

**Department:** County Human Services      **Program Contact:** Irma Jimenez  
**Program Offer Type:** Existing Operating Program      **Program Offer Stage:** As Proposed  
**Related Programs:** 25023B  
**Program Characteristics:**

### Executive Summary

Aging, Disability & Veterans Services Division provides a continuum of programs that ensure older adults, people with disabilities, and Veterans have equitable and efficient access to quality services that meet their diverse needs. The Long Term Services & Supports Program (LTSS) is the Medicaid program that provides resources and case management to support individuals' independence and quality of life.

### Program Summary

**ISSUE:** Older adults with incomes below the poverty level and individuals with a physical disability, mental illness, or developmental disability can face health and safety risks and benefit from early intervention and effective management of complex care needs.

**PROGRAM GOAL:** The goals of LTSS case management services are to advocate and support safe, healthy, and independent living in the community for participants. These goals help prevent or minimize costly nursing facility placement, hospitalization, and hospital readmission. Promoting home and community-based services is a priority. The number of individuals living in community-based settings in Multnomah County far exceeds the national average.

**PROGRAM ACTIVITY:** Under contract with the State, there are two key Medicaid programs provided: service case management and eligibility case management. Service case management utilizes a person-centered approach to assess needs and jointly create plans with participants who are highly vulnerable and have complex social, daily living, and medical needs. The State refers to this as meeting "criteria for nursing facility level of care." Service case managers authorize, coordinate, and monitor services that address health and safety risks in the least restrictive environment. At any point in time, there are approximately 8,445 participants receiving service case management. The service case manager team consists of 89 budgeted FTE, which averages out to 95 participants to each case manager. Exact caseload sizes vary based on participants' care setting and case complexity.

Participants who meet financial eligibility guidelines, but do not meet the criteria for nursing facility level of care receive eligibility case management. These participants are enrolled in programs that meet basic health, financial, and nutritional needs through the Oregon Health Plan, Medicaid, or the Supplemental Nutrition Assistance Program (SNAP). They may also receive counseling to help choose the most appropriate managed care and Medicare Part D plans. At any point in time, there are approximately 32,160 participants receiving eligibility case management. The eligibility case manager team consists of 67 budgeted FTE, and case managers use a collaborative approach to conduct eligibility determination, enrollment, and benefit maintenance. Eligibility case managers do not carry individual caseloads.

### Performance Measures

Measure Type	Primary Measure	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	# of participants served in LTSS programs <sup>1 2</sup>	45,670	41,000	47,400	47,400
Outcome	% of participants who felt listened to by LTSS staff <sup>3</sup>	88%	N/A	90%	90%
Output	# of participants receiving Medicaid service case management <sup>1 4</sup>	10,047	10,500	10,700	10,700
Outcome	% of nursing facility eligible clients who are living in the community	85%	84%	84%	84%

### Performance Measures Descriptions

<sup>1</sup>Measure is a count from November 2017 - June 2018. The actual annual count would be more participants and we will be able to report the full year as of FY19. <sup>2</sup>Measure reworded for clarity. Measure was previously "annual # of participants served in health, financial, and nutritional programs." <sup>3</sup>New measure: based on responses to an optional participant experience survey administered at all LTSS branch offices. <sup>4</sup>Measure reworded for clarity. Measure was previously "annual # of participants receiving services and medical benefits."

## Legal / Contractual Obligation

ADVSD has a contract with the Oregon Department of Human Services to administer the Medicaid and SNAP programs in Multnomah County. Oregon Revised Statute 410 allows for the administration of services to older adults and people with disabilities through local governmental entities. The programs are guided by Federal regulations or rules including those in the Social Security Act, Medicaid Administration, and SNAP.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Personnel	\$0	\$24,913,150	\$0	\$26,571,389
Contractual Services	\$3,206,609	\$120,000	\$3,291,773	\$217,900
Materials & Supplies	\$0	\$537,401	\$0	\$419,455
Internal Services	\$0	\$9,420,203	\$0	\$9,599,402
<b>Total GF/non-GF</b>	<b>\$3,206,609</b>	<b>\$34,990,754</b>	<b>\$3,291,773</b>	<b>\$36,808,146</b>
<b>Program Total:</b>	<b>\$38,197,363</b>		<b>\$40,099,919</b>	
<b>Program FTE</b>	0.00	262.55	0.00	263.55

Program Revenues				
Intergovernmental	\$0	\$34,566,156	\$0	\$36,222,867
Other / Miscellaneous	\$0	\$424,598	\$0	\$585,279
<b>Total Revenue</b>	<b>\$0</b>	<b>\$34,990,754</b>	<b>\$0</b>	<b>\$36,808,146</b>

## Explanation of Revenues

\$36,222,867 - Title XIX  
\$170,646 - Providence Medical Center  
\$154,590 - Oregon Health Sciences University Case Manager (FTE) grant  
\$133,351 - Kaiser Foundation Hospitals  
\$126,692 - Case Management Assessments for Medicaid Patients 18+

## Significant Program Changes

**Last Year this program was:** FY 2019: 25023-19 ADVSD Long Term Services & Supports (Medicaid)

Increase in 1.00 FTE Case Manager 2 due to increased hospital funding.

Previous measure: "% of participants who would recommend LTSS services" FY18 Actual=91%, FY19 Purchased=93%, FY19 Estimate=93%.