



Region 2 Area Agency On Aging Tiered Care Program

**Offering Community Health Work
While Maximizing Capacity and Funding
USAgging, 2022**



► Presenters:

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Mission Statement

To improve conditions affecting the lives of the older adults, individuals with disabilities and caregivers in the region by:

- Identifying senior concerns and developing a comprehensive and coordinated network of services in Hillsdale, Jackson and Lenawee Counties that will enable older persons to function as independently as possible in their homes and communities.
- Providing advocacy, information, planning, program development, contracting and the funding necessary to accomplish this purpose.



	Access	In-Home	Community
Provided by R2AAA	<ul style="list-style-type: none"> • Care Management • Information and Assistance • Options Counseling* 	<ul style="list-style-type: none"> • Medication Management • Assistive Devices/ Technologies* • Friendly Reassurance* 	<ul style="list-style-type: none"> • Prevention of Elder Abuse, Neglect & Exploitation • Disease Prevention and Health Promotion • Creating Confident Caregivers
Contracted by R2AAA	<ul style="list-style-type: none"> • Case Coordination & Support • Information & Assistance • Outreach • Transportation 	<ul style="list-style-type: none"> • Chore • Home Care Assistance • Home Delivered Meals • Respite Care 	<ul style="list-style-type: none"> • Adult Day Care • Dementia Adult Day Care* • Congregate Meals • Caregiver Education, Support & Training • Caregiver Supplemental Services • Counseling • Disease Prevention • Legal Assistance • Long-Term Care Ombudsman • Senior Center Operations
Funded by Other Sources	Safe Haven Medicaid Waiver	Assistive Technology Safe Haven	Assistive Technology Safe Haven Community Education
Local Millage Funded	<ul style="list-style-type: none"> • Outreach • Information & Assistance • Case Coordination & Support 	<ul style="list-style-type: none"> • Respite • Home Care Assistance • Chore 	<ul style="list-style-type: none"> • Health & Wellness • Adult Day Care • Kinship Care • Caregiver Education & Support • Counseling • Senior Center

Concept Development

Community Needs Survey and Focus Group Data

Offer *progressive* service options

Began with a trial period during last quarter of FY 2019

MiCHWA training/certification

Created Regional Service Definition beginning FY 2020

Care Management and Medication Management were standalone service programs



Provided by R2AAA as Direct Service

Tiered Care Program

Using a graduated approach, Tiered Care Program offers individualized access to services. Following assessment, participants are matched with the appropriate tier, based on their level of care.

Tier 1: Telephonic Support

Telephonic Monitoring

Abbrev. Assessment/Care Plan

Homemaking

Personal Emergency Response Services (PERS)

Home Delivered Meals

Options Counseling

Assistive Technology

Eligibility:

1. 60 or older
2. Supportive services needed for independence
3. NO income requirements

Tier 2: Care Management

Comprehensive Assessment/Care Plan

Monthly monitoring contact

Chore & Personal Care

Options Counseling (in-person)

Medication Management

Respite/Adult Day Care

Any Tier 1 Services

Eligibility:

1. 60 or older
2. Medically complex/frail
3. In need of Nursing Facility Level of Care (or risk of)
4. NO income requirements

Tier 3: Targeted Case Management

Monthly in-person contacts with Registered Nurse

RN visits can be applied to Medicaid spend down

Any Tier 1 & 2 Services

Eligibility:

1. 60 or older w/ a disability or 65
2. Must be Medicaid eligible
3. Multiple, complex medical issues
4. Seeking admission to, or at risk of entering a nursing care facility

Funding

Medicaid Reimbursement (Tier 3)

Title III-B

State In-Home

State Alternative Care

Title III-E

State Access

Program Structure

FY 2018: Staff 2 RN, 1 SW

Persons Served 144

FY 2019: Staff 2 RN, 1 SW

Persons Served 152

*FY 2020: Staff 2 RN, 2 CHW

Persons Served 312

FY 2021: Staff 2 RN, 3 CHW

Persons Served 322

FY 2022 (thru 5/31): Staff 2 RN, 4 CHW

Persons Served 309

FY 2022 breakdown of Tiers: T1=138, T2=154, T3=38

Social Work Interns and volunteers play a vital role in Tiered Care Program

*New Tiered Care Program model replaced previous Care Management Program model

Challenges

Program grew quickly – this created almost immediate need for additional staff.

Pandemic created increase in social isolation and loneliness.

Expanded eligibility created increased demand for Options Counselors and Intake Specialists.

Wait list began quickly – protocols had to be developed, offer Friendly Reassurance and PERS while waiting and are difficult to fund.

Educating the community took considerable effort.

Defining roles - program development happened during rollout, processes had to change, CHWs were new to our agency.

Future Plans

Diversify Funding

Continue to diversify funding streams to include health plan partnerships

Grants

Grant opportunities to utilize our CHWs in collaboration with partners (senior housing complexes, health systems, food banks)

Leverage

Leverage positive participant satisfaction outcomes to increase understanding of program to drive interest from additional funders

Increase

Increase Medicaid reimbursement claims for Tier 3 RN services

Potentially Add

Potentially add additional supervisor to facilitate capacity-building efforts

Fine Tune

Fine tune processes and protocols to provide programmatic support to staff and referring partners

Focus on

Focus on preventative interventions to decrease hospitalizations, enhance staff education and training

Questions?

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