

# Waiting List Management

Home and Community Based Services Waivers Serving Individuals with  
Intellectual and Developmental Disabilities

A Presentation on Colorado's Waiting List System, National Practices, and  
Recommendations for Consideration and Feedback

May 22 - May 25, 2017

# The LNUSS Group

- ▶ Private consulting group led by Laura Nuss.
- ▶ Former President of the Board of Directors for the National Association of State Directors of Developmental Disabilities Services.
- ▶ Over 30 years of experience in private and public sector services on behalf of people with intellectual and developmental disabilities in Pennsylvania, North Carolina, Connecticut and the District of Columbia.

# Purpose of the Project

- ▶ Review Colorado's waiting list management practices with specific consideration for Colorado's unique rural areas.
- ▶ Review Colorado's emergency enrollment criteria.
- ▶ Research I/DD comparable waiver services waiting list management in other states.
- ▶ Recommend changes and facilitate stakeholder input and feedback.

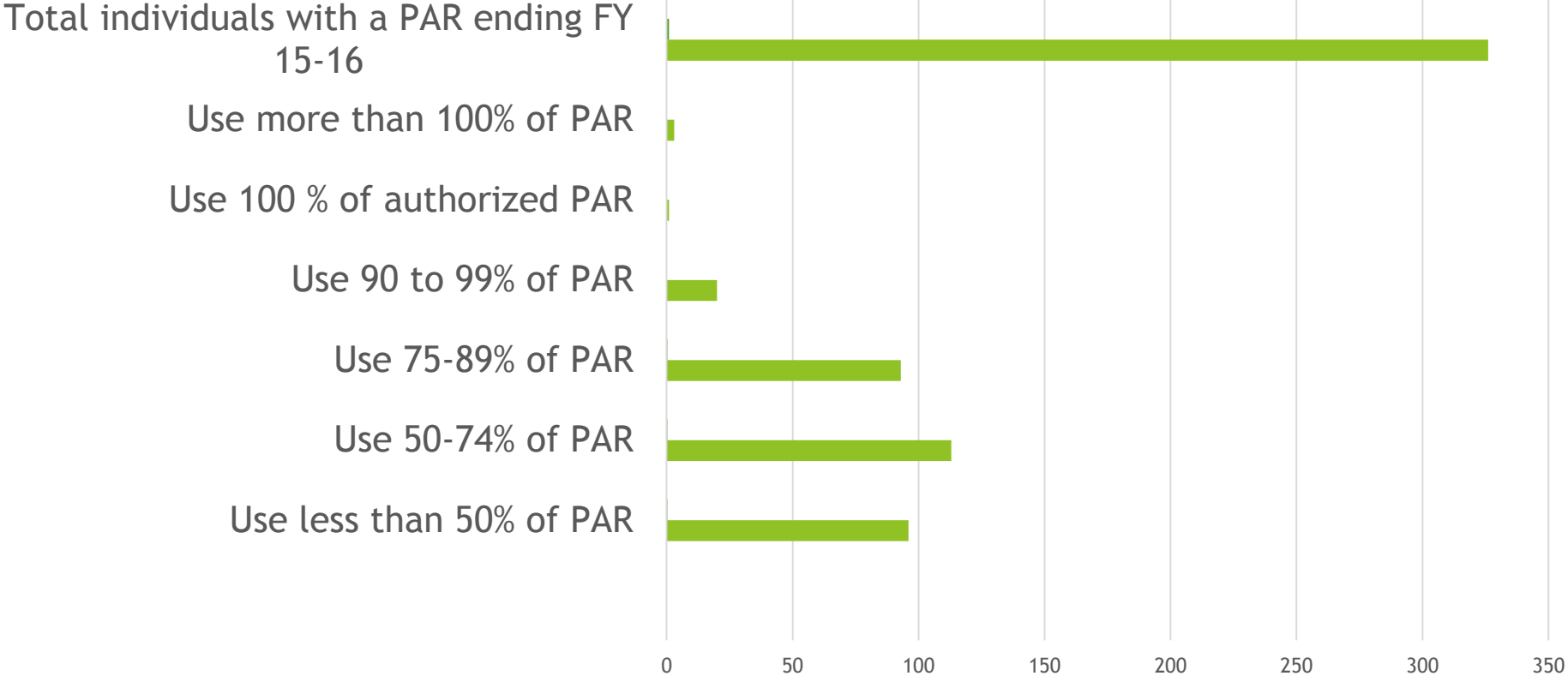
# Background

- ▶ Colorado only has a waiting list for the Home and Community Based Services Waiver for Persons with Developmental Disabilities (HCBS-DD).
- ▶ The HCBS-DD Waiver is for individuals who need comprehensive 24-hour supports.
- ▶ Almost 90% of all people waiting for the HCBS-DD Waiver are receiving some kind of other Medicaid and/or Division of Intellectual and Developmental Disabilities services.

# Benefit Levels SLS vs DD Waiver and Relationship to Waiting List

- ▶ SLS Waiver benefits limit number of hours of support per week to approximately 35 hours a week or less depending on individual support plan.
- ▶ Eligibility requirements for the DD Waiver includes need for 24-hour a day support.
- ▶ Critical for Community Centered Board's to make decision regarding eligibility for DD Waiver consistently.

## 2015-16 Sample of Utilization of HCBS-SLS



|                 | Use less than 50% of PAR | Use 50-74% of PAR | Use 75-89% of PAR | Use 90 to 99% of PAR | Use 100% of authorized PAR | Use more than 100% of PAR | Total individuals with a PAR ending FY 15-16 |
|-----------------|--------------------------|-------------------|-------------------|----------------------|----------------------------|---------------------------|--|
| ■ Unique Number | 96                       | 113               | 93                | 20                   | 1                          | 3                         | 326  |

■ Unique Number

# Colorado Order of Enrollment for the HCBS-DD Waiver

- ▶ By date of placement on the waiting list:
  - ▶ Date of initial eligibility determination; or,
  - ▶ The 14<sup>th</sup> birthdate if the child is determined to have a developmental disability prior to the age of 14.
- ▶ By meeting criteria for “Reserved Capacity” group:
  - ▶ Children transitioning from foster care or the HCBS-Children’s Extensive Supports waiver;
  - ▶ Individual leaving an institutional setting; or,
  - ▶ Individual in an emergency status.

# How is the Waiting List Managed?

- ▶ Statewide basis - when new enrollments are available or a person leaves the waiver program, the Department offers enrollment to the next individual on the waiting list by date of placement on the list.





# Why Manage Statewide?

- ▶ To ensure consistent application of policy.
- ▶ To ensure access to the waiver across geographic areas of the state in a responsive manner.
- ▶ To support individual choice.

# What are the Challenges with Order of Enrollment?

- ▶ In Fiscal Year 2015-16, only people who met criteria for reserved capacity could enroll in the HCBS-DD Waiver
  - ▶ Emergency - 223 people or 63%
  - ▶ Children transitioning to adult services - 98 people or 27%

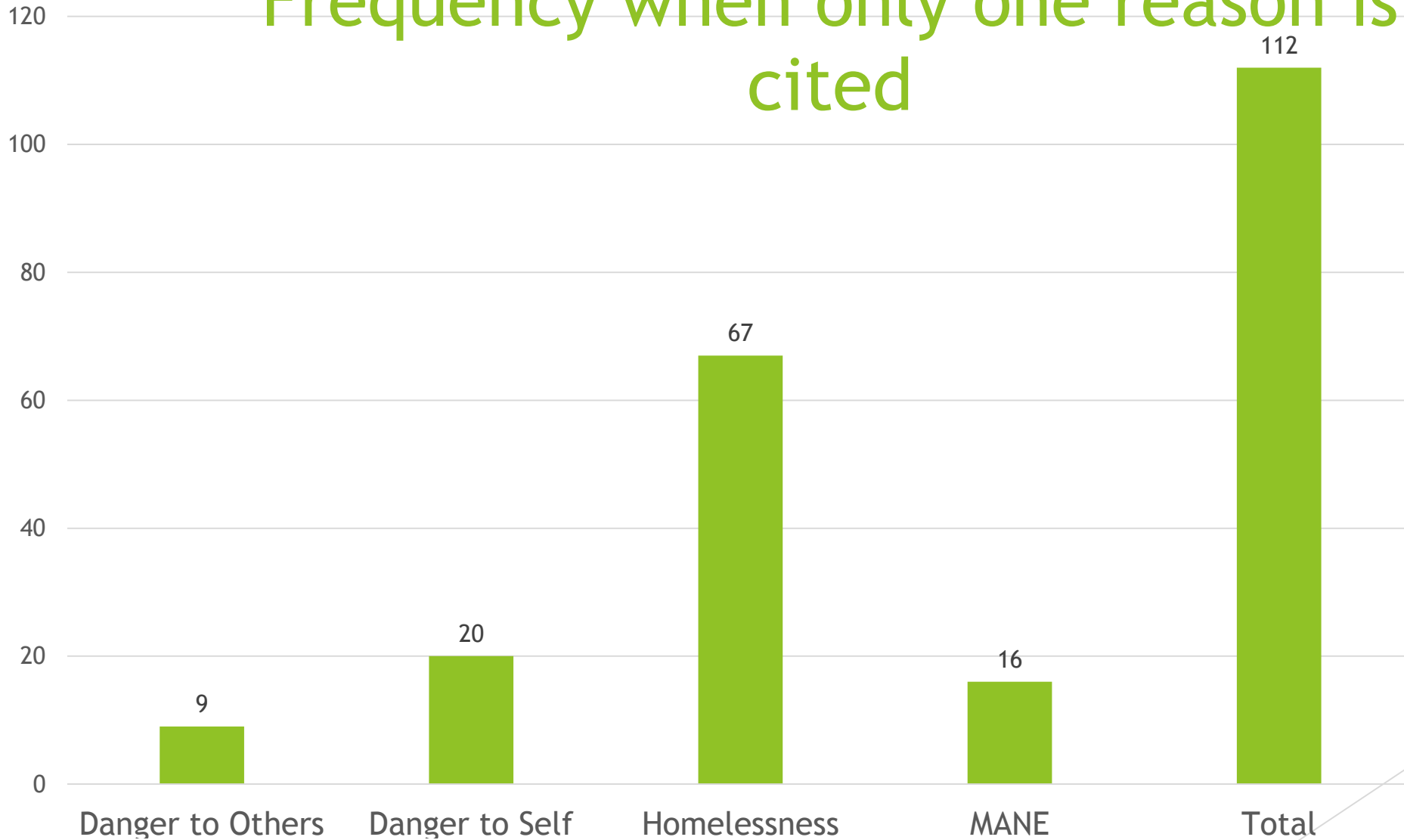
# Colorado's Definition of Emergency

- ▶ An emergency situation where the health and safety of the person or others is endangered and the emergency *cannot be resolved in another way*. Emergencies are defined by the following criteria:
  - ▶ Homeless
  - ▶ Abusive or neglectful situation
  - ▶ Danger to others
  - ▶ Danger to self

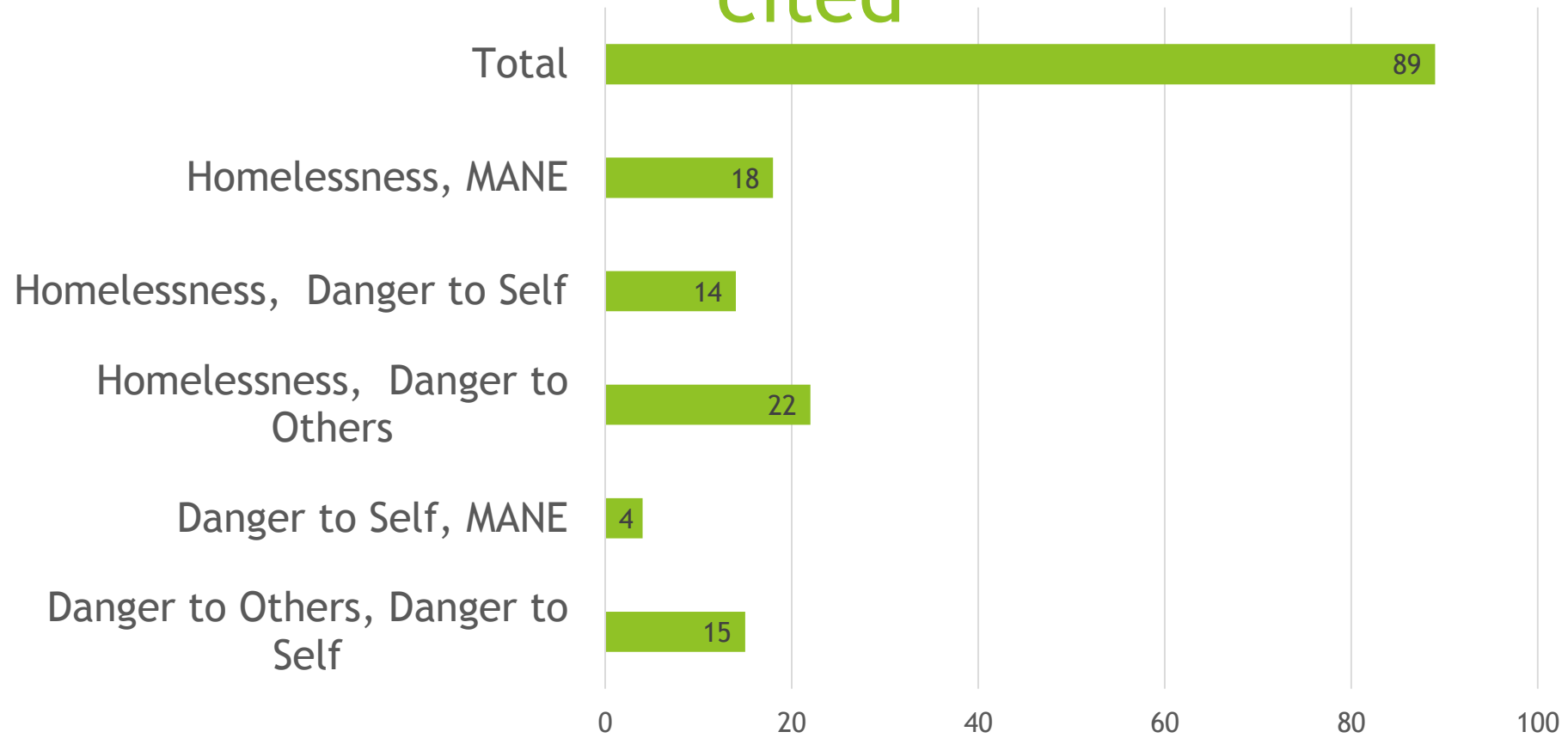
# Reason for Emergency Enrollment Cited at Least Once FY 2016-2017



# Frequency when only one reason is cited



# Frequency when two reasons are cited



# Emergency Factors in 19 States including CO

| Emergency Situation   | Number of States |
|---|------------------|
| Incapacitation or impairment of Caregiver places person at serious risk of physical harm. (e.g. caregiver in nursing home placement; serious caregiver health or mental health concerns ) | 10               |
| Loss of Caregiver   | 10               |
| Subject to abuse, neglect or exploitation*  | 8                |
| Homeless*, inappropriate housing (e.g. prison, shelter)   | 8                |
| Current or Prevent imminent placement in an ICF/IID or institution**  | 6                |
| Significant danger or physical harm to self or others*  | 5                |
| Significant risk to health and safety of the person   | 3                |

# Why is Caregiver Status Important?

- ▶ Many states take into account the circumstances of the caregiver(s) when evaluating:
  - ▶ How well the caregiver(s) can support the person as it relates to a condition creating a danger to self or others?
  - ▶ How Urgent is the situation- especially as it relates to being homeless?



# Ages of People Waiting to Enroll in the HCBS -DD Waiver As Soon as Available

42 and older =  
13%

30 to 41 = 22%

Under 30 = 65%

# Relationship Between Age and Homelessness

70%

Colorado Definition of Homeless: the person does not have a place to live or is in imminent danger of losing the person's place of abode.

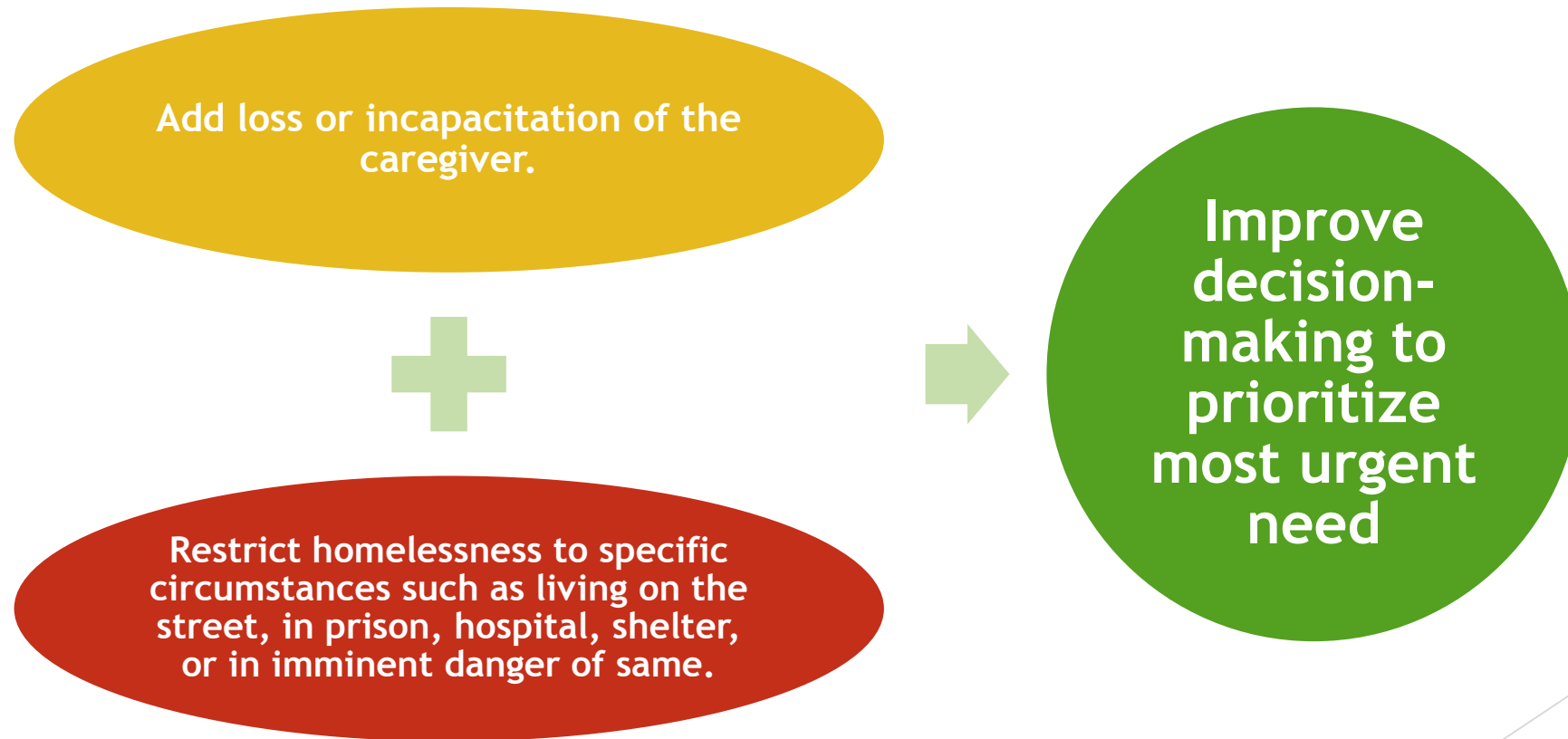
65%

Of People Waiting are 18 to 29 years of age

# Requests for Emergency Enrollment

- ▶ Must include a determination that the individual is eligible for enrollment in the DD Waiver.
- ▶ Should include what has been done to resolve the emergency.
- ▶ The Department data base has capacity to capture relevant information regarding status of natural supports.
- ▶ Inconsistent application of the rules across CCBs.

# Recommended Changes to Consider for Definition of Emergency



# Where Individuals are in Colorado

| CCB/Region                                 | # and % of all Waiting | % of all Served/Active Enrollments |
|--|------------------------|------------------------------------|
| Developmental Disabilities Resource Center | 350 / 13%              | 11%                                |
| Developmental Pathways                     | 466 / 18%              | 12%                                |
| Foothills Gateway, Inc.                    | 111 / 4%               | 6%                                 |
| Imagine!                                   | 403 / 15%              | 8%                                 |
| Mesa Developmental Services                | 60 / 2%                | 5%                                 |
| North Metro Community Services             | 310 / 12%              | 8%                                 |
| Rocky Mountain Human Services              | 332 / 13%              | 13%                                |
| The Resource Exchange                      | 423 / 16%              | 13%                                |
| Southeastern Colorado                      | 39 / 1%                | 7%                                 |
| Southwestern Colorado                      | 47 / 2%                | 5%                                 |
| Northwestern Colorado                      | 27 / 1%                | 6%                                 |
| Northeastern Colorado                      | 60 / 2%                | 6%                                 |

# Possible Impacts of Geography

- ▶ Fewer people waiting in rural areas but spread across large geographic areas and multiple CCB's.
- ▶ # of emergencies and children in urban areas may take up all resources leaving people in rural areas waiting longer.
- ▶ Urban areas have more people waiting.
- ▶ More people waiting could also mean people wait longer and increase # of people entering emergency status.

# Allocation of Resources

- ▶ Current system - all new enrollments are children aging out of state foster care or the HCBS-CES waiver, or are considered emergencies, or leaving institutional settings.
- ▶ So can not take into account distribution of where people are waiting, how many, how long.

# Questions to Consider

- ▶ Should all new enrollments go to people in emergency status regardless of where a person lives or for how long waiting?
- ▶ Should there be a method to allocate enrollments to rural and frontier regions differently than suburban/urban regions?
- ▶ If so, what factors should be considered?



# Improving Equity and Transparency

- ▶ Still must implement order of enrollment policies consistently across the state no matter where enrollment decision rests.
- ▶ Require standardized evidence to determine priority for emergency enrollment requests.
- ▶ Develop a standardized method to determine need for 24-hour comprehensive supports to ensure the HCBS-DD waiver is serving those who need it most?

# Your Ideas and Input about Priority of Enrollment and Allocation of Enrollment Resources



LNUSS Group / Strategies - Solutions - Inclusion

# Other Ideas?



# Next Steps

- ▶ Feedback will be compiled
- ▶ Final report with recommendations provided to the Department, including summary of feedback
- ▶ Department will review to determine next steps
- ▶ Any changes will include stakeholder involvement

Thank You for Participating Today!