MARYLAND ACCESS POINT

YOUR LINK TO HEALTH & SUPPORT SERVICES

www.MarylandAccessPoint.info

Toll-free: **1-844-MAP-LINK**

(627-5465)

Five things to know about MAP

1. **Established in Maryland law with 'Aging' as lead agency**

2. **Serve older adults and <u>ALL</u> individuals 18+ years of age with disabilities**

3. **Local "gateway" to access information, planning and decision-making support, and community-based services**

1. **Single entry point for Medicaid community services**

2. **Partnership between AAAs and Centers for Independent Living (CIL)**

Aging & Disability Resource Centers

NATIONAL

- In 54 States and territories
- Partner with:
  - Centers for Medicare and Medicaid Services
  - Veterans Affairs
  - Administration for Community Living
- Major player in national rebalancing efforts

MARYLAND

- 20 ADRC sites statewide
- Statutory partner with:
  - DHMH (Health Dept. & Medicaid agency)
  - DHR – Social services
  - MDoD - Disabilities
  - ODHH (Governor's Office of the Deaf & Hard of Hearing)
- Single entry point for Medicaid community long term services programs, including MFP

Established in law

Older Americans Act of 2006

Section 102(a)(4)

The term '**Aging and Disability Resource Center**' means an entity established by a State as part of the State system of long-term care, to provide a coordinated system for providing –

(A) comprehensive information on the **full range of available public and private** long-term care programs, options, service providers, and resources within a community, including information on the availability of integrated long-term care;

(B) **personal counseling** to assist individuals in assessing their existing or anticipated long-term care needs, and **developing and implementing a plan** for long-term care designed to meet their specific needs and circumstances; and

(C) consumers access to the range of publicly-supported long-term care programs for which consumers may be eligible, by serving as a **convenient point of entry** for such programs.

Maryland Interagency Committee on Aging (IAC)

- Statutory committee since 1983

- Statutory partners
  - Aging, Disabilities, Health/Medicaid, Social Services, Transportation, Labor, Veterans, Housing

- Meet quarterly (or so)

- Aging focused

- Local committees mirror State committee

Maryland Legislation - Human Services Article 10-1001

- Establishes the ADRC within the Department of Aging

- Lists statutory agency partners

- States purpose is to "provide a coordinated system of information and access for individuals seeking long–term services and supports, including in–home, community–based, and institutional services."

- Defines Options Counseling as "…an interactive process that:(1) considers an individual's needs, preferences, values, and circumstances;(2) assists and supports the individual and others the individual requests to participate in the process;(3) determines the individual's goals for independent living; and(4) develops an appropriate long–term services and supports plan to achieve those goals."

ADRC Statutory Services in Maryland

1) options counseling;

2) assistance concerning aging and disability issues and long–term services and supports planning;

3) written materials regarding the availability of Program services;

4) a public database, which can be accessed and searched on the Internet, of resources and services…

5) other related services necessary for the Program's success.

Consumer Face

What can a consumer expect at MAP?

- Information on all programs & services

- *Options counseling*
  - Person-centered discussion to plan or navigate services
  - Planning and decision-making support

- Referrals

- Application assistance
  - Connection to MEDICAID COMMUNITY LTC PROGRAMS

- Limited follow up

What can a consumer not expect at MAP?

- Eligibility determinations
  - Done by Medicaid agency
- Functional assessments
  - Done by local health department nurses
- Case management
  - Options Counseling is limited in duration
- Ongoing service coordination
- Immediate crisis intervention
  - Some stabilization is provided, but MAPs are not first-responders

Accessing MAP

- Statewide Toll Free Phone Number
  - 1-844-MAP-LINK

- Website – www.MarylandAccessPoint.info
  - Consumer site with searchable database of providers and information about long term services
  - 10,500 provider listings and adding more, including all Medicaid personal care providers

- In-Person
  - 20 MAP sites statewide

Operational Face

Who are the partners?

Policy

- Department of Aging
- Department of Disabilities
- Medicaid/Health Dept
- Centers for Independent Living
- Other State agencies with LTSS programs

Operations

- Area Agencies on Aging
- Centers for Independent Living
- Local Health Department
- Local Social Services
- Other local agencies
- NGOs

How are partners involved?

- Co-located CIL and AAA staff

- Contracting between AAA and CIL

- "At the table" for all discussions

- Inclusiveness for language and branding

- Collaborative decision-making

- Developing outreach and consumer materials

- Developing training and materials

- Joint outreach

- But it isn't easy…

Accessing MAP

- Statewide Toll Free Phone Number 1-844-MAP-LINK
  - Links to each local MAP site
  - Auto connect for landlines
  - Routed via local call center for cell and out-of-state phones

- Website – www.MarylandAccessPoint.info
  - One consolidated website for resources
  - Listings maintained as collaborative state-local effort
  - Advisory committee reviewed content and photos for inclusiveness

- In-Person
  - 20 MAP sites located statewide at each AAA office

Single Entry Point for Medicaid

- Community LTC services (waiver, Community First Choice, other State Plan programs)

1. Identify callers with LTSS needs and goals

2. Conduct interRAI Level 1 Screen to assess individual's risk for institutionalization

3. Provide Options Counseling to explore private and public services

4. Connect individuals to Medicaid community program to begin eligibility and enrollment process

5. Develop action plan for those who need services in the meantime or for those who do not qualify for public programs

<u>Issues Presented</u>

- Multiple agencies administer programs for people with long term goals and service needs

- Local staff can't see into each others IT systems, which means consumer must be directed around until staff with access can provide information.

- Lack of collaborative interagency data collection means inability to show statewide outcomes and operational efficiencies/quality assurance

- Consumers may not be directed or enrolled in a program or private pay option that best fits their goals and needs

- Consumers have to work with multiple staff and agencies

- Consumers may get lost navigating the public LTC system

Global Topics Identified (so far...)

1. Identifying partners (public and private)

2. Identifying operational workflow

3. Developing protocols for referrals between agencies – urgent, non-urgent, repeat, complicated issues

4. Training

5. Communication/Meetings
   - Policy related
   - Case specific
   - Coordinated consumer outreach and joint messaging
   - Contacts and staff turnover

6. Data sharing

Staffing and Professional Development

MAP Staff are...

- AAA staff who provide information, referrals, benefits counseling, and assistance connecting to services

- CIL Independent Living Specialists

- Nursing facility transitions staff

- Intake/front desk

- Some senior center staff

MAP Options Counselors

- Grandfathered in all existing Information and Assistance Specialists

- Minimum level of experience and education level required

- Standardized training and curriculum for certification

- At least one certified counselor at each MAP site

- Provide person-centered planning, decision support, navigation, and connection to services

Standardized Training and Curriculum

- Two day, in-person training
  - Skills-focused, group work
  - Small classes of 20-25 people; regionally held
  - Pre-work on own; in-person training is application of skills
  - Post-training self-assessment
  - Moving toward train-the-trainer and quizzes for certification in 2015
  - Training developed by University of Maryland School of Social Work
- Monthly "lunch & learn" webinars on key topics (hoarding, behavioral health resources for caregivers, veterans benefits)