

# CHOICES FOR CARE PROGRAM

## DEPARTMENT OF DISABILITIES, AGING, AND INDEPENDENT LIVING

### PROGRAM DESCRIPTION

Choices for Care (High/Highest) provides a package of long-term services and supports to Vermonters who are age 18 years and over and have a need related to aging or physical disability. People eligible for “High or Highest” needs typically require extensive or total assistance with activities of daily living, and they choose where to receive their services: in their home, in their family’s home, an Adult Family Care home, Enhanced Residential Care, or nursing facility. “Moderate Needs” services provide a limited amount of funding for people with lighter needs in a home-based setting. People must meet both clinical and financial eligibility.

### CASE MANAGEMENT ASSESSMENT

The table below identifies whether certain tasks or direct services are performed by CFC case management providers. It also estimates the number of people served, which can be used to understand what resources may be required if changes are needed.

CFC High and Highest Needs Case Management Assessment							Scope	
Provider Type	Direct HCBS Services Provided?	Determines Eligibility for program?	Develops Person Centered/ Individualized Care Plan?	Determines Eligibility for Services?	Helps Manage Budget?	Acts as Legal Representative? (e.g. Rep. Payee, PoA, GAL, etc.)	Number of People Receiving Case Management	Number of People Receiving Direct HCBS Services
HHA 1	Yes	No	Yes	No	Yes	No	197	81
HHA 2	Yes	No	Yes	No	Yes	No	128	27
HHA 3	Yes	No	Yes	No	Yes	No	102	46
HHA 4	Yes	No	Yes	No	Yes	No	88	47
HHA 5	Yes	No	Yes	No	Yes	No	88	36
HHA 6	Yes	No	Yes	No	Yes	No	77	45
HHA 7	Yes	No	Yes	No	Yes	No	51	23
HHA 8	Yes	No	Yes	No	Yes	No	80	43
HHA 9	Yes	No	Yes	No	Yes	No	160	83
HHA 10	Yes	No	Yes	No	Yes	No	3	3
AAA 1	Companion	No	Yes	No	Yes	No	285	0
AAA 2	Companion	No	Yes	No	Yes	No	231	0
AAA 3	Companion	No	Yes	No	Yes	No	121	0
AAA 4	Companion	No	Yes	No	Yes	No	90	0
AAA 5	Companion	No	Yes	No	Yes	No	83	0
AFC 1	Yes	No	Yes	No	Yes	No	6	6
AFC 2	Yes	No	Yes	No	Yes	No	11	11
AFC 3	Yes	No	Yes	No	Yes	No	5	5
AFC 4	Yes	No	Yes	No	Yes	No	4	4
AFC 5	Yes	No	Yes	No	Yes	No	28	28
AFC 6	Yes	No	Yes	No	Yes	No	1	1
AFC 7	Yes	No	Yes	No	Yes	No	2	2
AFC 8	Yes	No	Yes	No	Yes	No	5	5

AFC 9	Yes	No	Yes	No	Yes	No	14	14
AFC 10	Yes	No	Yes	No	Yes	No	26	26
AFC 11	Yes	No	Yes	No	Yes	No	1	1
AFC 12	Yes	No	Yes	No	Yes	No	21	21
CFC Moderate Needs Case Management Assessment							Scope	
Provider Type	Direct HCBS Services Provided?	Determines Eligibility for program?	Develops Person Centered/ Individualized Care Plan?	Determines Eligibility for Services?	Helps Manage Budget?	Acts as Legal Representative? (e.g. Rep. Payee, PoA, GAL, etc.)	Number of People Receiving Case Management	Number of People Receiving Direct HCBS Services
HHA 1	Yes	No	Yes	No	Yes	No	233	69
HHA 2	Yes	No	Yes	No	Yes	No	138	130
HHA 3	Yes	No	Yes	No	Yes	No	103	96
HHA 4	Yes	No	Yes	No	Yes	No	94	88
HHA 5	Yes	No	Yes	No	Yes	No	64	51
HHA 6	Yes	No	Yes	No	Yes	No	66	35
HHA 7	Yes	No	Yes	No	Yes	No	64	51
HHA 8	Yes	No	Yes	No	Yes	No	52	40
HHA 9	Yes	No	Yes	No	Yes	No	87	72
AAA 1	No - ISO	No	Yes	No	Yes	No	134	0
AAA 2	No - ISO	No	Yes	No	Yes	No	110	0
AAA 3	No - ISO	No	Yes	No	Yes	No	109	0
AAA 4	No - ISO	No	Yes	No	Yes	No	85	0
AAA 5	No - ISO	No	Yes	No	Yes	No	72	0

HHA = Home Health Agency; AAA = Area Agency on Aging; AFC = Adult Family Care; ISO = Intermediary Services Org.

## CONSUMER SURVEY DATA

In January 2016, Thoroughbred Research Group published the [2015 Vermont LTC Consumer Survey Report](#). Results for people receiving Choices for Care High/Highest home-based services showed that:

- 95% of respondents were satisfied with AAA or HHA case management services
- 88% of respondents had a part in planning for their services
- 88% of respondents said their AAA or HHA case manager coordinated services to meet their needs
- 87% of respondents said that their AAA or HHA case manager asked them what they want

Survey data from the 2018 National Care Indicators for Aging & Disabilities (NCI-AD) will be available early 2019.

## CURRENT AREAS OF POTENTIAL CONFLICT OF INTEREST

1. All 9 HHAs provide both case management and direct services.
2. All 12 AAs provide case management and service coordination as a part of the Adult Family Care bundled service.
3. All 9 HHAs and 12 AAs develop the Person-Centered/Individualized Care Plan.
4. HHA Case Managers provide training and supervision of direct support staff
5. All 9 HHAs manage the Moderate Needs Waitlist and provide direct services

6. All 5 AAAs are authorized to provide Companion services through the Senior Companion Program. (Though none are currently utilizing this option.)

## CURRENT PREVENTION AND MITIGATION OF CONFLICT OF INTEREST

1. All new applicants to the Choices for Care High/Highest program are seen by a State Long-Term Care Clinical Coordinator and given the option to choose the setting in which they would like to receive their services.
2. People who choose the home-based option are given the choice between the AAA or HHA for case management services.
3. People who choose the home-based option are given the choice of the flexible choices option, agency directed or consumer/surrogate directed services.
4. People who choose the home-based option are given the choice to attend Adult Day Programs
5. People who choose Adult Family Care choose their AFC services provider.
6. Moderate Needs applicants are also asked to choose between the AAA or HHA case management agency and may change their choice at any time.
7. Once on the program, each participant has the right to change their case management or AFC service provider at any time
8. All new applicants are provided with the Long-Term Care Ombudsman information in the event that they need help resolving a complaint.
9. Each AAA and HHA case management agency is subject to regular quality review and certification visits based on the [Vermont Case Management Standards & Certification Review Process](#). This document contains the standards regarding person-centered planning and conflict of interest.
10. Person-centered planning is also addressed the [Choices for Care Regulations](#).
11. Adult Family Care providers are subject to a quality review and must follow the AFC Standards as set forth in Section IV.11 of the [Choices for Care Program Manual](#)
12. The Adult Services Division may identify conflict of interest during the regular quality review process or during a complaint, appeal, or critical incident review which may require a corrective action plan as outlined in the [Vermont Case Management Standards & Certification Review Process](#).