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

# Public Stakeholder Meeting #4

**This webinar is being recorded.**

July 31, 2024

# **Housekeeping**

» This meeting is being recorded to accurately capture stakeholder comments.

» To use the "chat" function, click the speech bubble icon at the bottom of the screen.

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

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» Use the "raise hand" function if you wish to comment.

» If anything is inaccessible during the meeting, send a message to "Hosts and panelists" in the Chat.

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

» Please limit comments to 1-2 minutes.

# Welcome, Introductions, Review Agenda

# Introductions

» **Joseph Billingsley**, Assistant Deputy Director, Health Care Delivery Systems, Department of Health Care Services (DHCS)

» **Sarah Steenhausen**, Deputy Director of Policy, Research, and Equity, California Department of Aging (CDA)

» **Patricia Rowan** (Project Director), Principal Researcher, Mathematica

» **Haley Gallo Sutherland**, Researcher, Mathematica

» **Carrie Graham**, Director, Aging and Disability Policy, Center for Health Care Strategies (CHCS)

» **Nida Joseph**, Program Officer, CHCS

# Purpose of Today's Meeting

» Provide updates on stakeholder engagement activities conducted to date

» Provide updates on the Medi-Cal and Non-Medi-Cal Gap Analysis and Multi-year Roadmap projects

» Offer an opportunity for stakeholder comment

# Agenda

» Welcome, Introductions, Review Agenda

» Opening Remarks and Brief Overview of the Gap Analyses and Multi-Year Roadmaps

» Stakeholder and Consumer Engagement Review and Update

» Q&A Discussion

» HCBS Gap Analyses and Multi-Year Roadmaps: Analytic Activities Update
  - Medi-Cal
  - Non-Medi-Cal

» Q&A Discussion

» Closing and Next Steps

# Project Roles

» **Department of Health Care Services (DHCS)**: Leading the Medi-Cal HCBS Gap Analysis and Multi-Year Roadmap project

» **California Department of Aging (CDA)**: Leading the non-Medi-Cal HCBS Program Inventory, Gap Analysis, and Multi-Year Roadmap project

» **Mathematica**: Prime contractor leading analytic activities and the writing of both Gap Analysis and Multi-Year Roadmap documents

» **Center for Health Care Strategies (CHCS)**: Mathematica subcontractor leading stakeholder engagement activities for both projects

# Stakeholder and Consumer Engagement Review and Update

# Goals of Gap Analysis Stakeholder and Consumer Engagement

» Engage stakeholders and consumers with lived experience using and accessing HCBS to share input

» Ensure input reflects the diversity of California HCBS users

- Listening sessions with consumers 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

» 2023

- January
  - Public Stakeholder Meeting #1
- February
  - Joint DACLAC Committee Meeting
- April
  - DACLAC Transportation & Housing Subcommittees
- May
  - Small Group Consultation

- June
  - DACLAC Committee Meeting
  - Joint meeting with the CDA and DHCS Advisory Committees
  - Consumer Listening Sessions Year #1 (6 total) (June – Sept 2023)
- July
  - Public Stakeholder Meeting #2
- August
  - ADvancing States HCBS Conference
- September
  - State Alliance Team Meeting
- October
  - Joint DACLAC Committee Meeting

# Review of Stakeholder Engagement to Date

» 2024

- January
  - Public Stakeholder Meeting #3
- February
  - DACLAC HCBS Subcommittee
- March – June
  - Consumer Listening Sessions Year #2 (10 total)
- July
  - Public Stakeholder Meeting #4

# Review of Stakeholder Engagement January 2023 – June 2024

| Engagement Activity | Number of Stakeholder Attendees |
|---|---|
| Bi-annual Public Stakeholder Meetings with comment open to the public *(3 meetings to date)* | 730 |
| Quarterly updates with comment for existing stakeholder workgroups/advisory committees *(5 meetings to date)* | 590 |
| Small group consultations with individuals or groups identified by DHCS to solicit feedback in response to specific questions *(2 meetings to date)* | 16 |
| Total Number of Consumer Listening Sessions (16) | 148 |
| **Total Number of Participants** | **1,484** |

Note that numbers are not unique individual participants. For example, many individuals attending the quarterly updates also participate in the bi-annual public meetings.

# Year 2 Consumer Listening Session Summary

| Host Organization/Location | Population | Session Language | Number of Participants |
|---|---|---|---|
| California In-Home Supportive Services Consumer Alliance (CICA) (San Joaquin County) | In-Home Supportive Services (IHSS) caregivers | English | 11 |
| Area Agency on Aging 4 (Greater Sacramento Region) | Unpaid, informal caregivers of adults with disabilities -age 65 and older who have Medi-Cal but need additional care from unpaid, informal caregivers to meet needs | English | 9 |
| Orange County, Los Angeles, and San Diego County Caregiver Resource Centers (CRCs) | Unpaid, informal caregivers (ages 18 and older) of adults with disabilities age 65 and older who need but are not receiving Medi-Cal or formal/paid care | Spanish | 11 |
| Valley Caregiver Resource Center (Fresno County) | Unpaid, informal caregivers (ages 18 and older) of adults with disabilities age 65 and older who need but are not receiving Medi-Cal or formal/paid care | English | 9 |
| Home and Community-Based Alternatives (HCBA) waiver agencies (Statewide) | Adults with disabilities ages 21 and older receiving Medi-Cal HCBA Waiver services | English | 9 |

# Year 2 Consumer Listening Session Summary (Con't)

| Host Organization/Location | Population | Session Language | Number of Participants |
|---|---|---|---|
| **Redwood Senior Living (Bakersfield)** | Adults with disabilities ages 21 and older receiving Medi-Cal Assisted Living Waiver (ALW) services | English | 7 |
| **OpenHouse (San Francisco)** | Adults with disabilities ages 55 and older who identify as LGBTQ+ and receive Medi-Cal HCBS services | English | 7 |
| **Full Circle of Choices (Contra Costa County)** | Adults with developmental disabilities ages 21 and older receiving Medi-Cal Developmental Disability Waiver (HCBS-DD) services | English | 8 |
| **Friends of Children with Special Health Needs (FCSN) (San Francisco Bay Area)** | Older adults ages 50 and older with developmental disabilities who receive (or need) HCBS | English | 8 |
| **Redding Rancheria (Shasta County)** | Adults with disabilities ages 18 to 64 in indigenous communities who receive (or need) Medi-Cal or non-Medi-Cal HCBS | English | 10 |

# Consumer Listening Sessions: Preliminary Themes (Year 2)

| Topics | Common Themes |
|---|---|
| **Benefits of HCBS** | • Improved mobility, independence, and quality of life<br>• Waiver and non-waiver services help HCBS users live safely in their homes and connected to their communities by providing care coordination, transportation, home care, and other services |
| **HCBS Challenges** | • Confusion regarding eligibility for and availability of services<br>• Difficulty finding and retaining home care providers (or finding them at all)<br>• Long wait times for services to be approved and started<br>• Financial barriers to accessing care/supplies/services that are not provided by programs |
| **Need for Additional Services** | • More robust transportation services<br>• Housekeeping and home maintenance<br>• Mental health supports and services |
| **HCBS Recommendations** | • Improve communication about and promotion of HCBS<br>• Expand access to and improve continuity of HCBS<br>• Strengthen provider training on culturally, linguistically, disability competent care<br>• Create a more centralized location for information regarding HCBS |

# Question & Answer

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

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

# DHCS Medi-Cal Gap Analysis and Multi-Year Roadmap Goals

» Identify and analyze opportunities to close gaps in access to HCBS

» Develop strategies to 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 into the managed Medi-Cal delivery system

» Improve health outcomes, member satisfaction, and health equity for Medi-Cal HCBS users in California

# DHCS Medi-Cal Gap Analysis and Multi-Year Roadmap Goals

» 2023

- Access to phase 1 data **(January)**

- Recommendations for LTSS Data Dashboard (**February**)

- Initial Gap Analysis Report **(September)**

» 2024

- Final Gap Analysis Report **(June 2024)**

# DHCS Medi-Cal Gap Analysis and Multi-Year Roadmap Goals

» 2025

- Development of Multi-year Roadmap **(July 2024 – June 2025)**

» 2027

- Initiate strategies for applicable Waivers per the Roadmap to achieve better MLTSS integration (**Subject to change**)

# DHCS Medi-Cal 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

# Programs included in the DHCS Medi-Cal Gap Analysis

» **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, and 5: Reduce inequities in access and services; Meet client needs; Streamline access

» Produced descriptive profiles of long-term services and supports (LTSS) 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

» Conducted a provider survey among select HCBS providers to assess capacity to serve Medi-Cal members

- Received 1,971 responses from HCBS providers statewide

» Conducted 26 interviews with waiver agencies, providers, advocacy organizations, and managed care plans to discuss opportunities to improve access and close gaps

# Objective 3: Increase program integration and coordination

» Conducted a questionnaire with select HCBS providers, along with managed care plans and enhanced care management providers to assess care coordination abilities

- 33 providers
- 20 managed care plans

» Conducted further interviews with respondents to assess needs for technical assistance to coordinate care

- 11 providers
- 8 managed care plans

# Objective 4: Improve quality

» Supporting DHCS in reporting the HCBS Quality Measure Set

- States participating in the Money Follows the Person demonstration must report these specific measures beginning in 2026

» Launching the NCI-AD survey later this year

- Medi-Cal HCBS users will be sampled to participate in this experience of care survey

- Complements the NCI-IDD survey which is completed by the Department of Developmental Services

» Gathering data to report five mandatory quality measures on topics including comprehensive assessments, person-centered planning, and institutional stays

# Next steps

» Final Gap Analysis report going through internal review at DHCS

  • Expected public release by end of 2024

» Developing Multi-year Roadmap for integration of select HCBS programs into managed care

  • The initial transition into managed care was slated to begin in 2027. In response to CMS' new Access Rule, DHCS and Mathematica are exploring options to move up the transition timeline.

  • More information on the timeline will be released in the near future.

  • Waivers potentially within scope of consideration: ALW, HCBA, MSSP, and MCWP

  • No current plans to move IHSS or DD HCBS programs into managed care

# CDA Non-Medi-Cal Gap Analysis and Multi-Year Roadmap: Analytic Activities Update

# CDA Non-Medi-Cal HCBS Gap Analysis 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
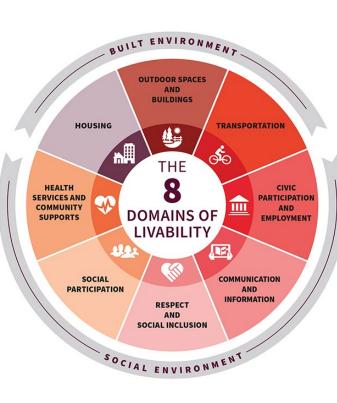
# Non-Medi-Cal HCBS Gap Analysis Updates

- Created an inventory of non-Medi-Cal HCBS programs and services in California that includes information about eligibility, geographic reach, and funding
  - Developed an HCBS Taxonomy to organize the program inventory, the Gap Analysis report, and the Multi-year Roadmap
- Analyzed program-level utilization data for as many programs as possible
- Conducted 84 interviews with HCBS providers, representatives from California state departments administering HCBS, and other subject matter experts

# Frameworks That Informed the HCBS Taxonomy



California Department of AGING

## 211LA Resources



## AARP/WHO Age-Friendly Domains of Livability



## Master Plan for Aging's Five Bold Goals

# HCBS Taxonomy Domains

Caregiver supports

Communication, information, and referral services

Health services and community supports

Housing

Safety

Social inclusion, economic security, and employment

Transportation

# Non-Medi-Cal HCBS Gap Analysis Data Sources

- Publicly available data including:
  - American Community Survey data
  - California Department of Finance Projections
  - Public reports on services delivered by Caregiver Resource Centers, Independent Living Centers, and other providers
- Program utilization data provided by California state departments for programs including but not limited to:
  - Aging and Disability Resource Connections
  - Older Americans' Act programs
  - Transportation and mobility services
  - Affordable and accessible housing
  - Other

# Next Steps

- Gap Analysis anticipated release: Early 2025

- Multi-Year Roadmap anticipated release: June 2025

# Question & Answer

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

# Closing and Next Steps

# Next Steps

» Next and final public meeting: Early 2025

» For commonly asked questions, check out the FAQ containing information related to both projects:

- [FAQ](#)

» To share any additional comments/information and/or feedback about today's meeting 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)

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