

Alliance for Aging, Inc.
Area Agency on Aging for
Miami-Dade & Monroe Counties



The Alliance for Aging Delivers

January 2020



Mission and Vision

Mission: To promote and advocate for the optimal quality of life for older adults and their families



Vision: Miami-Dade and Monroe Counties are communities where the quality of life of elders is valued and their contributions to community life are recognized

Goal: to provide information and access to quality services for older adults that help keep them at home and in their communities

Leadership



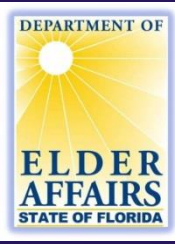
Sheryl J. Manning
Governing Board Chair



Max B. Rothman, JD, LL.M.
President and CEO



Cyndi Guerra
Advisory Council Chair



Organizational Overview

- Area Agency on Aging for Miami-Dade and Monroe Counties (Planning and Service Area 11)
- 501(c)3 nonprofit organization
- Administers over \$42 million in local, state, and federal funding for home and community based services for older adults, delivered through contracts with provider agencies
- DOEA contracts with 11 Area Agencies to administer a substantial portion of Florida's programs for elders:
 - Sections 305(a)(1)(E) and (a)(2)(A) of the Older Americans Act (OAA) specify that a single agency will be designated in each PSA to locally plan and administer OAA programs.
 - A board of directors governs each AAA.
 - Each AAA has an advisory council to guide the AAA on matters relating to the development and coordination of services for older persons. At least fifty percent of the advisory council's membership must be 60 years of age or older.
- Operates the Aging & Disability Resource Center (ADRC) for Miami/Dade and Monroe counties
- Administrative expenses are <5% of total funds
- External funding (grants) for additional programs: healthy aging, Aging Mastery Program

The Local Elder Population

- Approximately 628,741 older adults age 60+
 - 22% of the total population in Miami-Dade County
 - 31% of the total population in Monroe County
- Very different elder populations by county:

	Miami-Dade	Monroe
Women	57%	47%
Minority	88%	18%
Hispanic	68%	12%
Black	17%	3%
Limited English Proficiency (LEP)	37%	5%
Below 125% Poverty Guideline	26%	16%



Programs

FEDERAL

Older American's Act (OAA)

Provides nutrition services, in-home services, transportation services, legal services, health promotion, disease prevention, and caregiver supportive services.

EHEAP

Emergency Home Energy Assistance for the Elderly Program helps low-income older adults experiencing an energy crisis to receive electric bill assistance up to \$600 twice a year.

Information and Referral

The Information and Referral Program helps seniors and their families identify and access programs and services to meet their specific needs.

STATE

Community Care for the Elderly (CCE)

Provides community-based and in home services to assist functionally impaired elders to live in the least restrictive, cost effective environment suitable to their needs. Co-pay requirements.

Home Care for the Elderly (HCE)

Eligible caregivers receive a Basic Subsidy of \$160 to assist them with their monthly expenses. They may also receive in-home services and consumable medical supplies, budget permitting. Clients must be 60+ and must meet Medicaid income criteria.

Alzheimer's Disease Initiative (ADI)

Focuses on caring for persons with memory disorders and provides services to relieve caregiver burden.

Local Service Programs (LSP)

Provides community-based services similar to OAA services for elders in areas designated by specific appropriations to named provider organizations.

AfA Budget - 2020

	Program	2020
Federal (53%)	OAA	\$18,007,949
	SHINE	\$135,464
	Elder Abuse	\$21,266
	MIPPA	\$178,018
	NSIP	\$1,777,813
	EHEAP	\$751,531
	VA	\$1,325,283
State (46%)	LSP	\$5,644,853
	HCE	\$2,560,678
	MAC/Waiver	\$1,248,527
	CCE	\$7,402,850
	ADI	\$2,209,298
	RELIEF	\$140,000
Other (1%)	Healthy Aging	\$151,613
	Fundraising and Other	\$269,000
	Miami-Dade County Match	\$220,000
	TOTAL	\$42,053,513

The Aging Network

The Alliance fulfills its mission through collaboration with members of the Aging Network:

- Local Community Agencies
 - 4 Lead Agencies, Community Care for the Elderly (CCE)
 - 26 Community Based Service Providers
 - More than 2,000 volunteers at community agencies
- State Agencies
 - Florida Department of Elder Affairs
 - CARES
 - Florida Department of Children & Families (DCF)
 - Adult Protective Services
 - Medicaid Eligibility



The Aging Network

Administration on Aging

Enacted by Federal Statute

Administers Federal Grant Awards

Publishes Educational Aging Material

Conducts Research in the field of Aging

Evaluates effectiveness of Aging Programs

Department of Elder Affairs

Enacted by Federal & State Statutes

Serves as Single State Agency on Aging

Sets Statewide Aging Policy Directions

Administers Federal & State Funding

Establishes Long-term Care policy

Area Agencies on Aging

Enacted by Federal & State Statutes

Develops Local Coordinated Service Delivery Systems

Conducts Area-wide Program Planning and Development

Funds Lead Agencies and Other Service Providers

Assures Quality and Accountability

CCE Lead Agencies (4)

Enacted by State Statute

Designated by Area Agency on Aging through competitive procurement

Develops Client's Care Plan and Provide Direct Services

Subcontracts with other Providers for Selected Services

Provides Ongoing Case Management Service

Local Service Providers (26)

Selected through Local Competitive Bidding

Contracts with AAA or Lead Agency to Provide Services

Translates Funding into Direct Services

Coordinates Services with other Local Elder Interests

Serves as Visible Focal Points for Elder Issues

Home and Community Based Services



- Help people “age in place”
 - Remain in their own homes
 - Maintain their independence
 - Stay healthy and mobile
 - Support family caregivers
- Are cost effective
 - Supporting the needs of elders at home costs less, and prevents premature or unnecessary nursing home placement
 - This saves taxpayers literally millions in Medicaid–funded nursing home costs for low-income elders
 - Annual median cost for nursing home care (semi-private room) in Miami-Dade County = \$115,888
 - Annual cost for care in the home through CCE services = \$8,418
- Any person 60 years or older and adults with disabilities may be eligible for services from the Alliance for Aging. Certain programs have additional eligibility requirements such as income, dementia, or frailty. Caregivers of any age who are caring for an older person may be eligible for services also.

Core Alliance Functions

- **Aging & Disability Resource Center (ADRC)**, the focal point for information and access for over 600,000 older adults in Miami-Dade and Monroe Counties. It includes Information and Referral (Helpline), Intake or assessment, and Medicare Benefits coordination for those seeking entry into the Medicare Managed Long-Term Care Program.
- **Program Integrity and Accountability**, which includes awarding and monitoring contracts with service provider agencies throughout both counties. These contracts consist of all funds received by the Alliance from the Department of Elder Affairs, both federal (Older Americans Act) and State [general revenue-funded programs, including CCE, HCE, ADI, and member-driven Local Services Programs (LSP), which are very similar to services funded under the Older Americans Act].
- **Serving the Health Insurance Needs of Elders (SHINE)**: unbiased information on Medicare, Medicaid, and other insurance options through 35 community volunteers.
- **Population Health Programs**: delivers education on Chronic Disease management, Elder Abuse & Financial Exploitation, Falls Prevention, Exercise & Nutrition, and other education/prevention programs.
- **Planning**: needs assessments to guide services allocations, Area Plan, Grants Management, Agency Operations Analytical Support.

The Alliance Delivers: Access and Information



The Aging and Disability Resource Center (ADRC), authorized under Section 430.253 Florida Statutes, serves as a source of information and referrals (I&R) for all available home and community based services for older adults, adults with disabilities, caregivers, family members, and other members of the community.

Key Functions

- ▶ Information and referral (I&R)
- ▶ Screening
- ▶ Triage nursing home placement risk
- ▶ Medicare Eligibility determination
- ▶ Wait list management for CCE, HCE, and ADI
- ▶ Long-term care options - coordination with CARES and DCF, who are the eligibility determination entities for LTC.
- ▶ entities for state and federally funded long-term care services (LTC)

In 2019, the ADRC:

- Received over 100,000 incoming calls
- Received 24,026 Helpline calls, and referred 20,861 elders and adults with disabilities to intake for screening
- Assisted over 6,293 elders with eligibility determination for State Medicare Managed Long Term Care Program



The Alliance Delivers: Access and Information

Though delays can occur because of excessive caseloads, staff levels, failure of the client to secure required documentation, or other reasons, the process is as follows:



- **Helpline:** provides information about and referral to community resources. Makes referrals to the ADRC intake unit for access to certain DOEA-funded programs and the SMMCLTC Program.
- **Intake:** once Helpline makes a referral to the Intake Unit, staff will contact the client to complete a telephone-based screening to determine risk of institutionalization and which programs may best meet the client's needs. As all program funding is limited, applicants are prioritized and placed on appropriate waiting list until funding is available. Currently 7% of PSA 11's LTC waitlist are adults with disabilities.
- **Eligibility Unit:** as funding becomes available, DOEA informs the ADRC of individuals on the SMMCLTC wait list who can be contacted to pursue SMMCLTC program eligibility. An ADRC Medicaid Benefits Counselor will assist and coordinate the eligibility process. Enrollment requires that individuals meet Physical and Financial eligibility.

The Alliance Delivers: Help

- In 2019, the Alliance provided emergency assistance to 78 older adults, referred by Adult Protective Services, who were at high risk of abuse or neglect.
- In 2019, the Alliance helped 846 households receive Emergency Home Energy Assistance for the Elderly (EHEAP). More than half of those households had at least one disabled member, and 40% of those households were at least 100% above poverty level.



The Alliance Delivers: Services



Using funding from the Alliance, in 2019 partners in the Aging Network provided:

- 1.2 million home-delivered meals for older adults
- 1.7 million congregate meals for elders at locations across the community (senior centers, elder housing, parks)
- Transportation totaling more than 325,000 trips, taking elders to meal sites, senior centers, doctors' offices, etc.
- Over 375,000 hours of personal care, chore, and homemaking services
- Over 331,000 hours of Respite Services (breaks for caregivers)
- Over 163,000 hours of Adult Day Care



In 2019, the Alliance funded home- and community-based services for more than 26,000 older adults, their caregivers and family members.

- Our typical client is a Hispanic female, age 80, living alone, with monthly income below \$958
- The majority of caregivers served are Hispanic women caring for fathers or husbands, and 25% are age 75+ themselves

The Alliance Delivers: Accountability



Contract Management Responsibilities:

- ▶ Conduct annual monitoring of each contracted provider to determine compliance with the requirements of state and federal programs, applicable laws and regulations and performance of outcome measures. A comprehensive approach is used to review, assess, evaluate and improve quality of services provided by our service providers.
 - OAA, LSP, CS and ADI: 26 Contracted Providers
 - Lead Case Management Agencies: 3 Miami-Dade County, 1 Monroe County
 - Case Management Agencies (not leads): 4 Miami-Dade County
- ▶ Quarterly file reviews
- ▶ Follow up on monthly surplus/deficits
- ▶ Maintain current contract files
- ▶ Assist with RFP process
- ▶ Training and technical assistance for provider organizations

Contract Compliance:

- Policies & Procedures
- Provider qualifications
- Staff training/credentials

Program compliance:

- Service delivery
- Client satisfaction
- Nutrition compliance
- Grievance procedures
- CIRTS data integrity
- Wait list management
- Client files
- Outcome measures
- Service sampling

Monitoring may include:

- Desk reviews
- Scheduled and unannounced visits
- Client visits
- Review of independent audit report

The Alliance Delivers: SHINE



Serving the Health Insurance Needs of Elders (SHINE)

- Help elders understand and receive the health insurance coverage they need through Medicare, Medicaid, Prescription Assistance, Long-Term Care Planning and Private Insurance Plans, and other healthcare issues
- 35 SHINE volunteers currently provide free, unbiased insurance counseling and educational materials. In 2019, 3,621 elders, caregivers, and their family members were assisted.

Counseling Services:

- ✓ Medicare Eligibility and Enrollment
- ✓ Medicare Health Plan Choices
- ✓ Medicare Coverage Issues and Appeals
- ✓ Medigap (Supplemental) Policies
- ✓ Long-Term Care Options
- ✓ Prescription Assistance Resources
- ✓ Medicaid (for dual-eligibles)
- ✓ Employer of Military Coverage

Community Education:

- ✓ Group Presentations
- ✓ Health and Senior Fairs
- ✓ Informational materials
- ✓ One-on-one Counseling

The Alliance Delivers: Options for Healthy Aging

Health & Wellness

- ▶ Promotes healthy aging by educating older adults about chronic diseases and coordinating evidence-based health promotion programs such as
 - Diabetes Self-Management
 - Living Healthy
 - Aging Mastery
- ▶ Over 3,193 older adults served with evidence-based health education programs in 2019



Veterans Directed Home-Care Based Service Program

- ▶ Funded by the Veterans Administration, this program allows veterans to choose and hire their own caregivers, providing them more access, choice and control over their long term care services.
- ▶ 29 veterans served in 2019
- ▶ Goals:
 - Reduce nursing home placement
 - Reduce readmissions to hospital

Elder Abuse Awareness

- ▶ Recognizing and Preventing Abuse
- ▶ Preventing Elder Financial Exploitation
- ▶ 727 older adults participated in Elder Abuse Awareness programs. An additional 157 professionals were trained on this topic.



The Alliance Delivers: Strategic Planning

Planning Unit Functions

- ▶ Needs assessment to guide services allocations
- ▶ Develop and update area plan, which serves as the foundation of the state plan on aging. Area plans are developed for a three -year period, as determined by the Department. They document and provide assurances as to how the AAA and the service provider network will:
 - Address the needs of elders within the PSA; and
 - Maintain compliance with the rules, regulations and policy guidance governing the OAA and all other programs sponsored by the Department.
- ▶ AAA Annual Program Report
- ▶ Grant Writing – Over \$58,000 awarded in 2019
- ▶ Agency Operations Analytical Support

The Alliance Delivers: Fiscal Support

Fiscal Unit Functions

▶ Financial Management

- Budgeting (Development and tracking of administration budget)
- Revenue Optimization
- Revenue Management (Timely invoicing/payments)
- Financial reporting
- Banking & Investment Management Relationships
- Procurement of goods and services
- Contracting
- Payroll
- Human resources
- Pension plan/employee benefits fiduciary

▶ Fiscal Monitoring

- Monitor providers' fiscal contractual compliance
- Monitor providers' costs
- Track providers' budgets
- Provider fiscal forecasts/projections

The Alliance Delivers: IT Support

- Support 80+ Internal Users and 26 Funded Agencies:
 - Support software and hardware issues for end users.
 - Reset user passwords, CIRTS (Client Information Tracking System), and Refer (Elder Helpline Database)
 - Monitor and troubleshoot Domain Controllers, ADRC, EHEAP, and Helpline, FTP server, copiers and printers.
 - Support VOIP (voice over internet) phone system.
- Maintain file servers with coordination of DOEA. Ensure ongoing liaison with DOEA IT department in order to administer local network.
- Security:
 - Provide appropriate access to and ensure availability, confidentiality and integrity of business information and IT resources.
- Web Portal:
 - Analyze and maintain agency content and user needs.
 - Develop and maintain company's website ensuring system integrity.
 - Monitor site traffic; maintain and enhance internal applications.
- Reporting:
 - Generate Ad Hoc reports upon request from other departments

The Alliance Delivers: Policy

F4A State Legislative Priorities for 2020:

Priority: \$2 million funding increase for ADRC Medicaid Workload for consumer eligibility & enrollment assistance under Florida's Statewide Medicaid Managed Long-Term Care Program.

- Adequately funding ADRC Medicaid workload ensures timely consumer intake and assessment, eligibility determination and enrollment assistance for consumers seeking home and community care services under the Statewide Medicaid Managed Long Term Care Program.
- Prompt assistance by ADRCs reduces the risk of more costly institutional care provided by a nursing home or hospital for seniors and adults with disabilities.

The Alliance Delivers: Policy

F4A State Legislative Priorities for 2020:

Priority: Increase funding to serve 1,282 of the Fraillest, Most At-Risk, elders on the Department of Elder Affairs (DOEA) Waiting List. \$10.6 million

- Average Annual Cost of Care:
 - Community Care for the Elderly: \$ 8,418
 - Alzheimer’s Respite Care: \$11,654
 - Home Care for the Elderly: \$ 4,119
 - Medicaid Nursing Home Care: \$97,820
- The number of ‘most frail, most at risk elders, Risk Level 4 & 5, on the DOEA waiting list for the Community Care for the Elderly, Home Care for the Elderly, and Alzheimer’s Respite Care Programs is at an ALL TIME HIGH with 11,347 elders waiting for help.
- These high-risk elders have been assessed by the Aging & Disability Resource Centers as the most at risk of institutional care and the most in need of in-home care assistance to remain at home safely.
- Without help, many of these elders will be admitted to a hospital or nursing home, paid for by Medicaid, or worse, will become Department of Children & Families Adult Protective Services Abuse Hotline referrals.

Acronyms

<u>Acronym</u>	<u>Meaning</u>
AAA	Area Agency on Aging
ADC	Adult Day Care
ADI	Alzheimer's Disease Initiative
ADL	Activities of Daily Living
ADRC	Aging and Disability Resource Center
AFCH	Adult Family Care Home
AHCA	Agency for Health Care Administration
ALF	Assisted Living Facility
ANE	Abuse, Neglect and Exploitation
AoA	Federal Administration on Aging
APS	Adult Protective Services
CARES	Comprehensive Assessment and Review for Long-Term Care Services
CCE	Community Care for the Elderly
CFR	Code of Federal Regulations
CIRTS	Consumer Information and Registration Tracking System
CMS	Centers for Medicare and Medicaid Services
CS	Contracted Services
DCF	Department of Children and Families

Acronyms (continued)

DHS	Department of Health and Human Services
DMS	Department of Management Services
DOEA	Department of Elder Affairs
DOAH	Division of Administrative Hearings
ECC	Extended Congregate Care
EHEAP	Emergency Home Energy Assistance Program for the Elderly
FAC	Florida Administrative Code
FAR	Federal Acquisition Requirements
FFY	Federal Fiscal Year
FS	Florida Statutes
FTE	Full Time Equivalent
HCE	Home Care for the Elderly
IADL	Instrumental Activities of Daily Living
ITB	Invitation to Bid
ITN	Invitation to Negotiate
ITR	Information Technology Resource
JTPA	Job Training Partnership Act
LIHEAP	Low-Income Home Energy Assistance Program
LSC	Legal Services Corporation

Acronyms (continued)

- **LSP** Local Services Program
- **LTCOC** Long-Term Care Ombudsman Council
- **NFCSP** National Family Caregiver Support Program
- **NSIP** Nutrition Services Incentive Program
- **OAA** Federal Older Americans Act
- **OA3B OR Title IIIB** Older Americans Act Title IIIB – supportive services
- **OA3C1 OR Title IIIC-1** Older Americans Act Title IIIC1 – congregate meal services
- **OA3C2 OR Title IIIC-2** Older Americans Act Title IIIC2 – home delivered meal services
- **OA3E or Title IIIE** Older Americans Act Title IIIE – National Family Caregiver Support Program
- **OA3D or Title IIID** Older Americans Act Title IIID – health and wellness services
- **OMB** Office of Management and Budget – Federal
- **ORT** Operation Restore Trust
- **PSA** Planning and Service Area
- **RELIEF** Respite for Elders Living in Everyday Families
- **RFI** Request for Information
- **RFP** Request for Proposal
- **RSVP** Retired Senior Volunteer Program
- **SAMAS** Statewide Automated Management Accounting System

Acronyms (continued)

- **SCSEP** Senior Community Service Employment Program
- **SFY** State Fiscal Year
- **SHINE** Serving Health Insurance Needs of Elders
- **SLTCOC** State Long-Term Care Ombudsmen Council
- **SMMCLTCP** Statewide Medicaid Managed Care Long Term Care Program
- **SPA** Service Provider Application
- **SSA** Social Security Act
- **Title III** Federal Title of OAA providing funding for elderly care
- **USC** United States Code

Thank You! Q&A

Alliance for Aging, Inc.
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For more information, call:

☎ 1-800-96-ELDER

☎ 305-670-HELP