

COMMUNITY CARE SERVICES PROGRAM (CCSP)

**Annual Statewide Report
SFY 2010**



“A partner in the Aging Network”

SFY 2010 CCSP Annual Report reflects data through 6/2010
Issued December 2010

**INTRODUCTION TO
COMMUNITY CARE SERVICES PROGRAM (CCSP)**

...Community support makes sense for families

“All of us are aging and have aging parents or grandparents. A lot of these people would fall into the cracks of home alone, homeless, or be in a long care facility. Decreased mobility, declining health or memory, having to depend on another person, result in a loss of movement and freedom... I hope this program is never cut or phased out. It is much needed. I just had to tell you how important the community programs are, it’s like going back in time where neighbors helped neighbors.”



RN, CCSP provider agency
Waycross, Southern GA Area Agency on Aging

...Avoiding institutionalization



“I appreciate what CCSP has done for me. My aide keeps my home neat, orderly and clean. My meals provider makes sure I have proper nutrition and enough to eat. My ERS helps me get to the hospital when I need to go to the emergency room. The services keep me from worrying and keep me healthy. My care coordinator is reliable and all I need to do is call her and she takes care of the problem. I could never afford to pay for these services on my own.”

Male consumer age 52 receives PSS, ERS, HDM
Waverly, River Valley Area Agency on Aging

“I appreciate very much the services I get. The aide does the things I can’t do. I have dreaded for the longest time that I might have to go into a home because I can’t take care of myself that well anymore. The services are keeping me out of a home or someplace like that. I don’t ever want to have to go into a nursing home. Not now or ever!”

Female consumer age 85 receives HDM, PSS, ERS
Valdosta, Southern GA Area Agency on Aging

“I need these services to assist with my mother in the home so that she can continue to remain in my home with me.”

Daughter caregiver of Female consumer **age 104** receiving PSS, PSSX, HDM
Pineview, Heart of GA/ Altamaha Area Agency on Aging

CCSP ANNUAL REPORT – SFY 2010

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GEORGIA AGING TRENDS

By 2030, there will be over 72 million older individuals in the United States, more than twice the number in 2000. People 65 and older represented 12.4% of the population in the year 2000, and will represent approximately 19.3% by the year 2030¹. “The elderly population in Georgia will increase by 143% between 2000 and 2030 versus a total population increase in Georgia of 46.8%.”²

Georgia had the ninth fastest growing *elderly* population (ages 60+) in the United States during 1990-2000. Over the 20th century (1900-1999), the number of Georgians ages 60 and above increased nine-fold, compared to a four-fold growth in the population overall. This unprecedented growth is expected to continue throughout the next decades.

Growth projections for Georgia seniors with chronic conditions indicate that there will be a substantial demand for increased home and community-based services, as well as the possibility of a significant impact on future Medicaid expenditures overall.

Two-thirds of the 2 million individuals with *intellectual/developmental disabilities* in the U.S. are being cared for by their families. In 2008, over 48,000 community living *individuals* in Georgia were aged 21-64 and received SSI Medicaid. One in four *caregivers* is aged 65 or older.³

As caregivers age and consumers with special needs live longer, there is increasing need for consumer services and caregiver support in the home and community. The majority of boomers, adults who are older or disabled want to remain at home and age in place; they want to have choices in how and when they receive services. The CCSP helps meet these needs.

CCSP REPORTING

The CCSP Annual Report reflects State Fiscal Year 2010 activities completed by the Georgia Department of Human Services (DHS) Division of Aging Services and other agencies. It is prepared for the following members of the Georgia General Assembly:

- Speaker of the House of Representatives
- President of the Senate
- Chairman of the House Health & Human Services Committee
- Chairman of the House Human Relations & Aging Committee
- Chairman of the Senate Health & Human Services Committee

¹ Data for past years data is from Census historical data and from current and recent Census tabulations. Data for 2010 to 2050 are from the Census 2008 national projections, issued August 14, 2008 (<http://www.census.gov/population/www/projections/2008projections.html>). Compiled by the U.S. Administration on Aging.

² *Georgia's Aging Population: What to Expect and How to Cope?* Dr. Glen Landers et al, Fall 2005

³ *The State of the State in Developmental Disabilities*, Braddock, Hemp, Rizzolo, 2008

CCSP PURPOSE

The Georgia Department of Human Services (DHS), Division of Aging Services (DAS) is responsible for the day to day management of the CCSP through an interagency agreement with the Georgia Department of Community Health (DCH), Division of Medical Assistance (DMA).

DAS assists older individuals, persons with physical disabilities, their families and caregivers to achieve safe, healthy, independent and self-reliant lives. DAS provides support and direction to Georgia's Aging Network, which consists of 12 Area Agencies on Aging (AAAs), community service provider agencies, and other partners to assure that Georgians eligible for nursing facility placement and Medicaid have an option to remain in their homes or communities.

COMMUNITY-BASED LONG TERM CARE OPTION

For 28 years, the CCSP has been an effective community based long term care alternative.

The Medicaid Home and Community-Based Services waiver program is authorized in Section 1915 (c) of the Social Security Act. The waiver approves a State to furnish a broad array of home and community-based services, not otherwise determined as medical assistance in the state plan, that assist Medicaid beneficiaries to live in the community and avoid institutionalization. Funded with federal and state dollars, DCH/DMA reimburses provider agencies.

The CCSP Medicaid waiver is designed to:

- Determine consumers who are elderly or physically disabled meet the nursing home level of care;
- Offer eligible consumers a community-based, less costly alternative choice to nursing facility placement;
- Provide care coordination to develop an individualized plan of care that coordinates home and community-based services to meet consumer physical, social, and health needs;
- Train and monitor qualified Medicaid service providers;
- Assure consumer health and safety needs may be met in the community.

...Long term care option

“CCSP has helped my mother to be able to stay out of the nursing home. My brothers and I considered sending her to the nursing home until we were informed about CCSP.”

Daughter caregiver of Female consumer age 76 receiving ERS, PSS
Newnan, Southern Crescent AAA

STATEWIDE COLLABORATION

Consumers receiving CCSP services may also benefit from the statewide service network and the cooperation and partnership of state and local agencies and private businesses.

**Department of Human Services
Division of Aging Services
(DHS/DAS):**

- **Community Care Services Program**
- **Livable Communities**
- **Program Integrity**
- **Long-Term Care Ombudsman**
- **Access to Services**
- **Elder Rights**
- **Adult Protective Services**

**Department of Community Health
Division of Medical Assistance
(DCH/DMA)**

**Department of Community Health
Division of Healthcare Facility
Regulation (DCH/HFR)**

**Department of Human Services
Division of Family & Children
Services (DHS/DFCS)**

**Department of Behavioral Health
& Developmental Disabilities
(DBHDD)**

Area Agencies on Aging:

- **CCSP Care Coordinators**
- **CCSP Service Provider Agencies**
- **Gateway/ADRC (Information, Referral & Assistance)**
- **Non-Medicaid services**
- **Database of local services and resources**

DHS/DAS has the primary responsibility for the day to day operation of the waiver program. Coordination of the various entities working together to deliver quality consumer-focused and cost effective services to eligible consumers is the priority of the CCSP. Collaboration with DAS Sections, particularly Adult Protective Services, Program Integrity, and Livable Communities (non-Medicaid community-based services) enhances resources available to consumers.

Under federal administration by the Centers for Medicaid & Medicare Services, DCH/DMA administers and oversees the DHS DAS waiver program, and is responsible for provider enrollment, reimbursement, and utilization review.

HFR is the regulatory and licensing entity for CCSP service providers.

DFCS determines consumer Medicaid eligibility and cost share for services.

DBHDD is the state MH and DD authorities and provides mental health resources for CCSP consumers in need of services, and partners with DAS in grant projects and initiatives.

AAAs contract with DHS/DAS to serve as Lead Agencies or regional managers of the CCSP. The 12 AAAs serve as the local Gateway to Community Resources/Aging and Disability Resource Connection for consumers and their families, caregivers, and service providers. The AAAs manage client service benefit allocations, assuring the CCSP does not exceed budget limitations.

AAA GATEWAY/AGING & DISABILITY RESOURCE CONNECTION (ADRC)
INFORMATION, REFERRAL & ACCESS TO SERVICES

Georgia’s Gateway/Aging & Disability Resource Connection (ADRC) is a “one stop resource” for older adults, individuals with disabilities, families and caregivers. The Gateway system provides access to referral and assistance, and to services, programs and resources in the community. The Gateway/ADRC’s goal is to assist consumers in making informed choices.

- Each AAA in Georgia uses Gateway/ADRC as a “single point of entry” for all services
- Gateway/ADRCs provide information and assistance to older adults and individuals with developmental and physical disabilities
- Gateway/ADRC staff is trained to use the Enhanced Services Program database to search for statewide and local resources based on an individual’s needs
- Gateway/ADRC staff screen individuals using the Determination of Need-Revised assessment to determine the need for services and maintain the waiting lists for CCSP and HCBS services
- Each Gateway/ADRC has a toll free line for callers, and all AAAs may be reached by calling 1-866-55-AGING.

...Information, Referral & Access to Services

“I wanted to take this opportunity to thank you for all that you have done for my grandmother. The staff at CCSP has made a difficult process manageable; they are always there to answer questions and help resolve issues. You have been so responsive to my many questions and have always gotten back with me immediately; I can’t begin to tell you how much that means to me trying to manage her care long-distance. It continues to be a pleasure working with your organization, and I don’t know how we would have managed as a family during this difficult time without your help and facilitation. In sum, CCSP is a Godsend for Georgia’s seniors in need.”

Granddaughter of Female consumer age 82
receiving HDM, ERS, PSSX
Lilburn, Atlanta Regional Commission AAA



DEMONSTRATING RESULTS

Caring for older and/or physically disabled individuals in the community, the CCSP assists families in keeping consumers at home and provides clients the choice to remain in the community.

❖ AVOIDING INSTITUTIONALIZATION

“I don’t know what I would do without my aide, she is good to me. My husband is not in good health and he cannot help me like he used to. I’ve been in a nursing home and I do not want to go back.”

Female consumer age 68 receives PSS, ERS, HDM, SN
Douglas, Southern GA AAA

“We don’t know how much time daddy has left, I’m just glad he can be here with us. He is bedbound and the brain tumor has returned. He doesn’t want to die in a nursing home. The aides are so good to him, they are like family.”

Daughter caregiver, Male consumer age 68
receives HDM, PSSX
Glennville, Heart of GA/ Altamaha AAA

“I don’t know what we would have done without the program. Mama would have had to go to a nursing home and she has always been afraid of that- she wanted to stay home. The aides take care of her like she was their family. It took a lot for my dad to feel comfortable enough to leave her with someone else, but he knows they take good care of her. We also get the meals for her, and this saves dad from having to cook so much. He knows she always has a meal that is good for her and it takes stress off of him.”

Female consumer age 81 receives PSS, PSSX, HDM
Waycross, Southern GA AAA

❖ CONSUMER CHOICE

“I do not know what we would do without the CCSP. With the help of this program my wife was able to come home from the nursing home, be with the family. The aide takes great care of my wife and that way we are able to have a good quality of life right here at the house. Without this Program my wife would be still in a nursing home. I appreciate all of the people at CCSP for helping us.”

Husband caregiver, Female consumer age 73
receives PSSX, HDM
Macon, Middle GA AAA



❖ INDEPENDENCE



“I live alone in an apartment. I am thankful to the Lord for giving me people that have helped me to stay independent and be able to live at home, where my grandchildren have a place to visit.”

Female consumer age 73 receives PSS, PSSX, ERS, HDM
Hazelhurst, Heart of GA/ Altamaha AAA

“I was diagnosed with Multiple sclerosis (MS) in the early 90’s. I chose Community Care because it allows me to remain independent in my own home, and I enjoy everything that comes with staying at home. I like my computer, and managing my own life.”

Female consumer age 73 receives PSS, HDM, ERS
Americus, River Valley AAA

...Community living with some help

‘A 79-year old, physically frail woman reiterates that she does not depend on anyone else. She is resourceful and fiercely independent she feels safe in her home and does not want to go anywhere else. With case management, assistive devices to aid with independent bathing, transportation and grocery shopping support from the informal caregiver niece, she remains in the community.’

Care Coordinator
Albany, Southwest GA AAA



“I’m a single man who lives alone and the HDMs are healthy and help me to manage my health problems. The nutritional meals and education I receive from the UGA students (interns) were especially helpful following my diagnosis. The HDM staff and volunteers are a great source of company and I especially appreciate the get-well cards I received when I was hospitalized.”

Male consumer age 57
Athens, Northeast GA AAA

*Had consumers served in the CCSP in SFY 2010
been placed in nursing facilities
it would have cost GA taxpayers an additional \$254,180,754
in Medicaid benefits expenditures*

PROGRAM COST EFFECTIVENESS

The CCSP Medicaid consumer care expenditure option is a cost-effective alternative to nursing facility placement. The Department of Community Health reports that the average Medicaid cost for NF care in SFY 2010 was \$28,486 per person. The average Medicaid service benefits cost per CCSP consumer for the same period was \$8,569.⁴

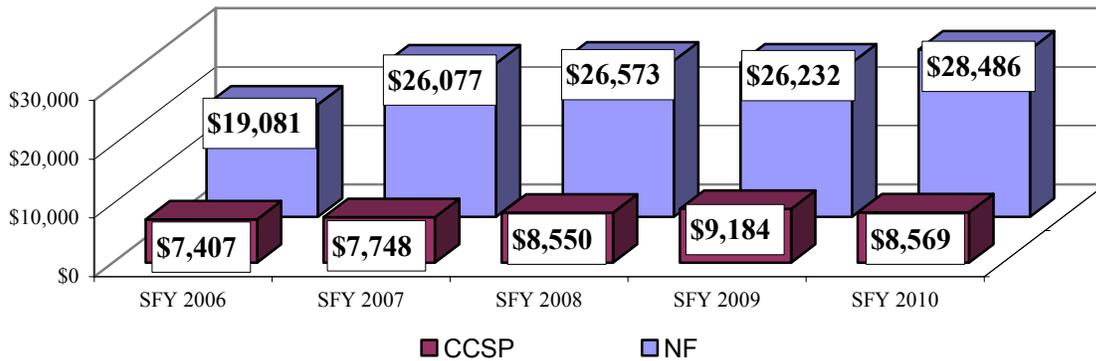


Figure 1

In SFY2010, the CCSP Medicaid expenditure to maintain a consumer in the community averaged 30% of the Medicaid expenditure for a CCSP consumer to reside in a nursing facility. This is a \$19,917 per consumer taxpayer savings, or an over \$254 million statewide Medicaid savings for 12,762 CCSP clients.

Annual Medicaid Cost Difference Per Consumer Served by CCSP instead of a Nursing Facility			
SFY 2007	SFY 2008	SFY 2009	SFY 2010
\$18,329	\$18,023	\$17,048	\$19,917

Figure 2

⁴ CCSP average consumer benefits cost does not include care coordination or administrative costs

DEMONSTRATING RESULTS

❖ SAVINGS

“The aide comes four times per week and she cleans my wife’s bedroom and bathroom, bathes her and does her hair each week. She comes Wednesday evenings to allow me to go to church. She coordinates her time to allow me to go to medical appointments as well. It also allows me a chance to visit my children more. If my wife had to be placed in a nursing home, it would cost about four times as much.”

Husband caregiver age 71, Female consumer age 73 receives PSS, HDM
Americus, River Valley AAA



“I am very thankful for what CCSP Medicaid does and pays for me to stay at the home. I cannot live on my own and would not know what I would do without CCSP helping me to stay at the personal care home.”

Female consumer age 81 receives ALS
Jackson, Southern Crescent AAA

He was in a nursing facility and with the help from CCSP the family brought him back home, which was his choice. The wife is the 24 hour caregiver and he is receiving PSSX to help relieve caregiver burden. The family advised me that while the client was in the nursing home, over a period of one year, he was sent to the ER 17 times. Since he has come home, the family has been able to monitor his nutrition and medicines much more closely and the result is that he is feeling better and has had zero trips to the ER. The family advised me that the program has made a huge difference in their lives in being able to have their loved one back home.

CCSP Care Coordinator for Male consumer age 78 receives PSSX
Cumming, Legacy Link AAA

PROGRAM PAYMENT BY CONSUMERS

According to their income levels, 64% of consumers pay a portion of the cost of their services known as “Cost Share”. The remainder is paid by Medicaid.

35% of CCSP consumer costs are fully paid by Medicaid, because the consumer’s income is at or less than the federal Supplemental Security Income (SSI) level.

Services for 1% of CCSP consumers are provided at no cost to Medicaid because the consumer pays the entire cost of CCSP services.

PROGRAM EXPENDITURES

In SFY 2010 DCH reimbursed CCSP provider agencies \$109,354,458 for consumer services provided. The state administrative cost is only 1% of the total expenditure for the CCSP.

CCSP PROGRAM COSTS SFY 2007 - SFY 2010				
CATEGORY	SFY 2007	SFY 2008	SFY 2009	SFY 2010
Consumer Service Benefits *	\$106,236,256	\$111,023,996	\$115,707,730	\$109,354,458
Care Coordination	\$22,080,277	\$22,827,003	\$22,662,505	\$22,883,351
State Administration	\$1,436,256	\$1,160,936	\$1,167,046	\$1,238,362
TOTAL	\$129,752,789	\$135,011,935	\$139,537,281	\$133,476,171

*Consumer service benefits data is based on ACS client payment files.

Figure 3

Comprehensive care coordination is the foundation of providing consumer-centered care to CCSP consumers. Care coordination assures that enrolled consumers receive cost-effective, appropriate, and coordinated services. The average care coordination cost per consumer in SFY 2010 was \$1,793.

DEMONSTRATING RESULTS

The Division of Aging Services (DAS), together with other partners, assists older individuals, at-risk adults, persons with disabilities, their families and caregivers to achieve safe, healthy, independent and self-reliant lives.

❖ CONSUMER SUPPORT & CAREGIVER BURDEN RELIEF

...CCSP enhances client health & welfare

"I take care of my wife who can do absolutely nothing for herself. A few years ago I was diagnosed with Parkinson's. Also, I have ruined my back due to years of lifting my wife. With CCSP aides, my wife is able to get a good bath in the shower and I am able to go to my own doctor's appointments during their visits and try to take care of my own health as best as I can. We have a son in college. We are so proud of him and want to see him graduate. I feel that if my wife had to go to a nursing home, she would not live long at all. CCSP, in my opinion, is prolonging her life and bringing her happiness so that she may get to see her son through a few more of life's milestones. Life isn't easy for us and I am always happy to see the personal support aides walking through the door ready to assist."

Husband caregiver of Female consumer age 44 receiving PSSX
Elberton, Northeast GA AAA

❖ **CONSUMER SUPPORT & CAREGIVER BURDEN RELIEF, cont'd**

“We are definitely appreciative of the CCSP, especially Consumer Direction. If we did not have the help, my mother would be in the nursing home. My mother was recently seen by her heart doctor. He states she is doing well and attributes her stable health to the care she is receiving in the home. Thank you so much for all of the services. We could not do it without the CCSP.”

Daughter caregiver of Female consumer age 87
receiving CDPSS, ERS
Good Hope, Northeast GA AAA



“This is one of the best programs ever developed for people with health problems and my mother is a living witness of the success of the program.”

Daughter caregiver of Female consumer **age 105** receiving PSSX, HDM
Madison, Northeast GA AAA



“When the doctors sent mama home, they said there was nothing more they could do and gave her days to live. That was over 4 months ago and she is still here and doing better every day. In fact, we just took her to a birthday party on Friday. The aides that have been sent have been sent from heaven, they do everything that is asked from them and treat mama like she is their own.”

Son caregiver of Female consumer age 89
receiving PSS, HDM
Ashburn, Southern GA AAA

“I have gotten to where I can’t cook and clean like I used to, so now my aide is helping and I just started getting meals. CCSP has always come through when I have a need. I have been having problems with transportation and my Care Coordinator encouraged me to try the Medicaid van. Also, I got into a mess with insurance once and my Care Coordinator helped me get out of it. People assume nothing is going to happen to them, but there will come a time when everybody will need help. We don’t get out much so I also enjoy the company of the aides. Since I can’t see, I have a hard time keeping up with stuff. The aides help organize things for me and my daughter, also disabled. I am very thankful that I have had the same good aide for over a year. Please don’t do away with this program! The biggest benefit of CCSP – I have someone to call whenever I need help.”

Female consumer age 73 receiving PSS/X, HDM, ERS
Bonaire, Middle GA AAA

The CCSP is the service choice for 92% of eligible consumers assessed. Overall, services and care coordination effectively delay or prevent institutionalization of consumers. Community-based services supports the Medicaid eligible consumer’s choice to remain at home or in the community.

CONSUMER ELIGIBILITY

Community Care Services Program (CCSP) consumers must meet the same medical, functional, and financial criteria as consumers receiving nursing home care under Medicaid.

Area Agencies on Aging Gateway/ADRC information and referral staff conduct telephone interviews to screen consumers for potential eligibility for the CCSP:

- Consumers are prioritized for referral to CCSP based on the results of the telephone assessment. Consumers with highest levels of impairment and greatest unmet needs are the first to be referred when funding is available.
- A face-to-face RN assessment is conducted to verify eligibility and to determine services to meet the consumer’s needs. The care coordinator utilizes Medicaid and community based non-Medicaid resources.
- The client’s physician certifies that the needs of the consumer may be met by the CCSP and available community resources. The physician approves the plan of care and authorizes delivery of services to the consumer in the community.
- Eligibility staff at the DFCS determine consumer financial eligibility for Medicaid.

CONSUMER DEMOGRAPHICS

In SFY 2010, CCSP services that supported consumers in the community were accessed by 12,762 persons.

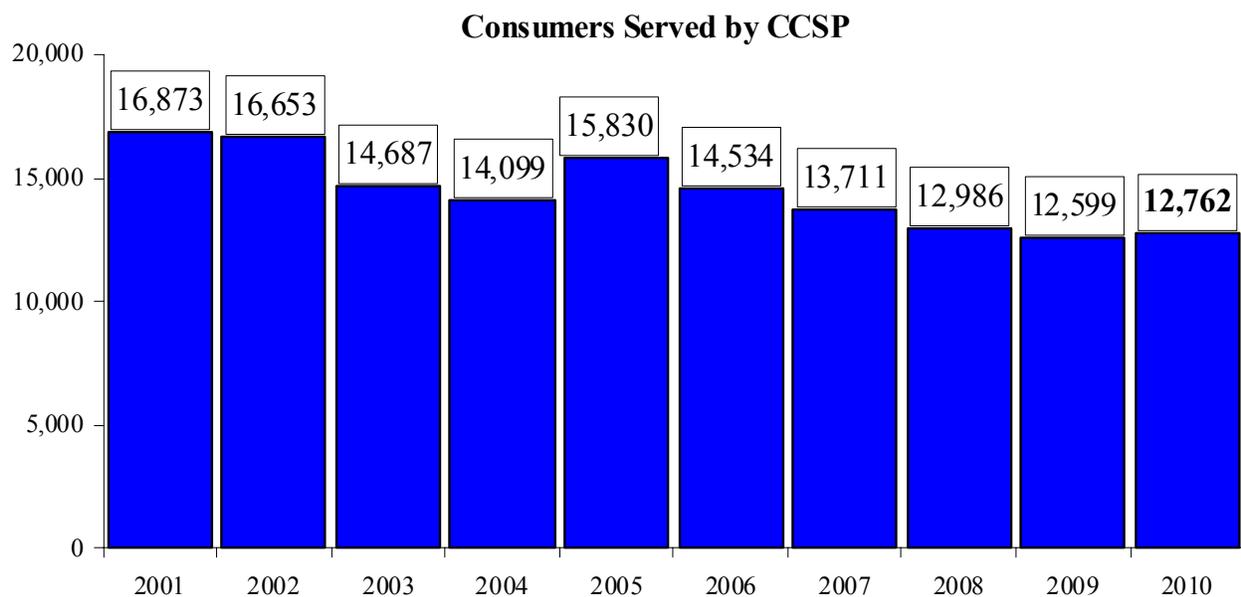


Figure 4

**CCSP CONSUMERS BY AGE & GENDER
SFY 2010**

Age Category	# Consumers	Percentages*
Consumers 100 years of age or older	117	1%
Consumers 90 years of age or older	1,622	13%
Consumers 85 years of age or older	3,185	25%
Consumers 75 years of age or older	6,310	49%
Consumers 60 years of age or older	9,951	78%
Consumers under 60 years of age	2,810	22%
Gender	Female	9,297 73%
	Male	3,465 27%

*Percentages are rounded

Figure 5

**CCSP CONSUMERS BY RACE
SFY 2010**

In SFY 2010 53% of CCSP consumers were Caucasian and 42% reported their race as African American.

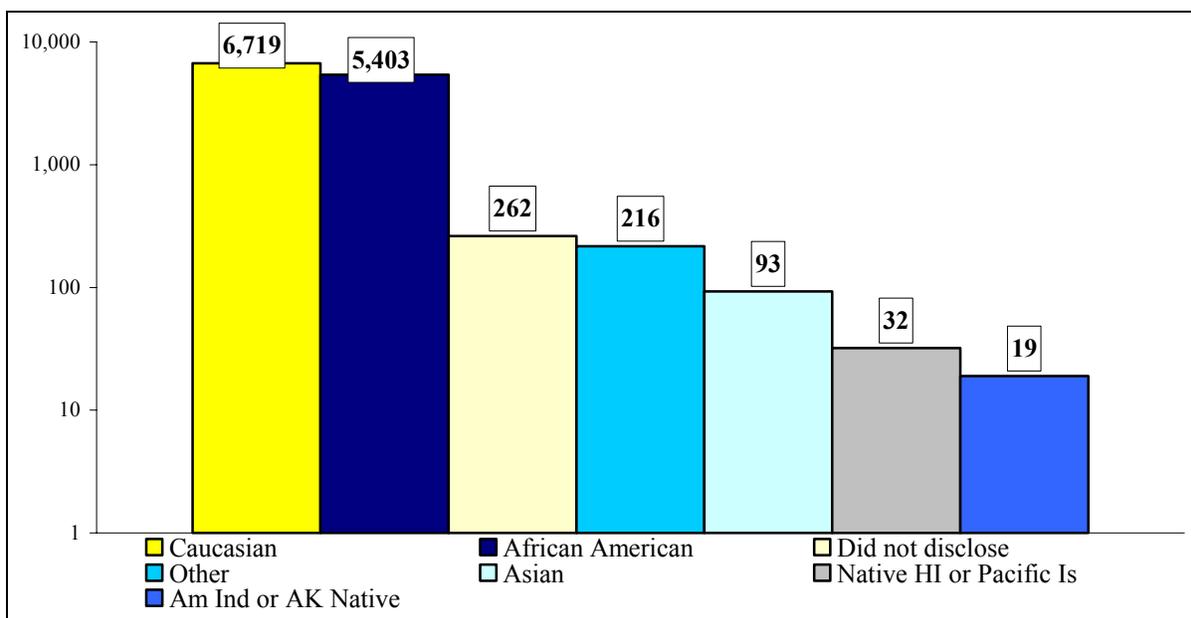


Figure 6

PROGRAM DATA

CCSP CONSUMER AVERAGE LENGTH OF STAY & REASONS FOR DISCHARGE

During SFY 2010, CCSP services supported consumers living in the community for nearly four (4) additional years. That is an average of 47.88 additional months that 12,762 consumers eligible for nursing facility placement retained choice and independence in the community – at less cost than institutionalization. Since SFY 2000 there has been a 41% increase in the CCSP consumer length of stay (34 months in SFY 2000).

The need for continuous/higher level of skilled care services causes 28% of those discharged from the CCSP to enter a nursing facility. Caregiver burden is one reason consumers enter a nursing facility.

Disposition of Discharged Consumers – SFY 2010	
▪ Death	42%
▪ Nursing facility placement	28%
▪ No Services Provided/Moved From Service Area/ Other/ No Longer Eligible/Never Received Service	15%
▪ Requested Termination/Refused Services	10%
▪ Over Income/ Other Programs	6%

Percentages are rounded

Figure 7

CUSTOMER SATISFACTION

The CCSP uses data for decision making. Results from measures and targets identify program and process opportunities for improvement.

In SFY 2010, consumer satisfaction with CCSP services averaged 99%. Consumer satisfaction with CCSP care coordination was 95%. Ninety-two (92%) percent of consumers report the CCSP care coordinator assisted them in having a better quality of life.

DEMONSTRATING RESULTS

❖ **QUALITY OF LIFE**

...Program an asset, improves family life

“The services allow an aide to come in my home to help with the laundry and other light housework during the week. The services my mother receives with CCSP allows me to go on errands and take care items for my family and my mother. The services allow me to keep my mother in the home and not in a nursing home. We are so thankful to have my mother in such a wonderful program.”

Daughter caregiver of Female consumer age 69 receiving HDM, ERS
Guyton, Coastal GA AAA

SERVICES UTILIZATION

CCSP MEDICAID FUNDS EXPENDED BY SERVICE TYPE & CONSUMERS SERVED SFY 2010				
CCSP SERVICE	# CONSUMERS SERVED *	% TOTAL CONSUMERS *	\$ FUNDS EXPENDED	% TOTAL FUNDS **
Adult Day Health (ADH)	788	6%	\$4,987,143	5%
Alternative Living Services (ALS)				
- Group Model	1,618	13%	\$8,765,744	8%
- Family Model	643	5%	\$3,849,058	4%
Consumer Directed PSS option (CDPSS)	355	3%	\$5,124,569	5%
Emergency Response Services (ERS)	5,973	47%	\$1,329,750	1%
Home Delivered Meals (HDM)	5,481	43%	\$8,546,926	8%
Home Delivered Services (HDS) / Skilled Nursing Services (SNS)				
	53	<1%	\$79,829	<1%
	85	1%	\$133,959	<1%
Out-of-Home Respite Care (OHRC)	72	1%	\$61,238	<1%
Personal Support Services (PSS, PSSX)	9,441	74%	\$76,485,132	70%

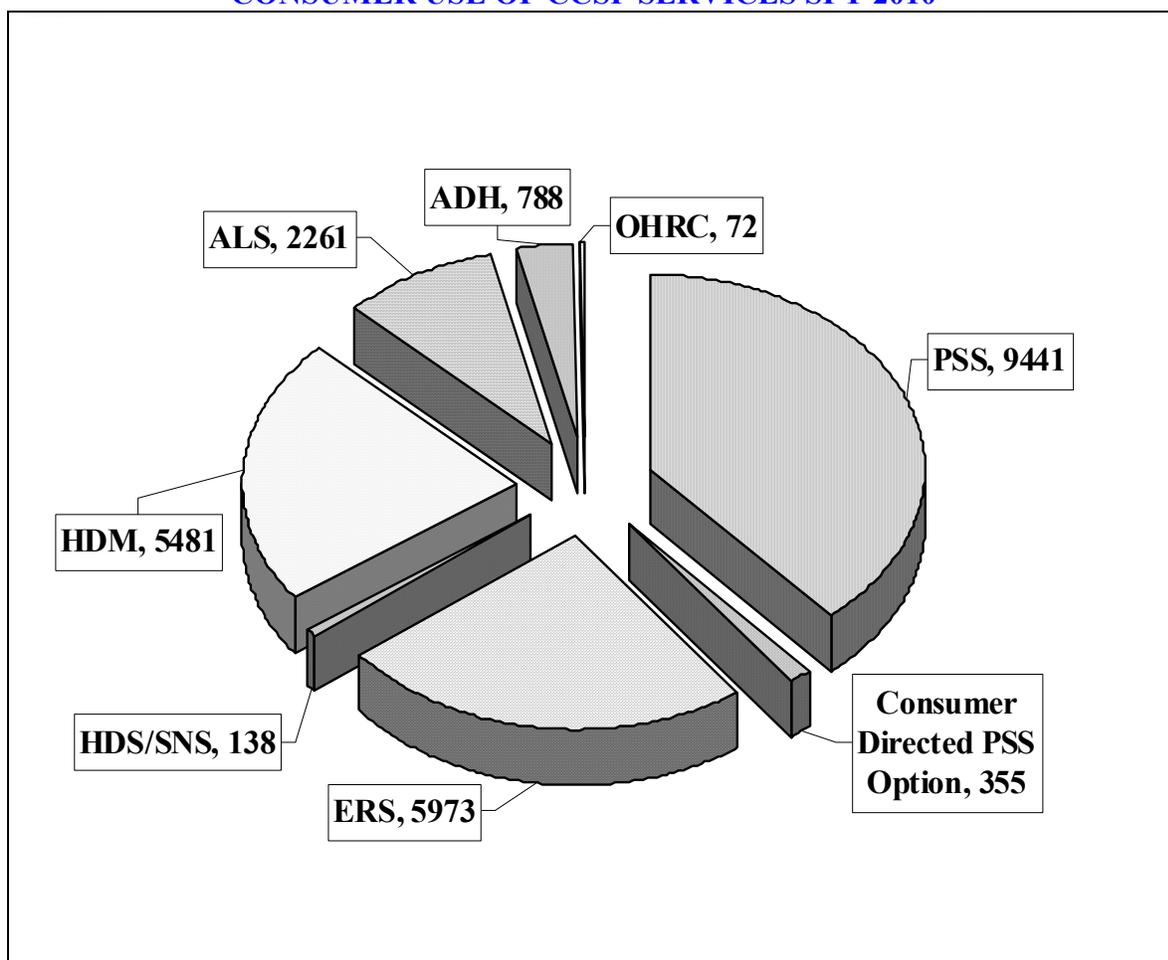
* Consumers may receive more than one service

** Percentages are duplicated and rounded

Figure 8

CONSUMER UTILIZATION OF SERVICES

CONSUMER USE OF CCSP SERVICES SFY 2010 *



*This is a duplicated consumer count. Consumers may receive more than one service.
Home Delivered Services includes consumers receiving Skilled Nursing Services

Figure 9

SERVICES DEMOGRAPHICS

The Consumer Directed PSS option grew from 288 to 355 clients, evidencing steady consumer interest in this service delivery model. Utilization of the service choice remains steady at 3%.

74% of CCSP consumers used Personal Support Services which accounted for 70% of total CCSP services expenditure.

47% of CCSP consumers used the Emergency Response Services, which only accounted for 1% of services expenditure. 43% of clients receive Home Delivered Meals, accounting for 8% of CCSP annual services expenditure.

Alternative Living Services ranked second in expenditures, accounting for 12% of CCSP Medicaid provider services costs.

SERVICE PROVIDER AGENCIES

Provider agencies enrolled in the CCSP deliver services ordered by the consumer's care coordinator and primary physician. The CCSP state office processes agency CCSP and Medicaid applications, recommends qualified applicants to DCH for CCSP Medicaid enrollment, and provides training to prospective service provider agencies.

The CCSP manages, coordinates, and provides services to consumers by partnering with 457 public and private licensed CCSP enrolled businesses and agencies. The CCSP supports local economic business development.

PROVIDER AGENCIES BY SERVICE TYPE * SFY 2010	
Adult Day Health	54
Alternative Living Services - Family Model (2-6 beds)	18
Alternative Living Services - Group Model (7-24 beds)	132
Consumer Direction Option – Financial Management Service	1
Emergency Response Services	14
Home Delivered Meals	32
Home Delivered Services/ Skilled Nursing Services	7 / 43
Out-of-Home Respite Care Services	6
Personal Support Services	227

* Some providers provide more than one service

Figure 10

QUALITY PARTNERSHIPS SFY 2010

❖ Aging and Disability Resource Connection (ADRC)

DAS and Department of Behavioral Health & Developmental Disabilities (DBHDD)

In SFY 2010, individuals over age 60 and those of all ages with disabilities, received information and assistance services through a local ADRC in Atlanta Regional Commission, Central Savannah River Area, Coastal Georgia, Northeast Georgia, Northwest Georgia, and Southern Crescent, Southwest Georgia, Southern Georgia and River Valley Area Agencies on Aging. Over 61,000 care givers contacted the ADRCs.

Georgia's ADRC is a coordinated system of partnering organizations where people of all incomes and ages can get information on the full range of long term support options. The ADRC is dedicated to:

- Providing accurate information about publicly and privately financed long-term supports and services to consumers, caregivers, and professionals
- Offering a consumer-oriented approach to learning about the availability of services in the home and community
- Alleviating the need for multiple calls and/or visits to receive services
- Supporting individuals and family members who are aging or living with a disability.

❖ Consumer Direction

CCSP

In SFY 2010, 355 CCSP consumers elected the Consumer Directed Personal Support Services (CD-PSS) option, from 288 last year. Eligible CCSP consumers have the option to organize their service resources, choice in determining how to meet their needs, and the responsibility for planning, hiring, and managing their own Personal Support Services service delivery and staffing support.

❖ Nursing Facility to Community Transition & Money Follows the Person (MFP)

CCSP and all other Georgia waiver programs

During SFY 2010, 159 consumers resident in institutions were admitted to and enrolled in the community-based CCSP.

In SFY 2010, additionally the CCSP admitted 61 nursing facility residents under the 5-year Center for Medicare & Medicaid Services funded grant "Money Follows the Person".

The initiative provides necessary support and services to Medicaid-eligible consumers in nursing facilities who choose to transition to qualified residences in the community.

It is projected that 375 nursing facility consumers will transition into the community under the Elderly and Disabled waiver over the period of the grant.



❖ **Caregiver Assessment - TCare (Tailored Caregiver Assessment and Referral)**
DHS DAS and University of Wisconsin- Madison

The Division of Aging Services, with funding from the U.S. Administration on Aging, has concluded the research phase of an Alzheimer's Demonstration grant. The evidence-based study evaluated a caregiver assessment instrument which guides care coordinators in understanding caregiver's needs, strategically selecting and recommending services, consulting with caregivers to give them the opportunity for informed choice, and creating a care plan that caregivers will embrace and follow. TCare was developed by Dr. Rhonda Montgomery and colleagues at the University of Wisconsin.

The two and one half year longitudinal study of 97 caregivers demonstrates that caregivers in the treatment group receiving TCare experienced a decrease in their intention to place care receivers in an institutional setting, while caregivers in the control group experienced the opposite. Caregivers in TCare also experienced lower levels of identity discrepancy[^], stress burden*, and depression. Caregivers in the TCare groups also experienced more uplifts, the positive psychological outcomes associated with care giving.

[^] Identity Discrepancy- psychological state that accrues when there is a disparity between the care activities in which a caregiver is engaging and his/her identity standard. An example of identity discrepancy which demonstrates it is not the task, but how you feel about the task that is causing the discrepancy would be a son providing personal care for his mother.

* Stress Burden- stress due to aspects of life, measured by tension, nervousness, and anxiety.

...Caregiver burden relief

"I do not know what I would do if I did not have this help for my wife. The lady that comes and takes care of my wife is exceptional and makes sure that she is well cared for and this is a godsend. I am so thankful to have help for her so I can keep her home with me. My wife took care of me for years and now it is my turn to make sure she is taken care of and by having these services I am able to do that."

Husband caregiver of Female consumer age 77
Valdosta, Southern GA AAA

"It would be impossible for me to work or make a living if my mom was not able to go to the center each day. She loves going. She thinks she is going to work, but it is work that she enjoys. I'm not sure how we would make it otherwise."

Daughter caregiver of Female consumer age 54
Commerce, Northeast GA AAA

"I have been caring for my son, who is total care, for over 38 years and have cared for him alone for 36 years without any family support. He was admitted into the program in April 2008, and I am very grateful. I am able to take time for myself and my health with the CCSP services. I feel the program is wonderful for giving me such relief after providing care alone for my son for so many years."

Mother caregiver age 60
of Male consumer age 38
Meigs, Southwest GA AAA

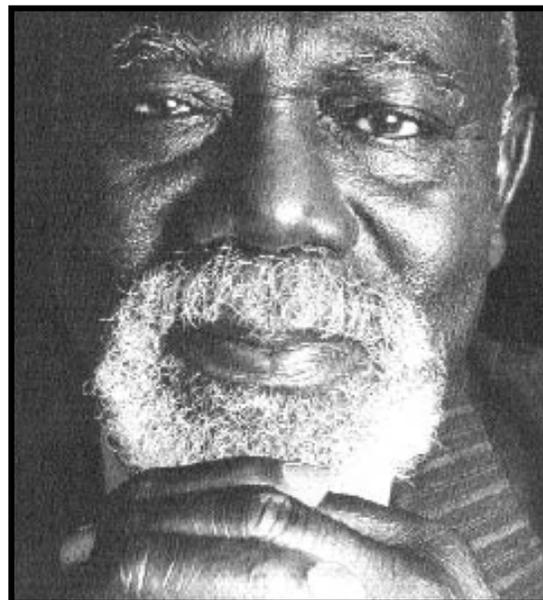
"CCSP has been a godsend for Mama as she would be unable to remain in the home she has lived in for most of her life. She is no longer able to do for herself all of the things needed to keep the home safe and sanitary. PSS services have provided me and my siblings peace of mind knowing that there is another set of eyes watching over our mother and providing human interaction for her so that she is not alone so much."

Son caregiver of Female consumer age 77
Enigma/Berrien, Southern GA AAA

DESCRIPTION OF SERVICES

Care Coordination

The care coordinator RN assesses the consumer's medical, functional and social problems/needs to determine the appropriateness for the CCSP and, with input from the client, caregiver, and physician develops a specific comprehensive consumer-focused plan of care for each consumer admitted to the CCSP. The care coordinator (Registered Nurse or Social Worker) establishes services for consumers with service provider agencies, refers families and consumers to other community-based and non-Medicaid services, and monitors provider services for consumers. The CC avoids duplication and over-utilization of services and assures that consumer costs are contained, by planning, brokering, coordinating, and evaluating delivery of service(s) to assure that appropriate services are provided in a timely and cost effective manner.



"My case manager acts as a link between me and the community because if it were not for Community Care coming in, I would not know about the services and other resources. I know if CCSP did not exist, I would be in a nursing home. I am glad Community Care is around and I hope they remain in our Area so others can get the help like I am getting."

Female consumer age 70
receiving PSS, PSSX, HDM, ERS
Brunswick, Coastal GA AAA

"I thought I would never meet a better person than the manager of the senior center who referred me to CCSP, then I met my coordinator. No matter how many times I call her, she never gets tired of me. She helped me straighten out my cost share with DFCS, she fixed my services and helped me talk to the hospice nurse, she explained the different meals so that I could get shelf stable meals to have healthy snacks, she even found a vet who gives senior discounts, she listens to all my problems and best of all she hugs me when she comes and when she leaves. I could not stay at home without this wonderful program."

Female consumer age 67
receiving HDM, PSS
Reidsville, Heart of GA/Altamaha AAA

Adult Day Health (ADH)

ADH provides care in a community-based day program for consumers who are functionally or cognitively impaired. ADH provides consumers a variety of activities, health, therapeutic and social services in a group setting: nursing care, special therapeutic services, personal care services, planned therapeutic activities, dietary services, transportation, and social work services. Mobile Day Care responds to needs for service of seniors living in rural areas.

“It has really helped him to go to the center. They are good to him and take good care of him. The people who work there are very nice. It helps him to be around other people, and we go to visit sometimes, while he is there. We like it and so does he.”

Caregiver mother, Male consumer age 21
Pearson, Southern GA AAA

“The Center has enhanced her life 100%. It has given her a goal that she may not realize, but enjoys. Her eyes light up when I take her there in the mornings. Sometimes she doesn’t want to go home when I pick her up. This makes me feel very happy and gives me time to rest. Every day when I do my prayers, I thank God for this program.”

Caregiver husband of Female consumer age 76

Caregiver husband of Female consumer age 76

Loganville, Northeast GA AAA

Alternative Living Services (ALS)

ALS provides 24-hour supervision, medically-oriented personal care, routine nursing supervision, and health-related support services in a residential setting other than the consumer's home. This service is provided in state licensed personal care homes.

“There are a lot of activities available at the personal care home. The staff is so nice. The personal care home is the best place for my mother to be. She is able to stay out of the nursing home with the care she is receiving at the personal care home.”

Caregiver daughter of Female consumer age 66
Pooler, Coastal GA AAA

“I am just so pleased with the people at the personal care home. Mother’s thriving there after having lost so much weight when she was living alone. We couldn’t be more pleased.”

Caregiver daughter of Female consumer age 68
Tignall, Central Savannah River Area AAA

“I am very happy living at the alternative living services facility. The staff is very helpful and the residents are nice. Here I can still do some things for myself. I can get help when I need it at any time.”

Female consumer age 89
Cordele, River Valley AAA



Consumer Directed Personal Support Services option (CD-PSS)

The eligible consumer hires and supervises worker(s) of choice who provide a range of PSS support services for the CCSP consumer. The consumer must also enroll in Financial Management Services (FMS): the provider agency issues worker paychecks and on behalf of the consumer adheres to federal and state tax laws.

“The CCSP CD-PSS option has improved mother’s quality of life by allowing me to keep her in my home and the community. CD meets momma’s needs by allowing me to hand pick people to care for her and who provide quality care. I like knowing that I have a care coordinator to help me with managing services if I need help. I could not afford to pay out of pocket for the amount of care momma receives through CCSP.”

Caregiver daughter age 70 of Female consumer age 100
Columbus, River Valley AAA

“Consumer Direction has been a Godsend to my mother, a stroke victim, paralyzed on right side, speech affected. With CCSP assistance we are able to keep her in her own home out of a nursing home. She was in a nursing home for 6 months after she had the stroke in 2006. She has been in her own home since then with the help of family and the CCSP. Without this help we would be unable to provide, nor could afford, the 24/7 care which she requires. Consumer Direction has allowed us to have more PSS hours.”

Caregiver daughter of Female consumer age 86
Athens, Northeast GA AAA

“Consumer Directive PSS is a good program. Because of his health condition, our son has lots of medical appointments and therapy every week. This program allows us to work around his schedule and he still gets the help he needs to keep him at home with us. This is important to us. Our son has a good quality of life.”

Caregiver father and mother of Male consumer age 28
Forsyth, Middle GA AAA

Emergency Response Services (ERS)

ERS provides an in-home electronic support system for two-way communication between isolated consumers and a communication control center twenty-four hours a day, seven days a week.

“Having the button is good, because it gives me a sense of security since I live out in the woods and can get help, if I need it. It’s been a blessing and wonderful to have. As far as security, I know it’s there and it’s a lot of help. I don’t think about it until I need it.”

Male consumer age 54
Douglas, Southern GA AAA

“ERS is a good idea. I call it my help box. It is my security when I am not at home with him. Even though he has a lot of friends for backup, I know the ERS will get him what he needs in case he needs help quickly.”

Caregiver wife of Male consumer age 75
Forsyth, Middle GA AAA

“My services have helped me out a lot. The Aide is real good to me, and the food tastes good. I need my ERS button when I have a lot of trouble breathing and need help. It is a good thing to have when you can’t breathe – to mash that button and someone is there to tell you that help is on the way. If I forget to check my button they call to check on me.”

Male consumer age 73
Lake Park, Southern GA AAA

Home Delivered Meals (HDM)

HDM ensures improved nutrition to enhance consumer health and well-being. Consumers may receive home delivered meals only in conjunction with another CCSP service.

"I love seeing Mr. X coming to my door to bring my meals because we joke around some. I cannot prepare my own meals and have aides who prepare breakfast and dinner. It is very helpful to have lunch delivered to me, hot and ready to be devoured. I need good nutrition due to problems with my skin developing sores, and because I am bed/chair bound and unable to exercise. I am very grateful for it."

Male consumer age 53
Elberton, Northeast GA AAA

Home Delivered Services (HDS)

HDS Medicaid Home Health Services (HHS) provides traditional home health on an intermittent basis to consumers in their homes. Services include skilled nursing; physical, speech and occupational therapy; home health aide and medical social services.

Out-of-Home Respite Care (OHRC)

OHRC provides temporary relief for the individual(s) normally providing care.

Personal Support Services (PSS)

PSS provides a range of support services for CCSP consumers. Services include activities such as the provision of assistance and support with basic personal care needs, and stand-by assistance or supervision of consumers with inability to perform activities such as feeding, dressing, bathing, toileting, transferring or walking, as well as assistance with client meal preparation, light housekeeping and running essential errands.

Personal Support Services (PSSX)

PSS-X provides personal support services in a home setting that includes respite care for the full time caregiver over an extended period of time.

"The aide services I receive are excellent. They come in help me with my bath, clean, and prepare me a meal. I am not able to do any of that by myself. They are very professional. I laugh and talk to them while they work and it makes me feel good. The aide notices when something is not right with my health, and notifies the nurse."

Female consumer age 49
Blackshear, Southern GA AAA

"The Community Care Services Program has been a great help to my family and I. The services allow an aide to come in my home to help me with my personal care, light housekeeping and the emergency response system. The CCSP program also helps me with home delivered meals, because I do not cook very often. I appreciate the program and what it has done for me."

Daughter caregiver of Female consumer age 77
Savannah, Coastal GA Regional Commission

"My daughter passed away several years ago leaving me to be the only one to take care of my only granddaughter, who is bedbound and we need all the help we can get. I just can not put her away in a nursing home. CCSP is an angel, I could not ask for anything better."

Grandmother caregiver of Female consumer age 60
Fort Valley, Middle GA AAA

“A partner in the Aging Network”

COMMUNITY CARE SERVICES PROGRAM

Division of Aging Services

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