

Aging and Long-Term Support Administration
Washington State Department of Social and Health Services
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Building Incrementally toward a Home and Community-based Services System

Understanding the needs of clients and the gaps in meeting those needs

In Washington, certain systems evolved over time:

- Long-Term Care Worker training, lists of disqualifying crimes, and background check requirements
- Nurse Delegation allowing nurses to delegate nursing tasks to lower level workers
- Statute change allowing paid family members and community providers to assist with skilled nursing tasks
- Medication assistance allowing individuals who are not RNs to assist with opening bottles, putting pills in people's hands, etc.



Initiatives that Support a Sustainable System for Washington's Future

1) Trained Caregivers: make them part of the client's health care "team"

2) 1115 Medicaid Transformation Waiver

Family Caregivers

- ✓ Serve many more unpaid family caregivers with targeted supports; such as respite and training

Addressing gaps and systemic issues

- ✓ Help those "at risk" of Medicaid spend down with limited supports to delay use of higher cost services
- ✓ The right services at the right time by increasing the threshold to qualify for nursing home care vs. community care



Family Caregiver Supports as part of Medicaid Transformation in WA State

1115 Proposal: “Medicaid Alternative Care”

- Federally matched family caregiver supports
- Focus on caregiver
- In lieu of other Medicaid Services (but can switch when needed)
- TCARE® evidence based tool assists caregiver and determines targeted benefits

Potential Caregiver Benefits

- *Training and Education*
- *Respite (Caregiver Assistance)*
- *Health Maintenance and Therapy Support*
- *Specialized Equipment*

Supporting family caregivers to avoid burnout is the right thing to do and is also the cost-effective thing to do.

Benefits of Washington's LTC Workforce: Portability Across Settings



All paid caregivers in Washington fall under the same basic training requirements regardless of the setting they work in:

- **75 Hours of training to become a Certified Home Care Aide:**
 - Taken within 120 days of hire
 - Certification must occur within 200 days of hire (additional 60 days granted for individuals with limited English proficiency)
- **Exemptions from the 75-hour training and certification requirement:**
 - RNs, LPNs, NACs, ARNPs, special education training and endorsement
 - Long-term care workers who worked in WA between 1/1/11 and 1/6/12 and completed all training requirements in effect at that time.
 - Parent or adult child of a client (30 hours of basic training required)
 - Limited service provider (30 hours of basic training required)
- **12 hours of continuing education each year**

Benefits of Washington's LTC Workforce: Knowledge, Sustainability, Empowerment

- Healthy workforce capacity helps clients achieve better outcomes and saves the state money by utilizing lower-cost in-home care. It allows workers opportunities for career advancement.
- Long-term care workers gain skills that allow them to assist clients with their Health Action Plans and can coach and encourage clients to:
 - Build and sustain self-management skills; and
 - Engage in activities that refocus behaviors to reduce stress and anxiety while recognizing and preserving client's rights.
- A knowledgeable workforce can act quickly to resolve changes in medical or behavioral conditions, potentially avoiding interventions that are costly to the client's overall health and well-being and more expensive for the state.

Access to a Trained Workforce: The Home Care Referral Registry

A statewide tool that individuals and families can use to search for, and select, eligible home care providers.



The Registry uses a combination of web-based matching logic and localized support staff that help to match individuals with a pool of pre-qualified, pre-screened home care providers.

Employment Pipeline

“Transforming Lives Through Employment”

Vision

- Identify employers willing to work with Medicaid clients to offer meaningful, long-term employment
- Provide basic training and skills to meet the specific jobs available from the employers
- Helping clients stay employed by providing support to resolve issues that might jeopardize employment retention

Client Choice is Paramount

In Washington, clients can choose:

- Family Caregiver Support (Pre-Medicaid)
- An in-home individual provider of personal care
- An in-home provider provided by an agency
- A residential option:
 - Adult Family Home
 - Assisted Living Facility
 - Nursing Facility



Several programs offer different ways of accessing these services:

- 1915 and 1115 Waivers
- Community First Choice State Plan
- Budget-based
- Managed Care