



Adult Services Division

Quality Review and Compliance Activities

May 2019

Vermont Agency of Human Services
Department of Disabilities, Aging & Independent Living
(802) 241-0294 <https://asd.vermont.gov/>

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



ASD Program Quality Monitoring

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.

ASD Quality Partners

- ❑ **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

