: Number of Persons Served by All Districts For Each Month of FY 2002

This chart reflects the growth of the OPTIONS program and the eventual plateau of the capacity of the program to serve qualified adults with disabilities. These figures indicate the number of persons receiving services each month during FY 2002.

"Mrs. J. is an 86-year old woman who has lived alone since the death of her husband some time ago. She was the person in the neighborhood who always took care of others in need. Now the next generation of neighbors is worried about who will help her. Most of them work and can't give her the help or time she needs to be able to stay alone in her home. She has short-term memory loss, recent hip surgery, breast cancer, depression, and incontinence. OPTIONS authorized homemaker services to manage some housework, laundry, transportation to the doctor, and shopping assistance." Case 080917010202

OPTIONS is designed to allow for the addition of other home and community based service programs intended for adults with disabilities as funding is made available by the Governor and the General Assembly to match federal funds. Additional services to assist caregivers of adults with disabilities is available and more in-home services for Medicaid-eligible disabled adults will be offered in the future.

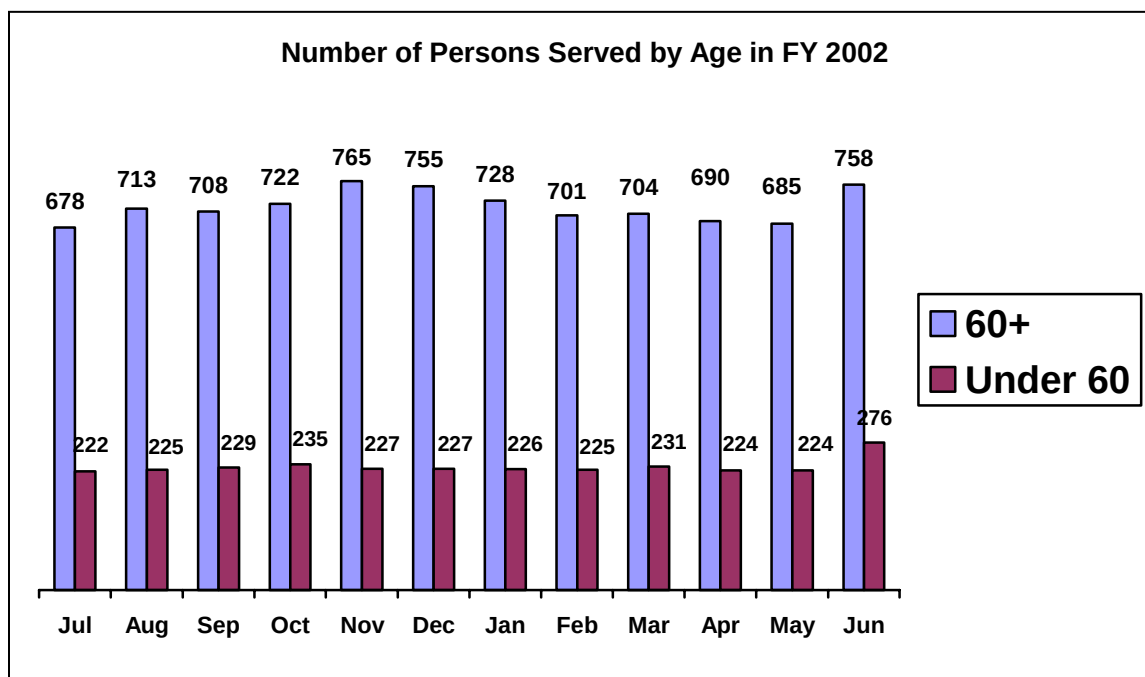


Chart 4: Number of Persons Served by Age Category in FY 2002

The Commission on Aging underwent a name change in 2001 which also heralded an increase in responsibility related to home and community based services and added advocacy responsibility for adults with disabilities in need of home and community based services [Public Chapter 397; T.C.A. §71-2-101]. The OPTIONS Program serves “non-elderly” adults with disabilities who can be assisted with the services which are currently available. This chart shows that the ratio of persons served who are under age 60 has remained at approximately 30 percent.

“Mr. B. is a 33-year old man who was diagnosed with Muscular Dystrophy as a child. The progression of his disease caused his condition to decline over the years. He was able to walk until 8 years of age, then he had to use a wheelchair, and now he has lost most of his muscle movement except for his fingers and head. He is confined to bed and breathes with a respirator. He has lived most of his life with his devoted grandmother, Mrs. B. She is older now and unable to physically lift Mr. B. like she used to or do much housework. OPTIONS authorized homemaker and personal care services for the household.” Case 080917010201

In-home services offered and indicators of client eligibility include:

- ◆ **Home Delivered Meals** – Persons who are unable to prepare meals or cannot shop; persons who have inadequate informal supports, live alone or with another dependent person; and persons who are unable to receive meal assistance through other formal sources.
- ◆ **Homemaker** – Persons who are unable to perform at least one Instrumental Activity of Daily Living (IADL) without substantial human assistance, including verbal reminding, physical

cueing or supervision; or due to a cognitive or other mental impairment, require substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual.

- ◆ **Personal Care** – Persons who are unable to perform at least one Activity of Daily Living (ADL) without substantial human assistance, including verbal reminding, physical cueing or supervision; or due to a cognitive or other mental impairment, require substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual.

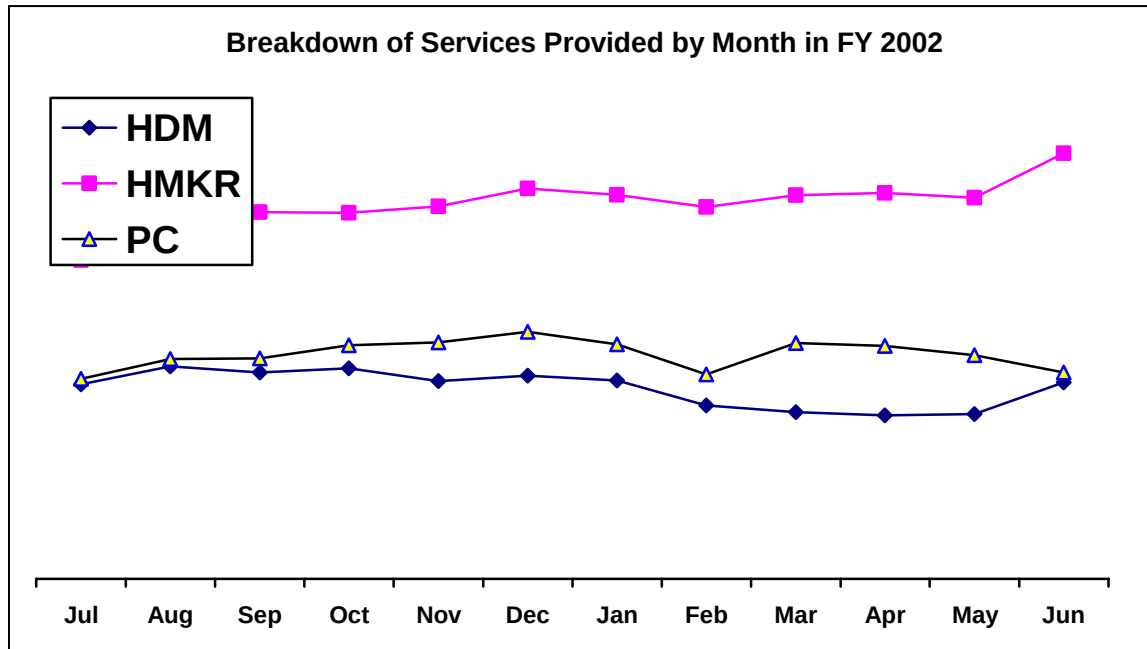


Chart 5: Breakdown of Services Provided by Month in FY 2002

As indicated by this Chart, homemaker services were the most provided service in the OPTIONS Program during FY 2002.

“Mr. C. is a sixty-year old man with mental retardation who lives with his 84-year old mother, Mrs. P. She is unable to keep house and take care of her son like she used to. She can only stand up for short periods of time; she can't cook much anymore; and she has some short-term memory problems. Mr. C. must be closely supervised on even the smallest task. Through OPTIONS, home delivered meals have been provided for Mr. C. and his mother. Homemaker services have been started for both Mrs. P. and Mr. C. to enable a caretaker to be in the home an adequate length of time to assist this family to remain independent.” Case 091015010201

The ability to accept new clients during this program year was restricted by reduced funding levels during much of the year. Area Agencies on Aging and Disability were operating at capacity and were required to restrict enrollment of new consumers based on funding restrictions for that fiscal year and pending additional funding for next fiscal year.

Improvement funding was requested in the FY 2002-2003 budget. The number of persons on the waiting list increased mid-year due to this restriction on funding.

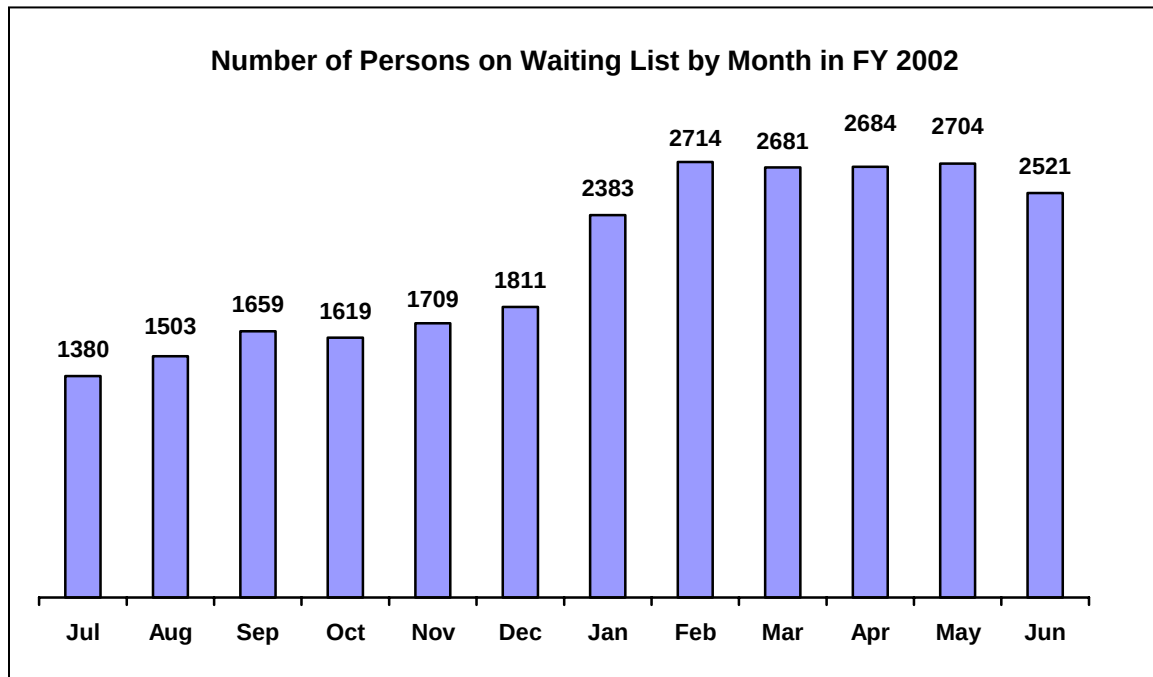


Chart 6: Number of Persons on the Waiting List for Services by Month in FY 2002

Program costs vary based on a sliding fee scale according to the participant's income; however, information and referral to services is available without cost. Cost sharing mechanisms include a voluntary contribution system for home-delivered meals and a sliding scale fee for homemaker, personal care and any other future in-home services that may become available. Low-income persons are exempt from cost sharing. The cost share amount is based on income only (not assets) and the cost of delivering services. Client self-declaration of income is accepted.

Rules establishing a sub-state funding allocation basis for home and community based services were effective July 16, 2001 [Rules of TCAD, 0030-2-1]. This rule established a cost sharing responsibility for participants receiving state-funded home and community based long-term care services. The number of persons paying any cost share for OPTIONS services is indicated in Chart 7. The average ranged from 5-8% of consumers paying any cost share with an annualized average of 6.85% of consumers paying some cost share for OPTIONS Services.

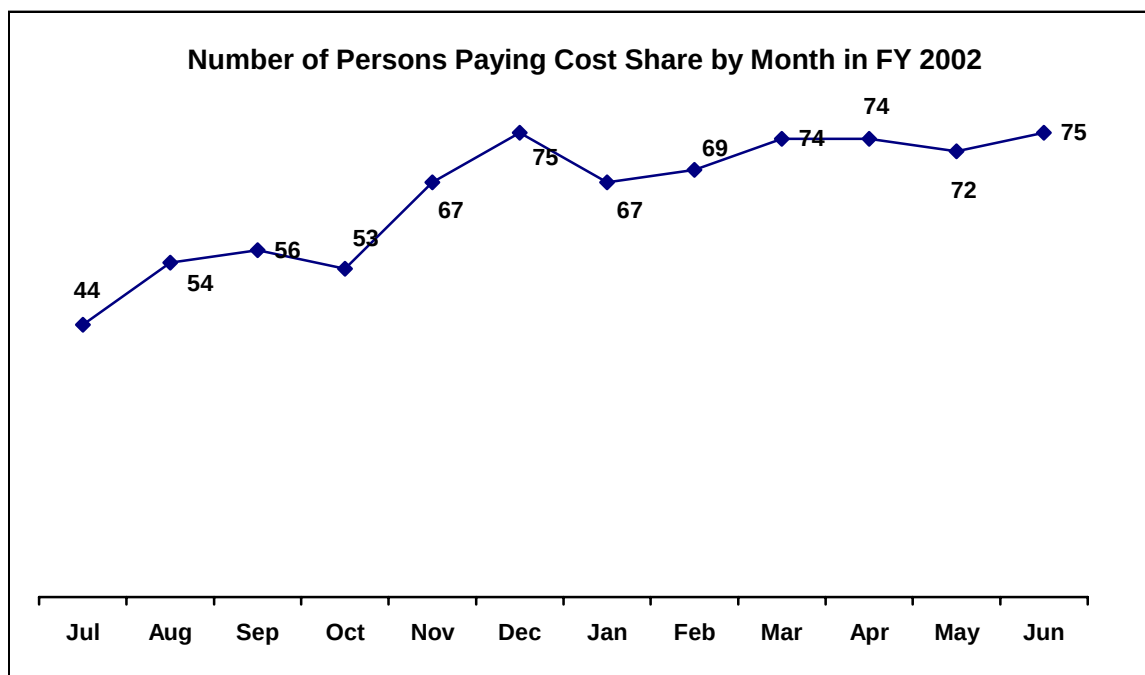


Chart 7: Number of Persons Paying Cost Share by Month in FY 2002

“Options received a referral on a married couple, both in their 30s and both with cerebral palsy. The wife had just been discharged from the hospital after having a hysterectomy. Her cerebral palsy and her recent surgery tremendously limited her activities of daily living. Her husband who is also severely disabled was unable to care for her alone as he had before with these new problems she was experiencing. Both the consumer and her husband were perilously close to institutionalization before OPTIONS received the referral. OPTIONS provided personal care and homemaker services as well as meals five days a week on a temporary basis. Although they were placed on the waiting list for OPTIONS services on a permanent basis due to limited funds, services to this couple were terminated at the end of the fiscal year. Hopefully with the possibility of additional funding in the future, services can be restored at some point to this young couple to help keep both of these individuals out of an institution and allow them to maintain an independent lifestyle in the comfort and security of their own home.” Case 060703010101

Chart 8 details the individual data items reported by Area Agencies on Aging and Disability each month for OPTIONS services provided.

Tennessee Commission on Aging and Disability’s successful launch and first-year operation of a state-funded HCBS program has provided an invaluable resource to working through implementation issues that might be encountered in launching the Medicaid waiver program that is anticipated to be approved for operation before the end of Fiscal year 2002.

Options for Community Living Annual Program Report														
Statewide Composite Data Analysis														
Fiscal Year 2002														
		JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Fiscal Yr
I.	For the Month Being Reported Only													
I.A.	I&A, Screening and Assessment this Month													
1	All I&A calls received	1636	1334	1100	1202	966	873	1058	995	1666	1196	1197	1083	14306
2	Number of persons screened	679	453	298	335	213	226	291	292	292	341	261	313	3994
3	Number of callers referred w/o assessment	643	702	551	653	472	406	609	464	555	784	708	621	7168
4	Number of persons receiving initial assessment	342	199	60	56	70	70	66	59	49	96	222	159	1448
4.a	Number of persons assessed, not approved	14	25	1	33	7	11	7	15	13	16	36	44	222
4.b	Number of callers assessed and referred	18	12	0	37	11	6	17	23	16	42	40	52	274
5	Number of persons approved for Options services	421	218	116	74	85	77	59	38	23	40	42	99	1292
6	Number of persons beginning Options this month	213	126	42	17	41	37	32	9	7	0	27	53	
7	Number of persons waiting for assessment	1471	1539	1614	1752	1761	1831	1951	2205	2191	2128	2074	2018	
I.B.	Persons Served this Month													
1	Total persons receiving services	900	938	937	957	992	982	954	926	935	914	909	1034	
1.a.	Total persons receiving services under age 60	222	225	229	235	227	227	226	225	231	224	224	276	
1.b	Total persons receiving services age 60+	678	713	708	722	765	755	728	701	704	690	685	758	
2.a.	Number of persons receiving meals	315	344	334	341	320	329	321	281	270	265	267	318	
2.b.	Number of persons receiving homemaker	516	580	594	593	603	632	622	602	621	625	617	689	
2.c.	Number of persons receiving personal care	324	356	357	378	383	400	380	331	382	377	362	334	
2.d.	Number of persons receiving assistive technology							2	2	1	2	1	0	
2.e.	Number of persons receiving adult cay care							0	0	0	0	0	0	
2.f.	Number of persons receiving minor home mods							0	0	0	0	0	0	
2.g.	Number of persons receiving service coordination							226	240	367	463	506	334	
3	Number of persons on waiting list	1380	1503	1659	1619	1709	1811	2383	2714	2681	2684	2704	2521	
4	Number of persons with third party paying	4	4	4	3	4	4	4	5	6	5	4	4	
5	Number of persons paying total cost	3	3	3	3	3	3	3	3	6	0	5	5	
6	Number of persons paying cost share	44	54	56	53	67	75	67	69	74	74	72	75	
7	Undup active consumers at end of month							982	926	913	873	873	974	
II.	Program Year-to-Date (July-June)													
1	Total number of persons who received services	1052	1035	1109	1168	1226	1304	1298	1326	1358	1395	1509	1653	
1.a.	Number who received services under age 60	263	249	260	269	256	279	275	278	296	317	335	387	
1.b.	Number who received services age 60+	789	786	849	899	970	1025	1023	1048	1062	1078	1174	1266	
2	Race/Ethnic background of persons served													
2.a.	Number of African-American/Black consumers							245	243	250	249	258	280	
2.b.	Number of Hispanic/Latin American consumers							1	1	1	1	1	1	
2.c.	Number of American Indian/Alaskan Native							1	1	1	1	1	1	
2.d.	Number of Asian or Pacific Islander							0	0	0	0	0	0	
2.e.	Number of Non-Minority White (Non-Hispanic)							1048	1085	1105	1165	1211	1371	
2.f.	Number of Other consumers							1	0	0	0	0	1	
2.g.	Number of consumers where race not indicated							1	2	2	1	1	5	
3	Average annualized cost of active service plans	\$2,651	\$2,658	\$2,403	\$2,396	\$2,485	\$2,521	\$2,567	\$ 2,468	\$ 2,542	\$ 2,640	\$ 2,580	\$ 2,513	

		JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
4	Total number of persons discharged from program	47	82	125	132	157	179	215	276	293	324	351	527	
4.a.	Number who are discharged under age 60	10	22	36	36	39	43	43	53	61	63	71	116	
4.b.	Number who are discharged age 60+	37	60	89	96	118	136	172	223	232	261	280	411	
\$ 5	Total cost of service plans for all discharged													
6	Average length of stay for discharged (in days)	49.09	74.02	81.39	93.78	111.82	130.86	138	152	180	182	210	212	
7	Reason for Discharge													
7.a.	Service provider issues (<i>specify separately</i>)	0	0	0	0	0	0	0	1	1	2	2	2	
7.b.	Deceased	9	17	27	36	39	48	1	71	87	94	103	110	
7.c.	Family will provide all care	6	14	15	14	15	17	57	24	23	22	26	33	
7.d.	Admitted to hospital	1	3	1	0	0	0	14	0	1	2	3	2	
7.e.	No longer eligible	3	3	9	7	12	5	0	14	16	18	23	24	
7.f.	Moved	2	5	10	13	14	20	11	24	29	31	35	35	
7.g.	Transferred to nursing home/assisted living	17	22	38	38	46	54	20	87	98	103	111	115	
7.h.	Other (<i>specify on separate sheet</i>)	9	18	24	23	32	34	72	55	38	46	48	45	
III.	Narrative (<i>Submit in a separate text file</i>)													
IV.	Service Providers (<i>Report end of quarter only</i>)													
1	Total number of service providers			63			64			67			68	
1.a.	Total number of minority service providers									8			8	
1.b.	Total number of faith-based service providers									2			2	
2	Total number of home delivered meals providers			17			17			17			17	
2.a	Number of counties served by HDM providers									95			95	
2.b	Number of counties w/ multiple HDM providers			19			18			18			18	
3	Total number of homemaker providers			52			54			56			56	
3.a	Number of counties served by HM providers									95			95	
3.b	Number of counties w/ multiple HM providers			69			72			73			72	
4	Total number of personal care providers			40			42			45			44	
4.a	Number of counties served by PC providers									88			88	
4.b	Number of counties w/ multiple PC providers			65			66			67			67	
5	Identify counties without service providers													
	(<i>submit separately with narrative report</i>)													