

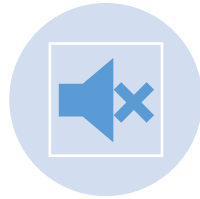
Gap Analysis and Multi-Year Roadmap for Home and Community Based Services (HCBS) and Managed Long-Term Services and Supports (MLTSS) Projects

Public Stakeholder Meeting #3

Housekeeping



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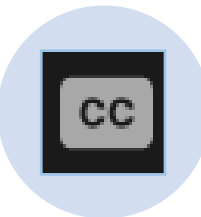
To use the “Chat” function, click the speech bubble icon at the bottom of the screen.



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



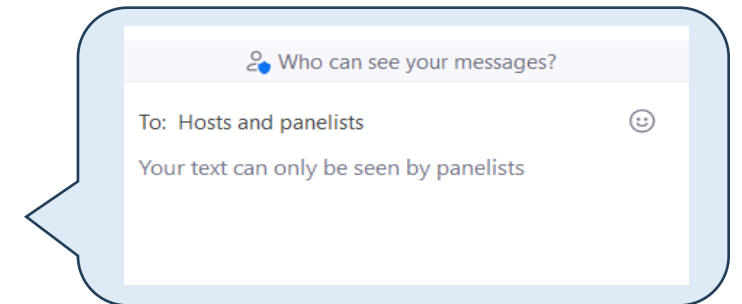
Please limit comments to 1-2 minutes.



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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

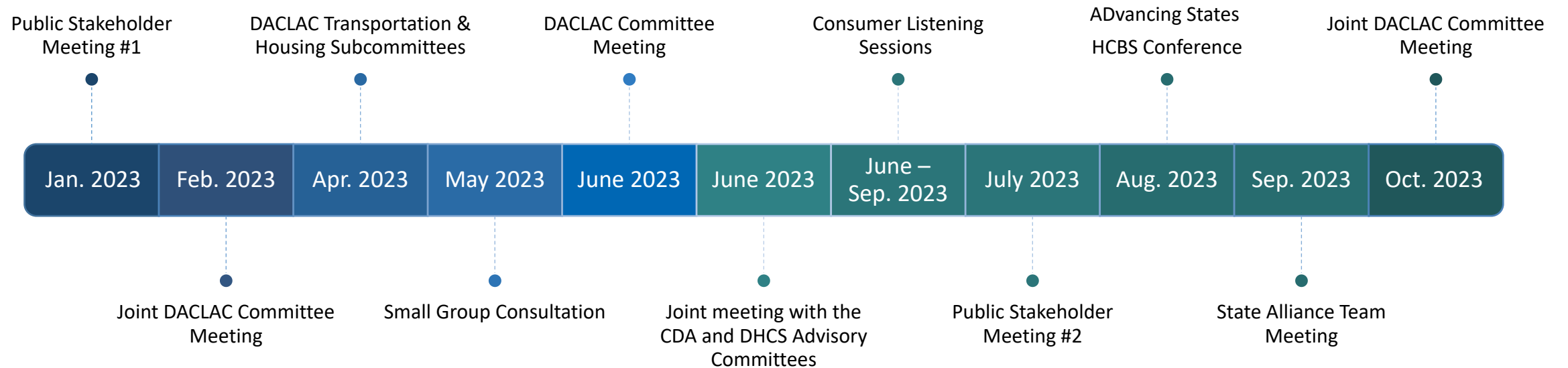
Stakeholder and Consumer Engagement Review and Update



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



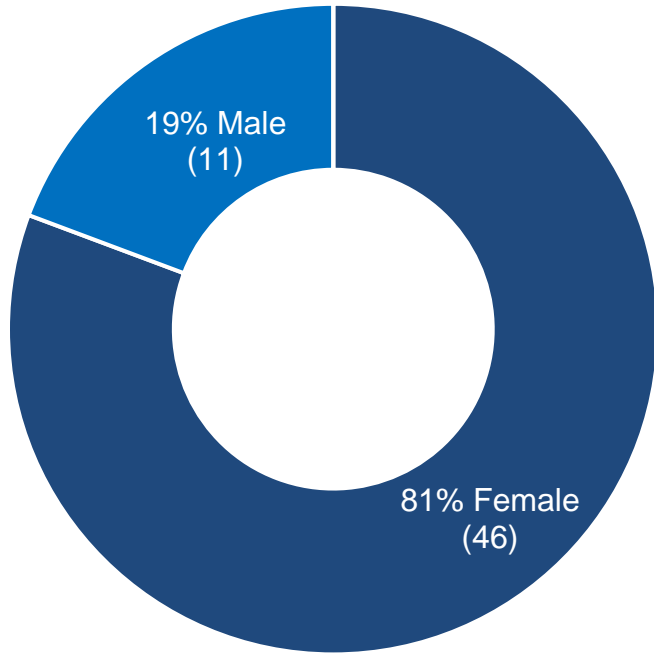
Year 1 Consumer Listening Session Summary

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

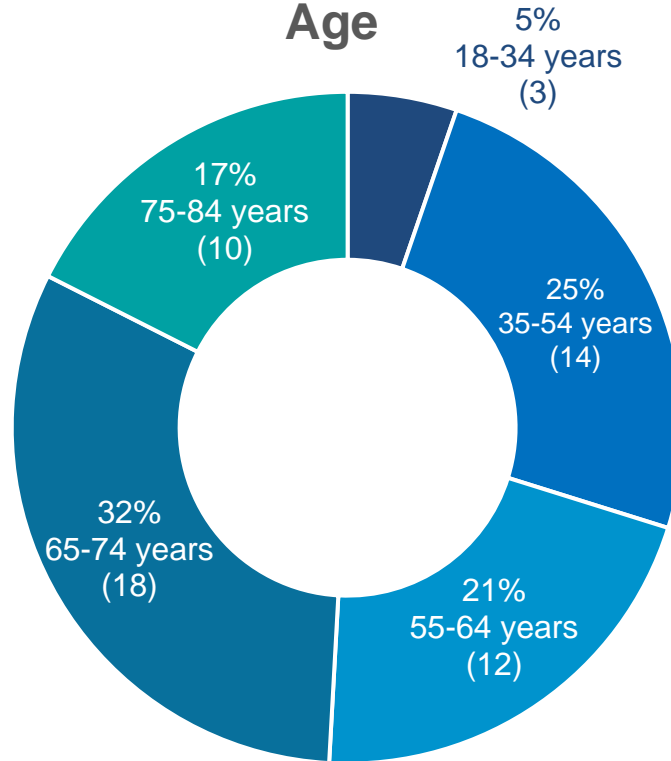
Consumer Listening Sessions Demographics

n=57

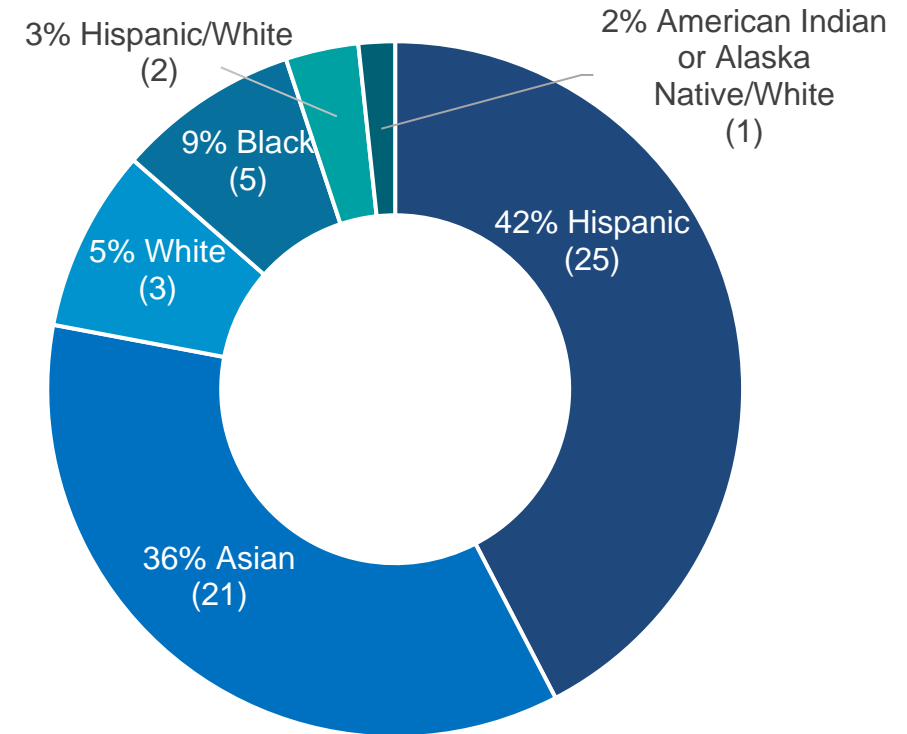
Gender



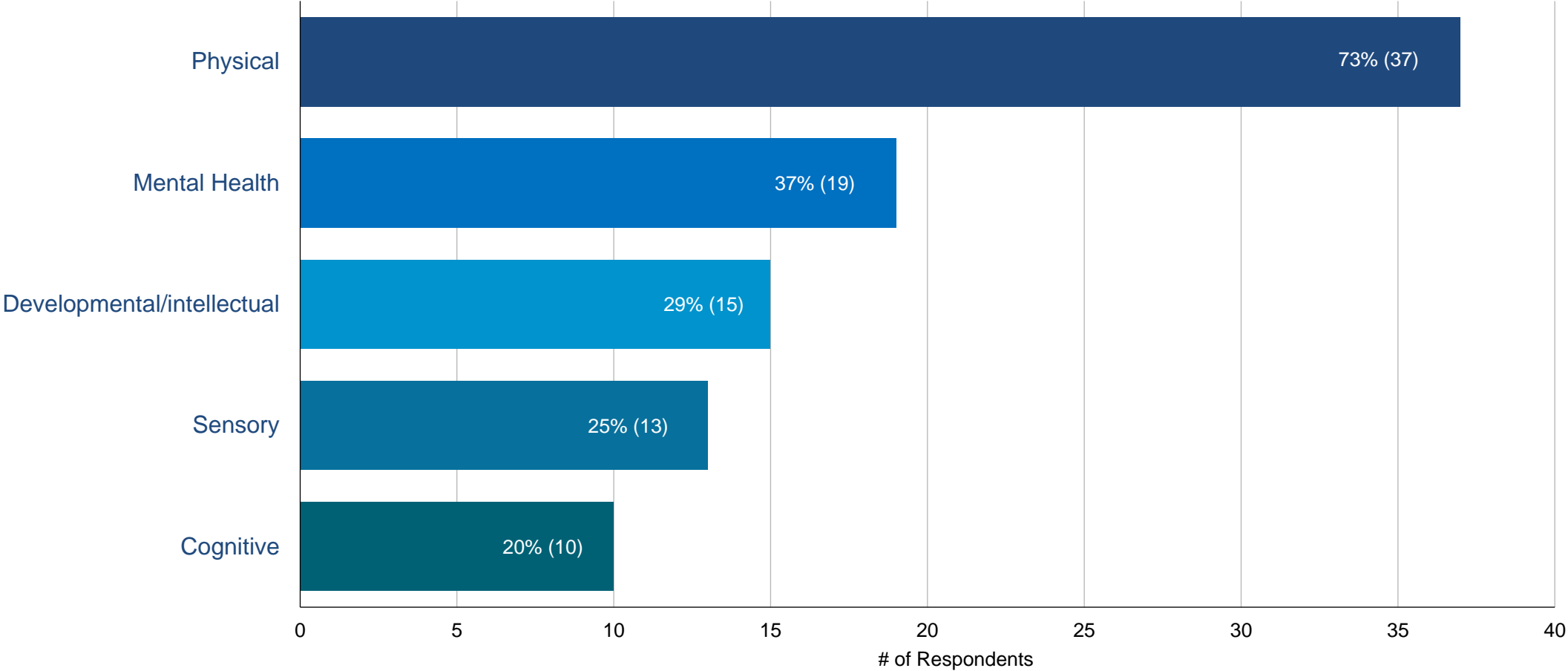
Age



Race/Ethnicity

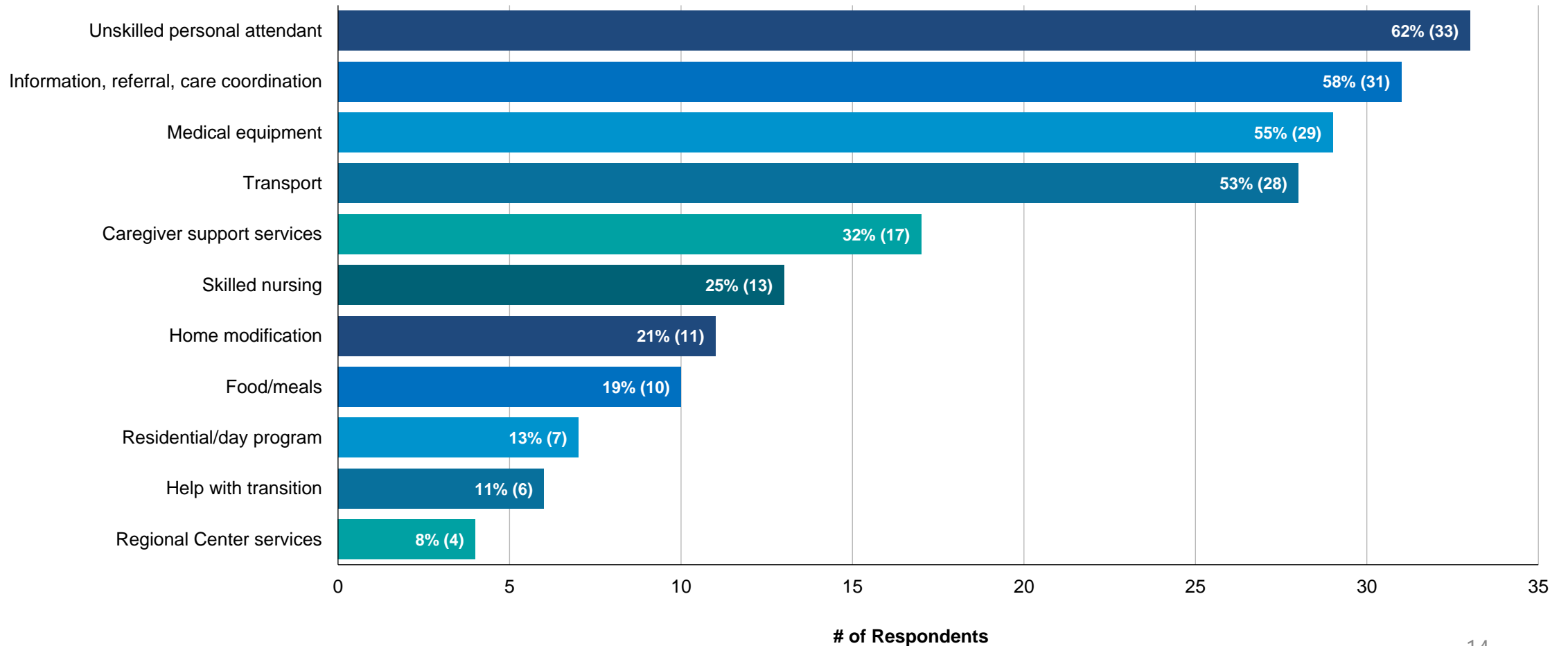


Consumer Listening Sessions Demographics: Self-Reported Disabilities (n=51)



HCBS and Other Services Used in Past 6 Months

n=53



Consumer Listening Sessions: Preliminary Themes

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

Consumer Listening Sessions: Preliminary Themes

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

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



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

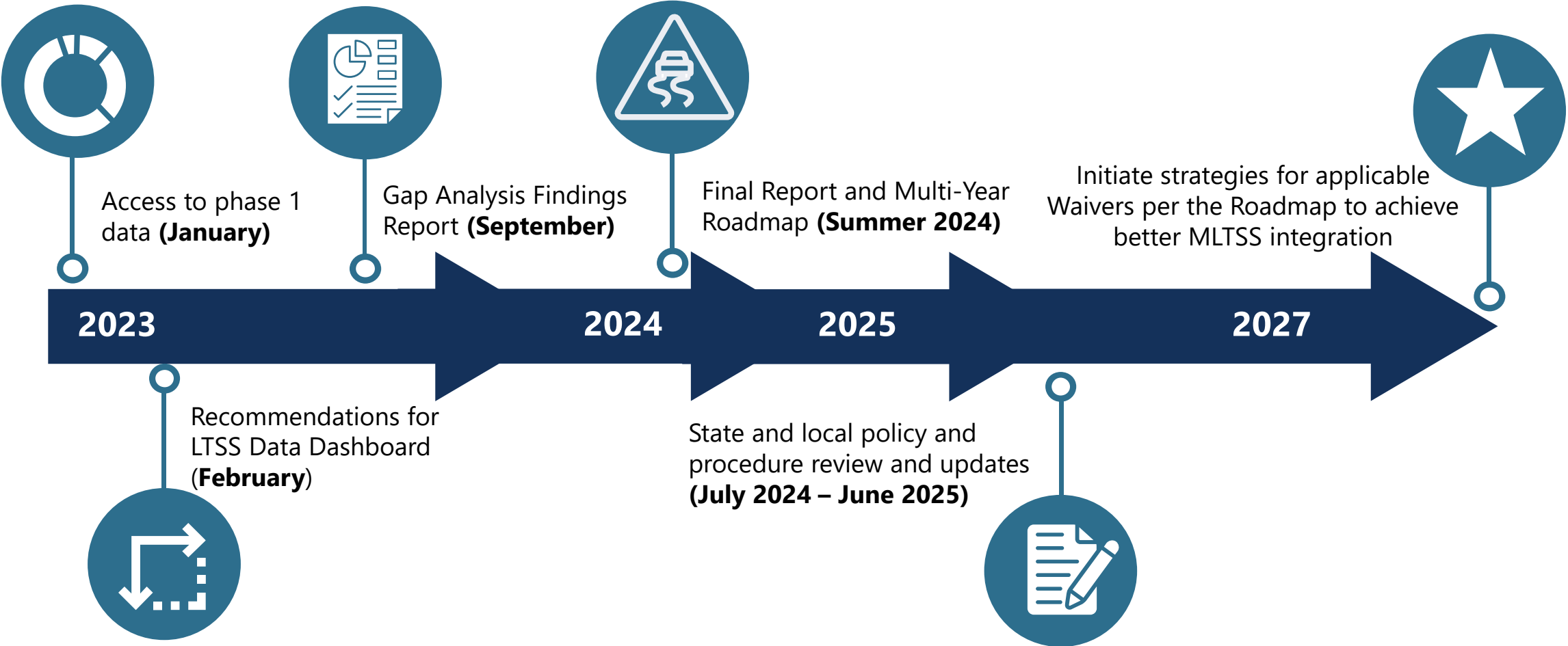
DHCS Gap Analysis and Multi-Year Roadmap: Analytic Activities Update



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

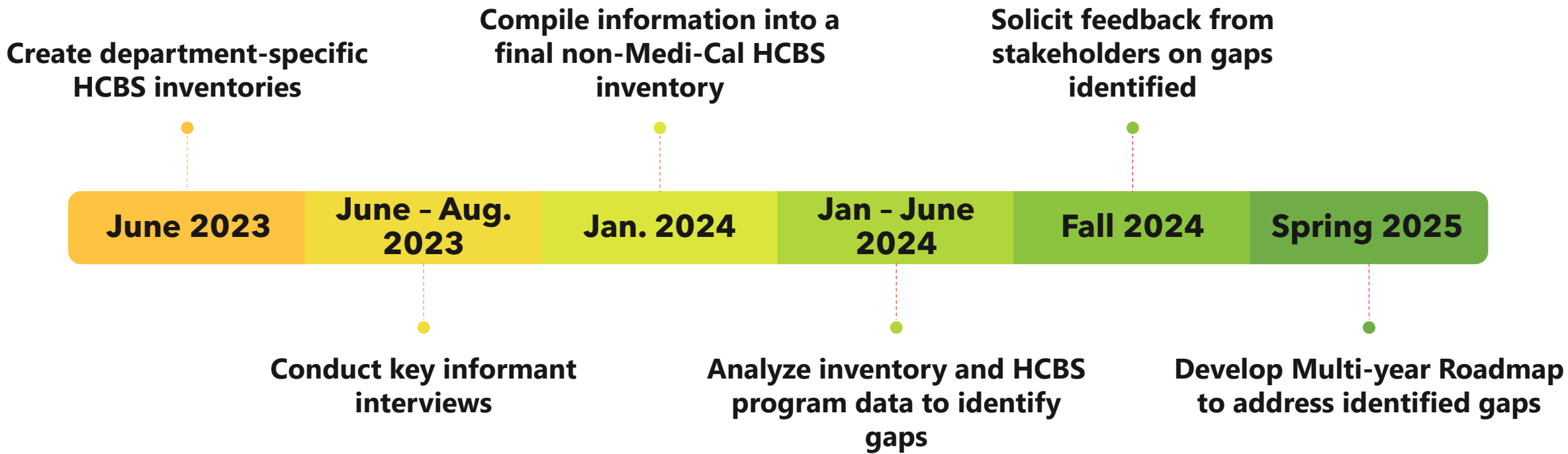
Inventory of Non-Medi-Cal Programs Included (Continued)

Domain	Service Categories
Health services and community supports	Health promotion
	In-home medical services
	Mental and behavioral health services
	Adult day services
	Personal care services
	Homemaker and chore services
	Nutrition
	Assistive devices
Safety	Emergency preparedness and resilience
	Abuse, neglect, and fraud
Caregiving	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
 - CDA HCBS Gap Analysis Inbox: HCBSGapAnalysis@aging.ca.gov

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