

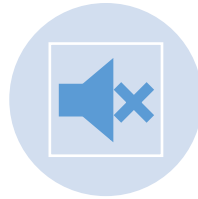
# Gap Analysis and Multi-Year Roadmap for Home and Community Based Services (HCBS) and Managed Long-Term Services and Supports (MLTSS) Projects

## Public Stakeholder Meeting #3

# Housekeeping



**This meeting is being recorded.**



**All lines are muted.**



**There will be time for Q&A twice during the meeting.**



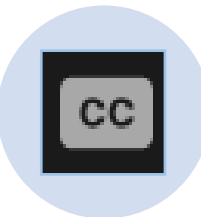
**To use the “Chat” function, click the speech bubble icon at the bottom of the screen.**



**Use the “Raise Hand” function if you wish to speak.**



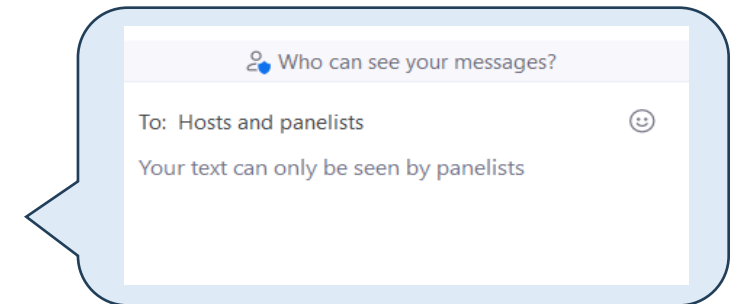
**Please limit comments to 1-2 minutes.**



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



**If anything is inaccessible during the meeting, send a message to “Hosts and Panelists” in the Chat.**



# Agenda

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

# Welcome and Introductions



# Department/Organizations' Project Roles

- » **Department of Health Care Services (DHCS):** Leads the Medi-Cal side of project and provides key data for Gap Analysis and Multi-Year Roadmap project
- » **California Department of Aging (CDA):** Leads the non-Medi-Cal side of project and provides key data for the Program Inventory Gap Analysis and Multi-Year Roadmap project
- » **Mathematica:** Develops the analytic approach, conducts analyses, writes the Gap Analysis and Multi-Year Roadmap documents
- » **Center for Health Care Strategies (CHCS):** Leads stakeholder engagement activities, provides updates to the project webpage, and monitors email inbox

# Introductions

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

# Purpose of Today's Meeting

- » Provide updates on stakeholder engagement and consumer listening sessions conducted to date, including preliminary themes and plans for 2024
- » Describe updates on the analytic activities for the Medi-Cal and Non-Medi-Cal Gap Analysis and Multi-Year Roadmap projects
- » Offer an opportunity for input to inform the projects

# **Stakeholder and Consumer Engagement Review and Update**

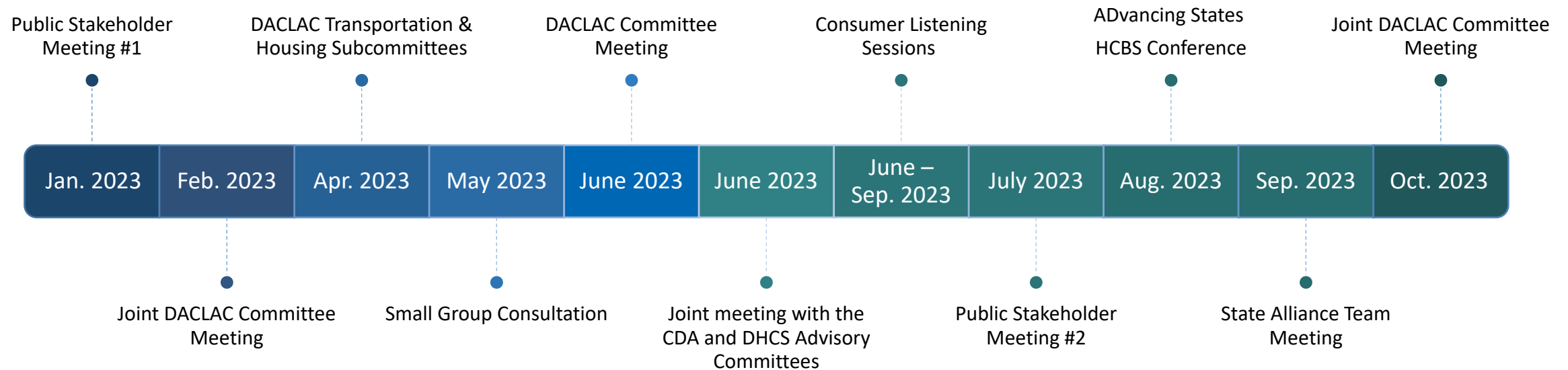




# Goals of Gap Analysis Stakeholder and Consumer Engagement

- » **Ensure stakeholders and consumers provide input on all stages of the gap analysis, including:**
  - Project plans and analysis
  - Identifying HCBS and MLTSS programs and services to assess
  - Interpretation of results
  - Development of Roadmap to achieve integrated long-term services and supports into Medi-Cal and non-Medi-Cal delivery system
- » **Ensure input reflects the diversity of California HCBS users**
  - Consumer listening sessions with different HCBS needs, ages, geographies, races, and languages
- » **Ensure input is timely and effectively communicated to the state agencies and to the analysis team**
  - Reports of key themes from each approach
  - Summarizing cross-cutting themes

# Review of Stakeholder Engagement to Date



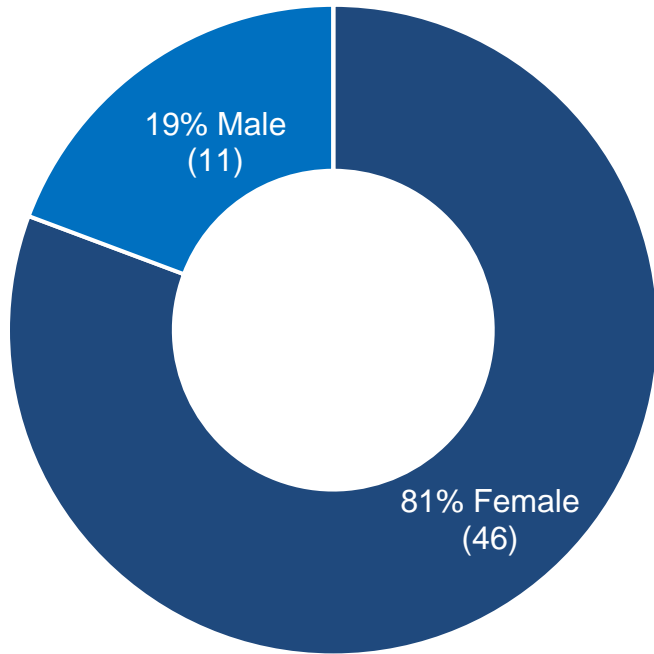
# Year 1 Consumer Listening Session Summary

Host Organization/Location	Population	Session Language	Number of Participants
Access to Independence (Inland Empire)	Adults 18+ with disabilities and caregivers/ personal attendants, Medi-Cal recipients	Spanish	11
Self-Help for the Elderly (San Francisco Bay Area)	Adults 65+ and caregivers/personal attendants, non-Medi-Cal recipients	Chinese language (Cantonese)	11
Alliance on Aging (Monterey County)	Adults 65+ and caregivers/personal attendants, non-Medi-Cal and Medi-Cal recipients	Spanish	12
Fresno-Madera Area Agency on Aging (Fresno County)	Adults 65+, non-Medi-Cal recipients	English	6
California In-Home Supportive Services Consumer Alliance (CICA) (San Joaquin County)	Adults 18-64, Medi-Cal recipients, In-Home Supportive Services (IHSS) recipients	English	8
Chinese Parents Association for the Disabled (CPAD) (Los Angeles Region)	Caregivers (parents) of adult children 18+ with disabilities	Chinese language (Mandarin)	11

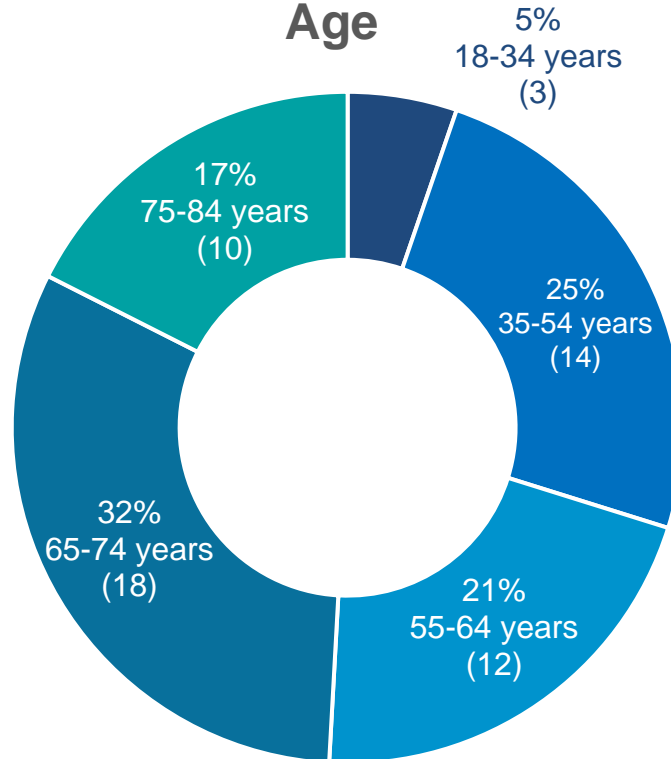
# Consumer Listening Sessions Demographics

## n=57

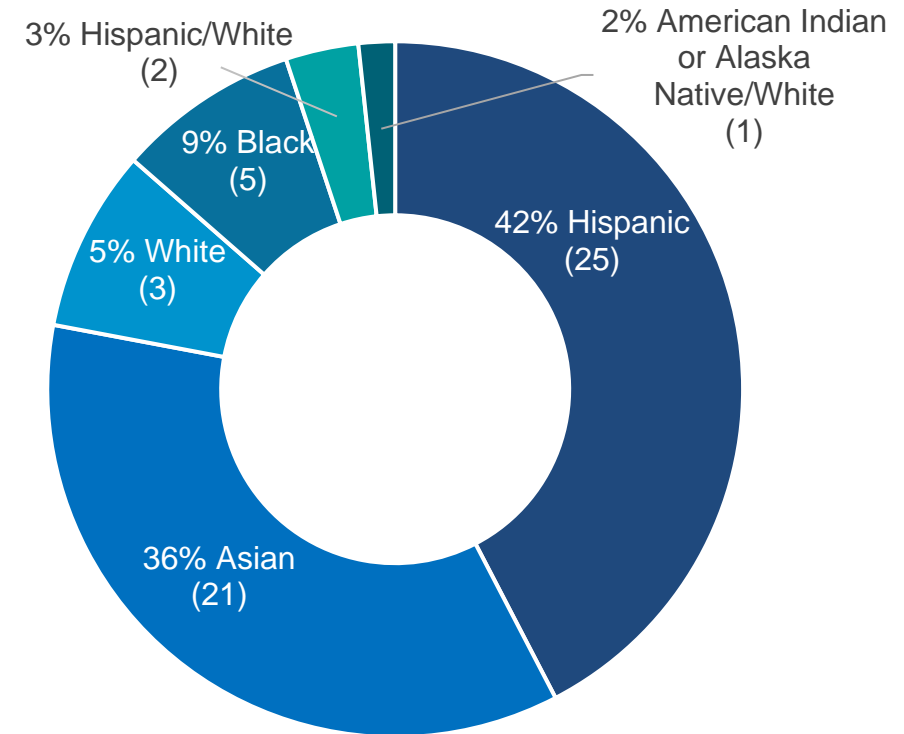
### Gender



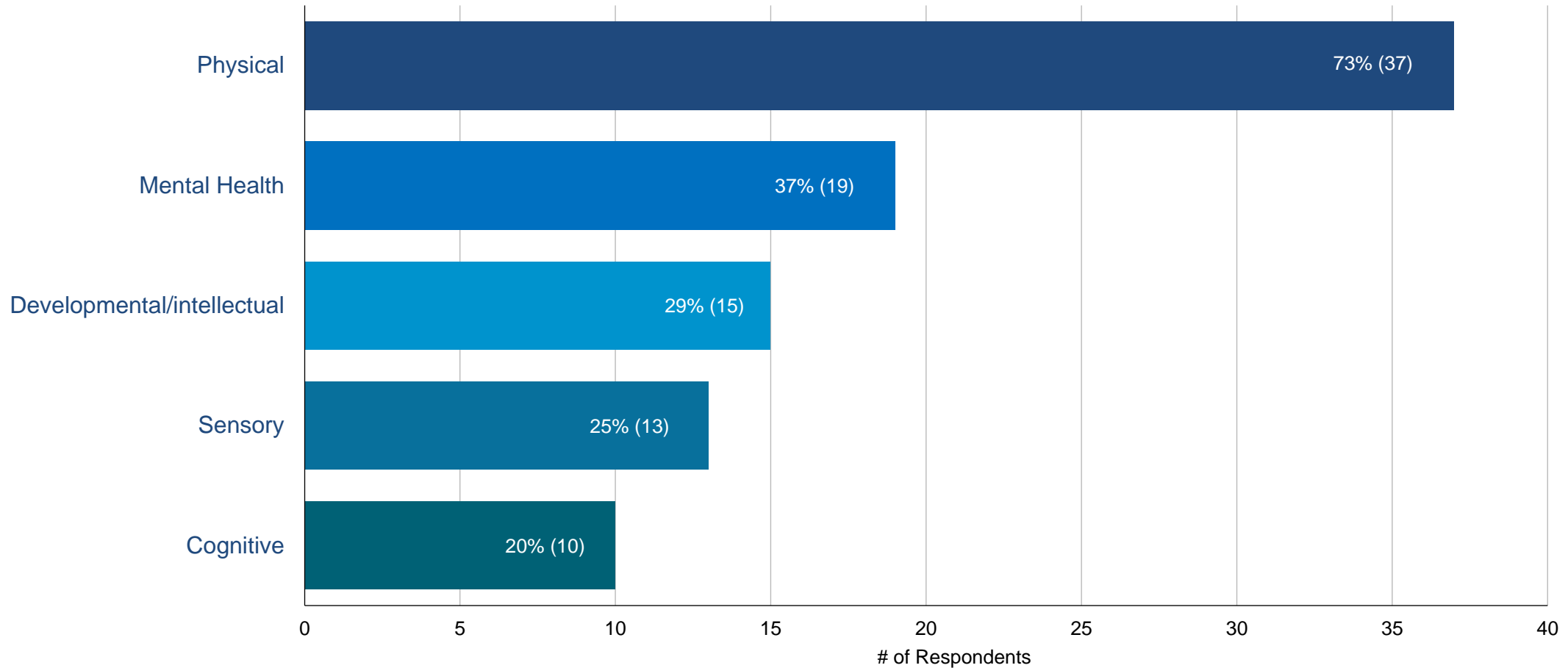
### Age



### Race/Ethnicity

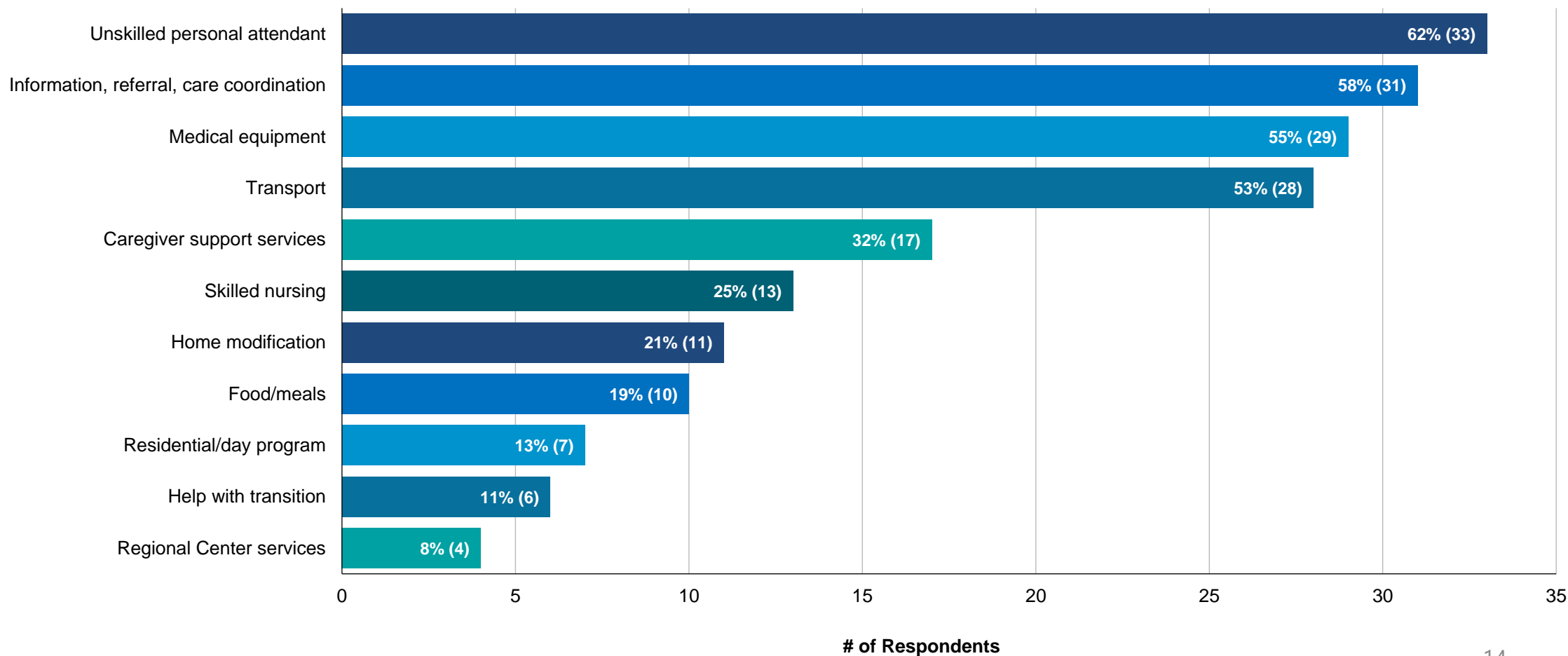


# Consumer Listening Sessions Demographics: Self-Reported Disabilities (n=51)



# HCBS and Other Services Used in Past 6 Months

n=53



# Consumer Listening Sessions: Preliminary Themes

Topics	Common Preliminary Themes
<b>HCBS Referral &amp; Utilization</b>	<ul style="list-style-type: none"><li>• Referred by friends, family, neighbors, medical providers, social workers</li><li>• HCBS utilization reasons: lack of mobility, impaired vision, recovery from surgery</li></ul>
<b>Benefits of HCBS</b>	<ul style="list-style-type: none"><li>• Paid caregivers are responsive, communicative, and helpful with navigating services</li><li>• Improved mobility and independence</li><li>• Freedom to choose HCBS providers</li></ul>
<b>Language and Cultural Needs</b>	<ul style="list-style-type: none"><li>• Difficulty finding/accessing appropriate services was identified in Chinese language and Spanish consumer listening sessions</li><li>• Concerns related to cultural alignment related to HCBS were raised across consumer listening sessions</li></ul>

# Consumer Listening Sessions: Preliminary Themes

Topics	Common Findings
<b>HCBS Challenges</b>	<ul style="list-style-type: none"><li>• Insufficient services to meet perceived needs</li><li>• Financial barriers to accessing care</li><li>• Long wait times for services to be approved and started</li><li>• Confusion regarding services available</li><li>• Challenges finding providers that are a good fit</li></ul>
<b>Need for Additional Services</b>	<ul style="list-style-type: none"><li>• Barriers to accessing sufficient transportation</li><li>• Housekeeping tasks</li><li>• Nutritional supports</li><li>• Mental health services</li></ul>
<b>Recommended HCBS Improvements</b>	<ul style="list-style-type: none"><li>• Improve communication about and promotion of HCBS</li><li>• Expand access to and improve continuity of HCBS</li></ul>



# Year 2 Proposed Consumer Listening Sessions

Population	Format/Area/Timing	Session Language
IHSS caregivers	Virtual, Statewide, January 2024	English
Informal caregivers receiving some or no HCBS supports	Virtual, Statewide, February/March 2024	English and Spanish
Transitioned from Fee-for-Service to Managed Care	Virtual, Statewide, March 2024	English
LGBTQ+ HCBS users and caregivers	Virtual, San Francisco area, March 2024	English
HCBS Developmental Disability Waiver users	In-person, TBD, April 2024	English
Older adults with developmental disabilities	In-person, TBD, April 2024	English
Indigenous communities	In-person, Modoc/Siskiyou/Humboldt/Del Norte counties, May 2024	TBD
LTSS/Behavioral Health transition and coordination	Virtual, Alpine/Mono/and Tuolumne counties, May 2024	TBD

# Question & Answer

Two decorative wavy lines, one in a medium blue color and one in a darker blue color, flowing horizontally across the middle of the slide.

**Please place your comments/questions in the Chat or use the Raise Hand function.**

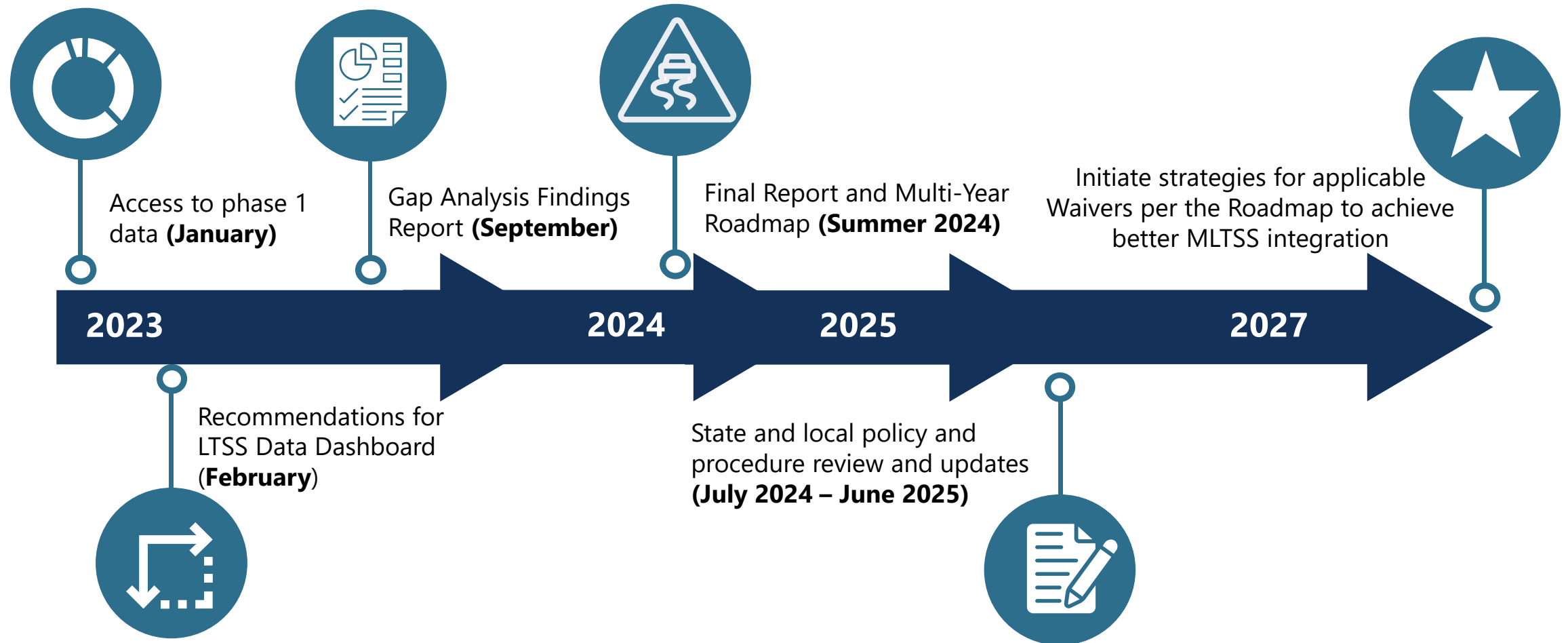
# **DHCS Gap Analysis and Multi-Year Roadmap: Analytic Activities Update**



# DHCS Gap Analysis and Multi-Year Roadmap Goals

- » Identify and analyze opportunities to close gaps in access to HCBS and long-term services and supports
- » Address and close identified gaps as the state transitions to managed care for select HCBS programs
- » Identify key steps to take for Waivers to achieve better integration of HCBS and LTSS into the Medi-Cal delivery system
- » Improve health outcomes, consumer satisfaction, and health equity for Medi-Cal members in California

# Performance Timeline for Major Activities



Stakeholders updated and engaged throughout project

# 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.

# Programs included in the Medi-Cal Gap Analysis & Roadmap

## » **HCBS programs:**

- Multipurpose Senior Services Program (MSSP)
- Home and Community-Based Alternatives waiver (HCBA)
- Assisted Living Waiver (ALW)
- In-home Supportive Services (IHSS)
- California Community Transitions (CCT)

## » **Services provided currently under Medi-Cal managed care including:**

- Long-term care provided in nursing homes and other settings
- Program of All-Inclusive Care for the Elderly (PACE)
- Community-Based Adult Services (CBAS)
- Community Supports and Enhanced care management for members at risk for institutionalization or in nursing homes and can transition home/to community
- Complex care management and other transition of care services

## » **Currently excludes:**

- Programs for individuals with developmental disabilities
- Medi-Cal Waiver Program

# Objectives 1 & 2: Progress Update

- » Produced descriptive profiles of long-term services and supports users and providers
  - Examined LTSS use patterns over time
- » Mapped patterns of current LTSS users and location of providers
- » Forecasted future growth in LTSS demand
- » First iteration of Gap Analysis report reviewed by DHCS
  - Will be updated in Spring 2024 to include additional data
  - Will be shared publicly in Summer 2024



## Objective 4: Progress Update

- » Completed feasibility study with DHCS staff to refine HCBS quality measure recommendations
  - Interviews focused on feasibility of collecting accurate and timely data, the data collection systems needed, data validation, and priorities for measurement
- » Provided DHCS with a set of recommended HCBS quality measures to be added to the LTSS Data Dashboard in phases
  - Recommendations align with the CMS HCBS Quality Measure Set and HCBS Access Rule

# Key Activities in Progress

- » Ongoing data analysis to refine the Gap Analysis report
  - In-home supportive services (IHSS) provider data and assessment analysis
  - California Community Transitions (CCT) and Program of All-Inclusive Care for the Elderly (PACE) data analysis
  - Exploring availability of data on services to individuals with developmental disabilities
- » Provider survey launched December 4 and closed on January 13
  - Will provide more detailed insight into the capacity of HCBS and MLTSS providers to serve beneficiaries in home and community-based settings
  - Done in partnership with CDA and the California Department of Public Health (CDPH)
- » Collecting qualitative data to address remaining analytic questions under Objectives 1, 2, and 3
- » Supporting DHCS in planning for implementation of CMS' HCBS Access Rule
- » Developing Roadmap for integration of select HCBS programs into managed care



# CDA Non-Medi-Cal Gap Analysis and Multi-Year Roadmap: Program Inventory Update

# CDA Non-Medi-Cal HCBS Project Goals

- **Develop an inventory of non-Medi-Cal HCBS in California**
- Build on DHCS Gap Analysis by developing a similar Gap Analysis for 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

# CDA HCBS Gap Analysis Data Sources and Programs of Focus

- Publicly available non-Medi-Cal HCBS program data including:
  - Nutrition (congregate and home-delivered)
  - Caregiver support
  - Supportive services
  - Independent Living Centers
  - Aging and Disability Resource Connections
  - Older Americans' Act programs
  - Transportation and mobility services
  - Affordable and accessible housing
  - Other

# Inventory of Non-Medi-Cal Programs Included

Domain	Service Categories
<b>Housing</b>	Housing
	Home modifications
<b>Transportation</b>	Transportation
<b>Social inclusion, civic participation, and employment</b>	Employment and vocational services
	Life skills training
	Social participation
	Economic assistance
<b>Communication and information</b>	Referral services or information and assistance
	Communication/interpretation services
	Case management
	Legal assistance

# Inventory of Non-Medi-Cal Programs Included (Continued)

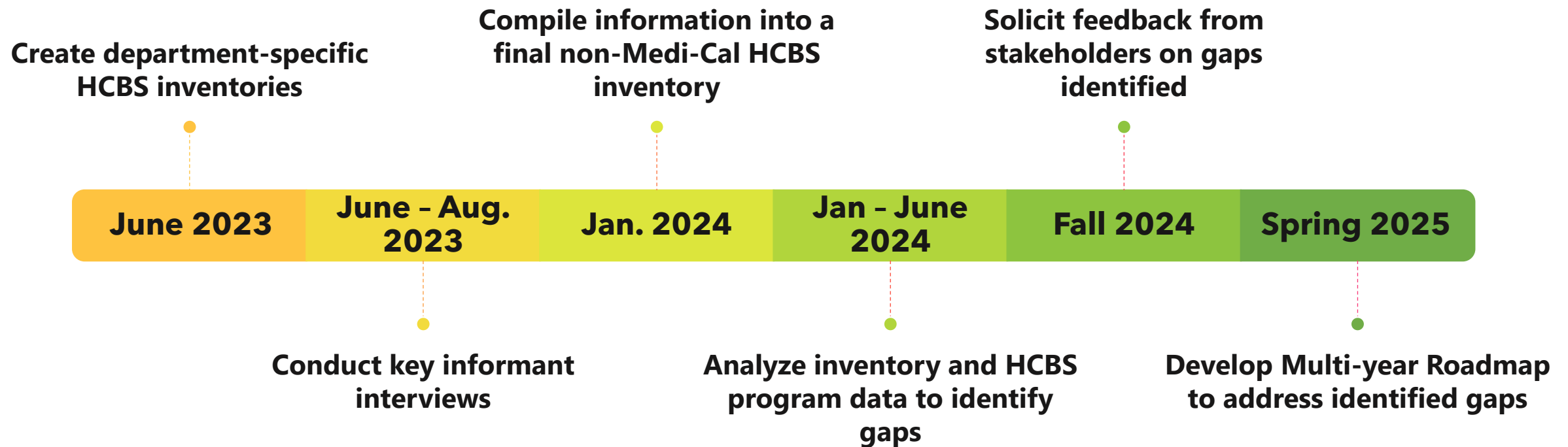
Domain	Service Categories
<b>Health services and community supports</b>	Health promotion
	In-home medical services
	Mental and behavioral health services
	Adult day services
	Personal care services
	Homemaker and chore services
	Nutrition
	Assistive devices
<b>Safety</b>	Emergency preparedness and resilience
	Abuse, neglect, and fraud
<b>Caregiving</b>	Caregiving



# Key Informant Interviews

- Interviews with subject matter experts from each department in the California Health and Human Services Agency (Summer 2023):
  - Department of Aging
  - Department of Developmental Services
  - Department of Housing and Community Development; Housing Finance Agency
  - Department of Public Health
  - Department of Rehabilitation
  - Department of Social Services
  - Department of Transportation
  - Department of Veterans Affairs
- Interview topics included:
  - Input on the department-specific inventory
  - Insight into HCBS gaps and community-specific innovations

# CDA Non-Medi-Cal HCBS Project Timeline



# Question & Answer



**Please place your comments/questions in the Chat or use the Raise Hand function.**

# Closing and Next Steps



# Next Steps

- » Next Public Meeting: July 2024
- » For commonly asked questions, check out the FAQ documents for both projects:
  - [DHCS FAQ](#)
  - [CDA FAQ](#)
- » To share any additional information and/or feedback about today's session or to request to be added to email list, please contact:
  - DHCS HCBS Gap Analysis Inbox: [HCBSGapAnalysis@dhcs.ca.gov](mailto:HCBSGapAnalysis@dhcs.ca.gov)
  - CDA HCBS Gap Analysis Inbox: [HCBSGapAnalysis@aging.ca.gov](mailto:HCBSGapAnalysis@aging.ca.gov)

**Disability access is a priority. Please let us know if you encountered or noticed any accessibility barriers during this presentation.**