Adult Services Division Overview

- **Long-Term Services & Supports Unit**
  - The Long-Term Services & Supports Unit manages the day to day operations, policy and planning work for Medicaid funded long-term services and supports services to adults 18 and older with physical disabilities or needs related to aging.
  - Programs include Choices for Care, Attendant Services Program, Traumatic Brain Injury and Adult High Technology Nursing.
Adult Services Division Overview

- **State Unit on Aging**
  - The State Unit on Aging is responsible for management and oversight of the Vermont State Plan on Aging and the Older American’s Act and related services.

- Services and Programs include:
  - Aging and Disabilities Resource Connections
  - State Long-Term Care Ombudsman
  - Nutrition services
  - Caregiver respite
Adult services Division Overview

- Quality Management Unit
  - Provider Certification
    - Case Management Agencies
    - Adult Day Centers
    - Traumatic Brain Injury
  - Critical Incident reporting
  - Expertise in Results Based Accountability
  - Manages the ASD Score Card
  - Provider Relations
Population Served:

- Choices for Care (CFC) is the largest program serving over 5,000 people with Medicaid funded long-term services and supports in multiple settings: Home, Enhanced Residential Care and Nursing Facilities.

- ASD also manages:
  - The Traumatic Brain Injury Program
  - Attendant Services Program
  - Adult Medicaid High Tech
  - Multiple contracts and grants funded by state General Funds and federal grants
Provider Certification Surveys (2-year cycle)

- Agency Review
- Individual Record Review
- Interviews with the Participant
- Technical Assistance
- Follow up as needed to ensure agencies are compliant with standards and recommendations
ASD Program Quality Monitoring

Agency Certification Surveys (2-year cycle)

- Currently:
  - Adult Day Programs
  - Case Management Services

- Implementing in 2019
  - Adult Family Care/Traumatic Brain Injury
  - Enhanced Residential Care Homes (ERCs)
ASD Program Quality Monitoring:

National Core Indicators (NCI)

- Nationally Recognized In Person Participant Satisfaction Survey (2-Year Cycle)
  - Year 1: (2018)
    - Choices for Care (Adult Family Care, Flexible Choices, Traditional Home-Based services)
    - Traumatic Brain Injury
  - Year 2: (2019)
    - Nursing Homes
    - Enhanced Residential Care Homes
ASD Program Quality Monitoring:

- **Annual Assessment and Eligibility:** reviewed by ASD clinical staff to ensure continued eligibility and appropriate service plan. Changes are submitted and reviewed as needed.

- **Critical Incident Reporting and Analysis:** Incident reports initiated by agencies and ASD staff. Analysis by DAIL staff.

- **Complaint Monitoring:** By agencies and ASD staff.
Fiscal Employer Agent (ARIS Solutions): manages payroll services for self-directed services. Includes conducting background checks prior to paid service delivery, ensuring services are prior authorized and within budget requirements.

Ombudsman Program: Advocacy and complaint resolution for participants in CFC and Nursing Homes.

Division of Licensing and Protection: Licensing of Level III Residential Care Homes, Assisted Living Residences, and Nursing Facilities ensuring compliance with regulations and oversight of correction plans.
ASD 2019 Quality Improvement Initiatives

- Redevelopment of the ASD Quality Plan and process to ensure consistency across ASD Program, Services and Provider Groups
- Modernization of the Annual Assessment and Eligibility Tool
- Development of consistent ASD Survey Data Collection Tools and Reports to ensure consistency across programs and to improve the efficiency and accuracy in the analysis of survey data