

CT Nursing Home Diversion Modernization Grant Work Plan

Goal: Help consumers who are at high risk of nursing home placement but not yet eligible for Medicaid to remain in their own homes and communities																			
Major Objectives: 1) Provide consumers with flexible service options utilizing a Cash and Counseling model with funds from OAA Title III-E Caregiver and State-funded Statewide Respite Care Programs currently serving individuals who are not eligible for Medicaid																			
Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Cash and Counseling Workgroup</i> <ul style="list-style-type: none"> Convene a Cash and Counseling Workgroup consisting of key project staff from AASCC and DSS as well as consumers. Hold quarterly meetings of the workgroup to follow the development and implementation of the Cash and Counseling option and modify program design as necessary. 	Margaret Gerundo-Murkette, Cynthia Grant, Roberta Gould, Betsy Wieland		X			X			X			X			X			X	
<i>Program regulations and/or policies</i> <ul style="list-style-type: none"> Examine existing state and federal regulations that govern the National Family Caregiver Support Program (NFCSP) and CT Statewide Respite Care Program 	Margaret Gerundo-Murkette/ Cynthia Grant / Roberta	X	X	X	X	X	X												

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Program regulations and/or policies (Cont)</i> <ul style="list-style-type: none">(CSRCP) and make revisions as appropriate	Gould																		
<i>Expanded Service Options</i> <ul style="list-style-type: none">Develop criteria for expanded services offered through CSRCP and NFCSP, including non-traditional services.Develop criteria for expanded supplemental services offered through NFCSP.	Cynthia Grant / Roberta Gould/ Betsy Wieland	x	x	x	x	x	x												
		x	x	x	x	x	x												
<i>Assessment Tool</i> <ul style="list-style-type: none">Develop a comprehensive assessment tool by consolidating existing tools for the CSRCP, the NFCSP, the Connecticut Homecare Program for the Elders, and the State Medicaid Waiver.Fit this tool into the comprehensive assessment tool through the ADRC (See Major Objective 3).	SUA Project Staff	x	x	x	x	x	x												
												x	x	x					

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Prioritization Scale</i> <ul style="list-style-type: none">Review and modify the current priority scale for services to ensure that individuals with the most need for services, including those at risk of nursing home placement as well as those at risk of Medicaid spend down are served through the CSRCP and NFCSP.	SUA Project Staff	x	x	x	x	x	x	x	x	x	x								
<i>Training</i> <ul style="list-style-type: none">Develop and provide Cash & Counseling Training for staffDevelop Cash & Counseling video and podcasts for consumersDevelop web-based trainings for caregivers/providers	Darleen Klase / SUA Project Staff / AASCC Project Staff	x	x	x	x	x	x	x	x	x	x	x	x						
<i>Reaching Target Population</i> <ul style="list-style-type: none">Send survey to existing CSRCP and NFCSP respite and supplemental services participants to describe Cash and Counseling option and request response if interested.	Betsy Wieland							x											

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Reaching Target Population (Cont.)</i> <ul style="list-style-type: none">Utilize the new, consolidated assessment tool for interested current participants to identify which are in target group, to be tracked under this grant.Design and launch an outreach and marketing campaign to attract prospective target clients from the community to the CSRCP and NFCSP. Refer to Major Objective 2 for details.									X	X									
					X	X	X	X	X	X	X	X	X	X	X	X	X		
<i>Fiscal Intermediary (FI)</i> <ul style="list-style-type: none">Develop eligibility criteria and application for fiscal intermediaries with the oversight of DSS staff.Solicit interest from FIsEnter into provider agreements with eligible fiscal intermediaries	Cynthia Grant/ Roberta Gould/ Betsy Wieland	X	X	X															
					X	X	X												
								X	X	X									
<i>Cash and Counseling Model Rollout</i> <ul style="list-style-type: none">Serve clients under new Cash and Counseling option for respite through CSRCP, respite and supplemental	Cynthia Grant / Roberta Gould /										X	X	X	X	X	X	X	X	X

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Cash and Counseling Model Rollout (Cont.)</i> <ul style="list-style-type: none"> Services through NFCSP, and expanded supplemental services under this project. 	Betsy Wieland																		
<i>Data Collection and Reporting</i> <ul style="list-style-type: none"> Design data collection tools: Modify the layout structure of SAMS to accommodate the ability to track consumer and service deliveries associated with the traditional model and cash and counseling model as well as to determine consumers who have been diverted from nursing home placement. Collect data in SAMS Report data from SAMS 	Robin Tofil				x	x	x	x	x	x									
														x	x	x x	x	x	x x
<i>Evaluation</i> <ul style="list-style-type: none"> Collect start-up process evaluation data in the following domains: operations, coalition building, policy and regulatory issues, clinical aspects, and baseline (existing system characteristics) 	Richard Fortinsky / Julie Robison	x	x	x	x	x	x												

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Evaluation (Cont.)</i> <ul style="list-style-type: none"> Design and pilot test uniform reporting system to collect and process data from consumers choosing the cash and counseling model for their respite and supplemental services. Collect data from up to 20 early users via telephone or in-person interviews. 										X	X	X	X	X	X	X	X	X	X
<i>Performance Measurement / Quality Assurance</i> <ul style="list-style-type: none"> Develop and pilot test a set of consumer-oriented measures (see evaluation section for detail) to be collected from those who choose the C&C model or other consumer-directed model and those who choose an agency management model for their respite program services. Develop a sustainable process for consumer-oriented data collection and ongoing data analysis and reporting. 	Richard Fortinsky / Julie Robison						X	X	X	X	X	X	X						
													X	X	X	X	X	X	X

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Performance Measurement / Quality Assurance (Cont.)</i> <ul style="list-style-type: none">Develop and pilot test report shells, based on the C&C program evaluation, to collect, analyze and report data on 6 system-level measures (see evaluation section)							x	x	x	x	x	x	x	x	x	x	x	x	x

Major Objectives: 2). Effectively target services to individuals who are at risk of nursing home placement and spend down to Medicaid																			
Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Outreach to Current Program Participants</i> <ul style="list-style-type: none"> Reach out to current participants on the CSRP and NFSCP for interest in participating in Cash and counseling option (see also Major Objective 1) by sending survey to existing CSRCP and NFCSP respite and supplemental services 	Betsy Wieland							x											

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Outreach to Current Program Participants (Cont.)</i> <ul style="list-style-type: none"> Participants to describe Cash and Counseling option and request response if interested Of those existing clients who are interested, use the new, consolidated assessment tool to determine which are in target group, to be tracked under this grant. 									X	X									
<i>Outreach to New Consumers in Target Group</i> Develop and implement an outreach strategy with activities including: <ul style="list-style-type: none"> Conducting visits with caregiver support groups Appearances in cable access programs Submission of article for use in senior center newsletters Submission of articles to the 20 town weekly newspapers that publish in the south central region, including the Hispanic newspapers La Voz and Registro. Connect with hospital 	Beverly Kidder / Betsy Wieland													X	X	X	X	X	X
														X	X	X	X	X	X
														X	X	X	X	X	X
														X	X	X	X	X	X
														X	X	X	X	X	X

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Outreach to New Consumers in Target Group (Cont.)</i> <ul style="list-style-type: none"> discharge planners Profile the program at AASCC's 2008 Senior Expo 														X	X	X	X	X	X
														X	X	X	X	X	X
<i>Marketing to New Consumers in Target Group</i> Develop and implement a marketing strategy with funding under this grant, including: <ul style="list-style-type: none"> "Bus tails" to advertise on buses Newspaper inserts delivered to homes in targeted areas Distribution of posters to community partners and common public locations Development of marketing brochure and distribution Purchase of marketing items (give-aways) and distribution at AASCC's 2008 Senior Expo 	Beverly Kidder / Betsy Wieland													X	X	X	X	X	X
														X	X	X	X	X	X
														X	X	X	X	X	X
														X	X	X	X	X	X
														X	X	X	X	X	X
<i>Assessment Tool</i> <ul style="list-style-type: none"> Establish criteria for individuals at risk of nursing home placement and at risk 	SUA Project Staff	X	X	X	X	X	X												

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Assessment Tool (Cont.)</i> <ul style="list-style-type: none"> • Of Medicaid spend-down • Create an Assessment tool for determining at risk populations • Fit this tool into the comprehensive assessment tool through the ADRC (See Major Objective 3) 								X	X	X									
<i>Data Collection/Reporting</i> <ul style="list-style-type: none"> • Purchase Omnia software to design an assessment form that integrates with SAMS data • Post new assessment form in SAMS • Train staff on Omnia software • Implement Omnia software at the State Unit on Aging • Begin use of assessment tool, identifying target populations • Identify and design necessary reports to determine individuals who are diverted from nursing homes 	Robin Tofil			X															
														X					
														X	X				
														X	X				
														X	X				
														X	X	X	X	X	X

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Evaluation</i> <ul style="list-style-type: none"> Collect start-up process evaluation data in the following domains: operations, coalition building, policy and regulatory issues, clinical aspects, and baseline (existing system characteristics). Track the outreach activities to the two target groups and their responses to each outreach activity. 	Richard Fortinsky / Julie Robinson	x	x	x	x	x	x	x	x	x	x	x	x						
					x	x	x	x	x	x	x	x	x	x	x	x	x	x	x

Major Objective: 3). Develop a Single Entry Point system that provides access to all publicly supported long-term care services and supports to individuals, including those who are at risk of nursing home placement and spend down to Medicaid.																			
Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Partnership Development</i> <ul style="list-style-type: none"> Creation of ADRC Advisory Committee ADRC Advisory Committee Meetings Develop formal ADRC service access plans and MOU between AAA & CIL 	Margaret Gerundo-Murkette/Jennifer Throwe	x	x	x															
		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Partnership Development (Cont.)</i> <ul style="list-style-type: none"> Create ADRC Advisory Committee subcommittee workgroups by areas of expertise 			x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
<i>Policy / Regulations</i> <ul style="list-style-type: none"> Develop protocols and service coordination for handling short term case management Develop protocols and service coordination for handling emergency situations including elder abuse, neglect, domestic violence & crisis Develop protocols and service coordination for providing public with prevention and early intervention Develop protocols for accessing services provided by Dept of Mental Health and Addition Services Develop protocols for accessing services provided by Dept of Mental Retardation 	Margaret Gerundo-Murkette/ Jennifer Throwe		x	x	x	x	x	x	x	x	x	x	x						
			x	x	x	x	x	x	x	x	x	x	x						
			x	x	x	x	x	x	x	x	x	x	x						
			x	x	x	x	x	x	x	x	x	x	x						
			x	x	x	x	x	x	x	x	x	x	x						

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Staffing</i> <ul style="list-style-type: none"> Interview & Hire ADRC Staff members* 	Beverly Kidder							X	X	X	X	X	X						
<i>Information & Assistance</i> <ul style="list-style-type: none"> Develop ADRC I&A protocols* ADRC becomes accessible to people with physical, cognitive, hearing and visual impairments* Walk-in consumers can receive I&A/counseling in a private location* Provide I&A services, including listening, assessing needs, providing information, linking resources and follow-up* Maintain a resource database to support I&A* Maintain a client tracking database 	Beverly Kidder / Jennifer Throwe		X	X	X	X	X	X											
								X	X	X	X	X	X	X	X	X	X	X	X
													X	X	X	X	X	X	X
															X	X	X	X	X
																X	X	X	X
											X	X	X	X	X	X	X	X	X
														X	X	X	X	X	X
<i>Long Term Care Options Counseling</i> <ul style="list-style-type: none"> Develop Long Term Care Options Counseling protocols* 	Jennifer Throwe /				X	X	X												

* Bold type print coupled with asterisks reflects major objective key tasks funded through the CT CHOICES program.

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Long Term Care Options Counseling (Cont.)</i> <ul style="list-style-type: none"> • Compile Long Term Care Options resources* • Provide options counseling service* • Services are made available in convenient time and place, including home visits* • Staff have access to resources and client information* • Options counseling staff can conduct screens and full assessments as appropriate* • Maintain a client tracking database 	Long Term Care Advisory Council / Jennifer Throwe		X	X	X									X	X	X	X	X	X
														X	X	X	X	X	X
														X	X	X	X	X	X
														X	X	X	X	X	X
														X	X	X	X	X	X
<i>Outreach, Marketing and Public Education</i> <ul style="list-style-type: none"> • Develop marketing plan & materials • Develop outreach & public education campaign • Provide information to hospitals and LTC facilities 	Jennifer Throwe / Beverly Kidder										X	X	X						
								X	X	X	X	X	X						
								X	X	X									

* Bold type print coupled with asterisks reflects major objective key tasks funded through the CT CHOICES program.

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Outreach, Marketing and Public Education (Cont.)</i> <ul style="list-style-type: none"> Inform public about ADRC services, website & 1-800 SEP phone number Create ADRC awareness and information presentation to be available for future long term care education & information dissemination 														X	X	X	X	X	X
												X	X	X	X	X	X	X	X
<i>Assessment Tool</i> <ul style="list-style-type: none"> Review present tools and determine potential improvements Discuss changes with all parties to be impacted by change & request of DSS change to tool Finalize comprehensive assessment tool for the ADRC Fit Target assessment tool (See Major Objective 2) and NCF CSP/CSRCP assessment tool (See Major Objective 1) into this comprehensive tool. Make tool available on-line 	SUA Project Staff / AASCC Project Staff / CDR Project Staff	X	X	X	X	X	X												
								X	X	X	X	X	X						
													X						
													X						
														X					
														X					

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Screening Tool:</i> <ul style="list-style-type: none">Review present tool and determine potential improvementsDiscuss changes with all parties to be impacted by change & request of DSS change to toolMake tool available on-line	Jennifer Throwe / Betsy Wieland / Marc Gallucci	x	x	x	x	x	x												
								x	x	x	x	x	x						
														x					
<i>Utilization Priority Scale:</i> <ul style="list-style-type: none">Review present priority scales in use for determining greatest need, available resources and level of careCreate Utilization Priority Scale for Long Term Care Options Counseling and Cash & Counseling for channeling consumers	Jennifer Throwe / Betsy Wieland	x	x	x	x	x	x												
								x	x	x	x	x	x						
<i>MIS:</i> <ul style="list-style-type: none">Modify the layout structure of the Social Assistance Management System (SAMS)Identify and design necessary reports to determine individuals who are diverted from nursing home placement	Robin Tofil							x	x	x	x	x	x						
			x	x	x	x	x	x											

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>MIS (Cont.)</i> <ul style="list-style-type: none">Purchase BeaconIR software to track Information and Referral services and to house available long-term care resource directoriesTrain staff on BeaconIR, Omnia, & SAMS.Implement BeaconIR at the State Unit on Aging and at the Agency on Aging of South Central Connecticut.Track number of contacts per month								X	X	X	X								
											X	X	X	X					
										X	X	X	X						
														X	X	X	X	X	X
<i>Website:</i> <ul style="list-style-type: none">Review existing Long Term Care Website with Long Term Care Advisory Council members*Updates to Long Term Care Website and transform into ADRC website including all ADRC information and capabilities*Perform additional changes to website as needed based on consumer feedback*	Long Term Care Advisory Council / Commission on Aging / Jennifer Throwe	X	X	X	X	X	X												
								X	X	X	X	X	X						
														X	X	X	X	X	X

* Bold type print coupled with asterisks reflects major objective key tasks funded through the CT CHOICES program.

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Telephones:</i> <ul style="list-style-type: none"> Implement “Warm Transfer” (call-forwarding) phone line; programming changes & testing Warm Transfer phone line available Implement SEP phone line; programming changes & testing SEP 1-800 phone line available Secure Language Line Translation Services and begin testing* Language Line Services available* Develop interagency communication protocols 	Beverly Kidder / Jennifer Throwe / Marc Gallucci									X	X	X							
														X	X	X	X	X	X
											X	X	X						
							X	X	X	X				X	X	X	X	X	X
					X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
											X	X	X	X	X	X			
<i>Training:</i> <ul style="list-style-type: none"> Develop Long Term Care Options Counseling Training & Aging/Disability Cross-Training Train ADRC Staff members 	Darleen Klase / Jennifer Throwe / Beverly				X	X	X												
								X	X	X	X	X	X						

* Bold type print coupled with asterisks reflects major objective key tasks funded through the CT CHOICES program.

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Training (Cont.)</i> <ul style="list-style-type: none"> Cross Training of AAA & CIL staff, on aging and disability topics 	Kidder / Marc Gallucci									x	x	x	x						
<i>Evaluation:</i> <ul style="list-style-type: none"> Collect start-up process evaluation data in the following domains: operations, coalition building, policy and regulatory issues, clinical aspects, and baseline (existing system characteristics) Design and pilot test uniform reporting system to capture process data on consumers who contact the Single Entry Point system. Collect data on early users. 	Richard Fortinsky / Julie Robison	x	x	x	x	x	x	x	x	x	x	x	x						
							x	x	x	x	x	x	x	x	x	x	x	x	x

Major Objectives: 4). Conduct a process evaluation of the start-up, implementation, and ongoing activities of each of the project's other objectives and design and implement a model comprehensive performance measurement program based on those objectives.																			
Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Evaluation Tasks</i> <ul style="list-style-type: none"> DSS will convene semi-annual meetings with 	Margaret Gerundo-																		

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Evaluation Tasks (Cont.)</i> <ul style="list-style-type: none"> Representatives from the AASCC and other partners to meet with the evaluation team to review the start up processes, implementation and activities for each objective. Comply with all necessary IRB requirements Collect start-up process evaluation data for each of the three project objectives in the following domains: operations, coalition building, policy and regulatory issues, clinical aspects, and baseline (existing system characteristics) Design and pilot test uniform reporting system to collect process data from consumers choosing the Cash & Counseling model for their respite program services. Collect data from up to 20 early users via telephone or 	Murkette / Richard Fortinsky / Julie Robinson						X	X	X	X	X	X	X	X	X	X	X	X	X
		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
		X	X	X	X	X	X	X	X	X	X	X	X						
					X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Evaluation (Cont.)</i> <ul style="list-style-type: none"> • In-person interviews (for projective Objective 1) • Track the outreach activities to the 2 target groups and their responses to each outreach activity (for project Objective 2) • Design and pilot test uniform reporting system to capture process data on consumers who contact the Single Entry Point system. Collect data on early users (for project Objective 3). • Develop and pilot test a set of consumer-oriented measures to be collected from those who choose the C&C or other consumer-directed model and those who choose an agency management model for their respite program services. • Develop a sustainable process for consumer-oriented data collection and ongoing data analysis and reporting. 					X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
							X	X	X	X	X	X	X	X	X	X	X	X	X
							X	X	X	X	X	X	X						
								X	X	X	X	X	X						
													X	X	X	X	X	X	X

Key Tasks	Lead Person	Timeframe (Start and End Date by Month)																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
<i>Evaluation (Cont.)</i> <ul style="list-style-type: none"> Develop and pilot test report shells, based on the C&C program evaluation, to collect, analyze and report data on 6 system-level measures 							X	X	X	X	X	X	X	X	X	X	X	X	X