

Home on the Range

Survey Results and Discussion

Survey Conducted

- Survey ended March 5
- 83 responses to survey
- Survey designed by Home on the Range workgroup to gather input from providers and others interested in home and community based long-term service and supports for older adults and persons with physical disabilities

Who Responded?

33 case managers, 16 HCBS Providers, 2 ALFs, 13 non-providers, 19 other (including senior centers, non-direct providers, public health nurse, statewide entities, transportation providers).

Question 4

What percentage of your clientele is on Medicaid or Medicaid waivers?

- 0-20% of clientele- 22 respondents
- 21-40% of clientele- 9 respondents
- 41%-60% of clientele- 6 respondents
- 61%-80% of clientele- 10 respondents
- 80%-100% of clientele- 13 respondents

Question 5

Are you currently accepting new Medicaid clients?

- Yes-55
- No-3
- Not applicable-4

Question 6

In the past 2 years, did any of the services offered by your organization:

Decrease- 27.8% Yes

Become eliminated- 3.85% Yes

Become frozen to new clients- 15.4% Yes

Why? Staffing shortages or availability or workload (4),

Funding/reimbursement (6), cost control, limit on hours per client (2), fewer referrals coming in(2), competition

Question 7

In the past 2 years, did your organization or company consider (but not make) any reduction in service due to...

- Financial reasons- 35% yes
- Difficulty finding or retaining staff- 27% yes
- Comments--"Medicaid rates have not increased to meet salaries and benefits of staff", "The reimbursement is not adequate to provide these services to rural areas that require lengthy drive times"

Question 8 & 9

27% noted service reductions in their counties and 41% rated their county as having an inadequate supply of HCBS services

Examples of service reductions in counties:

“Two senior centers in county will not provide hot home delivered meals to waiver clients that are less than 60 years old. This is due to poor reimbursement for a waiver meal.”

“Med set-up decreased from weekly to monthly.”

“Waitlists (*for some programs*) may run up to 6 months.”

“Meals on Wheels at local hospital ended its program.” “No longer provides case management.” “Town HH discontinued waiver services to clients”

Question 10

Are there particular areas or towns in County that are underserved:

“Too distant for reimbursement rates to cover travel time and mileage”, Midwest, Edgerton, rural outlying ranches, Burns, Pine Bluffs, Carpenter, Crook, Weston, Farson, Wamsutter, Point of Rocks, Granger,, Ten Sleep, Medicine Bow, Hanna, Baggs, Dixon, Elk Mountain, Rock River, Centennial, Buffalo, Kaycee, Sussex, Douglas, Hulett, Moorcroft, Sundance.

Question 11

Selected services that were the most unavailable:

Non-medical transportation-19.6% unavailable

Adult day care-58.5% unavailable

ALF- 24.5% unavailable

Respite/Caregiver Support- 17% unavailable

Question 12

Major issues/barriers to HCBS identified:

- Distance including travel costs and travel time
- Housing
- Availability of ALF for low-income individuals
- Application process for Medicaid LTC is confusing
- Not enough providers. Lack of staff and housing for staff.
- Financial and funding issues
- Limited availability of wrap-around services and mental health
- Long wait on background checks (14 days)
- Client awareness of services available.
- Training always in Cheyenne. 1 or 2 times a year only.
- Waitlist.

Question 15, 16, 18

- Medicaid represented 0-20% of revenue for 57% of respondents and 80-100% of revenue for 11% of respondents.
- The amount of time reported spent on Medicaid clients was greater than the revenue related to these clients.
- Services to Medicaid recipients are subsidized by a number of sources including state grants (40%), private pay individuals (44%), fundraising & donations (40%), taxes and other assessments (28%), federal grants (20%), local grants (24%), charitable grants (12%), other larger entity such as a hospital (12%)

Question 19

As of today (january or February 2014) how would you rate your county's supply of housing for senior and disabled persons?

- 2% Surplus
- 20% Adequate
- **76% Inadequate**
- **2% Unavailable (no spec. housing in county)**

Question 20

Does your county have the following housing types?

- Subsidized rental for seniors (no services) -- 7.84% No
- Subsidized rental for seniors (with services)- 47.1% No
- Adult foster care - 69.4% No
- Board and Lodge with Services - 55.1% No
- Market rate rental for seniors (no services) - 22.5% No
- Market rate rental for seniors (w/ services) - 33.3% No

Comments: “There is not a comprehensive list of housing options and resources.””Section 8 has 2 year wait!!! way too long.”

Questions 22 & 26

Clients that are underserved or poorly served by current HCBS Long term services and supports:

Mental health issues, heavy users, non-compliant, difficult clients, rural clients, hispanic, spinal cord injured, borderline income issues, younger chronic disease clients, just under 13 point minimum but still need help, Alzheimer's patients, those needing transportation,

Upcoming Steps

- Deciding on what additional actions can be taken to address barriers to HCBS.
- Communicating research to new coalition group that spun-off.
- Long-term care HCBS rate study (LTC waiver and ALF) in July 2014 (SFY 2015).