



**Connecticut Department
of Social Services**

Caring for Connecticut



Connecticut Home Care Program for Elders

**Annual Report
To the Legislature**

SFY 2007

July 2006 - June 2007

Table of Contents

Program Description and Organization	2
Assisted Living Services Component	3
Care Management and Self Directed Care	5
Quality Enhancement System	7
Cost-Effectiveness of the Waiver	8
Program Cost and Projected Savings	8
Summary of the Average Monthly Cost/Case by Date of Payment	10
Summary of Program Costs and Savings by Date of Payment	11
Program Costs by Date of Payment	12
Average Monthly Caseloads	13
Connecticut Home Care Program Overview	14
Financial Eligibility – Medicaid Waiver	14
Financial Eligibility – State Funded	14
Targeting the Frail Older Persons	14
Assessment, Plan of Care Development, and Care Management	15
Application of Cost Limits	16
Client Fee	16
Acceptance of Services	16
Length of Stay of the CT Home Care Program or Elders	16
Client Characteristics	17
Caseload Trends 7/1/06 – 6/30/07	21
Screening, Assessment and Placement Activity	21
Composite of Program Activity	22
Caseload	22
Caseload by Funding Source	23
Admissions & Discharges	24
SFY '2007 Waiver Discharge Reasons	25
SFY '2007 State Funded Discharge Reasons	25
Transfers Within the Program	26
Program Expenditures and Cost Saving Program Activities	27
Program Expenditures 7/1/06 – 6/30/07	27
Mandatory Medicaid Applications	27

APPENDICES

- A. Brief History of the CT Home Care Program for Elders**
- B. Organization of the Connecticut Home Care Program for Elders**
- C. Connecticut General Statutes, Section 17b-342**
- D. Members of the CT Home Care Advisory Committee**
- E. Care Management Continuum**
- F. Client Satisfaction Survey – SouthWestern Region (10/2006)
Eastern Region (2/2007)**
- G. Mission and Map of the CT Home Care Program for Elders**
- H. Connecticut Home Care Program for Elders Age Distribution Chart**
- I. State Funded Congregates Growth**
- J. HUD Facilities Growth**
- K. Private Assisted Living Pilot Program Growth**
- L. Assisted Living Demonstration Project Growth**

Connecticut Home Care Program for Elders at a Glance

- 17,048 elders were served on the State Funded and Medicaid Waiver portions of the CT Home Care Program for SFY 2007. Calculated with table data. See Page 24.
- \$ 91,510,543 in savings were generated as a result of the reduced utilization of nursing facility beds due to the CT Home Care Program`s Medicaid Waiver. See Page 8.
- The monthly average number of clients on the CT Home Care Program for SFY 2007 was 13,414 See Page 22.
- The average monthly cost per client on the State Funded portion of the CT Home Care Program was \$ 909 and the Medicaid Waiver portion of the CT Home Care Program was \$ 1,572. See Page 10.
- The program expenditures for the Medicaid Waiver and State Funded portion of the CT Home Care Program were \$ 215,871,213. See Page 27.
- The number of individuals screened for the CT Home Care Program who were referred for assessment and became clients was 4,021. See Page 15.
- The average length of stay on the CT Home Care Program is 3.6 years. See Page 16.

Program Description and Organization

Through the CT Home Care Program for Elders, the State provides long term care services for older persons who continue to live at home. Options in the program such as the PCA Pilot have increased consumer choice and expanded opportunities for consumers to direct the services which impact their lives. Commitments such as this, allow the State to provide long term care in the least restrictive setting to Connecticut's growing population of older adults.

The Department's Alternate Care Unit administers the CT Home Care Program for Elders. The mission of the Alternate Care Unit is to develop a dynamic system that includes a flexible array of cost-effective community based and institutional long term care alternatives, which are responsive to the needs and preferences of individuals and families with continuing care needs.

This mission supports the Department's broader mission to serve families and individuals who need assistance in maintaining or achieving their full potential for self-direction, self-reliance and independent living. Clinical staff from the Alternate Care Unit screen individuals when a need for long term care is identified to assure that the option of home care is considered before institutional care. For a brief history of Connecticut's commitment to home care see Appendix A.

The program is organized under a three-tiered structure, which enables individuals to receive home care services in levels corresponding to their functional dependence and financial eligibility. The first two categories are funded primarily through a State appropriation. Individuals in the third category qualify for reimbursement under the Medicaid waiver program, therefore, costs for this category are equally distributed between Federal and State funds.

Cost limits for each level of the program are established so that individual care plan expenditures can increase in response to individual needs. In practice, most actual care plan costs are well under the limits for each category. In Category 3, the category serving the most needy group of elders, the average cost of care is less than half of the cost limit.

The following are descriptions of the three program categories. Eligibility limits and other program requirements are described in more detail later in this report. For a brief summary, please refer to the chart on the organization of the program in Appendix B and the revised legislation in Appendix C.

Category 1: This category is targeted to individuals who are at risk of long term hospitalization or nursing facility placement if preventive home care services are not provided. Since these are not individuals who would immediately need nursing facility placement in the absence of the program, individual care plan limits are set at 25% of the weighted average Medicaid cost in a nursing facility.

Category 2: This category targets individuals who are frail enough to require nursing facility care, but have resources which would prevent them from qualifying for Medicaid upon admission to a nursing facility. Care plan limits for these individuals cannot exceed 50% of the weighted average Medicaid cost in a nursing facility.

Category 3: This category targets individuals who would otherwise require long term nursing facility care funded by Medicaid. In order to assure cost effectiveness, individual care plan costs cannot exceed 100% of the weighted average Medicaid cost in a nursing facility.

This program structure was developed in conjunction with an Ad Hoc Home Care Advisory Committee, which was established by the Department in 1992. Over the years, the Committee has made many critical recommendations, which have resulted in improvements in access to home care. The advice of the Home Care Advisory Committee continues to provide a valuable perspective for the Department's evolving home care program. A complete listing of current members is included in Appendix D.

Assisted Living Services Component

Over the past several years, the State of Connecticut has developed alternatives to nursing facility care and assisted living has been a major focus of these efforts. Connecticut has introduced assisted living in state-funded congregate housing facilities, federally-funded HUD residences and has developed four new subsidized assisted living in four Connecticut communities.

Assisted living is a special combination of housing, supportive services, personalized assistance and health care designed to respond to the individual needs of those who need help with activities of daily living and instrumental activities of daily living. Supportive services are available 24 hours a day to meet scheduled needs in a way that promotes maximum dignity and independence for each resident and involves the resident's family, neighbors, and friends.

Private Assisted Living Pilot

Public Act 02-7 allowed the Department to establish the Private Assisted Living Pilot that became effective January 1, 2003. The Pilot provides seventy-five (75) clients with the opportunity to remain in their private assisted living facility after they have spent down their assets.

The Pilot grew out of recognition that some elders, after living in a Private Assisted Living Facility for a time, have spent down their assets and thus require help with their living expenses. In order to assist these individuals, the Pilot provides funding for their assisted living services. The Pilot does not pay for room and board; it is expected that such individuals will have family members who are willing and able to pick up those expenses. This Pilot is based on the premise

that it will be cost effective for the State to provide for such individuals, for in doing so, they will not require admission to a nursing facility.

As of June 30, 2007, the Private Assisted Living Pilot has served a total of 190 clients at a cost of \$4,112,153. This figure includes both core and assisted living service charges and covers a four year period.

State Funded Congregate and HUD Facilities

Public Act 00-2 allowed the Department of Economic and Community Development (DECD) to offer assisted living services to residents in State Funded Congregate Housing and Federally Funded HUD Facilities. Through the collaborative effort of DECD, the Department of Public Health (DPH) and the Department of Social Services (DSS), the program became effective February 2001.

Public Act 00-2 also grants Managed Residential Community (MRC) status to approved State Funded Housing and Federally Funded HUD Facilities for the purpose of providing assisted living services and allows the Department of Public Health (DPH) to waive provisions of the assisted living services agency regulations on a case-by-case basis.

The assisted living services are funded through the State Department of Social Services (DSS) or the State Department of Economic and Community Development (DECD). The assisted living services are provided by an assisted living services agency (ALSA). The assisted living services agency provides the personal care services, core services and supplemental services based on the care needs of the qualified residents.

Assisted Living Services will provide a viable choice to the residents that will enhance and maintain a degree of continued health, dignity and independence at significantly less cost than nursing facility placement.

As of June 30, 2007, 266 clients had received services in State funded congregate facilities at a cost of \$4,834,753. This figure includes both core and assisted living service charges and covers a **six** year period.

As of June 30, 2007, 271 clients had received services in the HUD facilities participating in the assisted living pilot at a cost of \$5,503,258. This figure includes both core and assisted living service charges and covers a **six** year period.

Assisted Living Demonstration Project

Over the past several years, the Department of Social Services in collaboration with the Department of Public Health, (DPH) the Department of Economic Development (DECD) and the Connecticut Housing Finance Authority (CHFA) have developed the Assisted Living

Demonstration Project which, provides 300 subsidized assisted living units in both urban and rural settings.

This unique project combines the development financing through CHFA, the necessary housing component through rental subsidies from DECD, and services through DSS' Connecticut Home Care Program for Elders. Four projects were approved through the initial round of financing, they are in the cities of: Glastonbury, Hartford, Middletown and Seymour.

As of June 30, 2007, 282 clients had received services in the DEMO facilities participating in the assisted living pilot at a cost of \$ 5,160,954. This figure includes both core and assisted living service charges over a three year period.

Personal Care Assistance Pilot

The CT Home Care Program for Elders Personal Care Assistance Pilot was approved to serve up to 250 persons age 65 and older who meet all the technical, functional and financial eligibility requirements and for those clients that cannot access adequate home health services.

Persons under age 65 receiving services from the PCA Waiver for persons with disabilities become eligible for personal care assistance services under the CT Home Care Program for Elders when they turn age 65.

Legislation passed in 2006 allows participants on the PCA Waiver turning age 65 to choose between remaining on that program or receive services under the CT Home Care Program for Elders. Legislation passed in 2007 eliminated the 250 person cap but the program must operate within available appropriations.

As of June 30, 2007, 188 clients had been approved for services and 52 clients were pending.

Care Management and Self Directed Care

Connecticut was a pioneer in the development of quality standards for case management through the State Licensure for Coordination, Assessment and Monitoring Agencies. Just as Connecticut has been a leader in developing this sophisticated model, the State has also been a leader in challenging the limits of case management, or what is now called "care management."

Many frail elders have complex needs which require ongoing coordination and frequent monitoring of their medical, professional, and social services providers. Most clients in the program continue to benefit from the services of an independent care manager.

As shown in the care continuum (Appendix E) some individuals, whether on their own, with family support, or with the assistance of a provider agency, are fully able to coordinate and monitor their own service providers, that is, to manage their own plan of care. These individuals

are considered "self directed" in the Department's model and receive their services under the self directed care component of the program.

As of July 2006, there were 262 active clients who were designated self directed care, representing 2.0 % of the total caseload. By the end of June 2007, there were 232 active self directed care clients representing 1.7 % of the total caseload.

With the recent change in the method used to determine the client's applied income, a large number of clients are now available for review for the self directed care option. Each of these clients were reviewed and offered the self directed care option, as appropriate, over the next year at the time of their annual reassessment.

The ACU clinical staff began to target those clients who, upon initial assessment into the program, appear to be candidates for self directed care after an initial six month period of care management services. These clients are reassessed for the self directed care option at the first six month interval rather than after one full year in the program.

The ACU staff began logging all self directed care referrals, their source, and disposition in an effort to spur Access Agency referrals and provide documentation of activity. On a scheduled basis, the Department evaluates all individuals in the program for self directed care to insure that only those clients who truly need care management are receiving that service.

Quality Enhancement System

The quality enhancement system in place for the CT Home Care Program for Elders is a system that monitors the unique needs and caliber of services provided to our clients.

Our Quality Enhancement system has 4 teams to provide ongoing monitoring of program functions:

- The Quality Review Team conducts quarterly on-site audits of access agency and assisted living service agency records and visits provider agencies and clients;
- The Peer Review team reviews the process, efficiency, and quality of office operations by a quarterly client record review process;
- The Report Team reviews Access Agency Reports to identify any trends, issues and questions on the reported information. This team monitors the timeliness of information received and provides any necessary follow-up with the Access Agencies; and
- The Training Team visits home health agencies, community service providers, nursing facilities and hospitals and provides information on OBRA requirements and the CT Home Care Program.

The Department of Social Services monitors provider compliance in conjunction with the Department of Public Health. The Community Nursing and Home Health Division within the Department of Public Health conducts annual licensure inspections of all licensed home health agencies. Serious issues of regulatory non-compliance by a licensed agency, which could jeopardize a client's health or safety, are brought to an expeditious hearing; any recommended action is immediately instituted. The Department of Social Services is informed and kept apprised of such actions.

Client satisfaction is considered by the Department of Social Services to be a critical measure of the effectiveness of the Connecticut Home Care Program for Elders. Accordingly, client satisfaction surveys are conducted to assess the program's impact on the participant's life and his/her degree of satisfaction with the services he/she receives. Please refer to Appendix F for results of the Client Satisfaction Survey Report for the Eastern region.

Goals for New Fiscal Year

- To conduct client satisfaction surveys, as our Home Care Program evolves to include choices such as Assisted Living and Personal Care Assistance Services, and to continue to obtain a measure of how our services affect the individual.
- To continue to expand the self directed care component of the Home Care Program by identifying appropriate clients.
- To improve the quality and accuracy of ad hoc program reports with the implementation of our Micro Systems Unit.
- To implement systems for managing quality improvement activities to identify trends and areas needing remediation or improvement

COST-EFFECTIVENESS OF THE WAIVER

Program Cost and Projected Savings

In order to establish cost-effectiveness under the Federal Standards for Medicaid Waivers, the Department must only demonstrate that the per capita cost for program participants is less than institutional care. In other words, the Federal Standards assume that every client served by the Waiver would otherwise be institutionalized. Therefore, as long as the cost for each individual's care is less than the cost in a nursing facility, the Waiver program is considered cost-effective.

When the Connecticut Home Care Program for Elder's Waiver was established, the Connecticut General Assembly mandated that the program be designed to be not only cost-effective on an individual basis but also cost-neutral overall. Section 17b-342(a) of the Connecticut General Statutes specifically provides that:

The program shall be structured so that the net cost to the state for long term facility care in combination with the community based services under the program shall not exceed the net cost the state would have incurred without the program.

To meet the General Assembly's higher standard for measuring cost effectiveness under the Waiver, it is critical that the Department's cost analysis recognize that "diverting" a Medicaid recipient to home and community based services does not always mean that the State "saves" the full cost of a nursing facility bed. This is because the bed will still be filled, often by another Medicaid recipient. Approximately 35% of all nursing facility admissions are Medicaid patients.

Therefore, the Department has formulated a hypothetical "cost effectiveness model" that computes the total State costs for providing home care services under the Waiver. This is calculated by adding together the actual cost of services (Waiver services plus skilled nursing, and other home health services), the program's administrative costs, and the Old Age Assistance (OAA) provided to persons receiving home care, which would not be incurred if these persons entered a nursing facility. The program is considered cost-effective if the sum of those three costs is less than the estimate of the savings that the State generates as a result of the reduced utilization of nursing facility beds due to the program. In other words:

S A V I N G S	—	C O S T S	=	N E T S A V I N G S
\$ 183,907,979	—	\$ 92,397,436	=	\$ 91,510,543

This analysis is based on date-of-service data. It does not include bills that may have been paid after the end of SFY 2007.

The analysis of these factors reveals that the program costs are significantly less than the estimated savings in nursing facility expenditures. The amount of the difference represents the overall savings realized due to the Waiver home care program.

Since an estimate of the savings attributed to the program must be developed on the basis of assumptions about "what would have happened," no such analysis can be considered to be definitive. However, the Department continues to monitor program expenditures and estimated savings and to update its analysis based upon the best information available.

Currently, the State has a moratorium on the construction of nursing facility beds, yet there are vacancies in many facilities. In the face of a growing population of elders, this apparent leveling of nursing home growth is probably the greatest evidence of the success of the CT Home Care Program for Elders in reducing unnecessary institutional expenditures. Many other factors undoubtedly have also influenced this phenomenon.

The Department's formula for estimating the net savings under the Waiver portion of the CT Home Care Program for Elders utilizes an analysis estimating savings by assuming that all Waiver clients would have entered a nursing facility in the absence of the program. In order to be conservative, the first three months stay on the program for new enrollees was not counted toward the savings on the assumption that individuals would try to delay the nursing facility admission as long as possible. Based on the longer length of stay prior to nursing facility admission, the Department has made an additional adjustment in the formula over past years. The Department has not projected savings for any newly enrolled individuals admitted within the fiscal year even though the costs for their services are still counted.

Since new enrollees receive services for an average of six months during the fiscal year of their enrollment, this adjustment has the effect of counting the home care costs but not counting savings for that period. To account for the fact that other Medicaid recipients might fill some of the beds that were left vacant by individuals who enroll in the CT Home Care Program for Elders, the analysis reduces the projected savings by 35% since 35% of nursing home admissions are for individuals on Medicaid.

SFY 2007
Connecticut Home Care Program for Elders
Average (Monthly) Cost / Case
Summary
Based on Date of Service

Statewide									
	State Funded			Title XIX			Total		
	Annual Services	Annual Expenditures	Cost / Service	Annual Services	Annual Expenditures	Cost / Service	Annual Services	Annual Expenditures	Cost / Service
Screening Services									
Assessments	3,188	\$ 868,545	\$ 272	1,860	\$ 506,657	\$ 272	5,048	\$ 1,375,202	\$ 272
Reviews	435	\$ 38,540	\$ 89	900	\$ 75,493	\$ 84	1,335	\$ 114,034	\$ 85
Health Screens	986	\$ 28,707	\$ 29	1,863	\$ 43,476	\$ 23	2,849	\$ 72,183	\$ 25
Misc. Adjustments	0	0	0	0	0	0	0	0	0
Sub-Total		\$ 935,792			\$ 625,626			\$ 1,561,419	
	State Funded			Title XIX			Total		
	Average Monthly Clients	Annual Expenditures	Avg. Mo. Cost / Client (a)	Average Monthly Clients	Annual Expenditures	Avg. Mo. Cost / Client (a)	Average Monthly Clients	Annual Expenditures	Avg. Mo. Cost / Client (a)
Waiver Services									
Respite Care	5	\$ 50,434	\$ 827	28	\$ 355,078	\$ 1,051	33	\$ 405,512	\$ 1,016
Non-Medical Transp.	20	\$ 28,491	\$ 119	64	\$ 48,282	\$ 63	84	\$ 76,773	\$ 77
Case Management	3,745	\$ 6,460,290	\$ 144	8,284	\$ 14,489,747	\$ 146	12,028	\$ 20,950,037	\$ 145
Adult Day Health	374	\$ 5,942,344	\$ 1,325	1,008	\$ 11,612,604	\$ 960	1,381	\$ 17,554,948	\$ 1,059
Chore	69	\$ 178,018	\$ 214	146	\$ 411,174	\$ 234	216	\$ 589,193	\$ 228
Companion	873	\$ 3,816,842	\$ 364	2,946	\$ 22,334,454	\$ 632	3,819	\$ 26,151,296	\$ 571
Elderly Foster Care	1	\$ -	\$ -	0	\$ -	\$ -	1	\$ -	\$ -
Meals	1,221	\$ 3,073,203	\$ 210	2,955	\$ 7,765,718	\$ 219	4,176	\$ 10,838,921	\$ 216
Homemaker	2,486	\$ 11,436,252	\$ 383	5,883	\$ 39,477,138	\$ 559	8,369	\$ 50,913,390	\$ 507
Mental Health Couns.	65	\$ 115,341	\$ 147	223	\$ 402,365	\$ 150	289	\$ 517,706	\$ 150
Personal Emerg. Resp.	2,039	\$ 1,410,125	\$ 58	4,930	\$ 3,436,482	\$ 58	6,969	\$ 4,846,606	\$ 58
Assisted Living	231	\$ 4,278,481	\$ 1,542	145	\$ 2,917,120	\$ 1,675	376	\$ 7,195,600	\$ 1,593
Sub - Total	(c) 4,367	\$ 36,789,821	\$ 702	9,004	\$ 103,250,162	\$ 956	13,371	\$ 140,039,983	\$ 873
Home Health Svcs. (b)	4,367	\$ 9,897,539	\$ 189	9,004	\$ 65,933,691	\$ 610	13,371	\$ 75,831,230	\$ 473
Total - Comm. Svcs.	4,367	\$ 47,623,152	\$ 909	9,004	\$ 169,809,479	\$ 1,572	13,371	\$ 217,432,631	\$ 1,355

(a) Average Monthly Cost per Client reflects the Average Monthly Expenditures divided by the Average Monthly Participating Clients.

(b) Home Health Expenditures for Title XIX Clients are estimated

(c) Source of the average monthly clients is the Connecticut Home Care Program estimate

NOTE: All expenditures are from the MAR 915 Report except Home Health services expenditures which are from the Connecticut Home Care estimate.

NOTE: Due to reporting difficulties in Data Warehouse, Home Health costs for the Connecticut Home Care Waiver clients are not available at this time

**SUMMARY OF PROGRAM COSTS AND SAVINGS (BY DATE OF SERVICE)
WAIVER CLIENTS
SFY 2007**

ASSESSMENTS

A	Assessments	1,860
B	Cost/Assessment	\$272
C	Annual Assessment Cost (AxB)	\$506,657

COMMUNITY & HOME HEALTH SERVICES

	Average Monthly Clients Served	9,004
	Monthly Community Services Cost	\$956
D	Annual Community Services Cost	\$103,250,162
	Monthly Home Health Cost	\$610
E	Annual Home Health Cost	\$65,933,691
	Annual Status Reviews	900
F	Annual Status Review Cost	\$75,493
G	Annual Services Cost (D+E+F)	\$169,259,346

AID TO THE AGED, BLIND, & DISABLED

	Average Monthly Clients Served	2,161
	Monthly OAA Cost	\$545
H	Annual OAA Cost	\$14,132,678

ADMINISTRATIVE EXPENSES

	Personal Services	\$576,863
	Fringe Benefits	\$319,327
	Other Expenses	\$0
I	Annual Administrative Cost*	\$896,190
J	Total Program Costs for SFY 2007 (C+G+H+I)	\$184,794,871
K	Adjustments	\$0
L	Adjusted Total Program Costs for SFY 2007 (J+K)	\$184,794,871
M	Federal Medicaid Reimbursement (50%xL)	(\$92,397,436)
N	Total State Program Costs After Federal Reimbursement (L+M)	\$92,397,436

NURSING HOME SAVINGS

O	Average Monthly Continuing Clients	8,834
P	Monthly NH Cost per Medicaid Client	\$5,338
	Nursing Home Savings Due to CHCP:	
Q	Total Client Months for Continuing Clients (Ox12)	106,008
R	Annual Nursing Home Savings Due to CHCP (PxQ)	\$565,870,704
S	Additional Costs for Medicaid Nursing Home Beds Filled Due to Diverted CHCP Clients (35%xR)	(\$198,054,746)
T	Total Nursing Home Savings for SFY 2007 (R+S)	\$367,815,958
U	Federal Medicaid Reimbursement (50%xT)	(\$183,907,979)
V	Total Nursing Home Savings After Federal Reimbursement (T+U)	\$183,907,979

NET FISCAL IMPACT

	Net State Savings for SFY 2007 (V-N)	\$91,510,543
--	---------------------------------------------	---------------------

*Health Screens not included

SFY 2007
CONNECTICUT HOME CARE PROGRAM FOR ELDER
PROGRAM COSTS BY DATE OF SERVICE

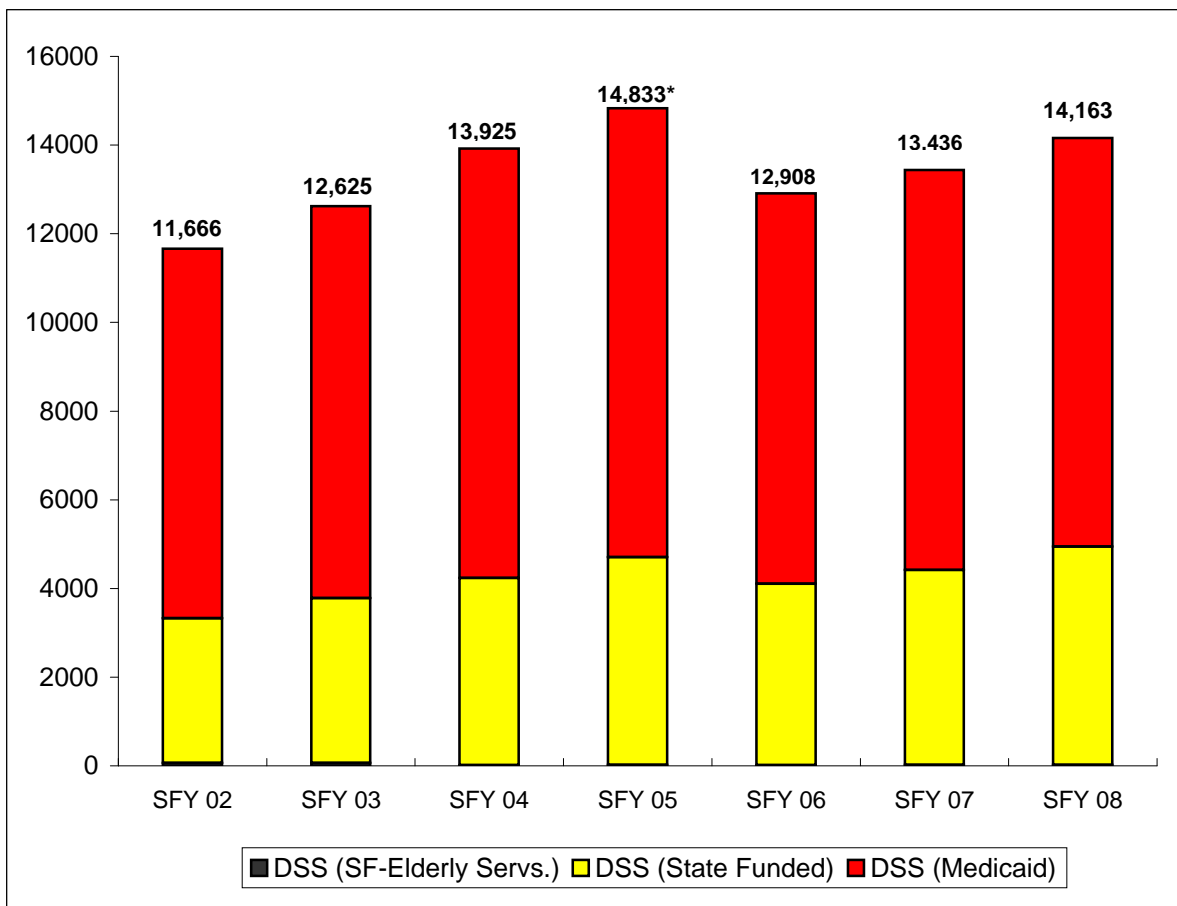
	State Funded	Waiver	Total
Program Expenses			
Assessments / Status Reviews	\$ 935,792	\$ 625,626	\$ 1,561,419
Home and Community Based Services	\$ 46,687,360	\$ 169,183,853	\$ 215,871,213
Sub - Total Expenses	\$ 47,623,152	\$ 169,809,479	\$ 217,432,631
State-Funded PCA Pilot (Allied Community Resources)	\$4,410,117	-	\$4,410,117
Adjustments	\$ (570,382)	-	\$ (570,382)
Administrative Services			
Personal Services	\$ 569,279	\$ 576,863	\$ 1,146,141
Fringe Benefits	\$ 319,916	\$ 319,327	\$ 639,242
Other Expenses (Rent costs for allocated staff)	\$ -	\$ -	\$ -
Annual Administrative Costs	\$ 889,194	\$ 896,189	\$ 1,785,383
Net Costs			
Total Cost	\$ 52,352,081	\$ 170,705,668	\$ 218,647,632
SSBG Funding - Program	\$ -	\$ -	\$ -
SSBG Funding - Administrative	\$ -	\$ -	\$ -
Federal Reimbursement - Medicaid *	\$ -	\$ (85,352,834)	\$ (85,352,834)
Net State Costs for SFY 2007	\$ 52,352,081	\$ 85,352,834	\$ 133,294,798

*Estimated at 50% federal financial participation

The following chart illustrates the overall trend in home care growth for elders within Connecticut.

ELDER HOME CARE CLIENTS AVERAGE MONTHLY CASELOADS

	<i>DSS State Funded (Elderly Services)</i>	<i>DSS State Funded</i>	<i>DSS Medicaid (Waiver)</i>	<i>TOTAL</i>
<i>SFY 02</i>	67	3,260	8,339	11,666
<i>SFY 03</i>	65	3,714	8,846	12,625
<i>SFY 04</i>	16	4,223	9,686	13,925
<i>SFY 05</i>	19	4,690	10,124	14,833*
<i>SFY 06</i>	13	4,090	8,805	12,908
<i>SFY 07</i>	22	4,393	9,021	13,436
<i>SFY 08</i>	24	4,923	9,216	14,163



* Reported numbers reflect an accurate count of program participants based on a comprehensive review of several databases that provide client specific information. The review concluded that previously reported numbers were overestimated.

CONNECTICUT HOME CARE PROGRAM OVERVIEW

Financial Eligibility – Medicaid Waiver

In order to qualify financially for the Waiver portion of the program, an elderly person (age 65 or older) must meet the income and asset rules applicable to an institutionalized Medicaid applicant. As specified in the Federal Waiver, this means that the gross income limit is 300% of the SSI payment, or \$1,869. The asset limit for an unmarried applicant is \$1,600, although a number of resources such as a residence, car, burial reserve and \$1,500 face value life insurance policy are exempt. There are special provisions in federal law regarding the treatment of assets for married couples when one spouse is considered “institutionalized” which allows for the protection of assets for the community spouse. As of January 2007, the law allowed a community spouse to protect assets from \$21,928 up to \$101,640 depending upon the couple’s original assets, in addition to the \$1,600 that the “institutionalized” person can keep. If both spouses require

Waiver services, each can only have assets of \$1,600 after exemptions.

Financial Eligibility – State Funded

The State Funded portion of the program has no income limit. The financial eligibility difference between State Funded and Medicaid Waiver is related to asset limits. When the State Funded programs were consolidated in 1992, an asset limit was established to enable individuals with more assets than the Medicaid limit, but not unlimited assets, to qualify for State Funded home care. However, existing clients with assets higher than the new limit were allowed to continue receiving services. The asset limit for an individual in the State Funded portion of the program is equal to the minimum amount that a community spouse could have under Medicaid; this figure was \$20,328. A couple on the State Funded portion of the program can have 150% of that amount, or \$30,492. In April, 2007 legislation was passed to increase the asset limit from 100% to 150% of the community spouse protected amount (CSPA) \$30,492 for single individuals and from 150% to 200% of the community spouse protected amount (CSPA) which is \$40,656 for married couples.

Targeting the Frail Older Person

A uniform health screen is completed with those financially eligible persons applying to the program. The screen collects information about the person’s ability to perform basic activities of daily living and to carry out more complex tasks like preparing meals and managing medications. The screen also provides a profile of the person’s cognitive status, behavior problems, if any, and informal support system. When the Department’s clinical staff determines need for the program, appropriate clients may be referred to an access agency care manager for an assessment of their service needs. The screen is also used to establish the need for nursing facility care for elders who are seeking direct nursing facility admission.

From July 1, 2006 through June 30, 2007, the Alternate Care Unit screened 15,279 elderly persons in contrast to 14,875 the previous year. This represents an increase of 2.7%. In SFY07, 7,288 individuals, approximately 48% of those screened, were referred for a full assessment of their needs to consider their potential for community placement. This is an increase of 10.3% over the previous year of 6,605.

Client Targeting

	Persons Screened	Referred for Assessment	New Clients
SFY 2005	14,785	6,170 41.7%	4,361 29.5%
SFY 2006	14,875	6,605 44.4%	4,192 28.2%
SFY 2007	15,279	7,288 47.7%	4,021 26.3%

Note: Percentages are based on the number of persons screened

Assessment, Plan of Care Development, and Care Management

The care manager conducts a full assessment of the individual's service needs. Based on the results of the assessment, the care manager develops a written, individualized plan of community based social and medical services. The comprehensive plan of care specifies the type, frequency, and cost of all services required for each client. The care manager is required to use the client's informal support system and pursue other funding sources before relying upon program funds. Direct client services other than care management are rendered by agencies which subcontract with the Access Agency and are registered with the Department.

Many individuals receiving home care services also receive the services of an independent care manager throughout their stay on the program. The care manager is a nurse or social worker who monitors the client's status monthly, reviews the care plan regularly and fully reassesses the client annually. Care management also includes ensuring that services are provided in accordance with the plan of care. As noted, care management is only provided when needed by the individual.

Application of Cost Limits

Once the plan of care is completed, the care manager must assure that the State's cost for the client's total plan of care, both medical and community based social services, does not exceed the average State cost of nursing facility care. This amount is calculated by deducting the average applied income contribution from the weighted average monthly Medicaid rate for nursing facility beds.

As of January 1, 2007, the limit on the total plan of care was \$5,338 and remained the same through the end of SFY 2007. As noted above, the cost limits on the State Funded portion of the program are based on a percentage of this amount. There is also a specific requirement that the cost of social services under the Waiver cannot exceed 60% of the average nursing home rate. As of January 1, 2007, the limit on total plan of care for Medicaid Waiver Social Services costs was \$3,818 and remained the same through the end of SFY 2007.

Client Fee

Individuals who qualify for services under the special institutional income limit used for the Waiver and the State Funded component have a portion of their income applied to the cost of their care if their income exceeds 200% of the Federal Poverty Level plus the cost of any medical insurance premiums paid and other allowable deductions from the individual's gross income. Any remaining income must be paid toward the cost of care.

Acceptance of Services

The elderly individual is offered the choice of accepting a plan of home and community based care as an alternative to institutional care. This choice is required by federal law and must be documented in writing. In SFY 2007, 4,021 clients accepted plans of care for home and community based services in contrast to 4,192 in the prior year. This represents 55% of the persons referred for assessment.

Length of Stay on the CT Home Care Program for Elders

Analysis of the data on all persons placed on services since SFY 1988, who have been discharged as of June 2006, indicates an average length of stay of 3.6 years.

Client Characteristics

The majority of the CT Home Care Program for Elders participants are Caucasian, female, widowed, live alone and are between the ages of 70 and 94. The following 3 pages present tables and additional demographic and social information of clients served by the CT Home Care Program for Elders.

CLIENT CHARACTERISTICS

SFY 2007

DEMOGRAPHIC AND SOCIAL INFORMATION

AGE	
UNDER 65*	0.0%
65-69	8.1%
70-74	15.1%
75-79	18.4%
80-84	21.5%
85-89	20.7%
90-94	11.4%
95-99	4.1%
OVER 99	0.6%

GENDER	
FEMALE	75.4%
MALE	24.6%

LIVING ARRANGEMENT	
ALONE	55.7%
WITH SPOUSE	14.5%
W/CHILDREN	20.2%
W/SPOUSE/CHILD.	2.5%
W/SIBLING/RELATIVES	3.7%
W/NON-RELATIVES	3.4%

MARITAL STATUS	
WIDOWED	54.9%
MARRIED	18.1%
DIVORCED	15.1%
SEPARATED	3.0%
NEVER MARRIED	8.8%

HOUSING	
ELDERLY/OTHER SUBSIDIZED	41.0%
HOME OF CHILD/OTHER REL.	20.0%
APARTMENT/TRAILER	21.6%
OWN HOUSE/CONDO	11.3%
NURSING HOME/OTHER INSTIT.	2.1%
OTHER	4.0%

RACE/ETHNICITY	
CAUCASIAN	70.1%
BLACK	13.6%
HISPANIC	13.9%
AM. INDIAN/ALASKAN NATIVE	0.2%
ASIAN/PACIFIC ISLANDER	0.7%

MEDICAID	
YES	70.6%
NO	29.4%

* Clients who are under the age of 65 and receiving CBS were grandparented in on the program from a pilot preadmission screening program.

CLIENT CHARACTERISTICS
SFY 2007

HEALTH STATUS

SELF-PERCEIVED HEALTH	
GOOD	32.8%
FAIR	55.2%
POOR	10.8%
INFO INCOMPLETE	1.1%

ACTIVE MEDICAL PROBLEMS	
HEART DISEASE	30.7%
CVA/STROKE	13.2%
CANCER	12.0%
RESPIRATORY	13.1%
DIABETES	34.2%
ALZH/OTHER DEMENTIA	20.1%

MUSCULOSKELETAL	
ARTHRITIS	61.8%
FRACTURES	9.1%
OSTEOPOROSIS	16.3%

CLIENT CHARACTERISTICS SFY 2007

PHYSICAL FUNCTION

INDICATORS OF COGNITIVE FUNCTION

IADL DEPENDENCIES*	
SHOPPING	96.4%
TRAVEL/TRANSPORTATION	88.8%
HOUSEKEEPING	97.6%
LAUNDRY	91.6%
MEAL PREP	93.4%
MANAGING MEDICATIONS	75.9%
MANAGING FINANCES	72.6%
TELEPHONING	18.2%

COGNITIVE IMPAIRMENT (SCORES ON MSQ**)	
NONE OR MINIM. IMPAIRMENT(0-2 errors)	80.6%
MODERATE IMPAIRMENT(3-8 errors)	16.6%
SEVERE IMPAIRMENT(9-10 errors)	2.8%

ADL DEPENDENCIES***	
BATHING	81.7%
DRESSING	49.4%
TOILETING	14.3%
TRANSFERRING	15.5%
BLADDER CONTINENCE	25.2%
BOWEL CONTINENCE	11.9%
FEEDING(EATING)	11.8%

BEHAVIOR PATTERN	
WANDERING	2.4%
OTHER	2.5%
ABUSIVE	2.0%
UNSAFE	5.7%
REQUIRES SUPERVISION	20.9%

MOBILITY DEPENDENCY	
STAIRCLIMBING	62.5%
MOBILITY(OUTDOORS)	40.8%
WALKING(INDOORS)	19.3%
WHEELING	21.4%

* Instrumental Activities of Daily Living

** Mental Status Quotient

*** Activities of Daily Living

CASELOAD TRENDS

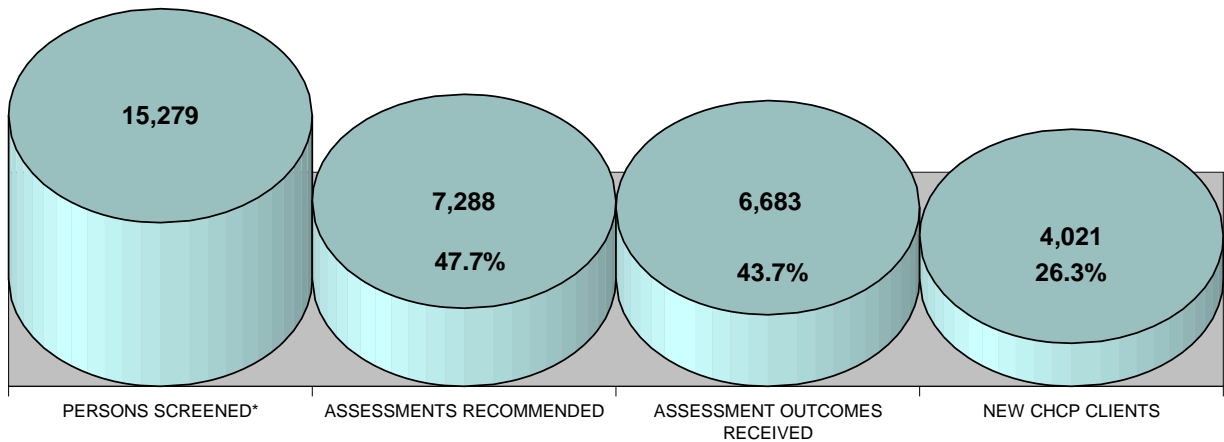
7/1/06 - 6/30/07

During the twentieth year of operations, July 1, 2006 through June 30, 2007, the combined Waiver and State Funded Program caseload increased by 5.5%.

Screening, Assessment and Placement Activity

The number of new clients placed on services during SFY 2007 was 4,021. An average of 335 new clients were placed on services each month and an average of 281 discharges occurred, resulting in an average net increase of 54 clients each month.

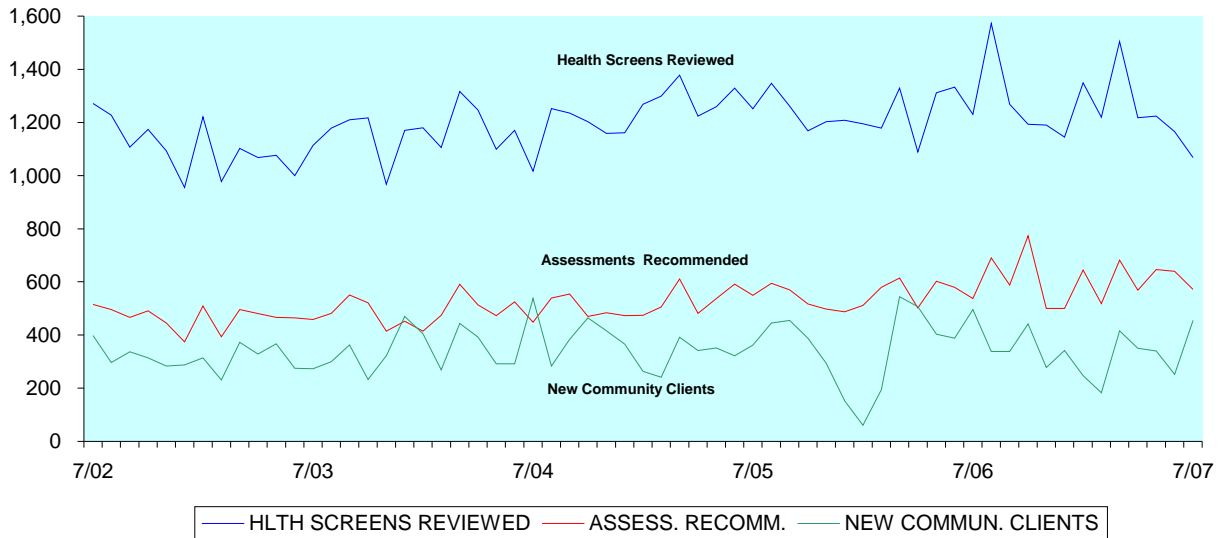
SFY07 PROGRAM ACTIVITY



*Includes people screened for OBRA and direct nursing home admissions

Composite of Program Activity

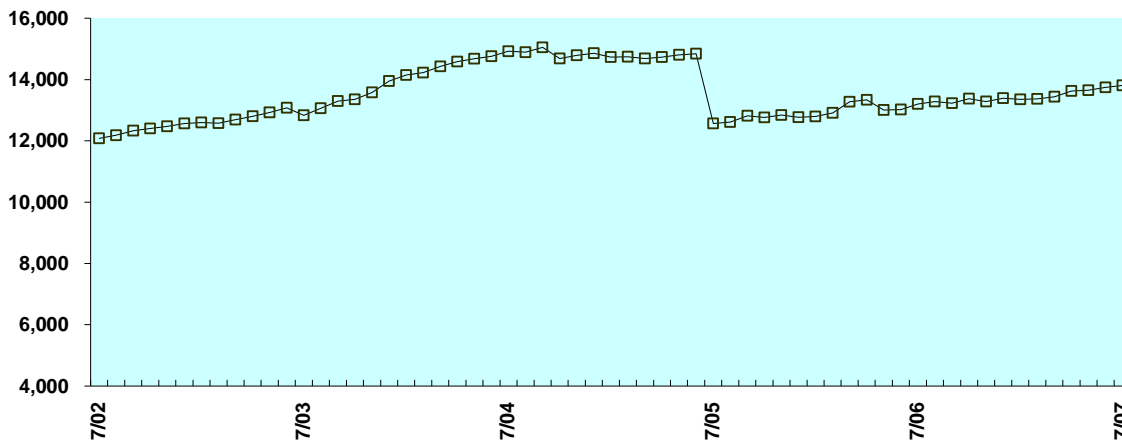
The composite of program activity graph reflects the pattern of processing that has occurred since July 2002.



Caseload

The following graph illustrates the Connecticut Home Care Program for Elders caseload since July 2002. As of June 30, 2007 there were 13,748 clients. This represents a 5.5% increase from the 13,027 active cases at the end of SFY 2006. The monthly average Connecticut Home Care Program for Elders caseload for SFY 2007 was 13,414.

CONNECTICUT HOME CARE PROGRAM CASELOAD GROWTH

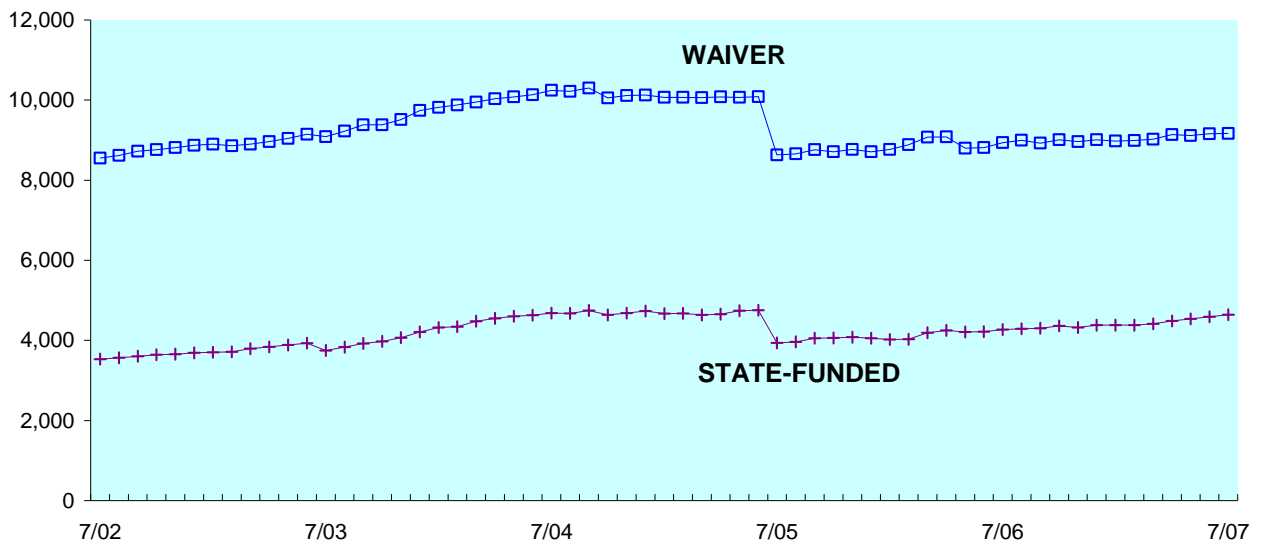


Note: Reported numbers reflect an accurate count of program participants based on a comprehensive review of several databases that provide client specific information. The review concluded that previously reported numbers were overestimated.

Caseload by Funding Source

As of July 1, 1989, all State Funded clients were required to apply for Medicaid if their financial information indicated that they would qualify.

The graph below illustrates the volume trends for State Funded and Waiver clients since the beginning of SFY 2003. As of June 30, 2007, approximately 67% of the persons receiving program services were Waiver clients.



Note: Reported numbers reflect an accurate count of program participants based on a comprehensive review of several databases that provide client specific information. The review concluded that previously reported numbers were overestimated.

Admissions and Discharges

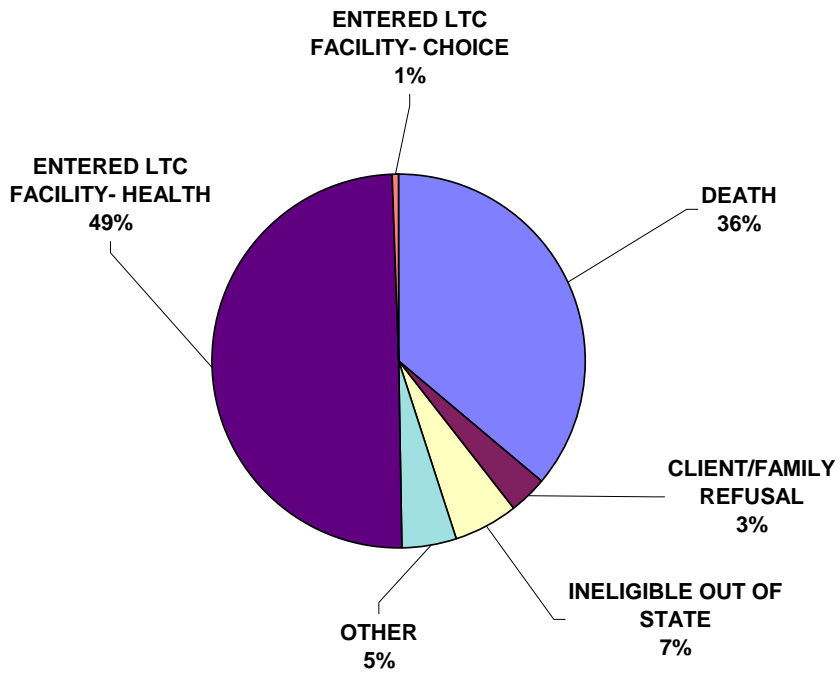
Since July of 1990 the Department has monitored the volume of Waiver and State Funded clients.

CT HOME CARE PROGRAM FOR ELDERS PROGRAM ACTIVITY

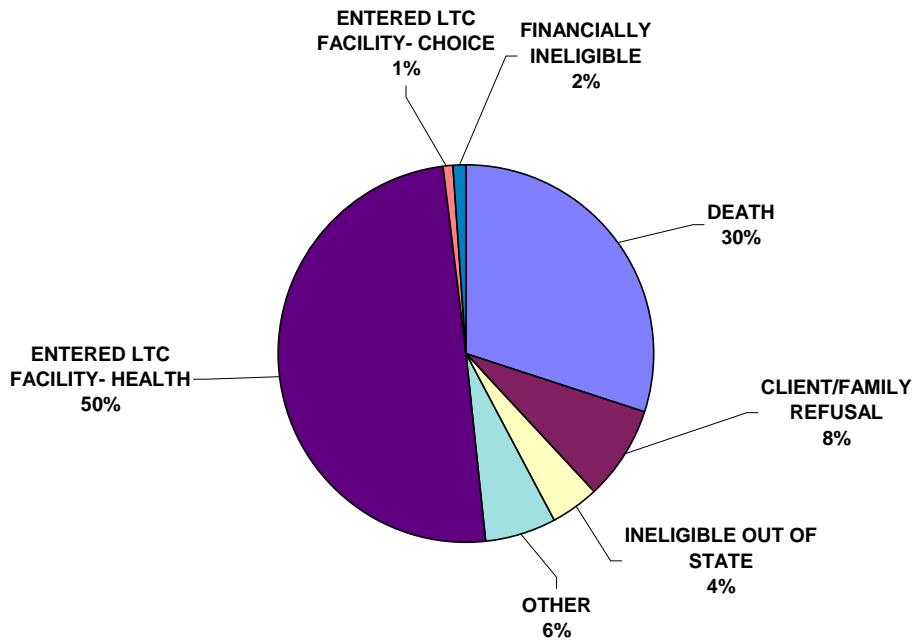
SFY 2007

	Waiver Clients (Level 3)	Funded State Clients (Level 2)	State Funded Clients (Level 1)	Total
Beginning Clients	8,812	2,352	1,863	13,027
Adjustments	7	24	44	75
Admissions	2,037	1,109	875	4,021
Discharges	(2,223)	(866)	(286)	(3,375)
Category Changes	526	(151)	(375)	0
Ending Clients	9,159	2,468	2,121	13,748

SFY 2007 WAIVER DISCHARGE REASONS



SFY 2007 STATE-FUNDED DISCHARGE REASONS



Transfers Within the Program

Since all home care services are now consolidated under the Department of Social Services, individuals do not need to transfer from one Department to another as their needs change. Most older persons who receive home care services from the Department are served under the Connecticut Home Care Program for Elders. However, some individuals who were "grandparented" into the former Essential Services Program, now the Department's Adult Services Division Community Based Services Program, continue to receive services through the Connecticut Home Care Program for Elders. These individuals do not necessarily qualify for the Medicaid Waiver; however, once qualified, these individuals are generally transferred to Medicaid to capture federal matching funds for their services.

Individuals within the program, who experience a change in functional or financial status may also qualify for a change in their category of services designation. This change enables them to access increases in the care plan cost limits. Those who qualify for Category 3 gain access to full Medicaid benefits. The change to Category 3 enables the Department to maximize federal financial participation under Medicaid.

These changes have been made virtually seamless for the client. The following chart on category changes demonstrates the intra-program transfers that enable elders to increase services and enable the State to increase federal revenues as functional needs increase.

SFY 2007 CATEGORY CHANGES

FROM:	TO:	TOTAL TRANSFERS
CAT. 1	CAT. 2	116
CAT. 1	CAT. 3	259
TOTAL CAT. 1 TRANSFERS		375
CAT. 2	CAT. 3	301
CAT. 3	CAT. 2	34

PROGRAM EXPENDITURES AND COST SAVING PROGRAM ACTIVITIES

Program Expenditures 7/1/06 - 6/30/07

Actual program expenditures in SFY 2007 totaled \$215,871,213 before federal reimbursement. Actual expenditures after federal funds and reimbursement were \$131,279,286.

SFY 2007 Expenditures

	Waiver	State Funded	Total
Average Monthly Cost/Case	\$ 1,572	\$ 909	\$ 1,355
Total Cost	\$ 169,183,853	\$ 46,687,360	\$ 215,871,213
Federal Funds/Reimbursement	(\$ 84,591,927)	(\$ -0-)	(\$ 84,591,927)
Net State Cost	\$ 84,591,927	\$ 46,687,360	\$ 131,279,286

Mandatory Medicaid Applications

As noted above, all State Funded clients served by the Department are required to apply for Medicaid if their financial information indicates that they would qualify. This insures that the State receives the 50% match of federal funds wherever possible and lowers the percentage of clients whose services are purchased with 100% State funds. State Funded clients who appear to be eligible for Medicaid continue to be identified when their income and assets are reviewed during annual reassessments of functional status.

APPENDIX A -1

Brief History of the Connecticut Home Care Program for Elders

In the mid 1980's, the federal government offered states opportunities for expanding home care under special options called Medicaid "home and community-based services waivers." These options were called waivers because they allowed states to "waive" certain Medicaid rules including restrictive income limits and prohibitions against coverage for non-medical services. The rationale for creating the federal waivers rested in the belief that individuals, who would otherwise be institutionalized at the state's expense, could be diverted from this costly option if services were available to support them at home. In addition to home health services already covered by Medicaid (e.g. nursing, home health aide, physical therapy, speech therapy, occupational therapy and medical transportation), a wide array of home care services were considered necessary to adequately support a frail elder in the community. These services included: homemaker, home delivered meals, adult day care, chore help, non-medical transportation, companionship, emergency response systems, respite care, mental health counseling and care management. The federal waiver option thus allowed states to receive federal matching funds (50% match in Connecticut) for services which previously had been paid primarily with state funds.

In 1985, following a successful demonstration project, the Connecticut General Assembly voted to establish an expanded home care program taking advantage of the new waiver option. This legislation directed the Department of Income Maintenance (DIM) to apply for the federal waiver to maximize federal reimbursement but also required the program to serve individuals who would not qualify for the waiver and whose services would thus be fully state-funded. The program, then called the Long Term Care Pre-Admission Screening and Community-Based Services Program, (PAS/CBS) began statewide operation in 1987. It was targeted to very frail elders identified by hospital or nursing facility staff as likely to be admitted to a nursing facility within sixty days.

In 1990, the General Assembly began steps to consolidate home care services for elders. Public Act 90-182 ended admissions for elders in the Adult Services Program operated by the Department of Human Resources and in the state-funded portion of the PAS/CBS program operated by DIM. While existing clients were able to continue receiving services through their respective programs, new applicants in need of state-funded home care services were referred to the Promotion for Independent Living at the Department on Aging. Elders who were eligible for the Medicaid Waiver program could still apply to the Department of Income Maintenance.

The second phase of the consolidation came at the end of the SFY'92 Session. Through Public Act 92-16 of the May Session, the General Assembly merged three major programs: The Pre-admission Screening and Community Based Services, The Promotion of Independent Living and The Elder Services portion of the Adult Services Program and reinstated the state-funded portion of the home care program. The home care program was then renamed The Connecticut Home Care Program for Elders.

Under the umbrella of the Connecticut Home Care Program for Elders, the program continued to have two components, one fully state-funded; the other receiving matching funds under the federal waiver. The following year, the State reorganized several human services departments resulting in the consolidation of the three original departments under the new Department of Social Services.

Over the past years, new developments in the program increased consumer choices and expanded opportunities for consumers to influence the services that so directly affected their lives.

In February 1993, recognizing that many frail older persons were capable of working directly with their providers to assure that their service needs were met safely and efficiently, the Department began to implement a concept called "self directed care."

APPENDIX A -2

In SFY '95 with the enactment of P.A. 95-160 Subsection 7 of this act eliminated the licensing of Co-ordination, Assessment and Monitoring Agencies and substituted in their place a new entity called an "Access Agency." The Department consulted with the Home Care Advisory Committee over the following summer to develop standards for this new agency and issued regulations and a Request for Proposals the following November. New Department contracts to provide assessment and care management services were awarded in 1996 to three area Access Agencies.

The establishment of a waiting list for the Connecticut Home Care Program for Elders, in effect from SFY '96 through SFY'97, slowed the growth of the program. Intake for the home care program re-opened in August 1996, and by December 1997 all eligible individuals applications from that waiting list were processed for program services.

The Home Care Program for Elders has continued to evolve over the years to better meet the needs of Connecticut's older citizens. The program uses state-of-the-art approaches in delivering home care services to frail elders who are at risk of institutionalization. The program structure is ever evolving to accommodate changes at both the federal and state level.

DEPARTMENT OF SOCIAL SERVICES
CONNECTICUT HOME CARE PROGRAM FOR ELDERS - FEE FOR SERVICE USE ONLY
Effective 1/1/2007

rev:12/07

<u>Category Type</u>	<u>Description</u>	<u>Functional Need</u>	<u>Financial Eligibility</u>	<u>Care Plan Limits</u>	<u>Funding Source</u>	<u>Intake Status</u>
Category 1	Limited home care for moderately frail elders	At risk of hospitalization or short term nursing home placement (1 or 2 critical needs)	Individual Income= No Limit* Assets: Individual = \$ 20,328.00 Couple= \$ 30,492.00	<25% NH Cost (\$1334.00 monthly)	STATE	OPEN
Category 2	Intermediate home care for very frail elders with some assets above the Medicaid limits.	In need of short or long term nursing home care (3 critical needs)	Individual Income= No Limit* Assets: Individual = \$ 20,328.00 Couple= \$ 30,492.00	<50% NH cost (\$2669.00 Monthly)	STATE	OPEN
Category 3	Extensive home care for very frail elders who would otherwise be in a nursing home on Medicaid.	In need of long term nursing home care (3 critical needs)	Individual Income=1869.00mth* Assets: Individual = \$1,600.00 Couple: both as clients = \$3,200 (\$1600.00 x2) one as cli \$21,928.00 (\$1600.00 + \$ 20,328.00	100% NH Cost (\$5338.00 Monthly) Social Services) Cap=\$3818.00	MEDICAID WAIVER	OPEN

Notes:

1. Clients in the higher income range are required to contribute to the cost of their care.
- * 2. There is no income limit for the State Funded portion. The Medicaid Waiver income limit remains at 300% of SSI.
3. Services available at all categories include the full range of home health and community based services.
4. Care plan limits at all categories are based on the total cost of all state-administered services.
5. Some individuals may be eligible for category 1 services but be financially eligible for Medicaid.
In these cases, they will have their home health services covered by Medicaid with other community based services covered by state funds.
6. Some individuals under category 2 may become financially eligible for the Medicaid Waiver;
In these cases, the client must apply for Medicaid and cooperate with the application process.
- ** 7. Married couples who are over this asset limit for category 3 may be eligible based on the special spousal asset protection rule.
8. Functional need is a clinical determination by the Department about the applicant's critical need for assistance in the following areas:
Bathing, Dressing, Toileting, Transferring, Eating/Feeding, Meal Preparation and Medication Administration.
9. Care Plan limits are for CHCP fee for service only
10. For contracted Access Agencies use only.

APPENDIX C-1

Sec. 17b-342. (Formerly Sec. 17-314b). Connecticut home-care program for the elderly.

(a) The Commissioner of Social Services shall administer the Connecticut home-care program for the elderly state-wide in order to prevent the institutionalization of elderly persons (1) who are recipients of medical assistance, (2) who are eligible for such assistance, (3) who would be eligible for medical assistance if residing in a nursing facility, or (4) who meet the criteria for the state-funded portion of the program under subsection (i) of this section. For purposes of this section, a long-term care facility is a facility which has been federally certified as a skilled nursing facility or intermediate care facility. The commissioner shall make any revisions in the state Medicaid plan required by Title XIX of the Social Security Act prior to implementing the program. The annualized cost of the community-based services provided to such persons under the program shall not exceed sixty per cent of the weighted average cost of care in skilled nursing facilities and intermediate care facilities. The program shall be structured so that the net cost to the state for long-term facility care in combination with the community-based services under the program shall not exceed the net cost the state would have incurred without the program. The commissioner shall investigate the possibility of receiving federal funds for the program and shall apply for any necessary federal waivers. A recipient of services under the program, and the estate and legally liable relatives of the recipient, shall be responsible for reimbursement to the state for such services to the same extent required of a recipient of assistance under the state supplement program, medical assistance program, temporary family assistance program or food stamps program. Only a United States citizen or a non-citizen who meets the citizenship requirements for eligibility under the Medicaid program shall be eligible for home-care services under this section, except a qualified alien, as defined in Section 431 of Public Law 104-193, admitted into the United States on or after August 22, 1996, or other lawfully residing immigrant alien determined eligible for services under this section prior to July 1, 1997, shall remain eligible for such services. Qualified aliens or other lawfully residing immigrant aliens not determined eligible prior to July 1, 1997, shall be eligible for services under this section subsequent to six months from establishing residency. Notwithstanding the provisions of this subsection, any qualified alien or other lawfully residing immigrant alien or alien who formerly held the status of permanently residing under color of law who is a victim of domestic violence or who has mental retardation shall be eligible for assistance pursuant to this section. Qualified aliens, as defined in Section 431 of Public Law 104-193, or other lawfully residing immigrant aliens or aliens who formerly held the status of permanently residing under color of law shall be eligible for services under this section provided other conditions of eligibility are met.

(b) The commissioner shall solicit bids through a competitive process and shall contract with an access agency, approved by the Office of Policy and Management and the Department of Social Services as meeting the requirements for such agency as defined by regulations adopted pursuant to subsection (e) of this section, that submits proposals which meet or exceed the minimum bid requirements. In addition to such

APPENDIX C-2

contracts, the commissioner may use department staff to provide screening, coordination, assessment and monitoring functions for the program.

(c) The community-based services covered under the program shall include, but not be limited to, the following services to the extent that they are not available under the state Medicaid plan, occupational therapy, homemaker services, companion services, meals on wheels, adult day care, transportation, mental health counseling, care management, elderly foster care, minor home modifications and assisted living services provided in state-funded congregate housing and in other assisted living pilot or demonstration projects established under state law. Recipients of state-funded services and persons who are determined to be functionally eligible for community-based services who have an application for medical assistance pending shall have the cost of home health and community-based services covered by the program, provided they comply with all medical assistance application requirements. Access agencies shall not use department funds to purchase community-based services or home health services from themselves or any related parties.

(d) Physicians, hospitals, long-term care facilities and other licensed health care facilities may disclose, and, as a condition of eligibility for the program, elderly persons, their guardians, and relatives shall disclose, upon request from the Department of Social Services, such financial, social and medical information as may be necessary to enable the department or any agency administering the program on behalf of the department to provide services under the program. Long-term care facilities shall supply the Department of Social Services with the names and addresses of all applicants for admission. Any information provided pursuant to this subsection shall be confidential and shall not be disclosed by the department or administering agency.

(e) The commissioner shall adopt regulations, in accordance with the provisions of chapter 54, to define "access agency", to implement and administer the program, to establish uniform state-wide standards for the program and a uniform assessment tool for use in the screening process and to specify conditions of eligibility.

(f) The commissioner may require long-term care facilities to inform applicants for admission of the program established under this section and to distribute such forms as the commissioner prescribes for the program. Such forms shall be supplied by and be returnable to the department.

(g) The commissioner shall report annually, by June first, to the joint standing committee of the General Assembly having cognizance of matters relating to human services on the program in such detail, depth and scope as said committee requires to evaluate the effect of the program on the state and program participants. Such report shall include information on (1) the number of persons diverted from placement in a long-term care facility as a result of the program, (2) the number of persons screened, (3) the average cost per person in the program, (4) the administration costs, (5) the estimated

APPENDIX C-3

savings, and (6) a comparison between costs under the different contracts.

(h) An individual who is otherwise eligible for services pursuant to this section shall, as a condition of participation in the program, apply for medical assistance benefits pursuant to section 17b-260 when requested to do so by the department and shall accept such benefits if determined eligible.

(i) (1) On and after July 1, 1992, the Commissioner of Social Services shall, within available appropriations, administer a state-funded portion of the program for persons (A) who are sixty-five years of age and older; (B) who are inappropriately institutionalized or at risk of inappropriate institutionalization; (C) whose income is less than or equal to the amount allowed under subdivision (3) of subsection (a) of this section; and (D) whose assets, if single, do not exceed the minimum community spouse protected amount pursuant to Section 4022.05 of the department's uniform policy manual or, if married, the couple's assets do not exceed one hundred fifty per cent of said community spouse protected amount and on and after April 1, 2007, whose assets, if single, do not exceed one hundred fifty per cent of the minimum community spouse protected amount pursuant to Section 4022.05 of the department's uniform policy manual or, if married, the couple's assets do not exceed two hundred per cent of said community spouse protected amount.

(2) Any person whose income exceeds two hundred per cent of the federal poverty level shall contribute to the cost of care in accordance with the methodology established for recipients of medical assistance pursuant to Sections 5035.20 and 5035.25 of the department's uniform policy manual.

(3) On and after June 30, 1992, the program shall serve persons receiving state-funded home and community-based services from the department, persons receiving services under the promotion of independent living for the elderly program operated by the Department of Social Services, regardless of age, and persons receiving services on June 19, 1992, under the home care demonstration project operated by the Department of Social Services. Such persons receiving state-funded services whose income and assets exceed the limits established pursuant to subdivision (1) of this subsection may continue to participate in the program, but shall be required to pay the total cost of care, including case management costs.

(4) Services shall not be increased for persons who received services under the promotion of independent living for the elderly program over the limits in effect under said program in the fiscal year ending June 30, 1992, unless a person's needs increase and the person is eligible for Medicaid.

(5) The annualized cost of services provided to an individual under the state-funded portion of the program shall not exceed fifty per cent of the weighted average cost of care in nursing homes in the state, except an individual who received services costing in excess of such amount under the Department of Social Services in the fiscal year ending

APPENDIX C-4

June 30, 1992, may continue to receive such services, provided the annualized cost of such services does not exceed eighty per cent of the weighted average cost of such nursing home care. The commissioner may allow the cost of services provided to an individual to exceed the maximum cost established pursuant to this subdivision in a case of extreme hardship, as determined by the commissioner, provided in no case shall such cost exceed that of the weighted cost of such nursing home care.

(j) The Commissioner of Social Services may implement revised criteria for the operation of the program while in the process of adopting such criteria in regulation form, provided the commissioner prints notice of intention to adopt the regulations in the Connecticut Law Journal within twenty days of implementing the policy. Such criteria shall be valid until the time final regulations are effective.

MEMBERS OF THE CT HOME CARE ADVISORY COMMITTEE
APPENDIX D

Carol Burns
CT Assoc. of Adult Day Center
300 Research Parkway
Meriden, CT 06450

Gayle Kataja
CT Community Care Inc.
100 Great Meadow Road
Wethersfield, CT 06109

Debbie Willis
DSS-Alternate Care Unit
11th Floor

Alicia Clendennin
Interim Health Care
12 Case Street
Norwich, CT 06360

Brian Ellsworth
CT Assoc., for Home Care
110 Barnes Road
Wallingford, CT 06492

Sheldon Toubman
New Haven Legal Services, Inc.
426 State Street
New Haven, CT 06510

Neysa Guerino
SouthCentral AAA
1 Long Wharf Drive, Suite IL
New Haven, CT 06511

Joseph Martins
9 Spring Street # 6
Middletown, CT 06457

Sharman French
VITAS
1579 Straits Tpke. – Unit C
Middlebury, CT 06762

Pam Giannini
DSS-Elderly Services
10th Floor

Kathy Bruni
DSS-Alternate Care Unit
11th Floor

Dolores Giroux
DSS-Alternate Care Unit
11th Floor

Julie Evans-Starr
Commission on Aging
LOB
Capitol Avenue
Hartford, CT 06106

Marie Allen, Executive Director
SouthWestern AAA
10 Middle Street
Bridgeport, CT 06604

Jackie McKenna
DSS-Alternate Care Unit
11th Floor

Carmen Reyes
NorthCentral CT AAA
Two Hartford Square West
Hartford, CT 06106

Barbara Barlock
CT Coalition on Aging
225 Beacon Hill Drive
Cheshire, CT 06410

Shirlee Stoute
DSS – Alternate Care Unit
11th Floor

CARE MANAGEMENT CONTINUUM

Maximum
Self
Direction

Minimum
Self
Direction

APPENDIX E

<u>Client Managed</u>	<u>Client Coordinated</u>	<u>Provider Coordinated</u>	<u>Provider Managed</u>	<u>Access Agency Coordinated</u>	<u>Access Agency Managed</u>
<p>Client or Family hires and trains workers independently or through a broker. (Personal Care Assistance Model available under CHCPE as a Pilot Program)</p>	<p>Client/Family purchases services through social service agencies and occasionally health agencies and is able to maintain maximum control of decision making. Scheduling and monitoring (third party may pay for the services purchased.)</p>	<p>Client/Family receives services primarily through a health agencies; one agency takes the primary role in coordinating and monitoring health services, and possibly referring to other services, but the client/family assume responsibility for co-ordinating and monitoring the total plan of care</p>	<p>Client/Family receives services primarily through a lead health agency which subcontracts with other agencies, as needed, to provide support services. The lead health agency assumes full responsibility for coordination and monitoring of plan of care with client/family input. (Lead Provider)</p>	<p>Client/Family receives services which are arranged, coordinated and monitored by an access agency. Client is able to retain a high degree of control over decision making, scheduling and monitoring; therefore, care management by an access agency may not be intensive and may be short term</p>	<p>Client/Family receives services which are arranged, coordinated and monitored by an access agency. Due to cognitive status of client and/or lack of family support, client control is limited and care management by an access agency is intensive</p>

APPENDIX F-1

BRIDGEPORT CLIENT SATISFACTION
SURVEY REPORT

OCTOBER 2006

STATE OF CONNECTICUT
DEPARTMENT OF SOCIAL SERVICES
CONNECTICUT HOME CARE PROGRAM FOR ELDERS
ALTERNATE CARE UNIT – QUALITY ASSURANCE

APPENDIX F-3

TABLE OF CONTENTS

Appendix D.	Skilled Nursing Services Results Chart
Appendix E.	Home Health Aide Results Chart
Appendix F.	Homemaker Results Chart
Appendix G.	Companion Results Chart
Appendix H.	Chore Person Results Chart
Appendix I.	Meals On Wheels Results Chart
Appendix J.	Adult Day Care Results Chart
Appendix K.	Emergency Response Results Chart
Appendix L.	“ Other” Results Chart
Appendix M.	Service Dependability Graph
Appendix N.	Client Satisfaction With Services Graph
Appendix O.	Contact Awareness Graph
Appendix P.	How Client Would Manage Without Home Care Services Results Chart
Appendix Q.	Who Answered Questions Results Chart

APPENDIX F-4

I. Introduction

The Connecticut Home Care Program for Elders (CHCPE) is a comprehensive home care program designed to enable older persons at risk of institutionalization to receive the support services they need to remain in the community. In its current form, the program began on July 1992 as a result of the merger of all the clients in the former Preadmission Screening/Community Based Services Program (PAS/CBS), the former Promotion of Independent Living Program (PIL), and the home care demonstration project. As part of the CHCPE quality assurance structure a client satisfaction survey was developed to evaluate the quality of services being delivered. The information received would be useful in obtaining measurable information that could reflect clients' perception of the CHCPE.

I. Purpose

The purpose of the client satisfaction survey is to obtain measurable and meaningful information on how satisfied clients are with the services they are receiving through the Connecticut Home Care Program For Elders. Part of the quality assurance structure of the Alternate Care Unit is to promote excellence in the delivery of services so that our clients can remain safely at home. The information gathered from the client satisfaction survey would allow us to:

- Measure Quality Of Service(s)
- Measure Delivery Of Service(s)
- Assess Client's Needs
- Evaluate Care Management Awareness
- Analyze For Patterns/Trends

II. Sampling

With the use of a computer generated printout, active CHCPE Waiver clients were identified. Of the 5 regions, the Bridgeport region was chosen to participate. Our goal was to administer the client satisfaction survey to ten per cent (10%) of the population or one hundred eighty (180) clients from the South Western region, randomly selecting clients from a computer generated list.

III. Mailing Preparation

In order for the survey to be successful, it is important that the mailing list be accurate and up-to-date. Two sources were used in validating the accuracy of clients' addresses: CT Homecare Information Program (CHIP) an in house data collection system and Eligibility Management System (EMS).

APPENDIX F-5

IV. Survey Methodology

A letter was written to the client informing them of the purpose of the survey and to assure them that the information shared would be confidential and not affect the service(s) they are receiving. A self-addressed envelope was enclosed to encourage a return. Survey questions were based on all services currently available to CHCPE clients. For clients with a language barrier, the toll-free number was given advising them that the survey is available in alternate formats. The letters were mailed in October 2006.

V. Telephone Methodology

Client satisfaction is very important and it was essential not only to send out the client satisfaction survey but also to follow up with a telephone conversation with the client, family member or friend. Any client who rated a service less than good was contacted by telephone for follow up. Doing so, would give them reassurance and resolution.

Each participant was given the opportunity to be part of the telephone interview process. Of the ninety- five (95) clients satisfaction surveys received, sixty -two (62) respondents or sixty five percent (65%) of the respondents said we could call them or a family member.

VI. Findings

Of the one hundred eighty (180) client satisfaction surveys mailed, ninety- five (95) surveys were returned, equaling a fifty three percent (53%) response rate. The average number of services provided to this population was 1.89 services per person. The most frequently used service being:

• Homemaker	66 (69.5%)
• Skilled Nursing	65 (68.4%)
• Home Health Aide	61 (64.2%)
• Emergency Response System	48 (50.5%)
• Companion	45 (47.4%)
• Meals On Wheels	27 (28.4%)
• Chore Person	18 (18.9%)
• Adult Day Care	11 (11.6%)
• Other	3 (3.2%)

APPENDIX F-6

Overall satisfaction is essential in the delivery and quality of services rendered. Client satisfaction can be treated as a process measure, e.g. satisfaction with the way in which services are delivered. Satisfaction ratings reflect two variables:

- Client/family's expectations
- Realities of the care received

Client Satisfaction Survey Questions

Question #1: The participants were asked to rate the services they received using four (4) categories: excellent, good, fair, and poor. Eighty eight per cent (88%) of the respondents rated their services good or excellent. Twelve per cent (12%) of the respondents rated their services fair or poor

Question #2: Represents the dependability of services the clients received.

“ Do you receive all of your services when you are supposed to get them?”

Of the ninety- five (95) participants, ninety- four (94) respondents answered this question as follows:

YES 82 (87.2%)	NO 12 (12.9%)
----------------	---------------

The majority of survey responses indicated that eighty-seven percent (87 %) of the respondents always received the services that were expected. Thirteen percent (13%) indicated that they did not receive their services they were supposed to.

Question #3: Represents how satisfied clients were with the services they received.

“Are you satisfied with the services you are receiving?”

Of the ninety-five (95) participants, ninety-one (91) respondents answered this question.

YES 84 (93.3%)	NO 6 (6.7%)
----------------	-------------

The majority of survey responses indicated that ninety-three percent (93%) of the respondents were satisfied with the services they were receiving, and seven percent (7%) indicated that they were not satisfied with their services.

APPENDIX F-7

Question #4: Represents Care Manager Awareness.

“Who do you contact when you have a question about your services?”

Of the ninety-five (95) participants, ninety-two (92) respondents answered this question.

FAMILY/FRIENDS 17 (18.5%) CARE MGR 70 (76.1%) OTHER 5 (5.4%)

Of the ninety- two (92) respondents, seventeen (17) respondents said they would contact family/friends, 70 said they would contact their care manager and 5 said other. The majority of survey responses indicated they knew whom to contact when they had a question or concern.

Question #5: Addresses how client would manage without home care services.

“How would you manage without home care services?”

Of the ninety -five (95) participants, eighty-nine (89) respondents answered this question.

FAM/FRDS 35 (38%) NURSING HOME 27 (31%) DO WITHOUT 22 (25%)
OTHER 5 (6%)

Thirty-eight percent (38%) of the respondents said they would depend on family/friends if they did not have home care services, followed by thirty percent (31%) who said they would have to enter a nursing home, 25% said they would do without and 6% answered other.

Question 6: Asks who completed the client satisfaction survey.

“Who answered these questions?”

Of the ninety-five (95) participants, ninety-three (93) respondents answered this question.

CLIENT 48 (52%) FAMILY MEMBER 30 (32%) CAREGIVER 10 (11%)
OTHER 5 (5%)

The total number of clients who completed the client satisfaction survey was 48, a family member completed 30 surveys and 10 caregivers identified themselves as completing the survey. The category other identified 5 as helping the client complete the survey.

APPENDIX F-8

VIII. Survey Participant's Comments

As part of the client satisfaction survey, it is our goal to ensure that clients are happy with the services they are receiving. With this in mind, we would like to share some of the comments made by the client or their representative.

“Yes I have enough help to meet my needs.”

“The services are excellent.”

“He is very pleased with the services received. Skilled Nursing does medication & is a help to him about skin care etc”

“All the nurses & homemakers are very professional and caring.”

“The services I receive help me a lot because they meet all my needs. Living alone and with not so good health makes me feel secure. I think that I (am) receiving enough help and I'm satisfied with the services.”

Some remarks that were expressed by family member or clients are familiar from previous surveys conducted in the Alternate Care Unit and have been a longstanding problem that the Access Agency is trying to resolve.

“When aide is off they cannot replace her, I have to do without anyone.”

They don't call you if they're not coming. I cancelled, looking for another agency. I did have some good help in the evening but I got better and let her go.

“Dissatisfied with the agency (CT Home Care). I am without a homemaker.”

“When help is not available, agency does not always send replacement. Services do help me stay at home. Could use more help and more hours. Need to be more reliable because it is hard to do things on my own.” The client and family member made this last comment, when asked if she had spoken with her care manager she said she was “excellent.”

The client and family member made this last comment. When asked if she had spoken with her care manager she said she was “excellent.”

“Meals not delectable – some packages opened”

“Meals On Wheels is not what it's suppose to be. Very low grade very bad for seniors.”

APPENDIX F-9

Rated homemaker service poor and when asked her response was “she has an attitude problem.” She did speak with her care manager and she reported her to be very helpful.

Cancelled Meals On Wheels, “ I switched my meals on wheels for my homemaker. I wasn’t eating properly. My homemaker cooks for me.”

IV. Conclusion

Our findings on the client satisfaction survey showed that the majority of clients were satisfied with the services they were receiving. Eighty eight percent (88%) rated their services good or excellent.

The remaining twelve percent (12%) rated their services as fair or poor. Based on the data obtained, some clients felt the quality and the portion of the food received from Meals On Wheels were not very good. Other clients would rate the service fair and not comment.

When asked if they spoke with their care manager, the majority responded that their care managers were very helpful and were doing their best to correct the situation.

Seventy six percent (76%) of the participants said they knew whom to contact if they had a question about their services. It was evident at the conclusion of this survey that the clients or family members were working well with their care manager.

APPENDIX F-10

APPENDIX A

October 18, 2006

Dear

The Connecticut Home Care Program For Elders wants to make sure that you are satisfied with the service(s) you are receiving through our home care program. We ask that you, a family member or a friend complete the enclosed survey. In doing so, you will be helping us improve the quality of care you are receiving. By completing the survey we will be able to learn from you if we are meeting your needs and expectations.

The information you share with us will be confidential and will not affect the service (s) you are receiving. By answering these questions truthfully, you will be helping us accomplish our goal and that is to provide quality service(s) to enable clients to remain safely at home.

For your convenience, a self addressed stamped envelope is enclosed. Please return this survey to us by November 30, 2006.

Should you have any questions, please call me at 1-800-445-5394 or (860) 424-5186.

Thank you for your participation in completing the client satisfaction survey.

Sincerely,

Health Program Assistant

APPENDIX F -11

Connecticut Home Care Program for Elders
Client Satisfaction Survey
APPENDIX B

Client's Name (Optional) _____

Town/City Client Lives In _____

May we call you if we have questions? yes no phone number () _____

1. Which services do you receive? How do you rate the quality of these services?

- | | | | | |
|----------------------------------------------------|------------------------------------|-------------------------------|-------------------------------|-------------------------------|
| <input type="checkbox"/> Skilled nursing services | <input type="checkbox"/> excellent | <input type="checkbox"/> good | <input type="checkbox"/> fair | <input type="checkbox"/> poor |
| <input type="checkbox"/> Home health aide | <input type="checkbox"/> excellent | <input type="checkbox"/> good | <input type="checkbox"/> fair | <input type="checkbox"/> poor |
| <input type="checkbox"/> Homemaker | <input type="checkbox"/> excellent | <input type="checkbox"/> good | <input type="checkbox"/> fair | <input type="checkbox"/> poor |
| <input type="checkbox"/> Companion | <input type="checkbox"/> excellent | <input type="checkbox"/> good | <input type="checkbox"/> fair | <input type="checkbox"/> poor |
| <input type="checkbox"/> Chore person | <input type="checkbox"/> excellent | <input type="checkbox"/> good | <input type="checkbox"/> fair | <input type="checkbox"/> poor |
| <input type="checkbox"/> Meals on wheels | <input type="checkbox"/> excellent | <input type="checkbox"/> good | <input type="checkbox"/> fair | <input type="checkbox"/> poor |
| <input type="checkbox"/> Adult day care | <input type="checkbox"/> excellent | <input type="checkbox"/> good | <input type="checkbox"/> fair | <input type="checkbox"/> poor |
| <input type="checkbox"/> Emergency response system | <input type="checkbox"/> excellent | <input type="checkbox"/> good | <input type="checkbox"/> fair | <input type="checkbox"/> poor |
| <input type="checkbox"/> Other | <input type="checkbox"/> excellent | <input type="checkbox"/> good | <input type="checkbox"/> fair | <input type="checkbox"/> poor |

2. Do you receive all of your services when you are supposed to get them?

yes no

If no, please explain: _____

APPENDIX F-12

3. Are you satisfied with the services you are receiving?

yes no

If no, please explain _____

4. Who do you contact when you have a question about your services?

family/friend care manager other _____

5. How would you manage without home care services?

Help from family/friends enter a nursing home do without other

6. Who answered these questions?

Client Family member Caregiver other

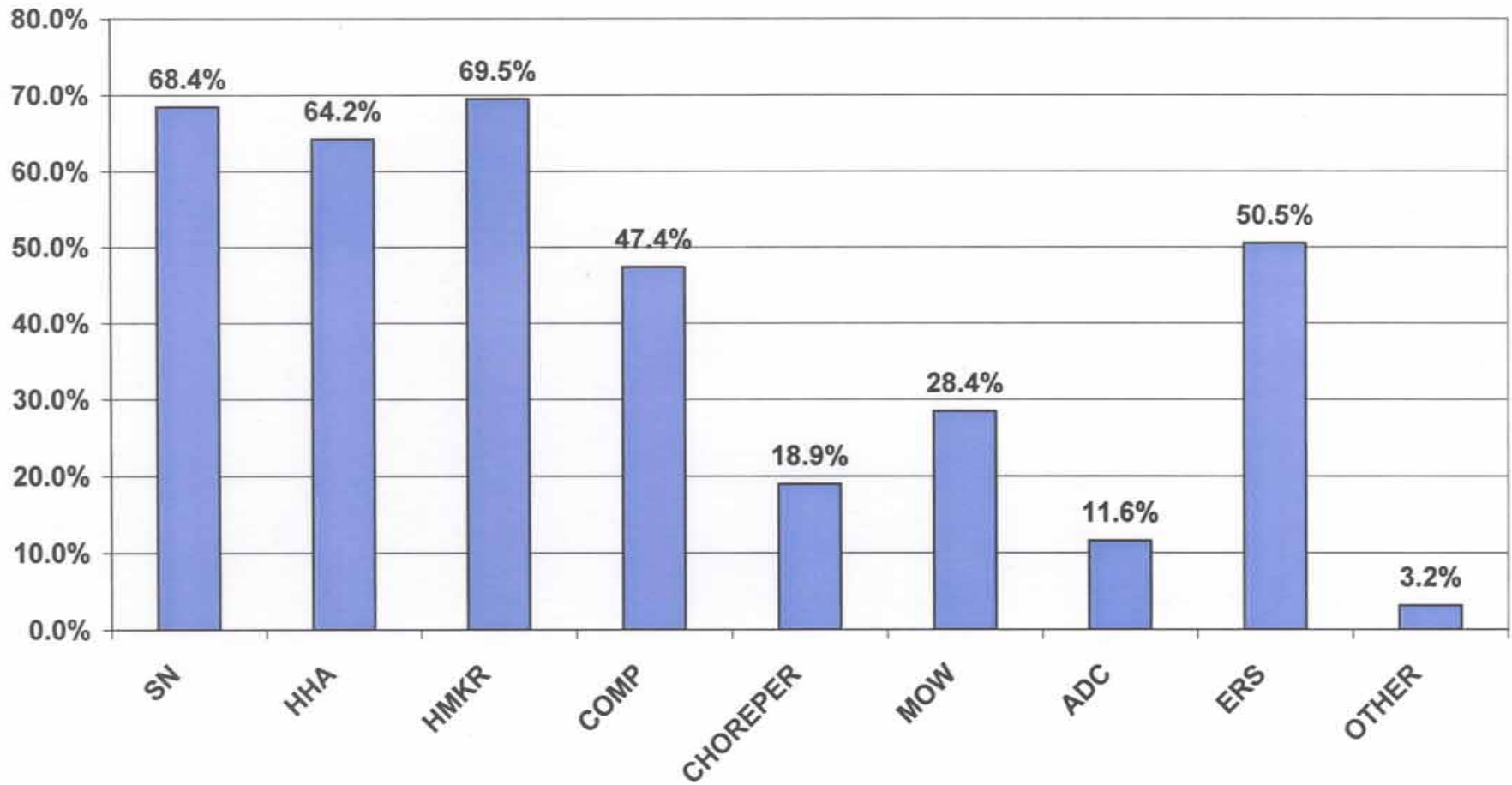
Please share any other comments that you might have on the home care program. Consider things like: Do all of the services you receive help you? Do you have enough help to meet your needs?

Please return the completed survey in the enclosed self-addressed stamped envelope by November 30, 2006.

Should you have any questions, please call our toll free number 1-800-445-5394

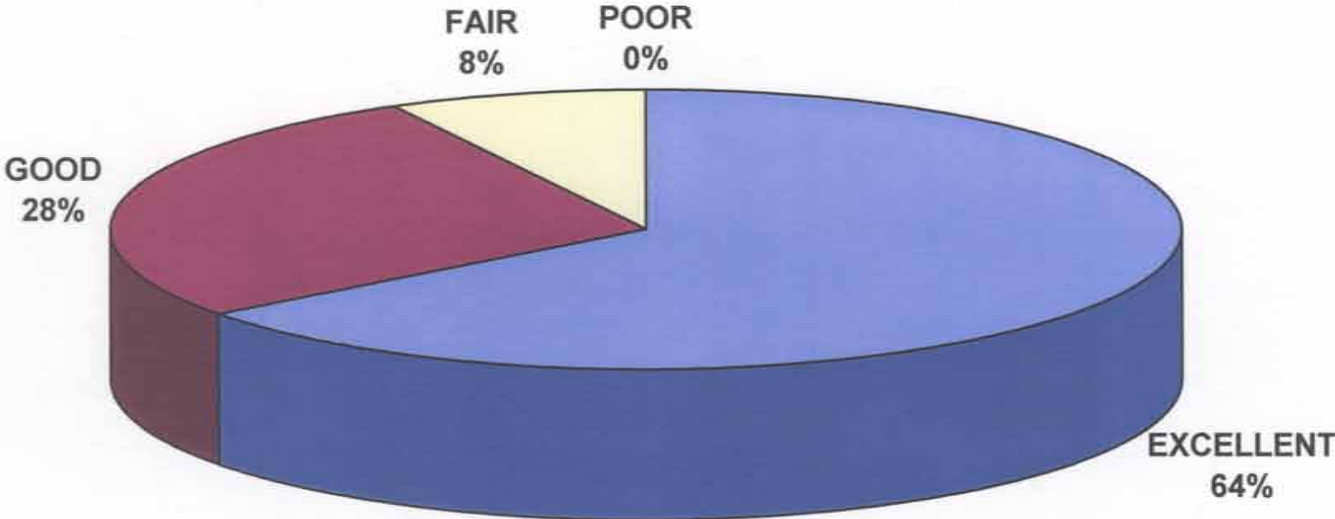
This survey is available in alternate formats. Phone 1-800-445-5394.

**APPENDIX F-13
CLIENT SATISFACTION SURVEY
SERVICES UTILIZATION FREQUENCY**

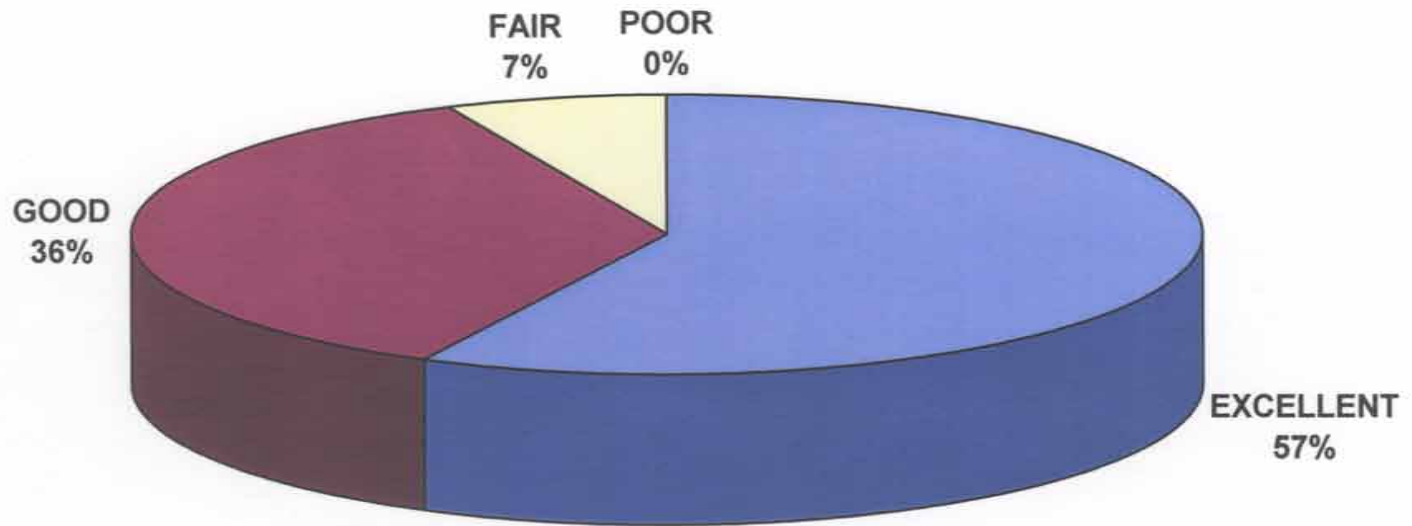


APPENDIX F-14

CLIENT SATISFACTION SURVEY
SKILLED NURSING SERVICES

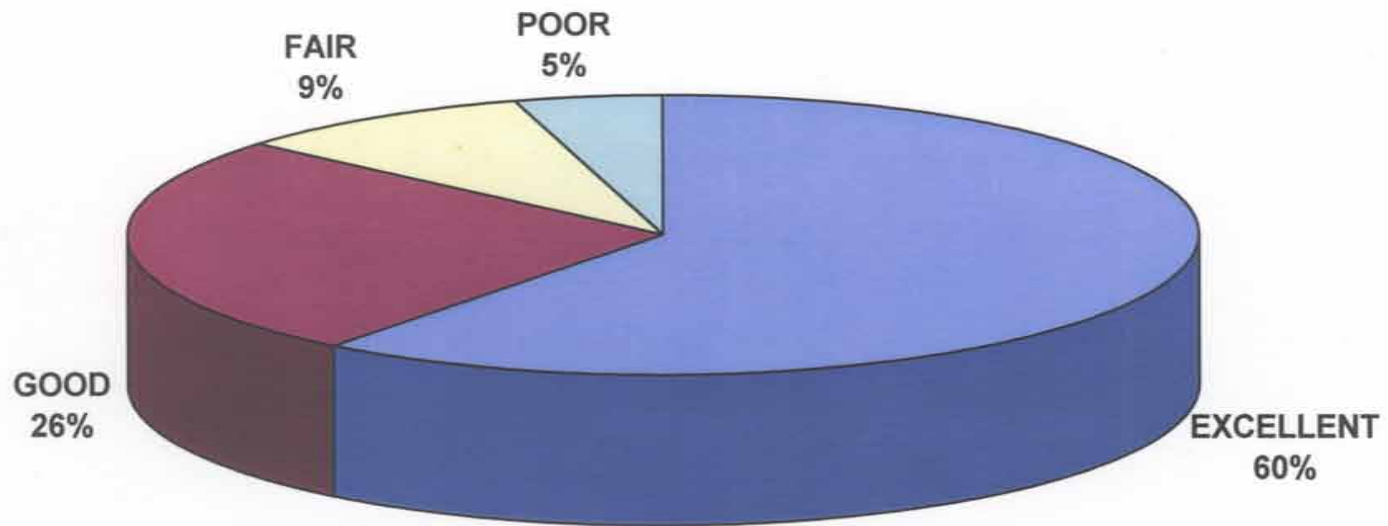


APPENDIX F-15
CLIENT SATISFACTION SURVEY
HOME HEALTH AIDE



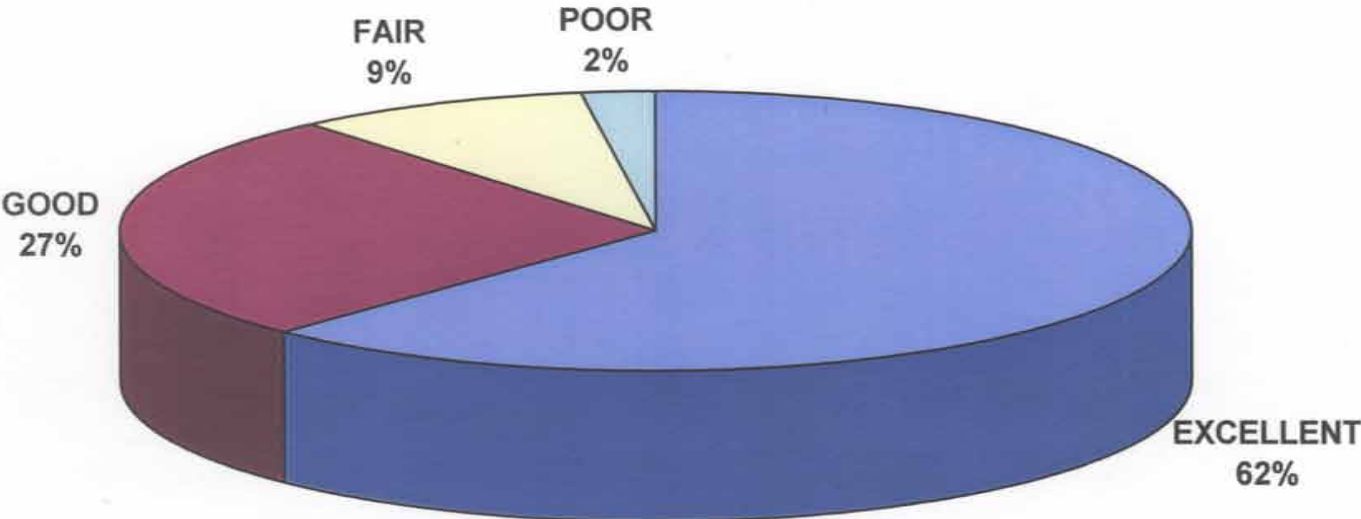
APPENDIX F-16

CLIENT SATISFACTION SURVEY
HOMEMAKER



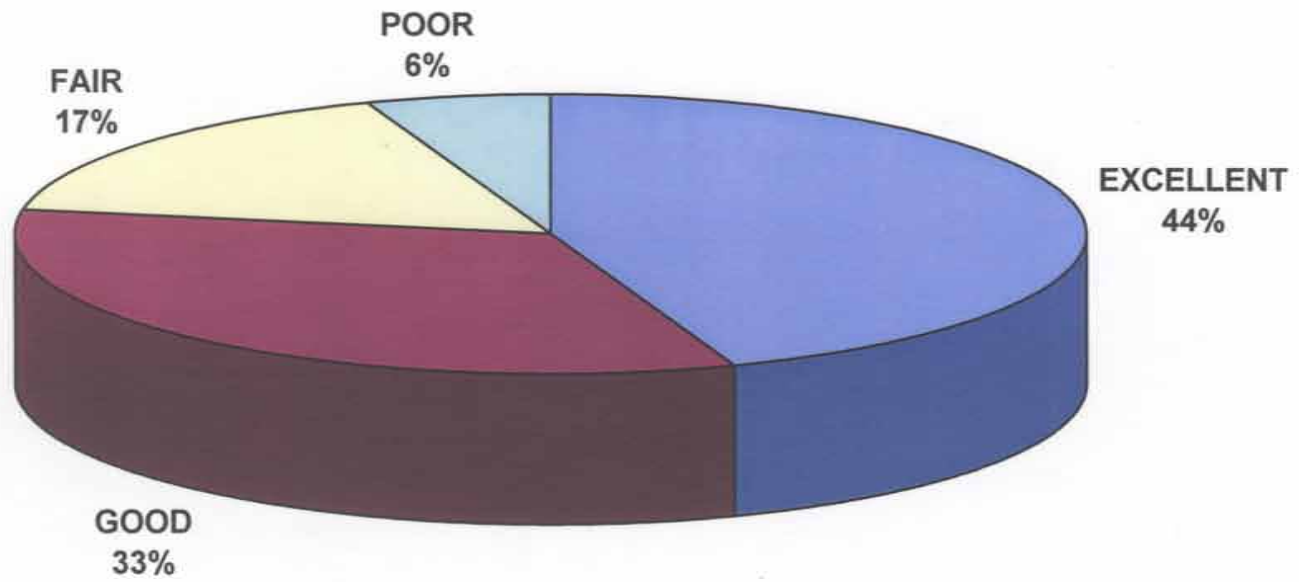
APPENDIX F-17

CLIENT SATISFACTION SURVEY
COMPANION



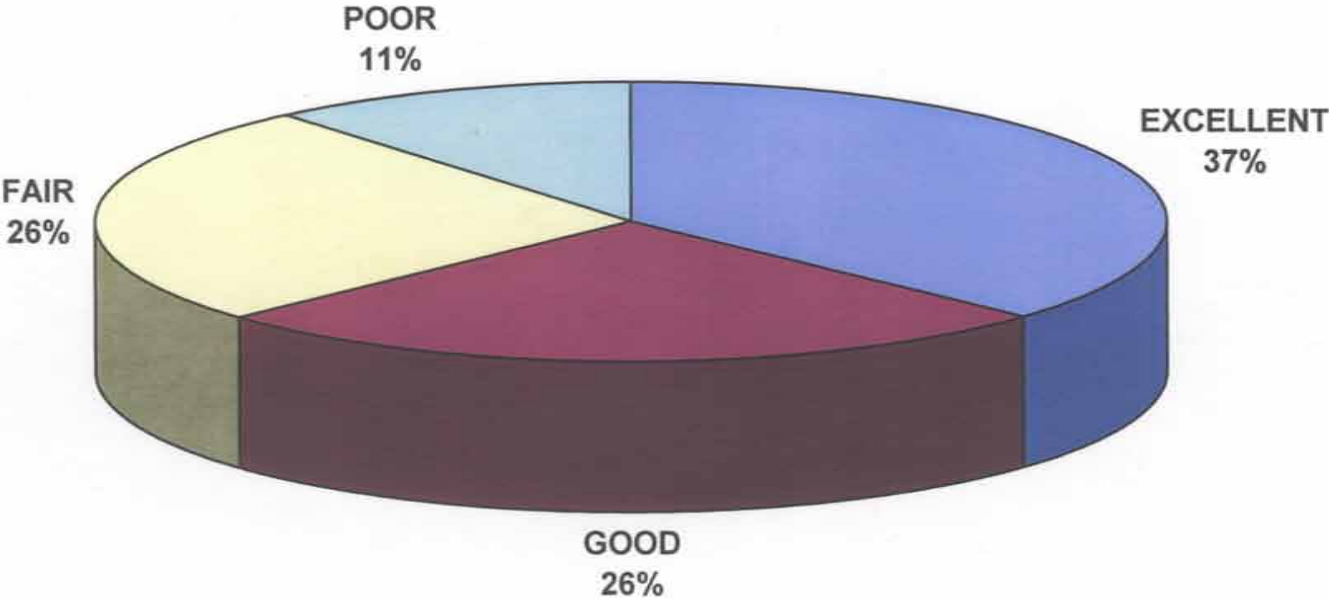
APPENDIX F-18

CLIENT SATISFACTION SURVEY
CHORE PERSON



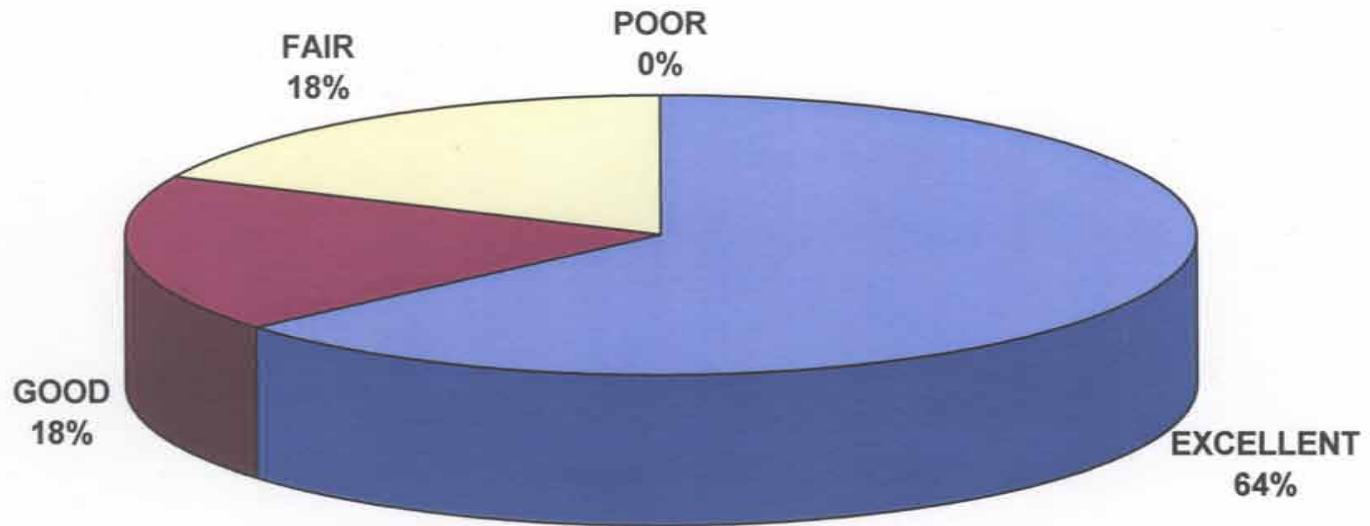
APPENDIX F-19

**CLIENT SATISFACTION SURVEY
MEALS ON WHEELS**



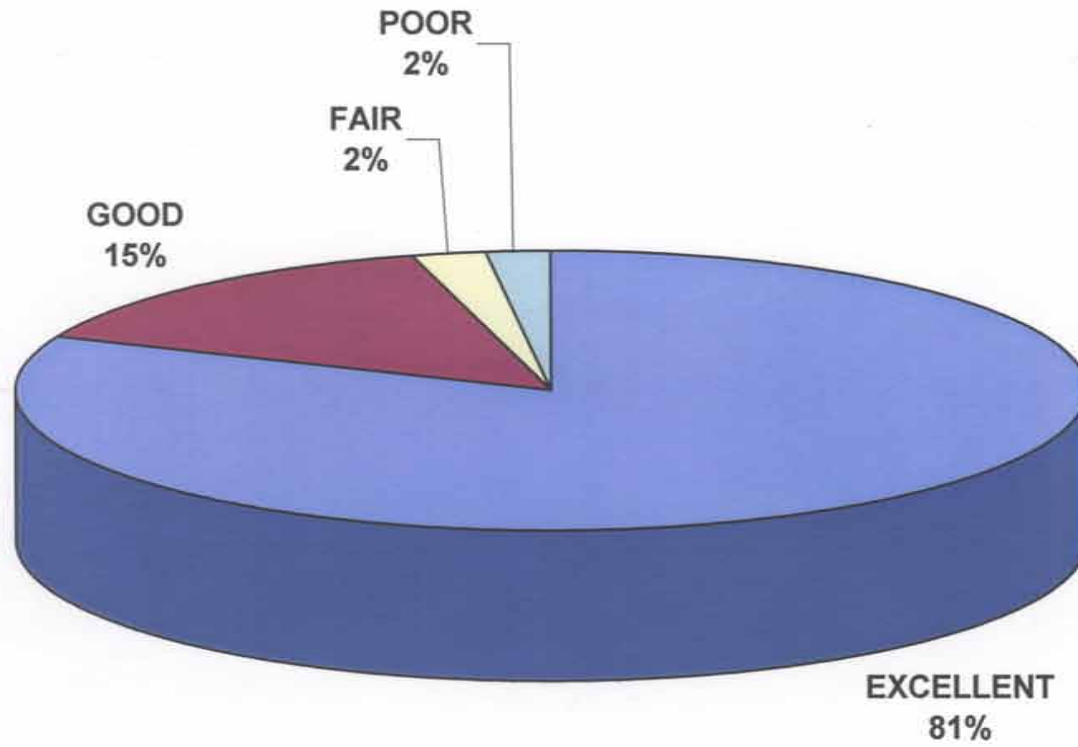
APPENDIX F-20

CLIENT SATISFACTION SURVEY
ADULT DAY CARE



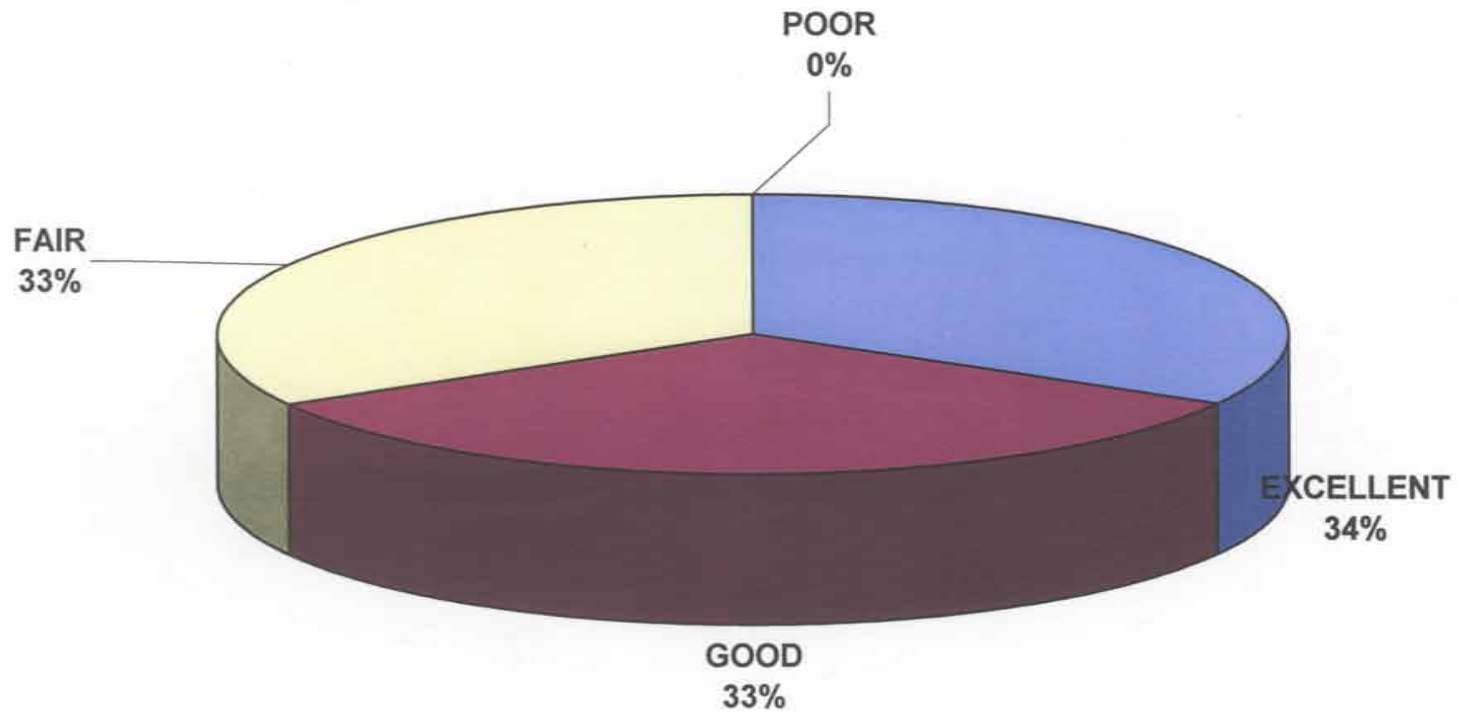
APPENDIX F-21

CLIENT SATISFACTION SURVEY
EMERGENCY RESPONSE SYSTEM

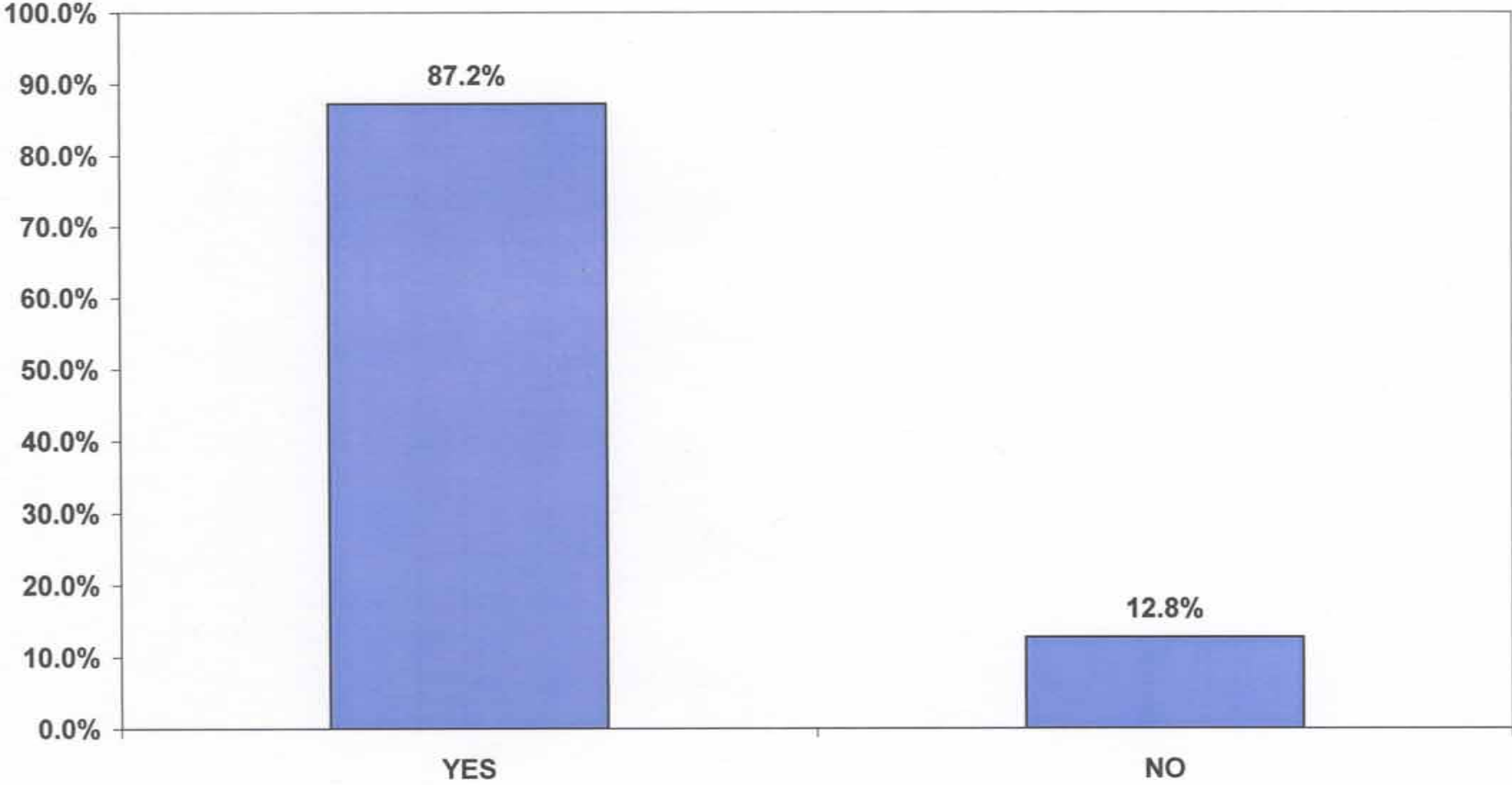


APPENDIX F-22

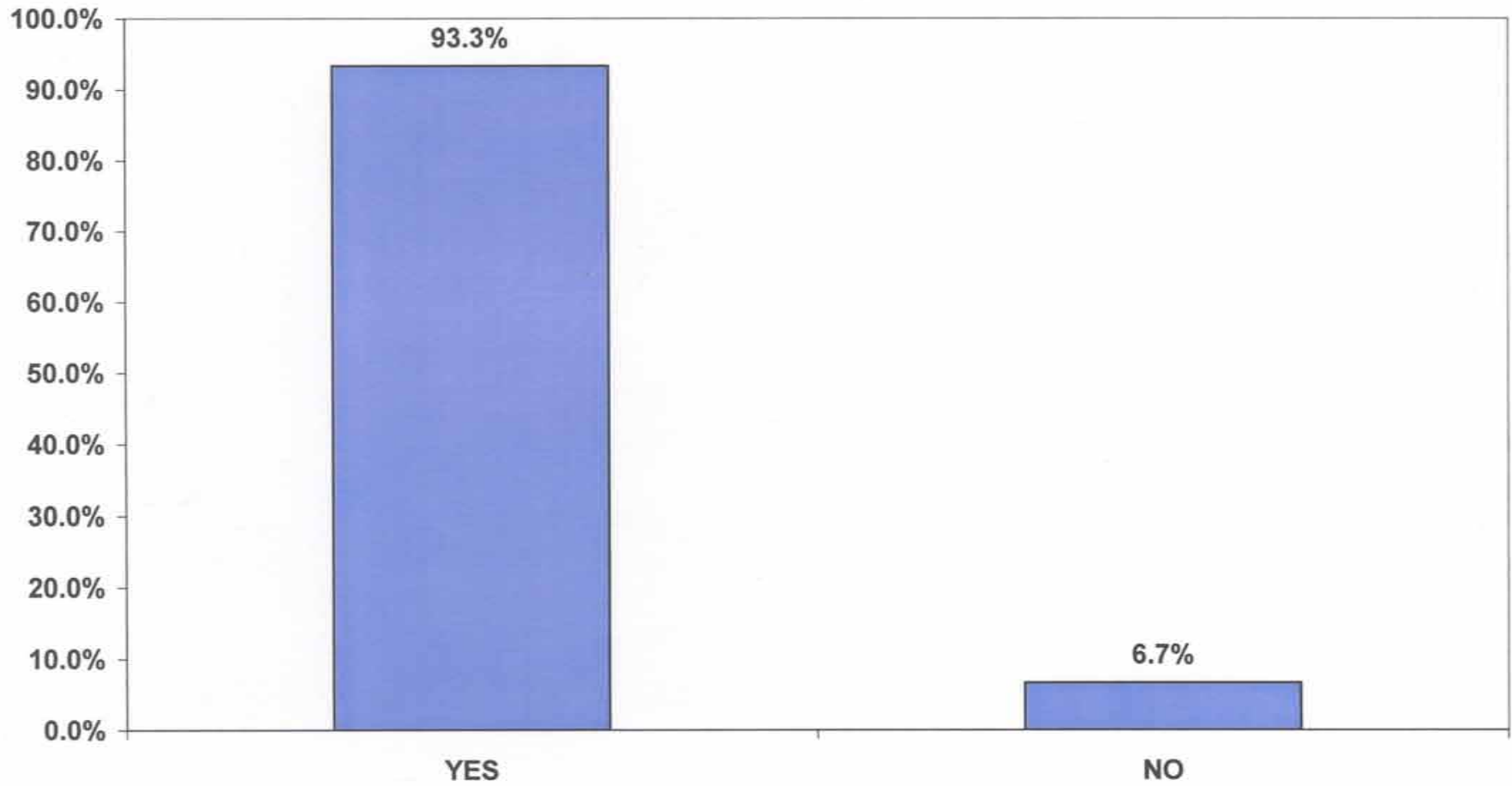
CLIENT SATISFACTION SURVEY
OTHER



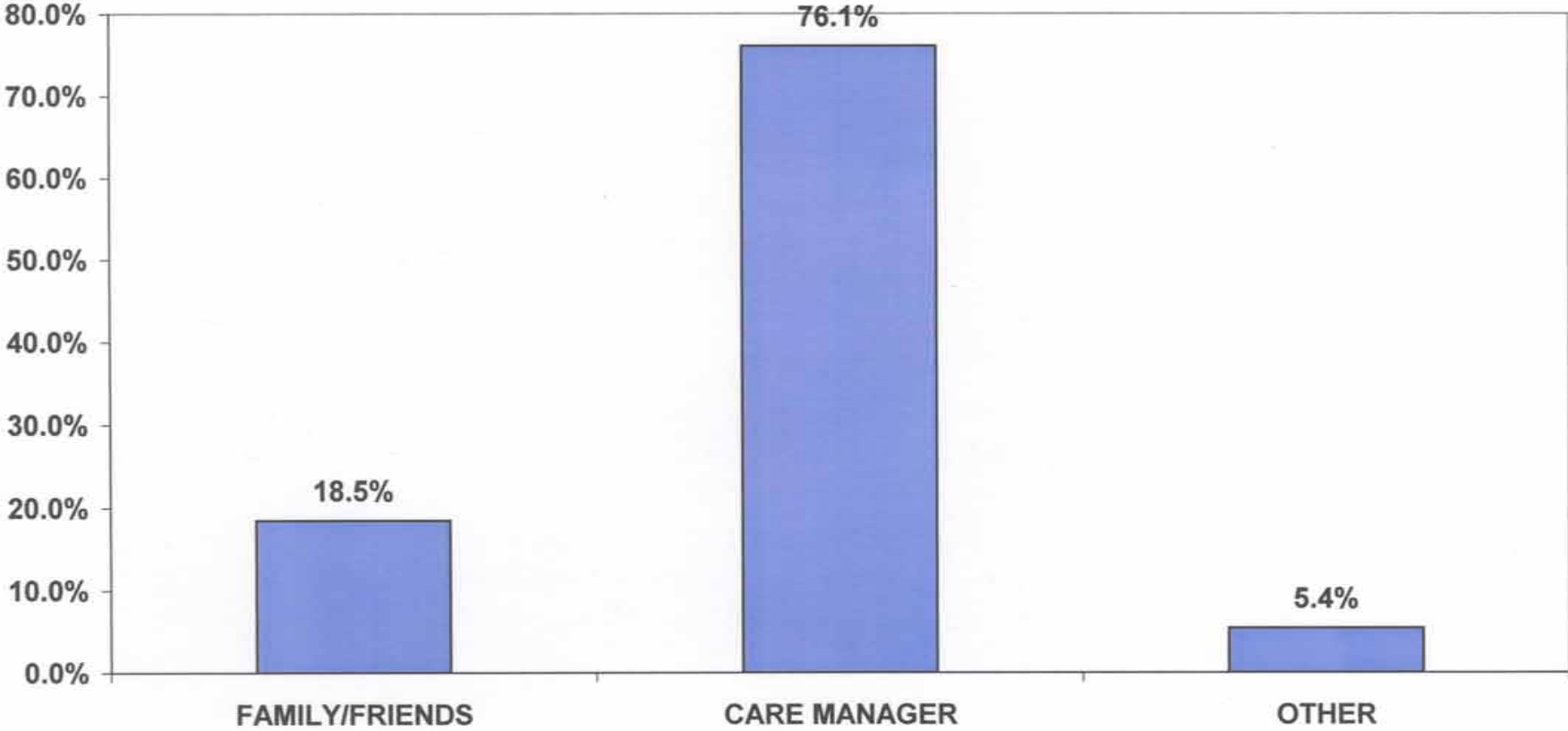
**APPENDIX F-23
CLIENT SATISFACTION SURVEY
SERVICE DEPENDABILITY**



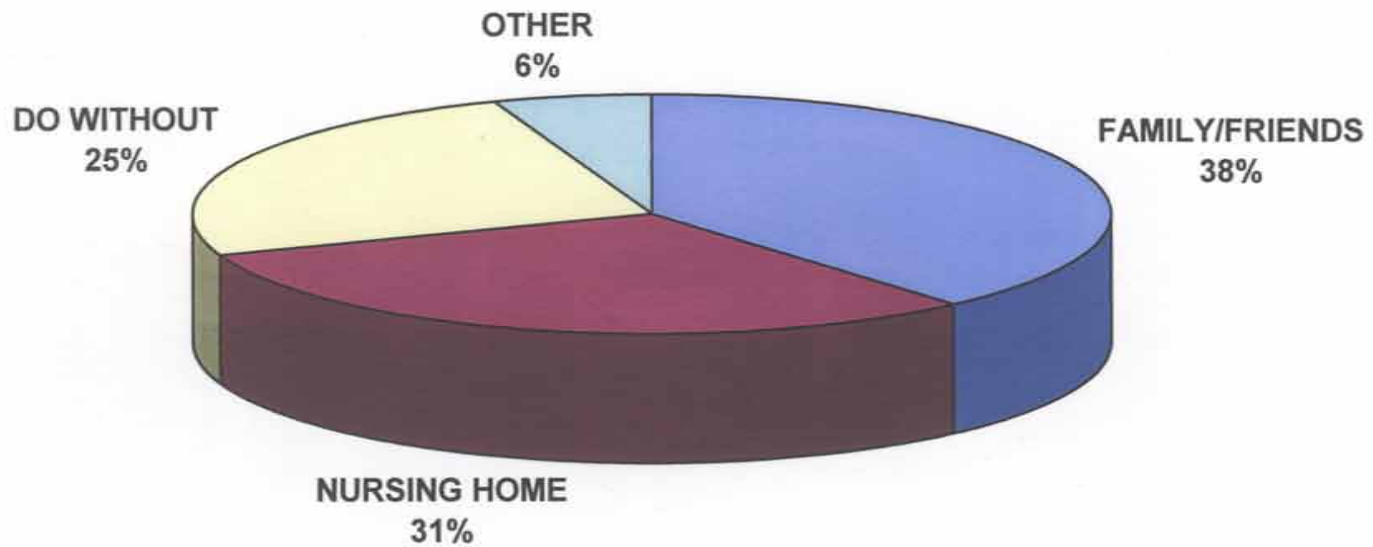
**APPENDIX F-24
CLIENT SATISFACTION SURVEY
CLIENT SATISFACTION**



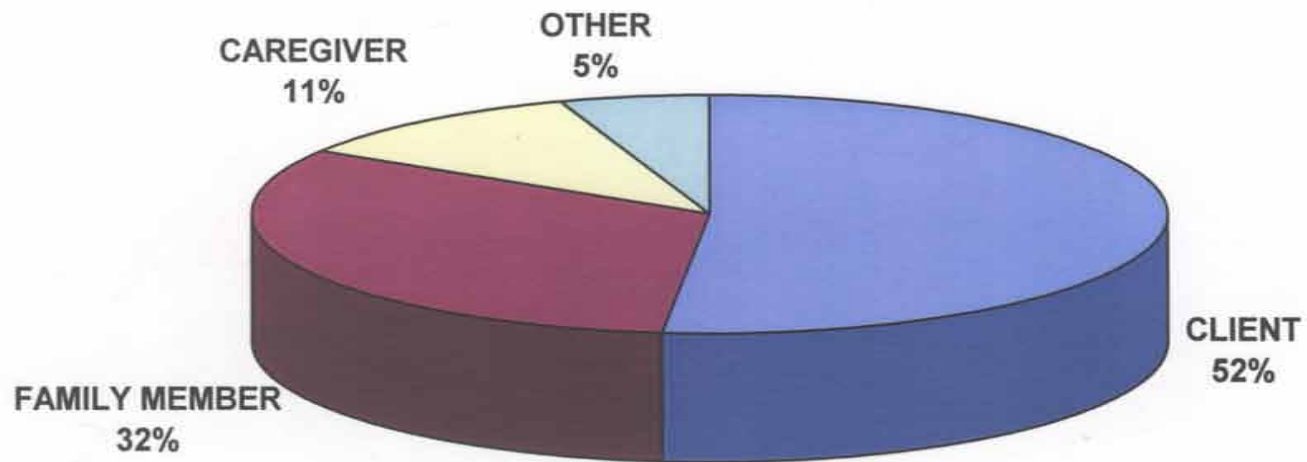
**APPENDIX F-25
CLIENT SATISFACTION SURVEY
CONTACT AWARENESS**



APPENDIX F-26
CLIENT SATISFACTION SURVEY
HOW WOULD CLIENT MANAGE WITHOUT HOME SERVICES?



**APPENDIX F-27
CLIENT SATISFACTION SURVEY
SURVEY RESPONDENT**



APPENDIX F-28

CT Home Care Program For Elders Eastern Region Client Satisfaction Survey Report February 2007

I. SURVEY ADMINISTRATION AND POPULATION

The Alternate Care Unit conducted a client satisfaction survey for Connecticut Home Care Program for Elders (CHCPE) care managed clients, residing in the program's Eastern Region. A cover letter and two-page survey were sent to one hundred and twelve (112) active CHCPE clients. This represents approximately ten percent (10%) of the current total client population of 1,131 clients, residing in the program's Eastern Region.

The surveys were mailed on February 20, 2007. Clients were asked to return the survey by March 30, 2007. Active category two and three clients in the CHCPE program's Eastern Region were selected randomly by computer.

II. SURVEY RESULTS

Sixty percent (60%) of surveyed clients responded to the survey. Five percent (5%) of all surveys mailed were returned undeliverable because of incorrect address, insufficient address, etc.

The survey results are presented in six (6) defining categories: (A) respondent identifier; (B) CHCPE alternatives; (C) service satisfaction; (D) service dependability; (E) contact awareness; and (F) service utilization.

A. RESPONDENT IDENTIFIER

Sixty-three percent (63%) of those completing the survey were program clients, twenty-seven percent (27%) were family members, five percent (5%) were caregivers and the remaining five percent were completed by those identified as "other".

B. CHCPE ALTERNATIVES

Ninety-eight percent (98%) of survey respondents indicated how they would manage without home care services. Thirty percent (30%) of these respondents reported they would enter a nursing home. Thirty-six percent (36%) said that they would do without home care services and thirty-two percent (32%) reported they would depend on friends for help. Another two percent (2%) of those responding said they would rely on some other home care alternative.

APPENDIX F-29

C. SERVICE SATISFACTION

CHCPE clients participating in the survey rated the services they received very positively. Sixty-seven percent (67%) reported all program services as “excellent”, and thirty-three percent (33%) reported services as “good”. There were no “fair” or “poor” ratings.

D. SERVICE DEPENDABILITY

Ninety-eight and one-half percent (98.5%) of respondents reported that they received services when they were scheduled. One and one-half percent (1.5%) reported not being able to depend on receiving services as scheduled.

E. CONTACT AWARENESS

Sixty-three percent (63%) of clients reported they know to contact a care manager if they have a question about their services. Eighteen and one-half percent (18.5%) contact family and friends regarding services and nine percent (9%) reported they do not know who to contact.

F. CHCPE SERVICE UTILIZATION

Service utilization is assumed when a respondent rates a particular service on the survey. Conversely, services not rated by the respondent are considered services the client does not receive. The analysis of service utilization is limited to the number of clients reporting receiving the service, and does not include how often the services are received in a given amount of time. Care management services are not included in the analysis since all survey participants receive care management services.

Eighty-three percent (83%) of survey respondents reported receiving skilled nursing services; making it the most frequently reported service. Homemaker services were the second most frequently reported service with eighty percent (80%). The third most frequently reported service was emergency response system services, which was reported by seventy-two percent (72%) of survey participants, followed by home health aide at sixty-eight percent (68%), meals on wheels with forty percent (40%), companion services at thirty-nine percent (39%), chore services at twenty percent (20%), and Adult Day Center at five percent (5%). Five percent (5%) of all respondents reported receiving a service not identified by the survey.

APPENDIX F-30

G. SUMMARY AND CONCLUSIONS

The Alternate Care Unit, CT Department of Social Services, administered a client satisfaction survey for the CHCPE Eastern Region in February 2007. One Hundred twelve (112) clients in the CT Home Care Program Eastern Region were surveyed. Sixty percent (60%) of surveyed clients responded to the survey. Program clients completed more than half of the returned surveys. Family members were the second most frequent survey responders, accounting for slightly more than one fourth (27%), followed by caregivers and “others”.

The survey results suggest two (2) areas of focus where the Eastern Region of the CHCPE has potential for improvement. First and foremost, the increase in client awareness of care management services. Less than two thirds (63%) of surveyed clients knew to contact their case managers with needs or concerns regarding their services.

Secondly, explore possible strategies to decrease the number of incorrect and/or insufficient addresses in the program’s database. Although this number was small at five percent (5%), it is still a significant portion of clients for whom updated contact information is essential. Alternate Care Unit staff makes corrections and changes in the client database continuously, both through direct client contact and the reliance on the Access Agencies’ information correction process.

H. EXHIBITS

Cover Letter and Survey

Response Data

Pie Charts reflecting the following:

- Survey Respondent
- Managing Without Services
- Skilled Nursing Services
- Home Health Aide
- Homemaker
- Companion
- Chore Person
- Meals On Wheels
- Adult Day Care
- Emergency Response System

Bar Charts reflecting the following:

- Service Dependability
- Contact Awareness
- Service Utilization Frequency

APPENDIX F-31

February 20, 2007

Dear ,

The Connecticut Home Care Program For Elders wants to make sure that you are satisfied with the service(s) you are receiving through our home care program. We ask that you, a family member or a friend complete the enclosed survey. In doing so, you will be helping us improve the quality of care you are receiving. By completing the survey we will be able to learn from you if we are meeting your needs and expectations.

The information you share with us will be confidential and will not affect the service (s) you are receiving. By answering these questions truthfully, you will be helping us accomplish our goal and that is to provide quality service(s) to enable clients to remain safely at home.

For your convenience, a self addressed stamped envelope is enclosed. Please return this survey to us by March 30, 2007.

Should you have any questions, please call me at 1-800-445-5394 or (860) 424-5485.

Thank you for your participation in completing the client satisfaction survey.

Sincerely,

**Department of Social Services
Connecticut Home Care Program for Elders**

APPENDIX F-32

Client Home Care Program for Elders
Client Questionnaire

Name (Optional)

Town client lives in

May we call you if we have questions? yes no phone number _____

1. Which services do you receive? How do you rate the quality of these services?

- | | | | | |
|----------------------------------------------------|------------------------------------|-------------------------------|-------------------------------|-------------------------------|
| <input type="checkbox"/> Skilled nursing services | <input type="checkbox"/> excellent | <input type="checkbox"/> good | <input type="checkbox"/> fair | <input type="checkbox"/> poor |
| <input type="checkbox"/> Home health aid | <input type="checkbox"/> excellent | <input type="checkbox"/> good | <input type="checkbox"/> fair | <input type="checkbox"/> poor |
| <input type="checkbox"/> Homemaker | <input type="checkbox"/> excellent | <input type="checkbox"/> good | <input type="checkbox"/> fair | <input type="checkbox"/> poor |
| <input type="checkbox"/> Companion | <input type="checkbox"/> excellent | <input type="checkbox"/> good | <input type="checkbox"/> fair | <input type="checkbox"/> poor |
| <input type="checkbox"/> Chore person | <input type="checkbox"/> excellent | <input type="checkbox"/> good | <input type="checkbox"/> fair | <input type="checkbox"/> poor |
| <input type="checkbox"/> Meals on wheels | <input type="checkbox"/> excellent | <input type="checkbox"/> good | <input type="checkbox"/> fair | <input type="checkbox"/> poor |
| <input type="checkbox"/> Adult day care | <input type="checkbox"/> excellent | <input type="checkbox"/> good | <input type="checkbox"/> fair | <input type="checkbox"/> poor |
| <input type="checkbox"/> Emergency response system | <input type="checkbox"/> excellent | <input type="checkbox"/> good | <input type="checkbox"/> fair | <input type="checkbox"/> poor |
| <input type="checkbox"/> Other | <input type="checkbox"/> excellent | <input type="checkbox"/> good | <input type="checkbox"/> fair | <input type="checkbox"/> poor |

2. Do you receive all of your services when you are supposed to get them?

yes no

If no, please explain: _____

APPENDIX F-33

3. Who do you contact when you have a question about your services?

- family/friend care manager other _____

4. How would you manage without home care services?

- Help from family/friends enter a nursing home do without other

5. Who answered these questions?

- Client Family member Caregiver other

Please share any other comments that you might have on the home care program. Consider things like: Do all of the services you receive help you? Do you have enough help to meet your needs?

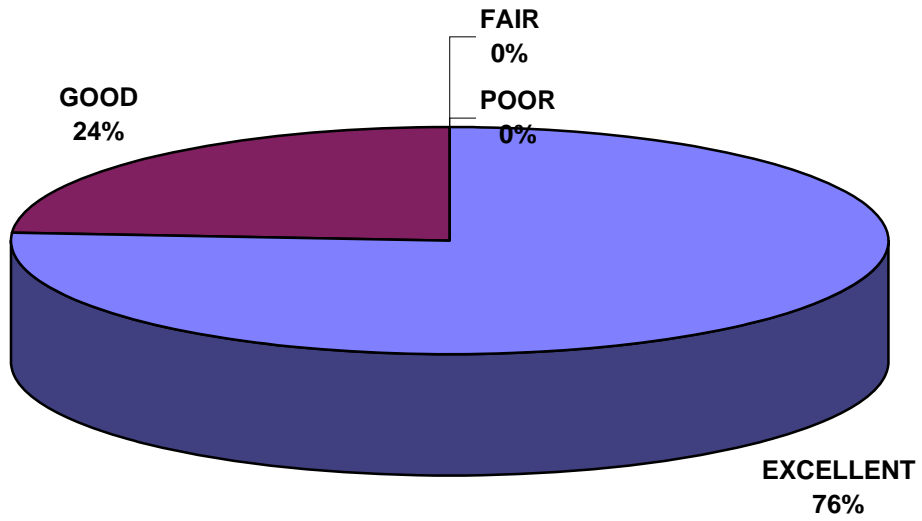
Thank you for your input!

Please return the completed survey in the enclosed self-addressed stamped envelope by November 19, 1999.

Any questions you may have, please call our toll free number, 1-800-445-5394

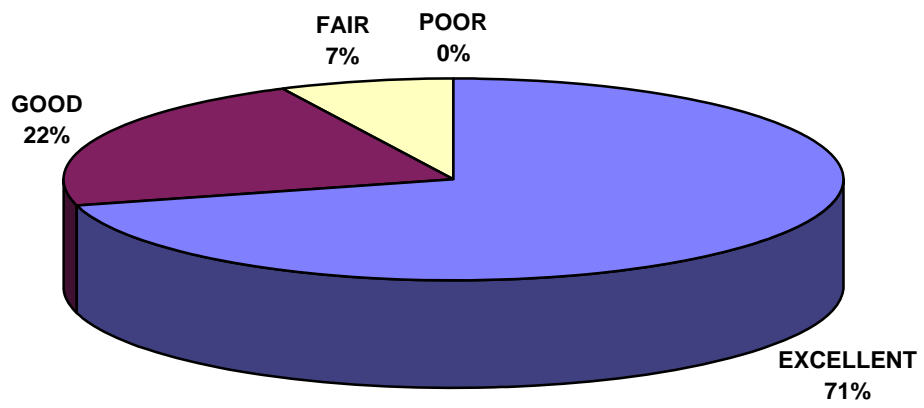
APPENDIX F-35

CLIENT SATISFACTION SURVEY SKILLED NURSING SERVICES



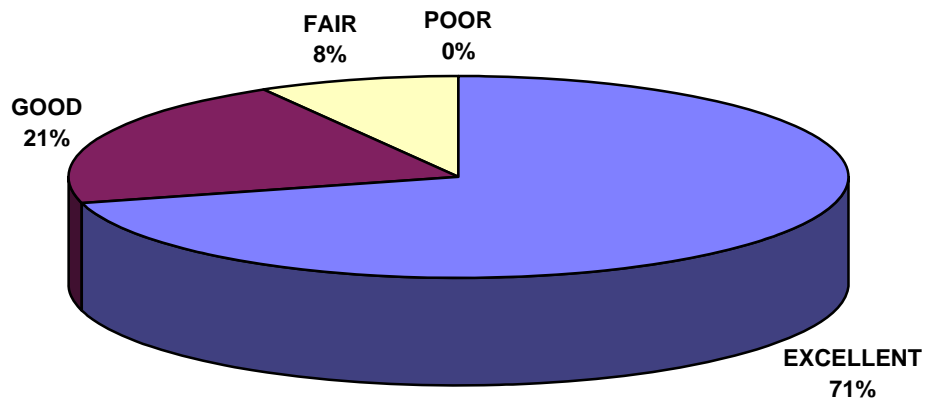
APPENDIX F-36

CLIENT SATISFACTION SURVEY HOME HEALTH AIDE



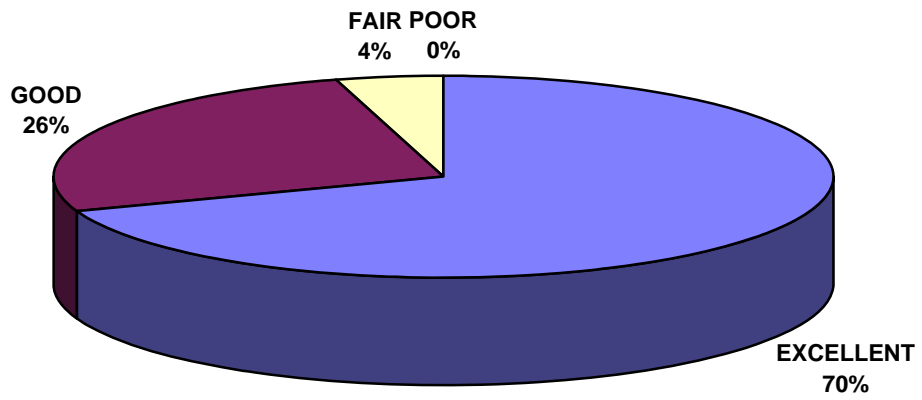
APPENDIX F-37

CLIENT SATISFACTION SURVEY HOMEMAKER



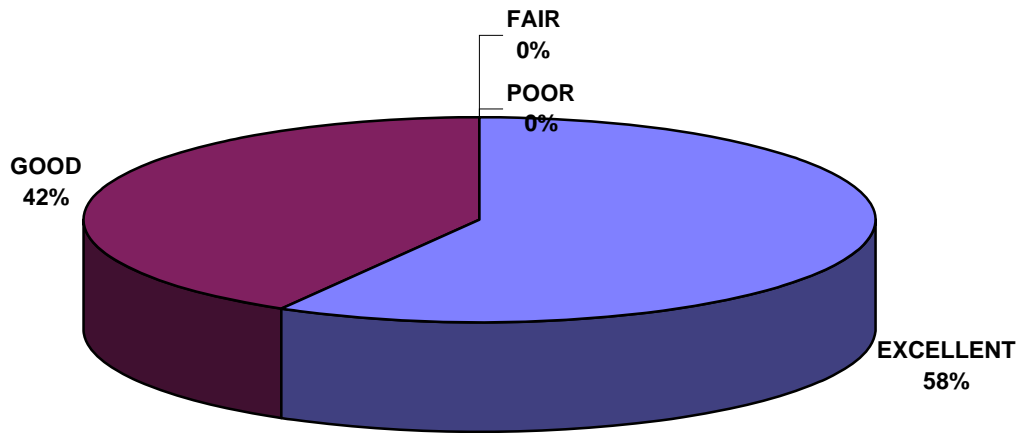
APPENDIX F-38

CLIENT SATISFACTION SURVEY COMPANION



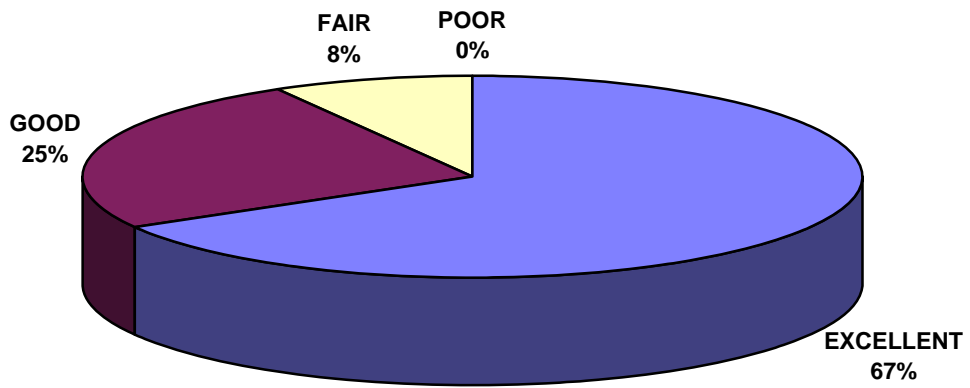
APPENDIX F-39

CLIENT SATISFACTION SURVEY CHORE PERSON



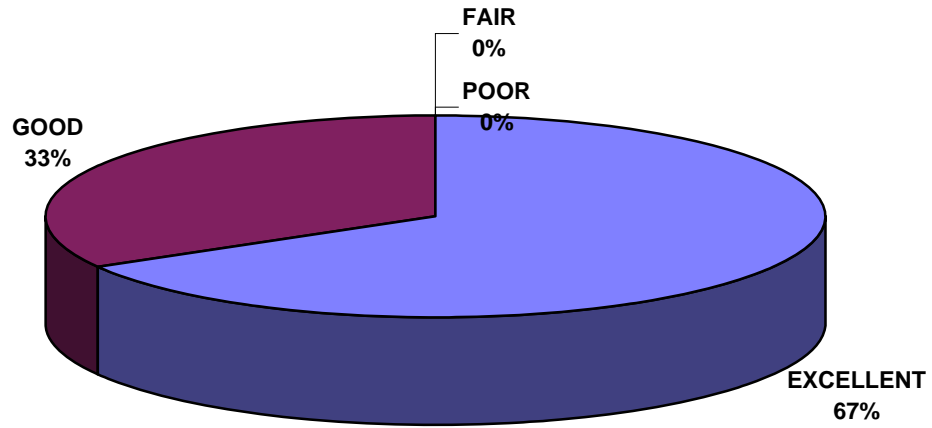
APPENDIX F-40

CLIENT SATISFACTION SURVEY MEALS ON WHEELS



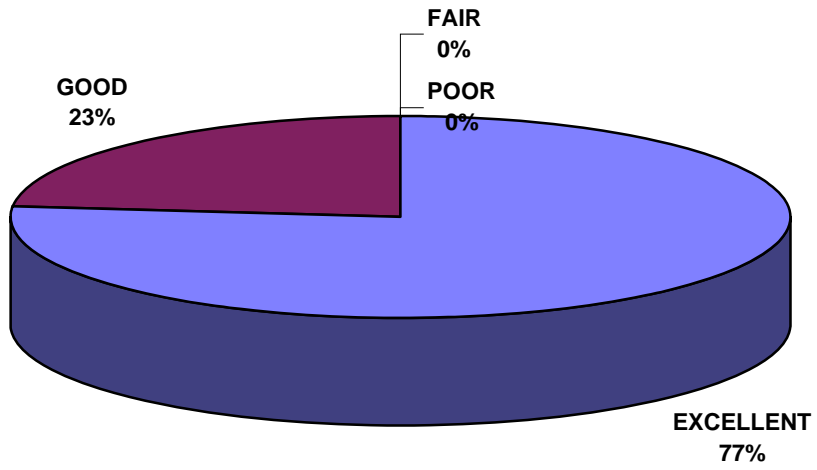
APPENDIX F-41

CLIENT SATISFACTION SURVEY ADULT DAY CARE



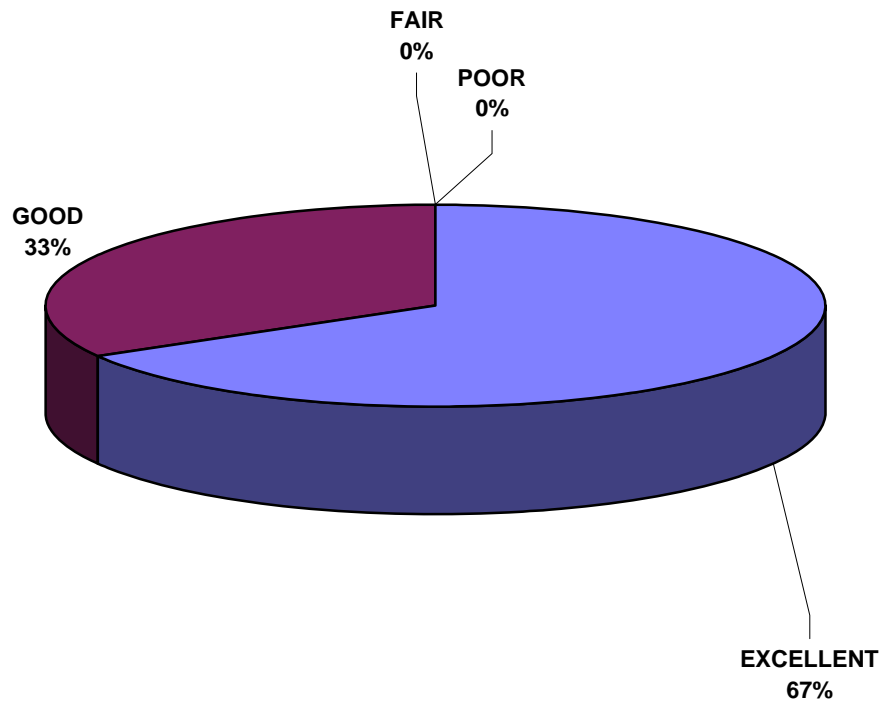
APPENDIX F-42

CLIENT SATISFACTION SURVEY EMERGENCY RESPONSE SYSTEM

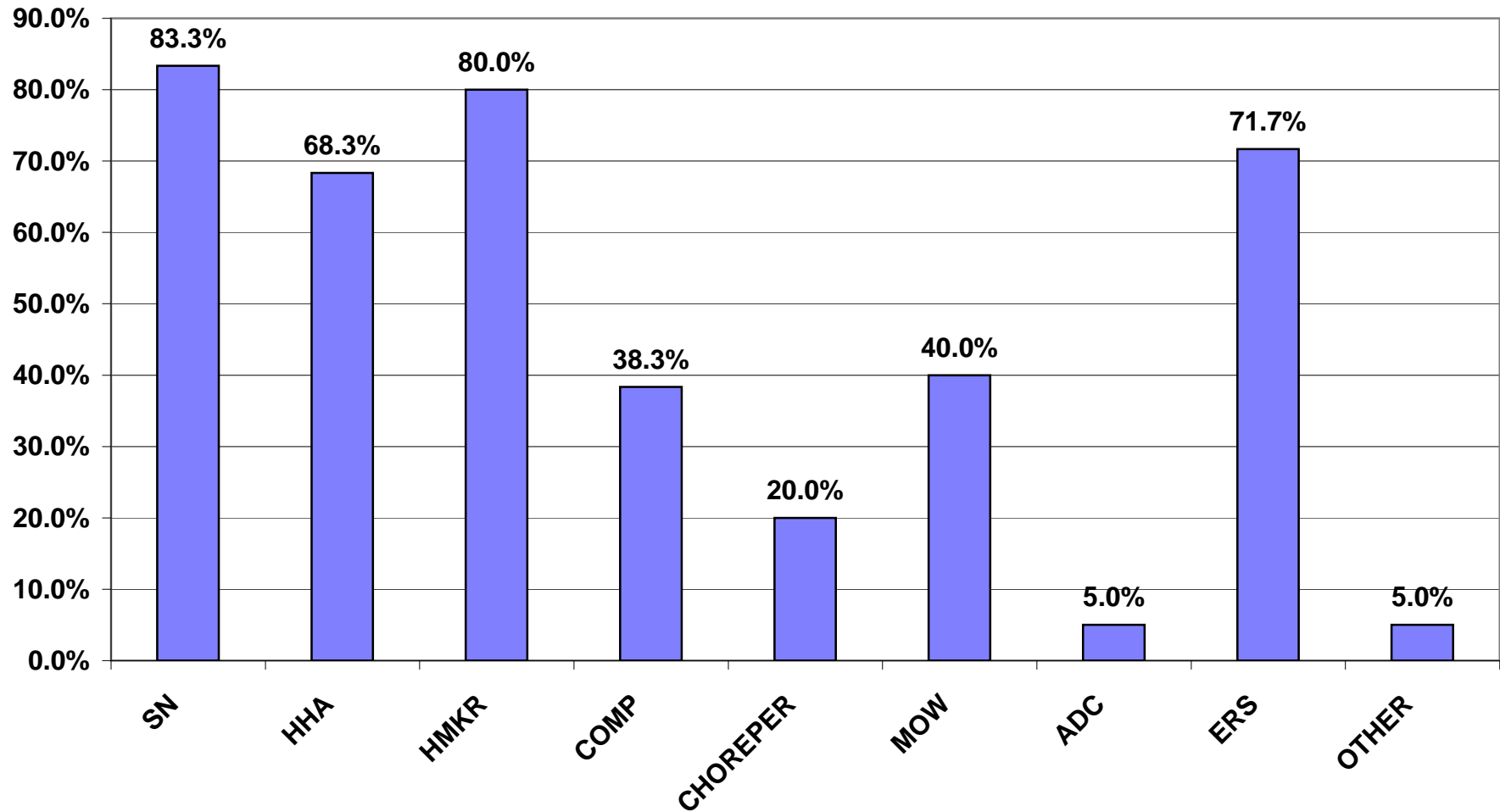


APPENDIX F-43

CLIENT SATISFACTION SURVEY OTHER

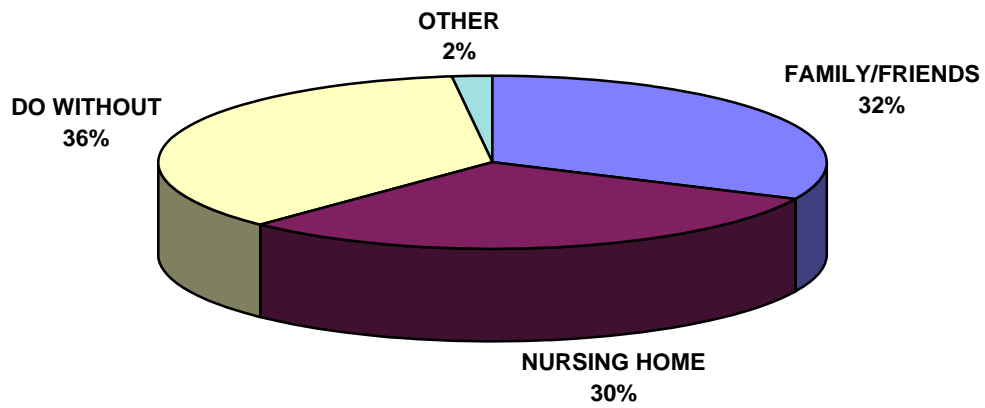


APPENDIX F-44
CLIENT SATISFACTION SURVEY
SERVICES UTILIZATION FREQUENCY



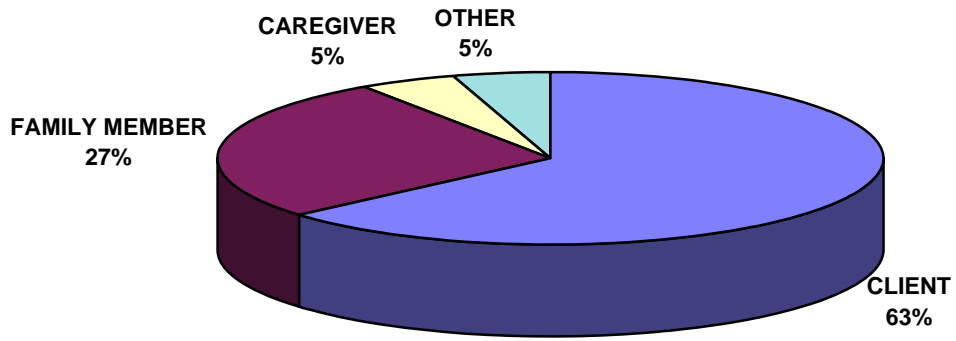
APPENDIX F-45

CLIENT SATISFACTION SURVEY HOW WOULD CLIENT MANAGE WITHOUT HOME SERVICES?

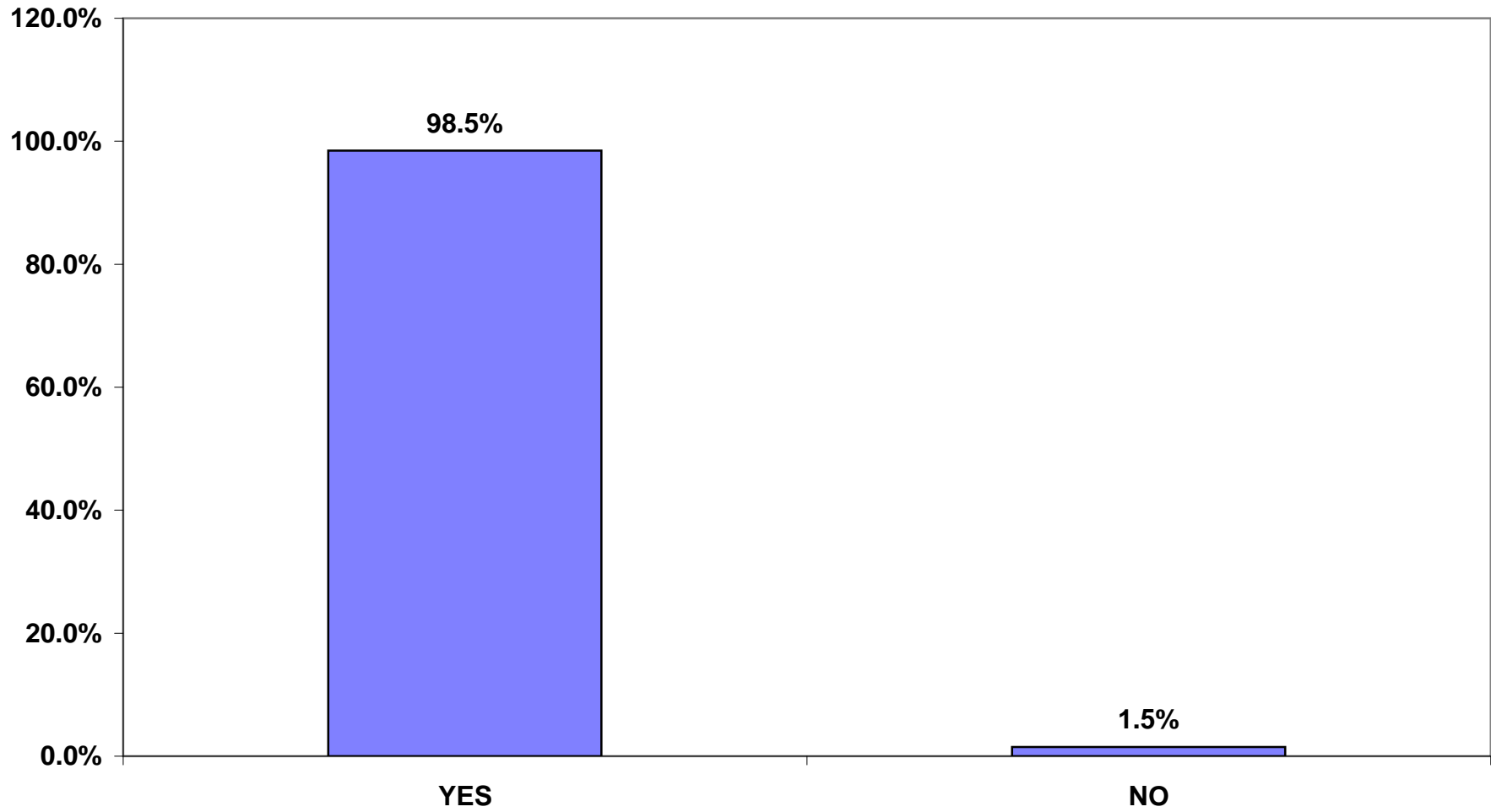


APPENDIX F-46

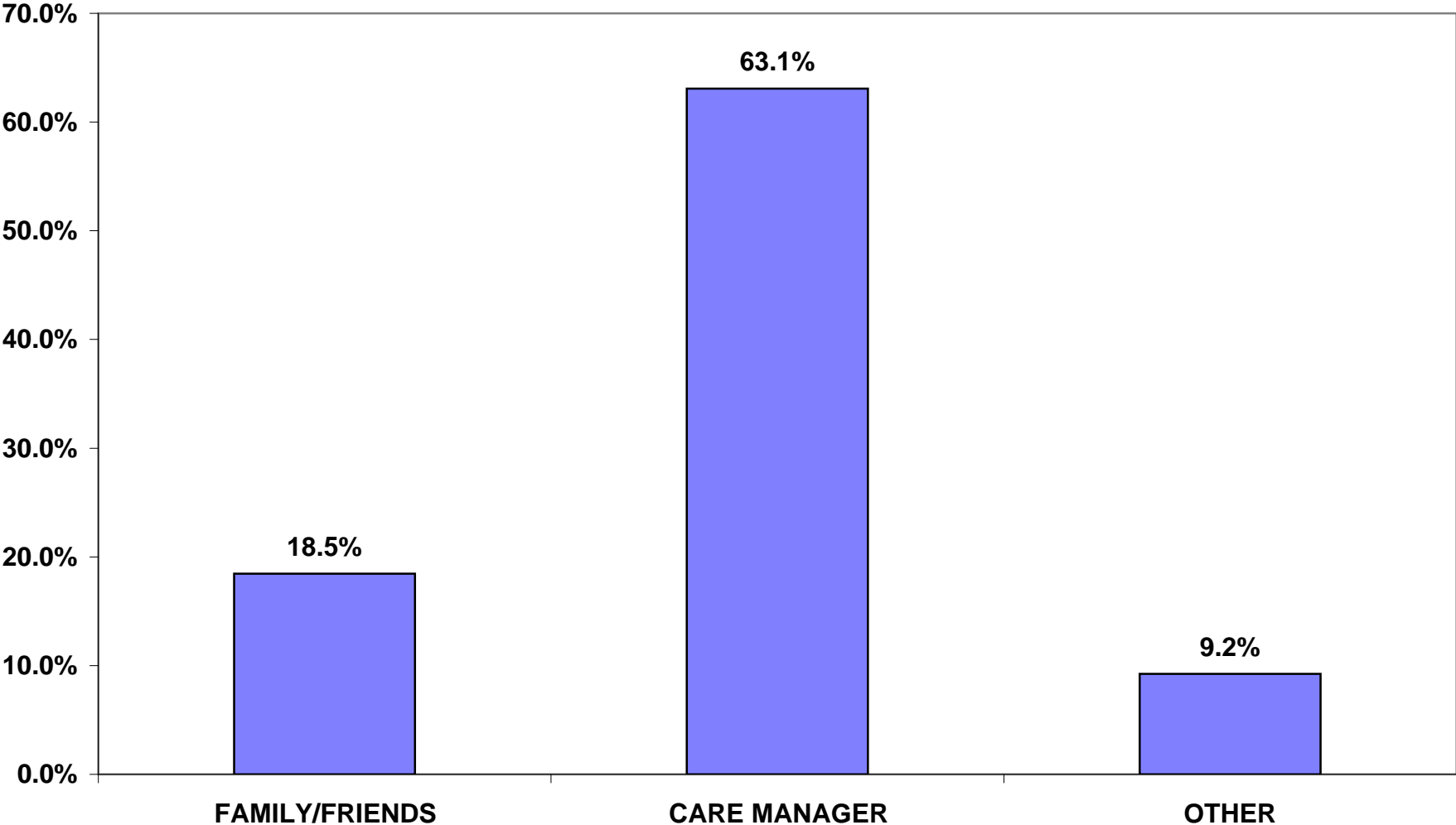
CLIENT SATISFACTION SURVEY SURVEY RESPONDENT



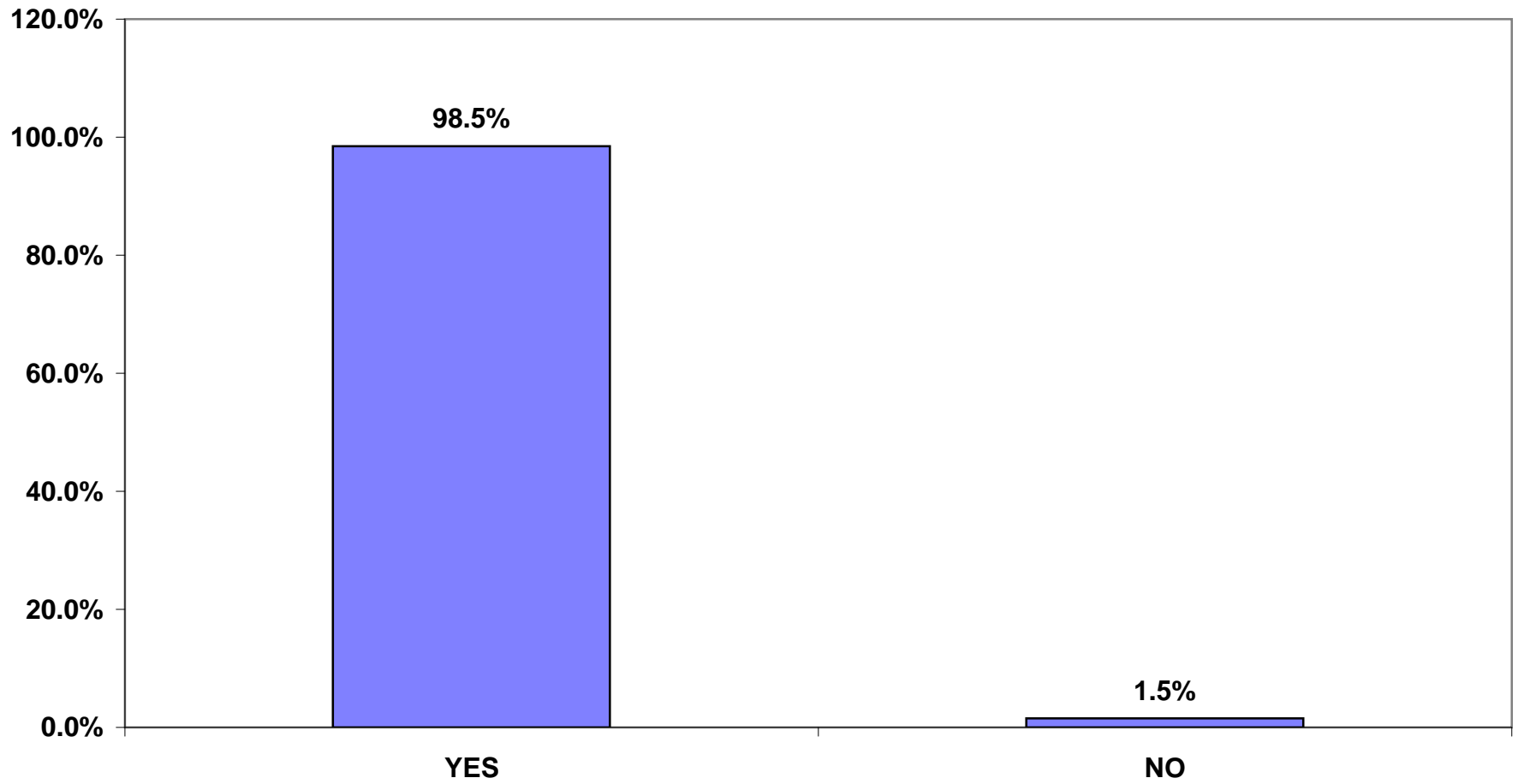
APPENDIX F-47
CLIENT SATISFACTION SURVEY
SERVICE DEPENDABILITY



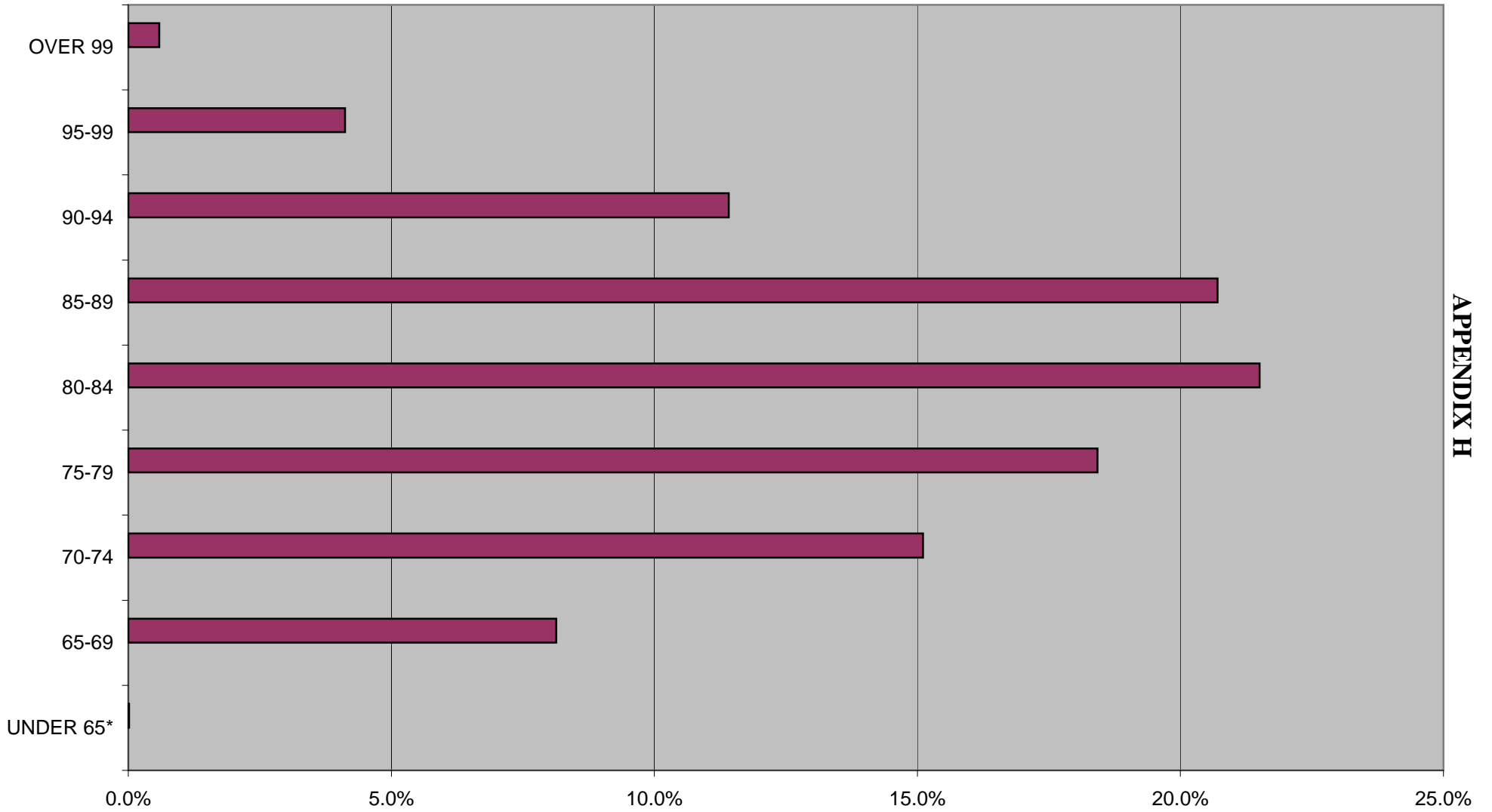
**APPENDIX F-48
CLIENT SATISFACTION SURVEY
CONTACT AWARENESS**



APPENDIX F-49
CLIENT SATISFACTION SURVEY
CLIENT SATISFACTION

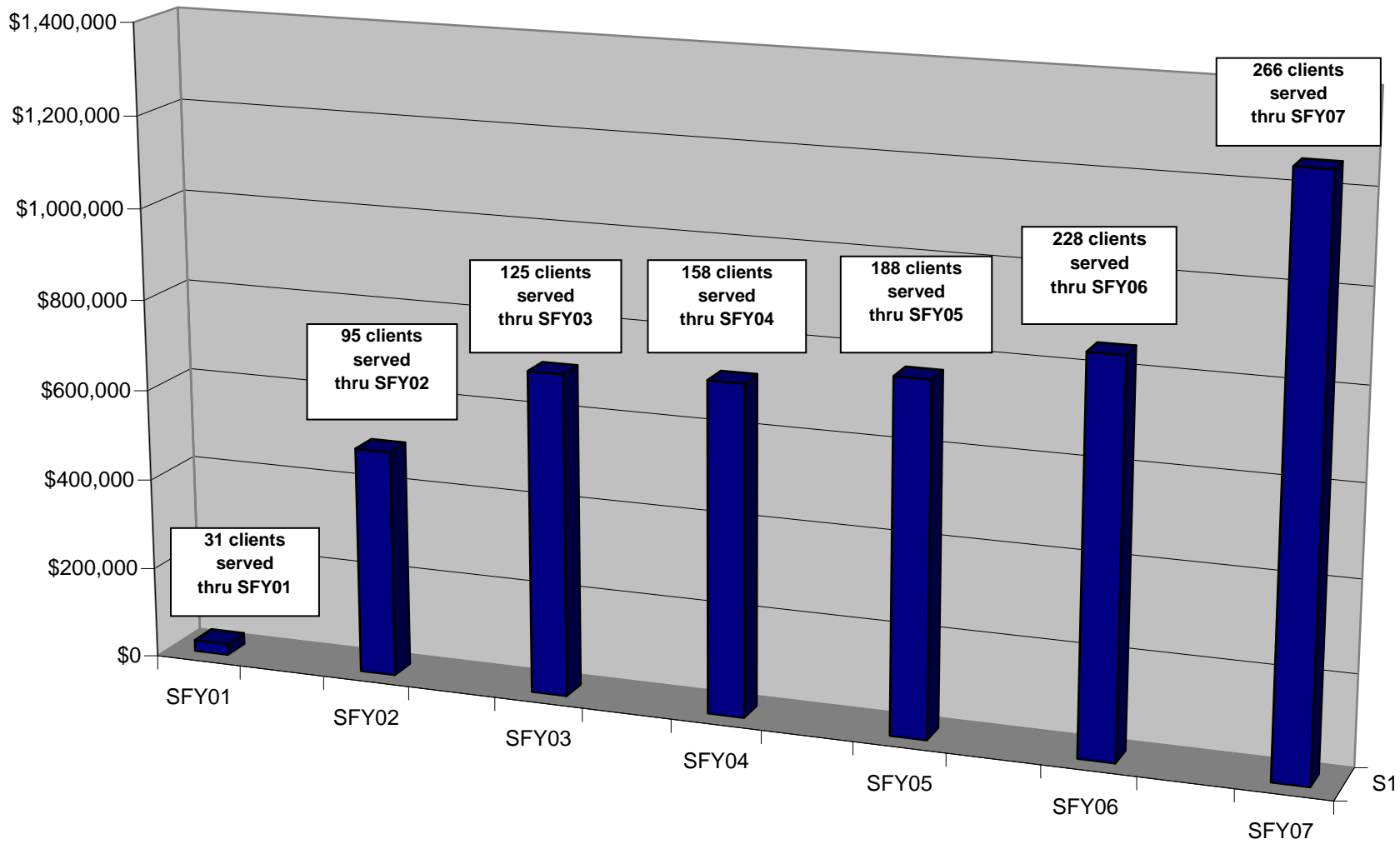


SFY2007 CHCP AGE DISTRIBUTION



APPENDIX H

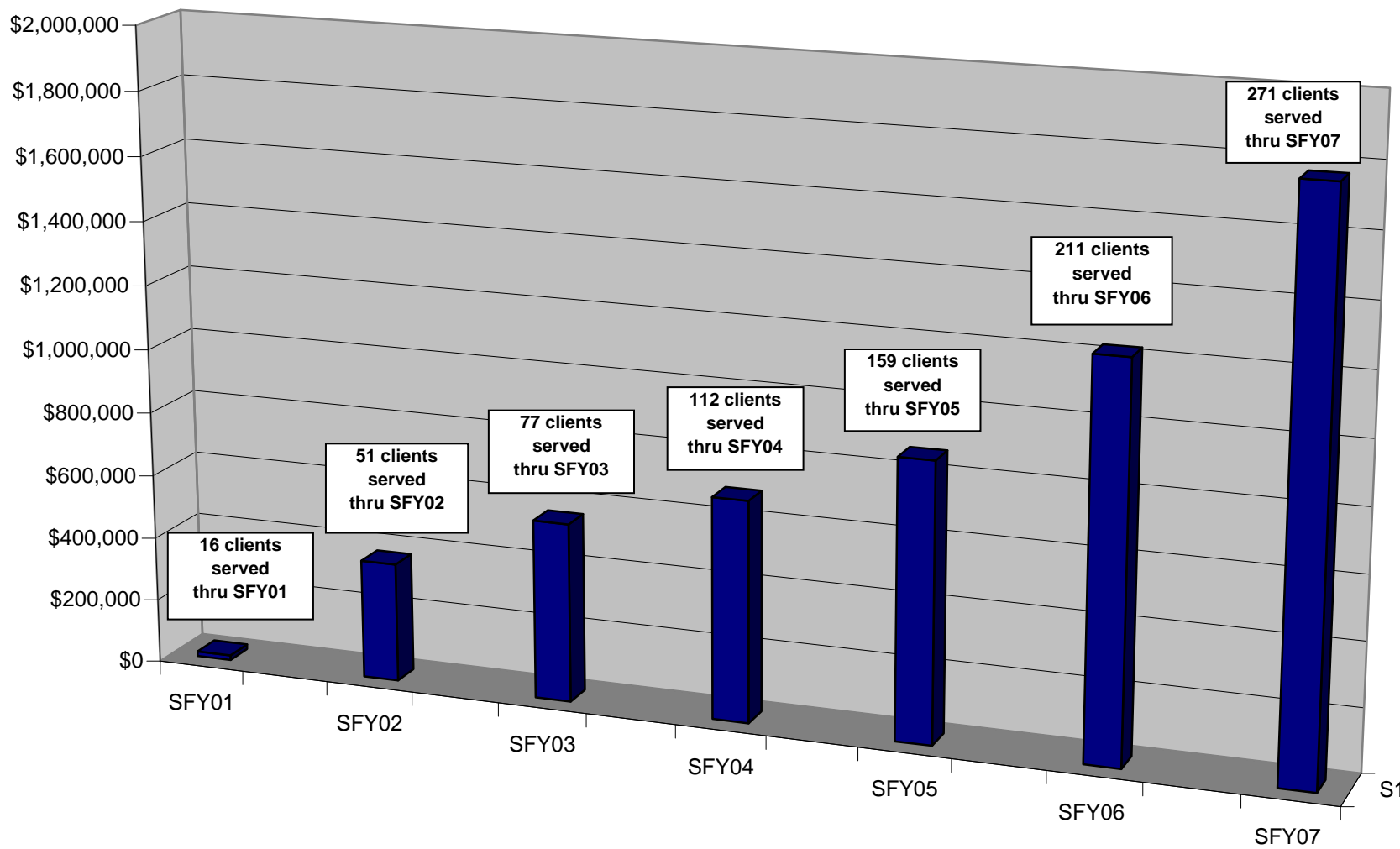
STATE FUNDED CONGREGATES GROWTH



APPENDIX I

The Connecticut Home Care Program for Elders began offering Assisted Living Services in State Funded Congregate housing facilities in March 2001.

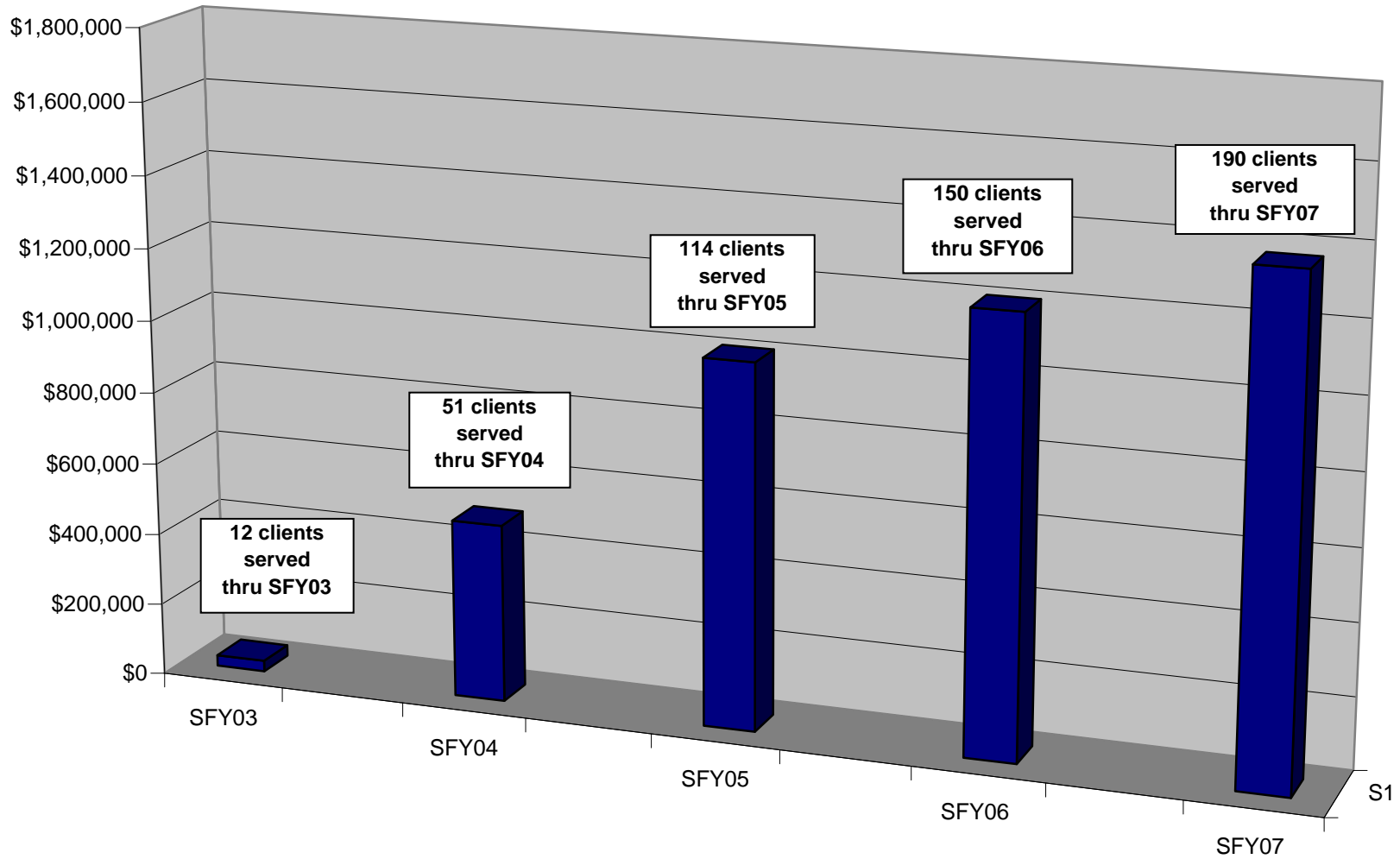
HUD FACILITIES GROWTH



APPENDIX J

The Connecticut Home Care Program for Elders began offering Assisted Living Services in federally funded HUD facilities in March 2001.

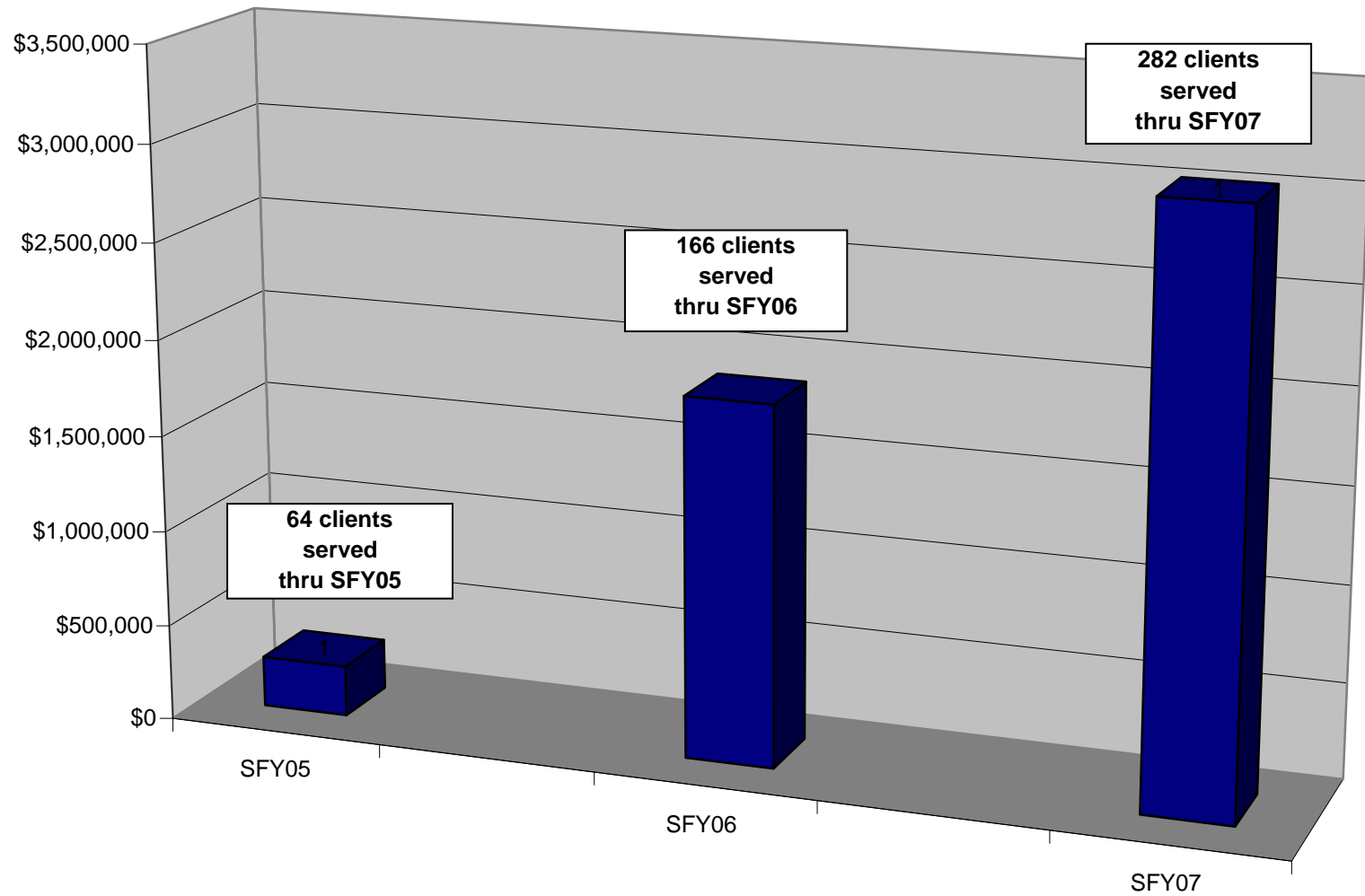
PRIVATE ASSISTED LIVING PILOT PROGRAM GROWTH



APPENDIX K

The Private Assisted Living Pilot began in March 2003.

ASSISTED LIVING DEMONSTRATION PROJECT GROWTH



APPENDIX L

The first units under the demonstration project became occupied in September 2004.