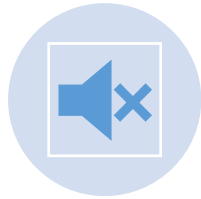


Statewide Home and Community Based Services (HCBS) Gap Analysis and Multi-Year Roadmap Stakeholder Meeting #2

Housekeeping



This meeting is being recorded.



All lines are muted.



There will be time for public questions twice during the meeting.



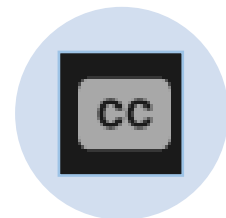
To use the “Chat” function, click the speech bubble icon at the bottom of the screen.



Use the “raise hand” function if you wish to speak.



Please limit comments to 1-2 minutes.



You can enable closed captions at the bottom of the screen.

Welcome and Introductions



Agency/Organizations' Project Roles

- » **DHCS:** Leads the Medi-Cal side of project and provides key data for Gap Analysis and Multi-Year Roadmap project
- » **CDA:** Leads the non-Medi-Cal side of project and provides key data for Gap Analysis and Multi-Year Roadmap project
- » **Mathematica:** Develops the analytic approach, conducts quantitative and qualitative analyses, and writes the Gap Analysis and Multi-Year Roadmap documents
- » **CHCS:** Leads stakeholder engagement activities, provides updates to the project webpage, and monitors email inbox

Introductions

- » **Courtney Roman**, Senior Program Officer, Center for Health Care Strategies (CHCS)
- » **Joseph Billingsley**, Assistant Deputy Director, Health Care Delivery Systems, California Department of Health Care Services (DHCS)
- » **Susan DeMarois**, Director, California Department of Aging (CDA)
- » **Sarah Triano**, Associate Director of Long Term Services and Supports & Disability Policy, CHCS
- » **Patricia Rowan** (Project Director), Principal Researcher, Mathematica
- » **Tanya Bautista**, Policy Chief, CDA
- » **Rick McManus**, Principal Researcher, Mathematica

Purpose of Today's Meeting

- » Describe overview of stakeholder engagement and consumer listening sessions conducted to date
- » Provide updates on the DHCS and CDA Gap Analysis and Multi-Year Roadmap projects
- » Offer an opportunity for Q&A and public comment to continue to inform the projects

Agenda

- » Welcome and Introductions
- » Opening Remarks from DHCS and CDA
- » Stakeholder and Consumer Engagement Update
- » Q&A
- » DHCS HCBS Gap Analysis and Multi-Year Roadmap: Progress Update
- » CDA Non-Medi-Cal Gap Analysis and Multi-Year Roadmap: Progress Update
- » Public Comment and Q&A
- » Next Steps/Closing

Stakeholder and Consumer Engagement Review and Update



Opportunities for Stakeholder Feedback

- » Two large public meetings per year with public comment (January and July)
- » Quarterly updates at stakeholder advisory groups/workgroups
- » Regional in-person and/or virtual listening sessions with HCBS consumers and HCBS caregivers
- » Key informant interviews or surveys to solicit targeted feedback
- » Website updates and materials
 - See [DHCS Gap Analysis and Multi-Year Roadmap website](#) and [CDA Gap Analysis and Multi-Year Roadmap website](#)
- » Ad hoc input via dedicated email inbox for input
 - HCBSGapAnalysis@dhcs.ca.gov
 - HCBSGapAnalysis@aging.ca.gov

Stakeholder Engagement to Date

- » Public Stakeholder meeting #1 (January 2023)
- » DACLAC Committee Meeting (February 2023)
- » DACLAC Transportation & Housing Subcommittees (April 2023)
- » Small Group Consultation (May 2023)
- » DACLAC Committee Meeting (June 2023)
- » Joint meeting with the CDA and DHCS Advisory Committees (June 2023)
- » Consumer Listening Sessions (June, July, September 2023—scheduled to date)

Overview of Consumer Listening Sessions

» Who do we want to hear from?

- Californians aged 18 or older (Medi-Cal and non-Medi-Cal recipients)
- Reporting some impairment in Activities of Daily Living (ADL) or Independent Activities of Daily Living (IADL)
- Use or need HCBS
- Caregivers of these individuals

» What do we want to learn about?

- Consumers' need for HCBS
- Consumers' use of HCBS
- Experiences and challenges in accessing HCBS and pathways to access
- Unmet needs or gaps in HCBS
- Consumers' perceptions and thoughts about the quality of HCBS
- Other topics as they emerge from the sessions

Consumer Listening Sessions: Populations and Geographies (Year 1)

	West/Coastal CA	Central/Eastern CA
Northern CA	Location: San Mateo County area (Urban) Language: Cantonese Population: Non-Medi-Cal	Location: San Joaquin County/Stockton (Urban) Language: English Population: Medi-Cal
Central CA	Location: Salinas Valley (Rural) Language: Spanish Population: Non-Medi-Cal	Location: Fresno/Madera Counties (Urban) Language: English Population: Non-Medi-Cal
Southern CA	Location: LA County (Urban) Language: Mandarin Population: Medi-Cal	Location: Imperial County (Rural) Language: Spanish Population: Medi-Cal

Consumer Listening Sessions: Process Details

- » **Host:** Community-based organizations were identified in each area to host the confidential virtual sessions
- » **Recruitment:** Host organizations led recruitment and registration using materials provided by project
- » **Screening:** Participants completed a brief demographic form including use of HCBS
- » **Compensation:** Host organizations received \$2,000 for their efforts to organize the sessions; all participants received \$100 Visa gift cards

High Level Themes from Stakeholders

» We have heard from you:

- Suggestions for supplementing quantitative analysis (IHSS, EVV data) with qualitative interviews with front-line HCBS providers, eligibility workers, discharge planners, etc.
- Suggestions for important populations of consumers and geographic regions to include in listening sessions
- Suggestions for important services and supports to be included in the analysis and HCBS Roadmap
- Suggestions to expand focus on equity and assessment of disparities based on age/gender/race and ethnicity as well as income and education levels, housing status, and specific type of disability

Question & Answer



Please place your comments/questions in the chat at this time

DHCS HCBS Gap Analysis and Multi-Year Roadmap: Progress Update



Gap Analysis and Multi-Year Roadmap

Populations of Focus

Medi-Cal members who may be:

- » Receiving HCBS program services including 1915(c) waivers, the In-Home Supportive Services (IHSS) program, the 1915(i) HCBS State Plan Option for the Developmentally Disabled, and the California Community Transitions (CCT) program
- » Receiving long-term care or skilled nursing facility care
- » Program for All Inclusive for the Elderly participants
- » At risk of requiring LTSS, including beneficiaries receiving services funded under the Older Americans Act (OAA) and administered locally by Area Agencies on Aging, Aging and Disability Resource Connections (ADRCs), Independent Living Center (ILCs), or Caregiver Resource Centers (CRCs)
- » Medi-Cal Managed Care members receiving Medi-Cal LTSS services

Connections to Delivery Models for CA's Long-Term Goals

- » Dual Special Needs Plans (D-SNP) – Medicare Advantage (MA) health plans which provide specialized care and wrap-around services for dual eligible beneficiaries (eligible for both Medicare and Medicaid).
- » Managed Long Term Services and Supports (MLTSS) – LTSS services provided through a Medi-Cal Managed Care Health Plan (MCP).
- » HCBS- LTSS services provided through a waiver program or through MLTSS through an MCP.

DHCS Gap Analysis and Multi-Year Roadmap Goals

- » Identify and analyze opportunities to close gaps in access to HCBS
- » Address and close identified gaps as the state transitions to a fully-integrated MLTSS system by 2027
- » Improve health outcomes, consumer satisfaction, and health equity for Medi-Cal members in California

DHCS Gap Analysis and Multi-Year Roadmap Objectives

- » **Objective 1: Reduce inequities in access and services**
- » **Objective 2: Meet client needs**
- » Objective 3: Increase program integration and coordination
- » **Objective 4: Improve quality**
- » Objective 5: Streamline access

Note: The three bolded objectives on this slide (Objectives 1, 2, and 4) have been the priority focus over the last six months. Future updates will provide more detail on Objectives 3 and 5.

Objectives 1 & 2: Analytic Approach

» Data sources¹

- Medi-Cal enrollment and claims data
- DHCS enrolled providers
- California open portal provider lists
- American Community Survey (ACS)

» Produce descriptive profiles of LTSS users and providers

- Examine LTSS user patterns over time
- Map patterns of current LTSS users and location of providers

» Forecast future growth in LTSS demand

¹In future updates, we expect to supplement the analyses with In-Home Supportive Services (IHSS) data, Electronic Visit Verification (EVV) data, and program data for people with developmental disabilities.

Objectives 1 & 2: Analytic Output

- » Produce descriptive profiles of LTSS users and providers
 - Examine LTSS use patterns over time
- » Map patterns of current LTSS users and location of providers
 - Calculate travel time and distance to providers to shed light on accessibility of LTSS
- » Forecast future growth in LTSS demand

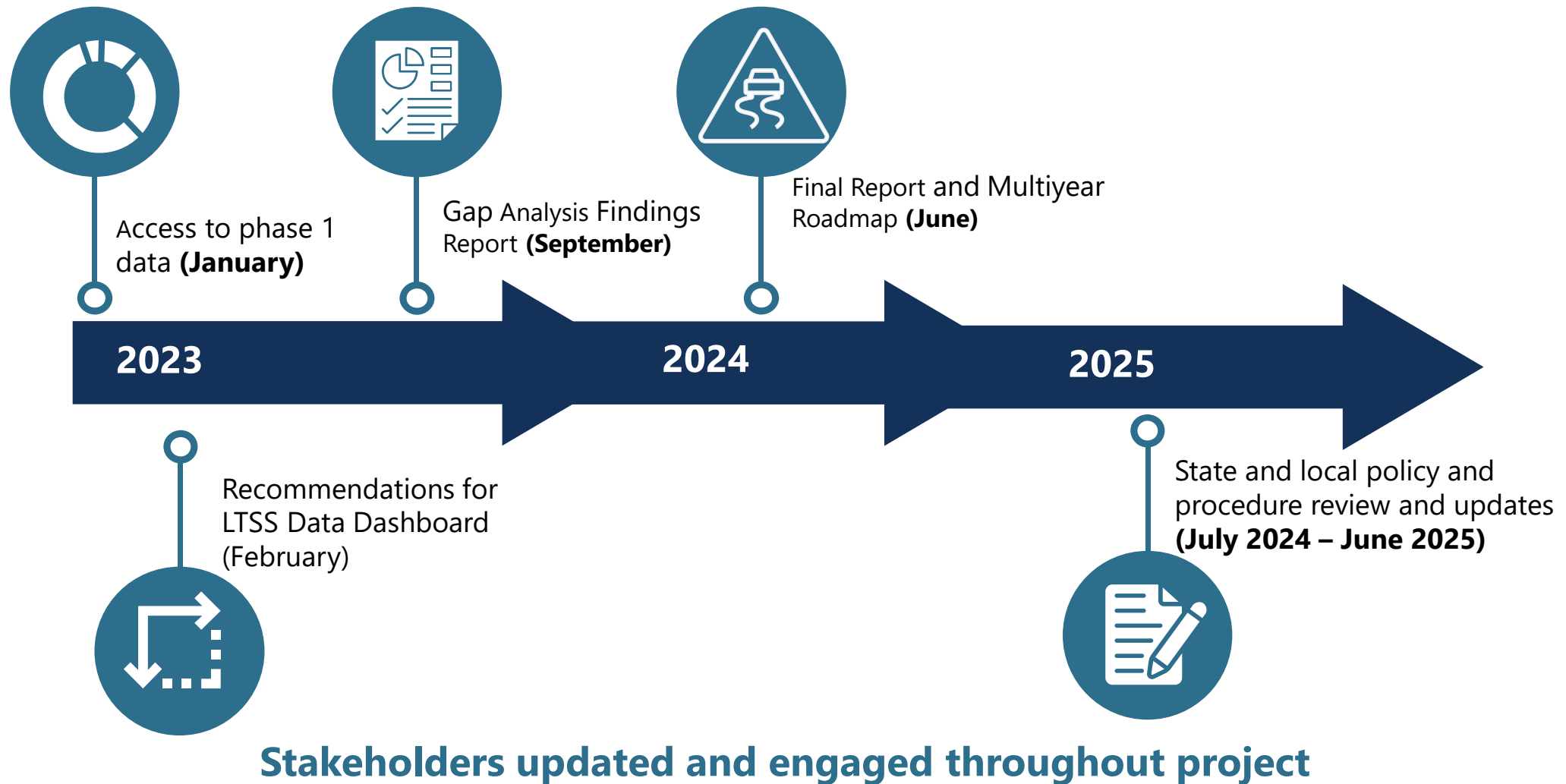
Interrelated DHCS LTSS Initiative: LTSS Data Dashboard

- » DHCS' goal is to create a public-facing LTSS dashboard to track demographic, utilization, quality, and cost data related to LTSS. This dashboard links statewide long-term care and HCBS data with the goal of increased transparency to make it possible for regulators, policymakers, and the public to be informed while the state continues to expand, enhance and improve the quality of LTSS in all home, community, and congregate settings
- » DHCS released the initial version of California's LTSS dashboard in December 2022
- » The LTSS dashboard features data from 2017-2021 and includes 40 measures related to Medi-Cal enrollment and service utilization
- » The LTSS dashboard and the DHCS and CDA Gap Analysis and Roadmap projects are complementary and part of a larger effort to improve LTSS in the state
- » More information is available here: <https://www.dhcs.ca.gov/services/Pages/LTSS-Dashboard.aspx>

Objective 4: Analytic Approach

- » Assessed existing HCBS quality data
 - Created an inventory of HCBS quality measures used in CA's performance measurement and quality improvement initiatives
- » Recommended additional quality measures to enhance monitoring of access and quality of the HCBS delivery system
 - Phased implementation approach aligned with CMS quality reporting priorities
 - Quality measures will be displayed on the LTSS dashboard

Performance Timeline for Major Activities



CDA Non-Medi-Cal Gap Analysis and Multi-Year Roadmap: Progress Update

CDA Non-Medi-Cal HCBS Project Goals

- » Build on DHCS Gap Analysis by developing a similar Gap Analysis for non-Medi-Cal HCBS in California
- » **Develop an inventory of non-Medi-Cal HCBS in California**
- » Develop a Multi-Year Roadmap to advance non-Medi-Cal HCBS infrastructure statewide
- » Propose measures to monitor progress in advancing statewide HCBS infrastructure

Inventory of Non-Medi-Cal HCBS

- » Inventory organized by state department and will include the following information about each program:
 - Eligibility requirements
 - Geographic reach
 - Service delivery
 - Utilization data
 - Funding sources

Criteria to Determine Whether a Program or Service is Included in the Inventory

Term	Definition
Home and Community-Based Services (HCBS)	HCBS are designed to support community living and delay or prevent admission to an institution for persons with various disabilities. HCBS can include person care, transportation, shopping and meal preparation, home health aides, adult day services, and homemaker services. Assistance with managing medications or money may also be provided.
Non-Medi-Cal	Non-Medi-Cal means the program or service is not funded by Medi-Cal. The funding for these Non-Medi-Cal based programs or services may be federal grants, state general funds, local funding, or other non-Medi-Cal dollars.
Program	Programs are a collection of services and often have income and eligibility criteria. To be in scope, programs must deliver HCBS to individuals directly.
Service	Services are the goods, resources, or activities that help adults stay in their homes, rather than move to a facility for care. Services can be grouped under a program, or they can be provided by a department or organization as standalone benefits.

Key Informant Interviews

- » Interviews with subject matter experts from each department in the California Health and Human Services Agency in the summer of 2023
- » Interview topics will include:
 - Input on the department-specific inventory
 - Insight into HCBS gaps and community-specific innovations

CDA Non-Medi-Cal HCBS Project Timeline

- » Create department-specific HCBS inventories: June 2023
- » Conduct key informant interviews: June-August 2023
- » Compile information into a final non-Medi-Cal HCBS inventory: September 2023

Public Comment and Q&A



Participants are welcome to raise hands to be called on to deliver your comment/question verbally or place comments/questions in the chat

Closing and Next Steps

