

## VIRGINIA -- 2001 Real Choice Systems Change Grant

### Identified Problems with the States' Long-Term Care System

- The adequacy, quality, and practical choices available to consumers of waiver services have not necessarily improved with increased funding, and the system has become more complex and fragmented.
- Lack of a comprehensive Mental Retardation/Developmental Disabilities (MR/DD) system.
- No individual budgeting is done through the waiver program.
- Most services for individuals are directed and controlled by agencies.
- Structuring the system by services has led to fragmentation and access difficulty for individuals who are not familiar with the system.
- Individuals and families are not aware of how consumer-directed supports can be arranged.

### Perceived Strengths

- Virginia currently has six HCBS waivers, serving 16,752 individuals who are aged or disabled:
  - C AIDS waiver
  - C Elderly and/or Disabled (E&D) waiver
  - C Consumer-Directed Personal Attendant Services (CD-PAS) waiver
  - C Mental Retardation (MR) waiver
  - C Technology Assisted waiver
  - C Individual and Family Developmental Disabilities Support (DD) waiver (two of the services—respite and attendant care—are consumer-directed)
- A consumer-directed personal assistance services program through the Department of Rehabilitative Services (DRS) served 280 individuals in FY 2001.

### Primary Focus of Grant Activities

- Improve access to consumer-directed services available through waiver programs.
- Develop methods and materials for informing consumers of support options.
- Increase understanding and use of consumer-directed services.
- Increase consumer satisfaction with and the quality of services.

## **Goals, Objectives, and Activities**

**Overall Goal.** To create enduring and effective improvements to Home- and Community-Based Services (HCBS) in Virginia.

**Goal.** Develop a computerized screening and assessment process for Virginia's Medicaid waiver programs to increase the timeliness of eligibility and service determinations.

### ***Objectives/Activities***

- Pilot test the computerized process in one or two geographic areas.
- Make any necessary adjustments to the process based on feedback and experience.
- Provide statewide training and implementation.

**Goal.** Provide the right information at the right time to individuals and their caregivers so they can make life decisions, manage their services, and manage their conditions or disabilities for the most positive outcomes possible.

### ***Objectives/Activities***

- Develop a "Road Map" for the services offered to promote "one stop shopping" for information, using focus groups to determine content and format.
- Develop an introductory video that provides an overview of available resources, supports, and services.
- Develop an interactive web site that allows consumers and families to search for resources and information across age, disabilities, diagnoses, desired outcomes, and geographic locations.

**Goal.** To increase the availability of consumer-directed services in Virginia's waiver programs.

### ***Objectives/Activities***

- Through the Consumer Task Force and other consumer-oriented organizations, develop a Training Advisory Team, and identify consultants to assist in designing curricula tailored to the needs of targeted stakeholder groups.
- Ensure the long-term success of consumer-direction by establishing a technical assistance (TA) network composed of consumers, families, facilitators, and providers, who will provide localized TA to all parties interested in developing and implementing consumer-directed supports and services in the community.

**Goal.** Address gaps in quality assurance and satisfaction with community-based waiver services through the development of performance, outcomes, and satisfaction measures for continuous quality improvement.

### ***Objectives/Activities***

- Develop and implement a quality assurance (QA) program for the Elderly/Disabled (E&D) Waiver E&D Program.
- Develop and implement a client satisfaction survey as part of the QA program.
- Pilot test the QA program with a sample of E&D waiver participants.

### **Key Activities and Products**

- Develop a “Road Map,” an introductory video, and an interactive web site to help consumers and their families obtain information about services.
- Develop a Training Advisory Team and identify consultants to assist in designing consumer-driven curricula tailored to the needs of targeted stakeholder groups.
- Establish a technical assistance (TA) network to provide localized TA to all parties interested in developing and implementing consumer-directed supports and services in the community.
- Develop and implement a quality assurance (QA) program for the E&D Waiver Program.
- Conduct a client satisfaction survey as part of the QA program.
- Pilot test and evaluate the QA program with a sample of E&D participants.

### **Consumer Partners and Consumer Involvement in Planning Activities**

A Consumer Task Force held meetings to discuss the grant application and made recommendations regarding initiatives.

### **Consumer Partners and Consumer Involvement in Implementation Activities**

- The Consumer Task Force will be used as the oversight body to review, monitor, and evaluate the scope, goals, objectives, and outcomes of this initiative.
- Consumers will also be invited to participate in various focus groups, pilot testing, and evaluation activities (e.g., consumer satisfaction surveys).

### **Public Partners**

- The Virginia Department of Medical Assistance Services (DMAS).
- Virginia Board for People with Disabilities (VBPD).
- Department of Mental Health, Mental Retardation, and Substance Abuse (DMHMRSAS).
- Department of Health (VDH).
- Department of Rehabilitative Services (DRS).
- Virginia Institute on Developmental Disabilities (VIDD) at VCU.
- Center for Gerontology at VA Tech.
- Department for the Blind and Visually Impaired (DBVI).
- Department for Aging (VDA).
- Department for the Deaf and Hard of Hearing (VDDHH).
- Department of Social Services (DSS).
- Administration on Developmental Disabilities.

## **Private Partners and Subcontractors**

- The Virginia Association of Home Care Providers and Virginia Association of Rehabilitation Providers (operating as VaACCESS).
- Commonwealth Council on Aging.
- Statewide Independent Living Council (SILC).

All of the above are represented on the 17-Member Consumer Task Force and were involved in planning activities and will be involved in implementation activities.

## **Public and Private Partnership Development/Involvement in the Planning Phase**

### **Public Partners**

Partner agencies within the Health and Human Resources Secretariat were selected by the Secretary of Health and Human Resources. Stakeholders from other secretariats were invited by DMAS to be part of the process because they have an interest in the outcome. The public partners in the Health and Human Resources Secretariat made up a steering committee that met separately from the Consumer Task Force and helped to determine the state's deficiencies that needed to be addressed, as well as to suggest the issues that needed to be addressed as part of the grant activities.

### **Private Partners**

The private provider groups were asked to send a representative of their choice to participate in grant activities.

## **Public and Private Partnership Development/Involvement in Implementation**

### **Public Partners**

- VIDD will work toward attainment of Goal III (Consumer Direction).
- The Center for Gerontology will work toward attainment of Goal IV (QA).

### **Private Partners**

The Virginia Association of Home Care Providers and the Virginia Association of Rehabilitation Providers (operating as VaACCESS), the Commonwealth Council on Aging, and the SILC are represented on the Consumer Task Force and will review, monitor, and evaluate the outcomes of this initiative.

### **Existing Partnerships That Will Be Utilized to Leverage or Support Project Activities**

- The Virginia Board for People with Disabilities provided grant funding to a Center for Independent Living (CIL) to train consumers about Virginia's Medicaid waiver programs. Real Choice grant funds will enhance this grassroots effort by providing funds to develop methods and materials to gain access to needed information.
- Funding from the VBPD to the DMHMRSAS will be used to examine how self-determination principles can be incorporated into existing practices and service delivery.

- Funding from the Administration on Developmental Disabilities for the project, *Virginia is for Families*, will promote involvement of consumers and family members in all aspects of family support and self-determination policy and program design.

### **Oversight/Advisory Committee**

- The Consumer Task Force will be used as the oversight body to review, monitor, and evaluate the scope, goals, objectives, and outcomes of this initiative.
- The Interagency Steering Committee assisted with grant application coordination and will oversee implementation.

### **Formative Learning and Evaluation Activities**

The Consumer Task Force will meet at least quarterly to review progress. Any barriers to implementation that may arise will be discussed with the Consumer Task Force and the Steering Committee in order to find solutions that will then be incorporated into the project design.

### **Evidence of Enduring Change/Sustainability**

- The computerized preadmission screening and assessment process with online help and editing capabilities will endure after the grant ends.
- The interactive web site will be placed on the Virginia Board for People with Disabilities, and may be incorporated into Virginia's Information and Referral system during the third year of the grant.
- The new quality assurance program will become part of the DMAS Division of Long-Term Care and Quality Assurance and will be sustained through division operations.

### **Geographic Focus**

Goal I: one or two pilot areas and then, if successful, statewide.

Goals II-IV: statewide.