

# COMMUNITY CARE SERVICES PROGRAM (CCSP)

Annual Statewide Report  
State Fiscal Year (SFY) 2011



**Georgia Department of Human Services**  
**Division of Aging Services**



*SFY 2011 CCSP Annual Report* reflects data through June 2011  
**Issued December 2011**

## INTRODUCTION TO COMMUNITY CARE SERVICES PROGRAM (CCSP)

### *“A partner in the Aging Network”*

#### **...Community support makes sense for families**

*“As the primary caregiver for my 106 year old mother, CCSP has been life saving for me by providing an aide to assist my mother each day. I am a strong supporter of this federally funding program because it allows seniors to maintain health care in their home rather than being forced into a nursing facility. Most importantly is the assistance, home visits and cooperation of the Care Coordinator that helps to provide a healthy, pleasant and safe home environment for my mother.”*

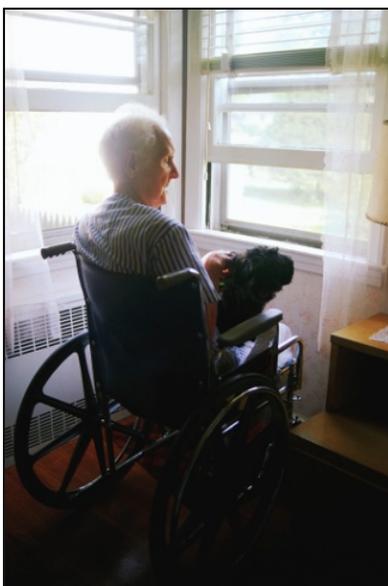
Daughter caregiver, age 69, of Female consumer age 106, receives PSSX, HDM  
Madison, Northeast GA AAA



#### **...Avoiding institutionalization**

*“I look forward to my aide’s company and her help with keeping me clean and well groomed. I enjoy having her here. CCSP helps me to stay home. The services provide me with good, hot, nutritious meals. The aide helps with my personal care needs and the ERS provides security and comfort. CCSP helps improve my life and gives me dignity staying at home instead of a nursing home. It provides the things I need that I could not afford to pay for. My care coordinator is a good woman.”*

Female consumer age 81 receives PSSX, ERS, HDM  
Hamilton, River Valley AAA



#### **...CCSP is a critical community long-term care option**

*“To whom it may concern: Being a recipient of services myself, and also a caregiver of the client that is receiving services from your agency, I would find it impossible to function properly without your services. I pray to God that whoever is in charge of making this program possible would fight the strongest to keep it going, not just for me, but for the thousands of others that are in need of the services.”*

Caregiver spouse and Male consumer, both age 69,  
receives PSS and PSSX  
Augusta, Central Savannah River AAA

**INTRODUCTION TO CCSP – A Partner in the Aging Network**

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## AGING TRENDS & GEORGIA

In 2050, the number of Americans aged 65 and older is projected to be 88.5 million<sup>1</sup>, approximately twice the number in 2010. People 65 and older represented 13.04% of the population in the year 2010<sup>2</sup>, and will represent approximately 24.7% by the year 2030<sup>3</sup>. “The elderly population in Georgia will increase by 94.5% between 2010 and 2030 versus a total population increase in Georgia of 25.3%.”<sup>4</sup>

The December 2010 Georgia Council on Aging (GCOA) *Project 2020- Georgia for a Lifetime- Executive Summary Recommendations to Governor* reports: “Georgia, like most parts of the country and the world, is experiencing a dramatic shift in its population. While the total population is expected to grow by 46 percent between 2000 and 2030, the older adult population will grow by over 140 percent, the ninth highest increase in the nation. This change affects state and local budgets, development patterns, transportation spending, healthcare services, parks and recreation — almost every facet of community life. It also offers Georgia, its cities and counties and the private sector tremendous opportunities and some potential challenges.”

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.

Of the estimated 4.83 million persons with Intellectual/ Developmental Disabilities (I/DD) in the U.S. in 2009, 2.88 million (60%) were receiving residential care from their families. An estimated .73 million (25%) of these family caregivers were aged 60+ years. An additional 35% were in households of middle-aged caregivers for whom transition issues are near-term considerations.<sup>5</sup>

As older adults and 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 adults who are older and/or may be disabled are living longer and want to remain at home and age in place. They want to have choices in how and when they receive services. For eligible consumers the CCSP is a long term care option that is responsive to these preferences.

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<sup>1</sup> *Current Population Reports, P25-1138 “The Next Four Decades – The Older Population in the United States: 2010 to 2050.”*

<sup>2</sup> *US Census Bureau, 2010 Census, DP-1 - United States: Profile of General Population and Housing Characteristics: 2010*

<sup>3</sup> *Data for 2050 are from the Census 2008 national projections, issued August 14, 2008*

[http://www.census.gov/population/www/projections/files/nation/download/NP2008\\_D1.xls](http://www.census.gov/population/www/projections/files/nation/download/NP2008_D1.xls).

<sup>4</sup> File 2. Interim State Projections of Population for Five-Year Age Groups and Selected Age Groups by Sex: July, 1 2004 to 2030. Source: U.S. Census Bureau, Population Division, Interim State Population Projections, 2005.

<sup>5</sup> *The State of the States in Developmental Disabilities* 2011, David Braddock et al, Coleman Institute & Dept. of Psychiatry, Univ. of Colorado 2011, based on Fujiura (1998), p 62, 232.

## CCSP REPORTING

The CCSP Annual Report reflects State Fiscal Year 2011 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

## CCSP PURPOSE

Through an interagency agreement with the Georgia Department of Community Health (DCH) Division of Medical Assistance (DMA), the Georgia Department of Human Services (DHS) Division of Aging Services (DAS) is responsible for the day-to-day operation of the Elderly & Disabled Waiver (CCSP).

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

According to the AARP, “*nine in 10 older Americans want to stay in their homes as they age.*”<sup>6</sup> For 29 years, the CCSP has been a cost-effective community based long term care service alternative for eligible consumers and families.

The Medicaid Home and Community-Based Services waiver program is authorized in Section 1915(c) of the Social Security Act. The federal government through a waiver agreement 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 eligible Medicaid beneficiaries to live in the community and avoid institutionalization. Funded with federal and state dollars, DCH/DMA reimburses provider agencies.

The Elderly & Disabled Medicaid Waiver (CCSP) 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.

<sup>6</sup> *If Baby Boomers Stay In Suburbia, Analysts Predict Cultural Shift*, Washington Post, Carol Morello, June 28, 2011

**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.

<p><b>Department of Human Services Division of Aging Services (DHS/DAS):</b></p> <ul style="list-style-type: none"> <li>• <b>Community Care Services Program</b></li> <li>• <b>Livable Communities</b></li> <li>• <b>Program Integrity</b></li> <li>• <b>Long-Term Care Ombudsman</b></li> <li>• <b>Access to Services</b></li> <li>• <b>Elder Rights</b></li> <li>• <b>Adult Protective Services</b></li> </ul> <p><b>Department of Human Services Division of Family &amp; Children Services (DHS/DFCS)</b></p> <p><b>Area Agencies on Aging (AAAs):</b></p> <ul style="list-style-type: none"> <li>• <b>CCSP Care Coordinators</b></li> <li>• <b>CCSP Service Provider Agencies</b></li> <li>• <b>Gateway/ADRC (Information, Referral &amp; Assistance)</b></li> <li>• <b>Non-Medicaid services</b></li> <li>• <b>Database of local services and resources</b></li> </ul> <p><b>Department of Community Health Division of Medical Assistance (DCH/DMA)</b></p> <p><b>Department of Public Health (DPH)</b></p> <p><b>Department of Community Health Division of Healthcare Facility Regulation (DCH/HFR)</b></p> <p><b>Department of Behavioral Health &amp; Developmental Disabilities (DBHDD)</b></p>	<p>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. DAS Sections, particularly Adult Protective Services, Program Integrity, and Livable Communities (non-Medicaid community-based services) enhance consumer protection, quality improvement, and resources available to consumers.</p> <p>DFCS determines consumer Medicaid eligibility and cost share for services.</p> <p>AAAs contract with DHS/DAS to serve as Lead Agencies or regional managers of the CCSP. The 12 AAAs serve as the no wrong door local Gateway/Aging and Disability Resource Connection (ADRC) coordinated system for consumers of all incomes and ages, their families, caregivers, and service providers, to get information on the full range of long term support services. The AAAs manage client service benefit allocations, assuring the CCSP does not exceed budget funding.</p> <p>Under federal administration by the Centers for Medicare &amp; Medicaid Services (CMS), DCH/DMA administers and oversees the DHS/DAS waiver program, and is responsible for provider enrollment, reimbursement, and utilization review.</p> <p>DPH is the state lead agency responsible for the health of communities and the entire population.</p> <p>HFR is the regulatory and licensing entity for CCSP service providers.</p> <p>DBHDD is the state MH and DD authority and provides mental health resources for CCSP consumers in need of services, and partners with DAS in grant projects and initiatives.</p>
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## **GATEWAY/AGING & DISABILITY RESOURCE CONNECTION (ADRC)**

**Georgia's Gateway/Aging & Disability Resource Connection (ADRC) is a no wrong door access point for older adults, individuals with disabilities, families and caregivers.** Through the AAAs, the Gateway system invests in a statewide Information, Referral and Assistance network of services, programs and resources in the community. The Gateway/ADRC's goal is to assist consumers and families statewide in making informed service choices and decisions about long term care. In SFY 2011, 62,344 consumers contacted the ADRCs.

Each AAA in Georgia uses Gateway/ADRC as a no wrong door access point for all aging 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 1-866-552-4464.

### **...Information, Referral & Access to Services**

*"The counselor was thorough, knowledgeable and compassionate to me, the caregiver. And if all my services continue in the same manner, I look forward to working with the ADRC for all my mother's sunset days."*

Atlanta Regional AAA

*"I think your services are very helpful to older seniors like myself who find themselves overwhelmed and in situations they can't handle. Keep up the good work, we appreciate it. I thank you very much."*

Atlanta Regional 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.

### ❖ CONSUMER CHOICE

*"I love it here. They are good to me. It's quiet and they feed you good. I have a big room with more space. It is closer to my sister who comes more to visit and takes me places. I love it. I would be in the nursing home, if I was not here. I have been in the nursing home before- 6 months, 3 weeks, 2 days and I am not going back!"*

Female consumer age 55 receives ALS  
Douglas, Southern GA AAA

*"With my condition, there are a lot of things I cannot do. I was considering maybe having to go into a Nursing Home until I received help from CCSP. The program has kept me out of the Nursing Home and I know I can now stay in my home. I just don't know what I would do without CCSP."*

Consumer age 65 receives PSS, ERS  
Sparta, Central Savannah River AAA



### ❖ INDEPENDENCE



*"Without Community Care program I would be lost. They have given me so much help and advice. I would not know where to go or how to get the help I have received. I don't know what is most important of the help I have gotten. My medical alert button is so important to me. I know without Community Care, I could not live as independently as I do. That is one of the best programs Georgia has. [My care coordinator is] the best."*

Female consumer age 83 receives ADH, HDM, ERS, PSSX  
Rome, Northwest GA AAA

*"CCSP allows mother to have someone with her during the day while the family is away from home. It allows mother the independence of not having to live in a nursing home. The aide assists mother with her bath, meals and other grooming. Mother would not thrive if she had to go to a nursing home to live. We don't have to pay a private pay sitter for 24/7 care because we have the aide and hospice. We have the case manager for years and she is a sweet and caring young lady that we can call."*

Caregiver daughter, age 57, of Female consumer age 101, receives PSSX, ERS  
Cordele, River Valley AAA

❖ PEACE OF MIND

...Community living with some help

*Consumer states she needs the help from CCSP. She tried to push herself to do tasks she knew would hurt her but felt she needed the independence and was worried about going to a nursing home. She has learned to appreciate the services. She said that she looks forward to seeing the aide and the HDM van driver. Client said that CCSP allows her to relax her mind and not have to worry about her home being unkempt. She said that she is greatly appreciative of the services.*

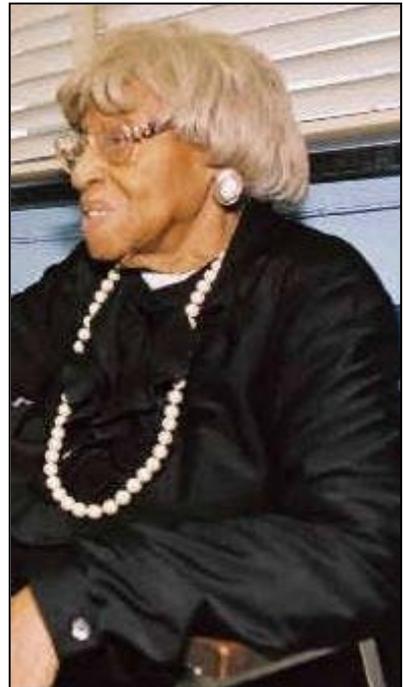
Female consumer age 62 receives PSS, HDM, ERS  
Fort Valley, Middle GA AAA

*“Being an 89-year-old caregiver, I would have had to place my son in a nursing home if I did not have CCSP. I am so thankful for the aide and services that I am able to receive under this program.”*

Caregiver mother of Male consumer age 58, receives PSS  
Macon, Middle GA AAA

*“I live alone; my son comes over to help when he comes home from work. I am really thankful for my services with CCSP. When I was in the hospital the doctor was talking about a nursing home but I wanted to stay at my own house. That is when I called for help. My aide and my meals are a blessing to me. My son doesn’t have to miss work and he doesn’t have to worry so much.”*

Female consumer age 80 receives PSS/ERS/HDM  
Gray, Middle GA AAA



*“CCSP gives me a peace of mind because I know I can remain in my home and not have to go to a nursing home. I can stay in my home and do for myself. It also helps me to try harder to do things for myself. The services meet my needs in different ways because I have someone to go pay my bills, bathe me, cook and clean. It gives m hope to know that I have people to help me.”*

Female consumer age 54 receives PSS, HDM, ERS  
Montezuma, River Valley AAA

*Had consumers served in the home and community CCSP in SFY 2011 been institutionalized in nursing facilities, Medicaid benefits expenditures cost to GA taxpayers would have been an additional \$209,505,007*

**PROGRAM COST EFFECTIVENESS**

For eligible consumers, 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 2011 was \$25,873 per person. The average Medicaid service benefits cost per CCSP consumer for the same period was \$9,006.<sup>7</sup>

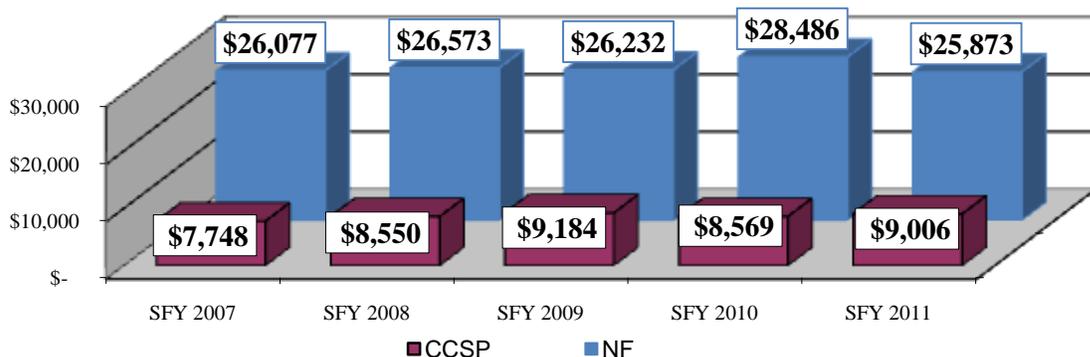


Figure 1

In SFY2011, the CCSP Medicaid expenditure to maintain a consumer in the community averaged 35% of the Medicaid expenditure for a CCSP consumer to reside in a nursing facility. This is a \$16,867 per consumer taxpayer savings, or an over \$209,505,007 million statewide Medicaid savings for 12,421 CCSP clients.

<b>Annual Medicaid Cost Difference Per Consumer Served by CCSP instead of a Nursing Facility</b>			
SFY 2008	SFY 2009	SFY 2010	SFY 2011
\$18,023	\$17,048	\$19,917	<b>\$16,867</b>

Figure 2

<sup>7</sup> CCSP average consumer benefits cost does not include care coordination or administrative costs

## PROGRAM EXPENDITURES

In SFY 2011 DCH reimbursed CCSP provider agencies \$111,857,667 for consumer services provided. The state administrative cost is only 1% of the total expenditure for the CCSP.

<b>CCSP PROGRAM COSTS SFY 2008 - SFY 2011</b>				
<b>CATEGORY</b>	<b>SFY 2008</b>	<b>SFY 2009</b>	<b>SFY 2010</b>	<b>SFY 2011</b>
<b>Consumer Service Benefits *</b>	\$111,023,996	\$115,707,730	\$109,354,458	<b>\$111,857,667</b>
<b>Care Coordination</b>	\$22,827,003	\$22,662,505	\$22,883,351	<b>\$23,589,962</b>
<b>State Administration</b>	\$1,160,936	\$1,167,046	\$1,238,362	<b>\$1,309,954</b>
<b>TOTAL</b>	\$135,011,935	\$139,537,281	\$133,476,171	<b>\$136,757,583</b>

\*Consumer service benefits data is based on HP 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 2011 was \$1,899.

## PROGRAM PAYMENT BY CONSUMERS

According to their income levels, 65% of consumers pay a portion of the cost of their services known as "Cost Share". The remainder is paid by Medicaid.

33% 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.

## 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.

### ❖ SAVINGS

*“It gives me such peace of mind knowing that there is someone with my wife and watching her while I work. CCSP allows me to provide for my wife both physically and financially, without having to put her in a home. If it wasn't for CCSP, that's what I would have to do.”*

Caregiver spouse of Female consumer age 54, receives PSS, ERS, HDM  
Carrollton, Southern Crescent AAA

*“Having Community Care Services has helped ease the financial burden of keeping me at home with my family and not placed in a nursing home. The medical alert button has allowed me the freedom to safely spend time alone in my own home. [The care coordinator] is fantastic! She always takes care of my needs within hours of calling or emailing her!”*

Female consumer age 37 receives CD-PSS, ERS  
Ellijay, Northwest GA AAA

### ❖ CONSUMER SUPPORT & CAREGIVER BURDEN RELIEF

*“My mother has been in CCSP for several years, first in her own home, and now in Assisted Living. CCSP has been a blessing to me and my siblings because we know that our mother is not alone and someone is caring for her when we cannot be there. She has new friends and new activities to keep her busy. With the majority of the burden taken off of our shoulders for her care, we can now spend quality time with her and she can enjoy her last years with her children, grandchildren, and great-grandchildren.”*

Caregiver daughter, age 50, of Female consumer age 71, receives ALS  
Jackson, Southern Crescent AAA



*“I have had nothing but the best of care with CCSP. When I first started with them, my case worker [was] a wonderful lady. I also think the world of [my current case manager]. They have both treated me with the utmost respect. If I have had a problem with anything they have helped me fix it. I get the delivered meal and they are here every week like clockwork. When I have needed medical supplies they have put me in touch with the people I need to talk with. In my opinion, CCSP is a wonderful program I also have an aide through Home nurse for many medical problems. I even need help bathing so as I said, CCSP is a wonder(ful) program. And I can't give them enough praise.”*

Female consumer age 55 receives ERS, PSSX, HDM  
Trenton, Northwest GA AAA

*“I cannot fully express how very grateful to the CCSP we are and how important it is in both my life and that of my 94 year old mother. Through this program, my mother is able to attend [the ADH] center. Knowing that she is well taken care of has allowed me to continue to work full-time and has enabled me to keep my mother living with us and not in a nursing home. Also, our Care Coordinator has been an invaluable source of information and help to us.”*

Caregiver daughter of Female consumer age 94, receives ADH  
Marietta, Atlanta Regional AAA

*“The CCSP has been a true blessing for me since I have been on the program. When you are chronically sick they have help/ support all of your needs sometimes a few at a time sometimes a lot a different times. Without this extra help that we get from CCSP I don’t know how we would make it. My husband just couldn’t do it all. The aides are great- they do a lot for me. My case [manager] makes sure that things run smooth. Thanks you for community care.”*

Female consumer age 65 receives PSSX  
Rockmart, Northwest GA AAA

## ❖ QUALITY OF LIFE

*“CCSP gives me a better quality of life. It allows me to live on my own in my apartment. ERS provides a secure feeling; meals provide my nutritional needs; my aide keeps my apartment clean, neat and safe and helps with my grooming. I get a lot of services for a minimal cost. My care coordinator is doing an excellent job in my opinion.”*

Male consumer age 53 receives PSS, PSSX, ERS, HDM  
Columbus, River Valley AAA

*“It is invaluable for my brother to be cared for at home. He requires consistent, constant, care 24 hours a day... We are certain that the care he receives at home from our family has enabled him to be comfortable, well taken care of and at peace, surrounded by loving family members. Prior to his coming home for care, the short time in a nursing home was a tremendous hardship on him and our family as we watched him deteriorate... Most importantly, the ability of my brother to be home with our mom has enabled him to endure a situation that is heartbreaking in an environment that is familiar and loving. Only by him having the same caretakers day in and day out, are we able to recognize his many needs, especially when he is in pain or uncomfortable. There are not words to convey what having him home has meant in regards to his care. We are able to encourage him, stimulate him and care for him in a way that is not possible in any other situation. We are forever grateful to everyone who has worked tirelessly on our behalf to make this happen.”*



Sister caregiver who lives out of state, of Male consumer age 56, receives PSS  
Macon, Middle GA AAA

**The CCSP is the program 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 Registered Nurse (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 2011, CCSP services that supported consumers in the community were accessed by 12,421 persons.**

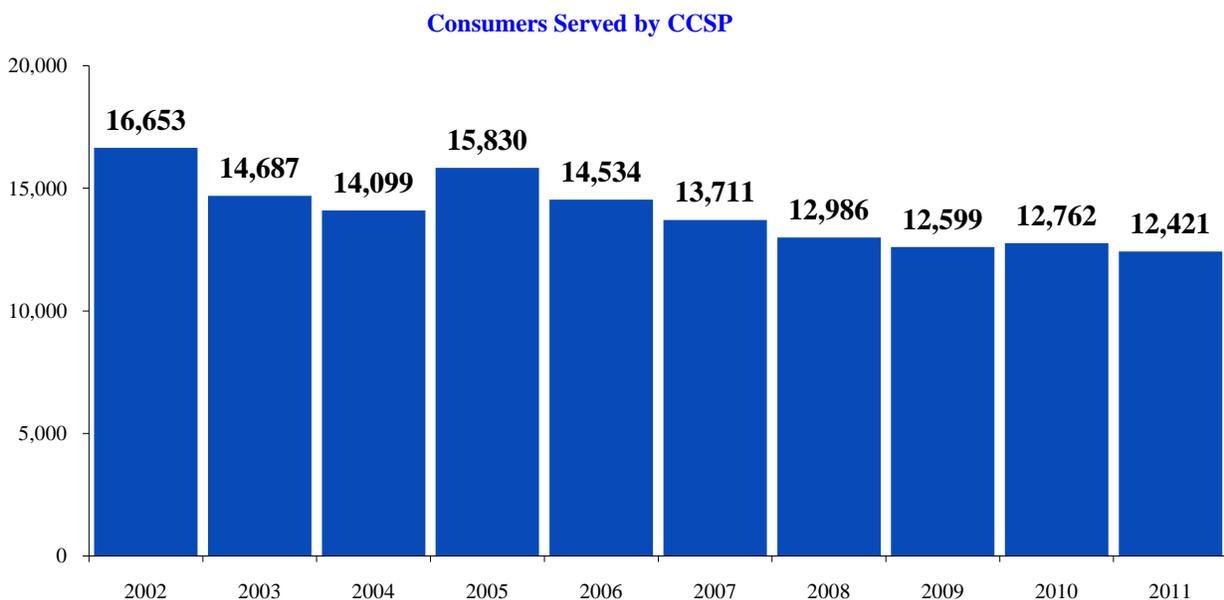


Figure 4

**CCSP CONSUMERS BY AGE & GENDER  
SFY 2011**

Age Category	# Consumers	Percentages*
Consumers 100 years of age or older	113	1%
Consumers 90 years of age or older	1,514	12%
Consumers 85 years of age or older	2,953	24%
Consumers 75 years of age or older	5,957	48%
Consumers 60 years of age or older	9,584	77%
Consumers under 60 years of age	2,837	23%
Gender	Female	8,948 72%
	Male	3,473 28%

\*Percentages are rounded

Figure 5

**CCSP CONSUMERS BY RACE  
SFY 2011**

In SFY 2011, 52% of CCSP consumers were Caucasian and 42% reported their race as African American.

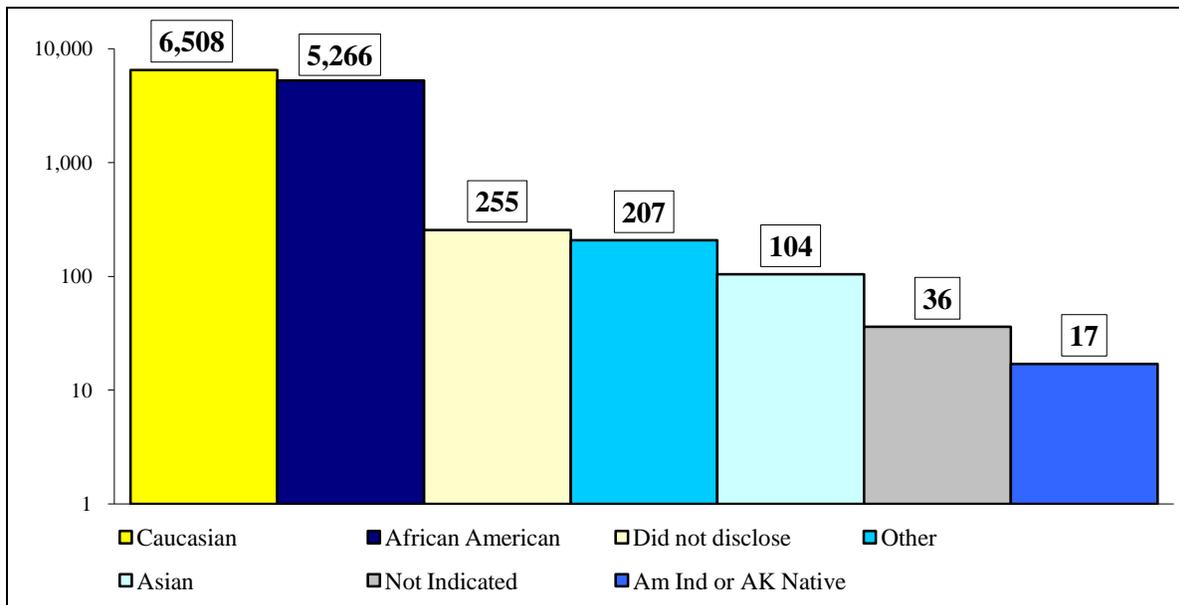


Figure 6

## PROGRAM DATA

### **CCSP CONSUMER AVERAGE LENGTH OF STAY & REASONS FOR DISCHARGE**

**During SFY 2011, CCSP services supported consumers living in the community for over four (4) years. That is an average of 49 additional months that 12,421 consumers eligible for nursing facility placement retained choice and independence in the community – at less cost than in an institutional setting. Since SFY 2000 there has been a 44% 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 was the reason 12% of CCSP discharged clients entered a nursing facility.

<b>Disposition of Discharged Consumers – SFY 2011</b>	
▪ Death	<b>40%</b>
▪ Nursing Facility placement	<b>28%</b>
▪ Moved From Service Area/Other/No Services Provided/ No Longer Eligible/Never Received Service	<b>17%</b>
▪ Refused Service/Requested Termination	<b>11%</b>
▪ Other Service or Program/Over Income	<b>5%</b>

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 2011, consumer satisfaction with CCSP waiver services averaged 94%.

In SFY 2011, consumer response to overall satisfaction with CCSP care coordination was 96%. Ninety-five (95%) percent of consumers report the CCSP care coordinator assisted them in having a better quality of life.

**SERVICES UTILIZATION**

<b>CCSP MEDICAID FUNDS EXPENDED BY SERVICE TYPE &amp; CONSUMERS SERVED SFY 2011</b>				
<b>CCSP SERVICE</b>	<b># CONSUMERS SERVED *</b>	<b>% TOTAL CONSUMERS *</b>	<b>\$ FUNDS EXPENDED</b>	<b>% TOTAL FUNDS **</b>
Adult Day Health (ADH)	<b>805</b>	6%	<b>\$5,399,370</b>	5%
Alternative Living Services (ALS)				
- Group Model	<b>1,622</b>	13%	<b>\$9,011,589</b>	8%
- Family Model	<b>726</b>	6%	<b>\$3,914,012</b>	4%
Consumer Directed PSS option (CDPSS)	<b>370</b>	3%	<b>\$210,852</b>	<1%
Emergency Response Services (ERS)	<b>5,707</b>	46%	<b>\$1,261,754</b>	1%
Home Delivered Meals (HDM)	<b>5,524</b>	44%	<b>\$9,028,480</b>	8%
Home Delivered Services (HDS) / Skilled Nursing Services (SNS)	<b>38</b>	<1%	<b>\$69,464</b>	<1%
	<b>74</b>	<1%	<b>\$145,527</b>	<1%
Out-of-Home Respite Care (OHRC)	<b>88</b>	1%	<b>\$79,978</b>	<1%
Personal Support Services (PSS, PSSX)	<b>9,101</b>	73%	<b>\$77,464,455</b>	69%

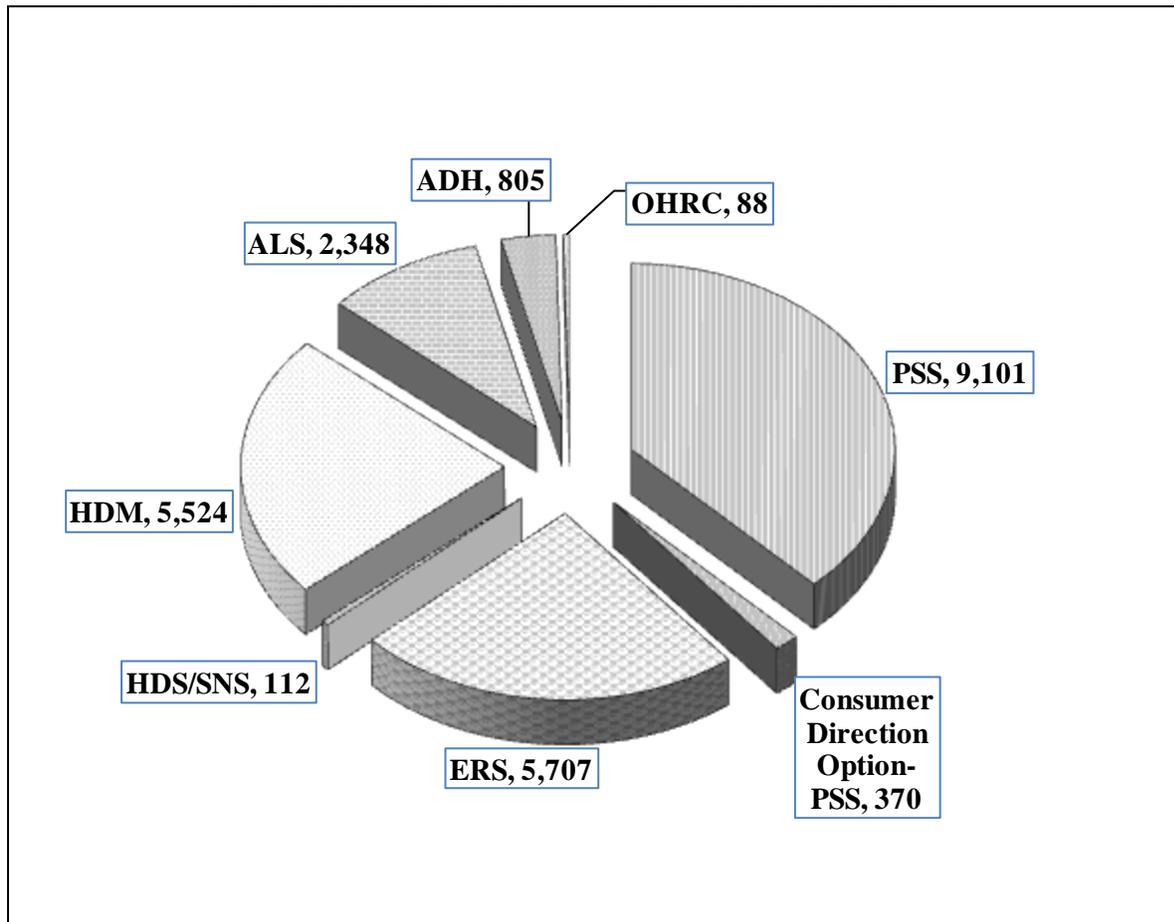
\* Consumers may receive more than one service

\*\* Percentages are duplicated and rounded

Figure 8

## CONSUMER UTILIZATION OF SERVICES

### CONSUMER USE OF CCSP SERVICES SFY 2011 \*



\*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 to 370 in SFY 2011, evidencing steady consumer interest in this service delivery model. Utilization of the service choice by consumers remains steady at 3%.

- 73% of CCSP consumers used Personal Support Services which accounted for 69% of total CCSP services expenditure.
- 46% of CCSP consumers used the Emergency Response Services, which only accounted for 1% of services expenditure.
- Accounting for 8% of CCSP annual services expenditure, 44% of clients used Home Delivered Meals.
- 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 526 public and private licensed CCSP enrolled businesses and agencies.** The CCSP supports local economic business development.

<b>PROVIDER AGENCIES BY SERVICE TYPE * SFY 2011</b>	
Adult Day Health	<b>63</b>
Alternative Living Services - Family Model (2-6 beds)	<b>22 *</b>
Alternative Living Services - Group Model (7-24 beds)	<b>149</b>
Consumer Direction Option / Financial Management Service	<b>1</b>
Emergency Response Services	<b>13</b>
Home Delivered Meals	<b>33</b>
Home Delivered Services / Skilled Nursing Services	<b>6 / 27</b>
Out-of-Home Respite Care Services	<b>6</b>
Personal Support Services	<b>272</b>

Some providers provide more than one service

\*ALS-Family Model provider agencies registered 748 family homes in SFY 2011

Figure 10

## QUALITY INITIATIVES SFY 2011

### ❖ *Consumer Direction*

In SFY 2011 370 CCSP consumers elected the Consumer Directed Personal Support Services (CD-PSS) option. Eligible CCSP consumers have more control in organizing service resources, implement choice in determination of how to meet their needs, and take responsibility for planning, hiring, and managing their own Personal Support Services service staffing support and delivery.

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

During SFY 2011, 155 consumers resident in institutions were admitted to and enrolled in the community-based CCSP.

In SFY 2011, the CCSP also admitted 100 nursing facility residents under the 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)*

*“If the family caregiver were no longer available, we’d see an immediate rise in nursing home use and re-hospitalization.”...Taking care of loved ones can exact a toll. Up to 70 percent of family caregivers suffer clinical levels of depression, experts say.”<sup>8</sup>*

The Georgia Department of Human Services 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 University of Wisconsin has recently published two studies on TCARE®. The first, published in *The Gerontologist* in May, 2011, was a longitudinal study of 97 caregivers in

<sup>8</sup>*What Are Family Caregivers Worth?* Wichita Eagle, Anita Creamer, 7/7/2011 quoting Susan Reinhard, AARP senior vice president for public policy

Georgia. Results demonstrated 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<sup>^</sup>, stress burden<sup>\*</sup>, and depression. Caregivers in the TCARE® groups also experienced more uplifts, the positive psychological outcomes associated with care giving.

A second study, just published in the Journals of Gerontology in June, 2011, with Georgia and three other states, was a longitudinal, randomized, controlled intervention study with 266 family caregivers. It found statistical significance on five measures, including two types of burden, depression, intention to place, and identify discrepancy.

<sup>^</sup> 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.

<sup>\*</sup> Stress Burden- stress due to aspects of life, measured by tension, nervousness, and anxiety.



## DESCRIPTION OF SERVICES



### **Care Coordination**

The RN care coordinator assesses the consumer's medical, functional and social needs to determine eligibility 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 enrolled service provider agencies, refers families and consumers to other community-based and non-Medicaid services, and monitors provider services for consumers.

*"I don't know what I would do without the Care Coordinator's support and being available to discuss resources to help me plan as my father's condition changes. It has been overwhelming but I really want him to stay home with me as long as possible."*

Daughter caregiver of Male consumer age 75, receives ADH, PSS, PSSX  
Douglasville, Atlanta Regional AAA

*"We have seen [the care coordinator] for a number of years and have been very pleased with her management of [our family member]. She has provided information on areas we needed help with as well as linked us with providers for items such as eye glasses and diapers to name a few. [She] is the best."*

Caregiver of Female consumer age 53, receives PSSX  
Dalton, Northwest GA AAA

*The client has stated over and over again that, if it wasn't for the care coordinator and CCSP, he didn't know what he would do. He now has transportation to and from his many doctor appointments [non-Medicaid]. He has help getting dressed now because his wife has been really sick and diagnosed with cancer and unable to care for him. HDM make it easy for him to fix something to eat and he won't have to worry his wife.*

Caregiver spouse, age 65, of Male consumer age 63, receives PSSX, HDM, ERS  
LaGrange, Southern Crescent 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 and 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.

*Caregiver reported that she is very pleased with the ADH. She works full time and the ADH allows her daughter to come early so she can get to work on time. Her daughter is meeting new people and the ADH has taken most of the stress and burden from the caregiver.*

Caregiver mother of Female consumer age 23, receives ADH  
Macon, Middle GA AAA

*“CCSP helps my quality of life and keeps me from having to be at home alone. It helps with independence and I do not have to go to a nursing home. I am able to be at ADH where my needs are met and I get to enjoy social activities.”*

Female consumer age 92 receives ADH  
Americus, River Valley AAA

*“CCSP has helped me and my sister 100 percent. She loves the ADH and staff- they keep her busy, providing activities for her to do. The ADH allows me to have time for myself and to do all the things I need to do. She also has the aides to help her with her bath. In the past she had fallen, but with the aides help, she doesn’t fall. I probably wouldn’t be able to care for her at home without CCSP services. I tell a lot of people about the program, because it has helped us so much.”*

Caregiver sister, age 44, of Female consumer age 63, receives ADH, PSS, ERS, HDM  
Pearson, Southern 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.

*Client came into the CCSP program after living in a motel room due to being homeless. Client was found filthy... and was very obese weighing over 400 pounds. He was placed in a CCSP ALS. Since being in the home client has been maintained on a diabetic diet and his weight is now down to 299 pounds and he is continuing to lose weight. He is clean shaven, wearing clean clothes, odor free and legs are healed as well as skin totally intact. ALS is continuing to assist with grooming, bathing, dressing, meal prep with three hot meals a day with 2 snacks in between, assists with MD appointments, housekeeping, laundry, shopping and transportation.*

*Client states he is happy, that all of his needs are being met and he is now being treated like a “human being”. If not for CCSP he would still be homeless or worse he would be dead. “CCSP has saved my life and I have never been happier. I will forever be appreciative of CCSP, my case manager, and my ALS home family.”*

Male consumer age 56 receives ALS  
Greensboro, Northeast GA AAA

*“I am really proud that my mom is able to be on the CCSP. The program allows her to be in a facility with 24-hour supervision that she needs. When she was at home I had to worry about her and try and*

*come home on my lunch break to check on her. The program is a blessing and she loves being at the facility. She has made a lot of friends and really likes the staff.”*

Caregiver son, Female consumer age 78, receives ALS  
Warner Robins, Middle GA 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.

*“As the primary caregiver, I have been very pleased with consumer direction and it has been the most wonderful thing to ever have happened. I feel my mother would have been in a nursing home a long time ago had it not been for the service. Her quality of life is so much better living at home. Since my mother is unable to speak and make her wishes known, it has been good to hire a specific person who understands my mother and is able to care for her. Being able to have the flexibility in scheduling the aide when I need her has relieved me of much stress and given me the ability to take care of myself and my affairs. I am very thankful the state of Georgia provides these cost effective services for the elderly that allows my mother to remain in the community.”*

Daughter caregiver, age 67, of Female consumer age 88, receives CD-PSS, ERS  
Madison, Northeast GA AAA

*“CCSP consumer direction has allowed me and my husband to get the respite care that we have needed for a long time. We have employed reliable staff and have had no problems with the program. We can adjust our schedule as needed with the aide and not have to go through a lot of hassle.”*

Caregiver mother of Female consumer age 24, receives CD-PSS  
Newnan, Southern Crescent 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.

*Client’s caregiver reported that having CCSP in the home with the ERS has saved her mother’s life... “My mom fell and used her button and got help very fast. If she did not have her unit, she may have died like my aunt did.”*

Female consumer age 67 receives ERS  
Kingsland, Coastal GA AAA

*“I am so glad that I have Community Care, because I don’t think I could stay at my home if I didn’t. I sure don’t want to go into a nursing home. My two sons are deceased and I have my church family, but I depend on my aide a lot more now. She goes shopping for me, cooks and cleans, and just gives me some company. I have to have my ERS, because I have fallen so much in the past and was not able to get up by myself. I hope I can always keep the services, because I sure do appreciate them.”*

Female consumer age 76 receives PSS, HDM, ERS  
Douglas, 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 enjoy the frozen meals. I live with my elderly mother and [neither] she nor I are able to prepare meals due to our health issues. I am able to heat the frozen meals for myself with no problems. I eat the meals because they are good and good for me.”*

Female consumer age 53, receives HDM, PSS  
Eatonton, Middle GA AAA

*“I am very appreciative of the services that my father is receiving through CCSP. The assistance that [he] receives helps me to be able to assist my father more effectively in the home. The aide assists him with certain ADLs that he has difficulties being able to complete alone. He is unable to prepare a meal for himself so the home delivered meals provide a quick and easy meal that offers nutritional value as well as variety.”*

Caregiver son, age 58, of Male consumer age 87, receives PSS, HDM  
Cochran, Heart of GA Altamaha 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.

*“CCSP has assisted me and my family in keeping my mother out of the nursing home. My mother has lived with me for the past 10 years. CCSP has provided personal care services for my mother, which has been a lifesaver for me. I feel that I have been blessed to have had such wonderful help in caring for my mother.”*

Daughter caregiver of Female consumer age 91, receives PSS, PSSX, ERS  
Savannah, Coastal GA AAA

*“I am very appreciative of the services that I have in the home for my mother. The aide helps relieve me from some of my caregiver responsibilities which allows me to be able to have some time to myself. My mother is bedridden and cannot be left alone.”*

Caregiver daughter of Female consumer age 61, receives PSS, PSSX  
Cochran, Heart of GA Altamaha AAA

*“The Community Care program has allowed my mother who is 91 yrs old to have someone with her while I work. She is not capable of preparing her meals, walking, dressing, or any life- necessary skills. CCSP is the best program in my opinion funded [by] our government. My mother spent her life supporting herself and family and never asked for any help in doing so. The aging are the ones needing help and this program provides it. Without CCSP I’m not sure what would happen to the elderly. I appreciate all the help and care my mom and I have received. The care coordinator is superior.”*

Caregiver daughter of Female consumer age 92, receives CD-PSS  
Jasper, Northwest GA AAA

*[My brother] had brain damage at birth and is totally dependent for all ADL’s. He has also been diagnosed with cerebral palsy, seizure disorder as well as congestive heart failure. [He] is not able to communicate verbally. Mother has been caring for [my brother] until recently, she has signed over POA to me, due to poor health. The aide that is working with this him is now able to get him up, into a wheel chair and take him outdoors, when the weather permits. In addition, [he] is now able to hold a cup and drink liquid without physical assistance, just some prompting. Mother and I are extremely pleased with the services provided. We are also very grateful for the aide. [My brother’s] physical ability has improved considerably since this aide has been working with him for the last 6 months. Without this service, they might not be able to care for client in the home. I also care for both my ailing parents.*

Brother caregiver of Male consumer age 47, receives PSS, PSSX, HDM  
Royston, Legacy Link AAA

*“My son is not capable to fill this form out due to brain injury he received in a car accident. He is also numb on right side and wears a brace on right leg and foot. I do not know how I could manage without an aide. She is wonderful with my son. She helps with exercises, bath, plus playing games with him that he is capable of playing. She helps me considerably with my housework, errands I need done, etc. I could not manage without her as I am soon to be 74 yrs old. Community Care Services is a godsend. It is a needed service for people with disabilities.”*

Caregiver mother, age 74, of Male consumer age 44, receives PSSX  
Crandall, Northwest GA AAA

### **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.

*“I am a caregiver for my mom. She is 96 and blind with Alzheimer’s dementia. Without the CCSP I would not be able to keep my mom at home. Your services allow me to work a few hours a week, do my shopping and attend bible study and Sunday worship services. This service is invaluable. My care coordinator has been excellent. She calls to make me aware of the visits and checks on mother. She has just recently enrolled mother in the frozen meals program which will be a wonderful blessing. Thank you very much.”*

Caregiver daughter of Female consumer age 97, receives PSSX, HDM  
Dallas, Northwest GA AAA

*“I am so happy to have help coming into my home. Community Care is a lifesaver. With my father’s Alzheimer’s disease and my health problems I am unable to bathe or dress him myself. I can now attend all my doctor appointments because PSSX takes good care of him.”*

Daughter caregiver of Male 76 year old, receives PSSX, ERS  
Statesboro, Coastal GA AAA

*“The program has allowed me to continue to do things in my life that I enjoy doing. It allows me to be able to care for my sick husband. The aide helps with my momma’s personal hygiene care without me having to do it all alone. I wouldn’t have the money to pay someone what it would cost to keep momma at home. I appreciate all the help that my care coordinator gives me too.”*

Daughter caregiver, age 72, of Female consumer age 99, receives PSSX, HDM  
Columbus, River Valley AAA

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Columbus, River Valley AAA



**Division of Aging Services**  
**Community Care Services Program**  
*“A partner in the Aging Network”*

(404) 657 – 5307  
FAX (404) 657 – 5251  
Two Peachtree St., N.W., 33<sup>rd</sup> Floor  
Atlanta, GA 30303 – 3142

**TOLL FREE DAS # 1-866-55AGING**  
<http://aging.dhr.georgia.gov>