

# Case Management Redesign Explained



# Why are we here?



- Many people who need neuro-inclusive housing will access some type of public support
- For people with intellectual and developmental disabilities (IDD), most of these supports are accessed through Case Management Agencies
- Colorado's Case Management System has seen big changes - and significant challenges - recently
- Our goal for today: Help you understand these changes and how people with IDD will access supports moving forward

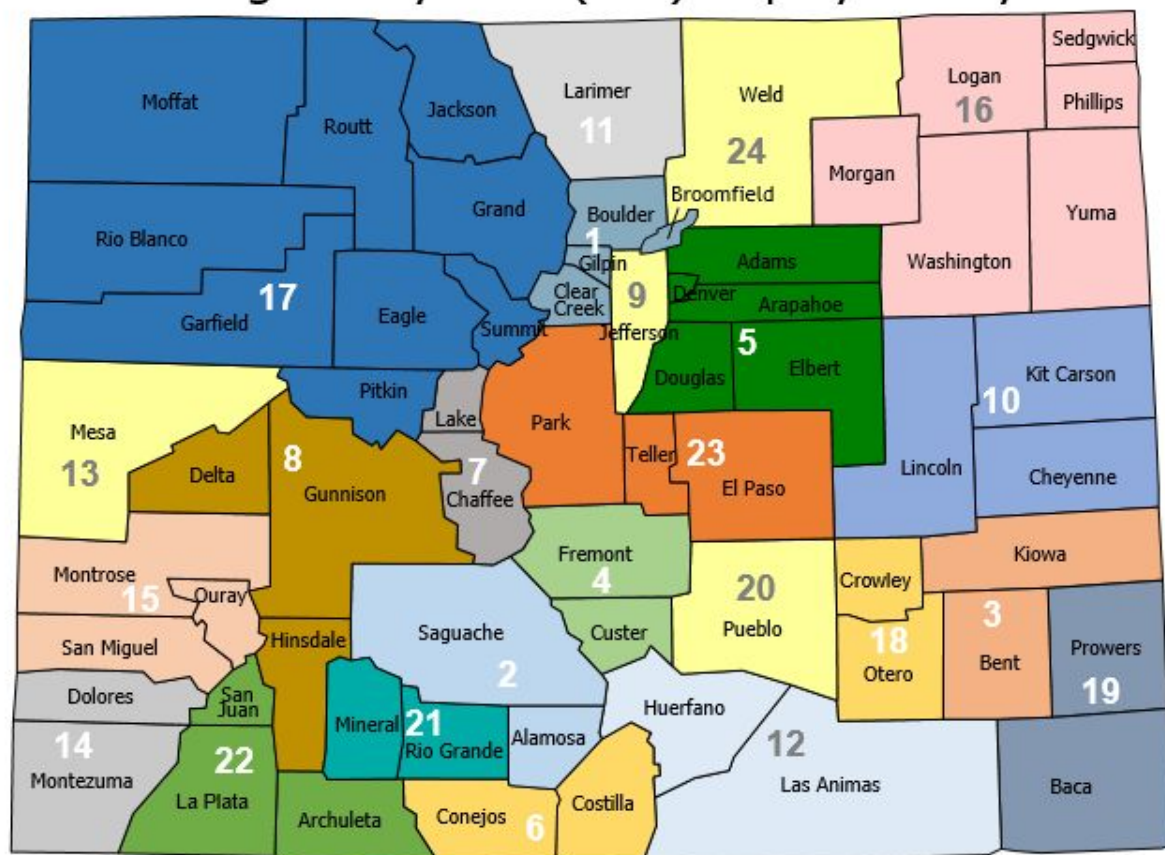
# Colorado Case Management: BEFORE

Case Management was provided by different entities depending on population/program.

- 20 Community Centered Boards served people with IDD. Provided both CM and direct services.
  - Developmental Disabilities waiver
  - Supported Living Services waiver
  - Children's Extensive Supports waiver
  - Children's Habilitation Residential Program waiver
  - Family Support Services Program
  - State Supported Living Services Program
- 24 Single Entry Point agencies provided CM to all other waiver populations (physical disabilities, brain injury, etc.)
  - Two Community Centered Boards also served as SEPs in their regions
- CCB and SEP regions didn't always overlap



# Single Entry Point (SEP) Map by County

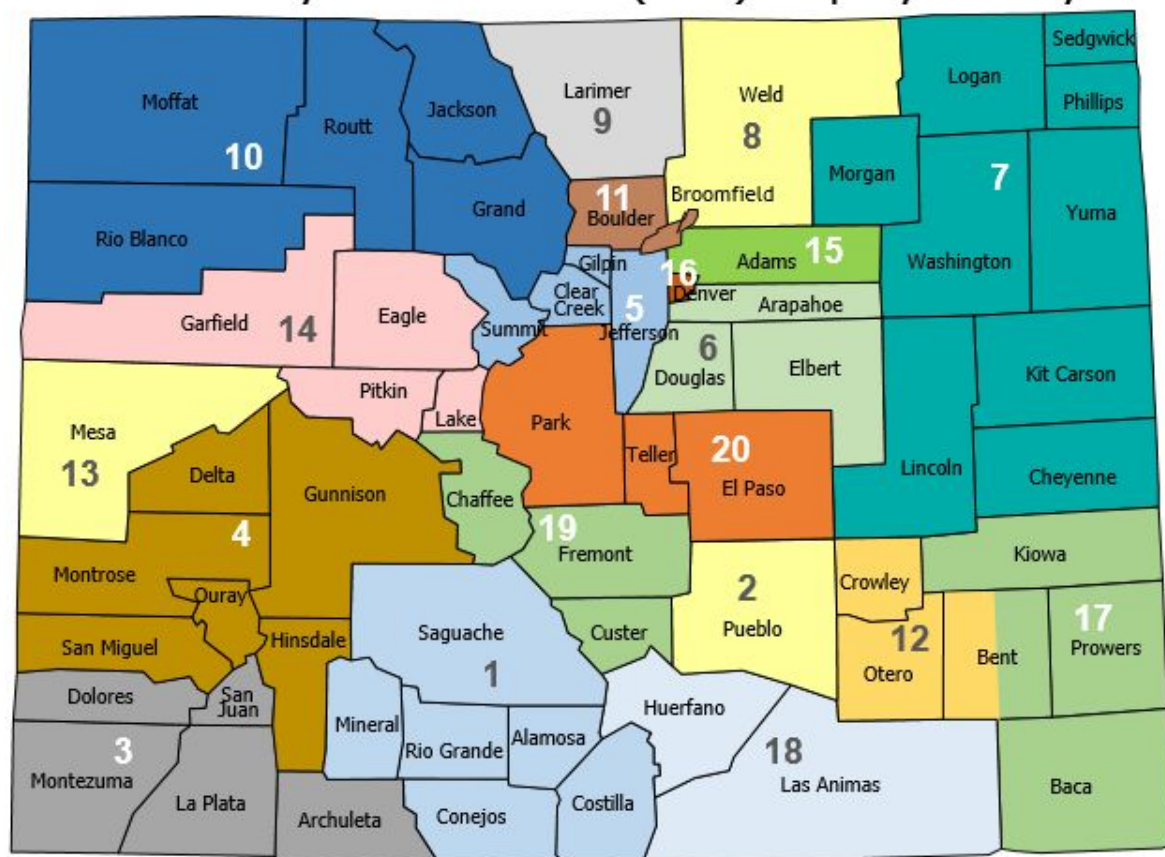


#	SEP Name	Counties Served
1	ACMI	Boulder, Broomfield, Clear Creek, Gilpin
2	Starpoint	Alamosa, Saguache
3	Bent County	Bent, Kiowa
4	Starpoint	Custer, Fremont
5	Rocky Mountain Human Services	Adams, Arapahoe, Denver, Douglas, Elbert
6	Rocky Mountain Health Plans	Conejos, Costilla
7	Chaffee County	Chaffee, Lake
8	Delta County	Delta, Gunnison, Hinsdale
9	Jefferson County	Jefferson
10	Kit Carson County	Cheyenne, Kit Carson, Lincoln
11	Larimer County	Larimer
12	Las Animas County	Huerfano, Las Animas
13	Rocky Mountain Health Plans	Mesa
14	Montezuma County	Dolores, Montezuma
15	Montrose County	Montrose, Ouray, San Miguel
16	Northeastern Colorado AAA	Logan, Morgan, Phillips, Sedgwick, Washington, Yuma
17	Northwest OLTC (Garfield)	Eagle, Garfield, Grand, Jackson, Moffat, Pitkin, Rio Blanco, Routt, Summit
18	Otero County	Crowley, Otero
19	Prowers County	Baca, Prowers
20	Pueblo County	Pueblo
21	Rocky Mountain Health Plans Community Connections, Inc.	Mineral, Rio Grande
22	The Resource Exchange (TRE)	Archuleta, La Plata, San Juan
23	El Paso, Teller, Park	
24	Weld County AAA	Weld





# Community Center Board (CCB) Map by County



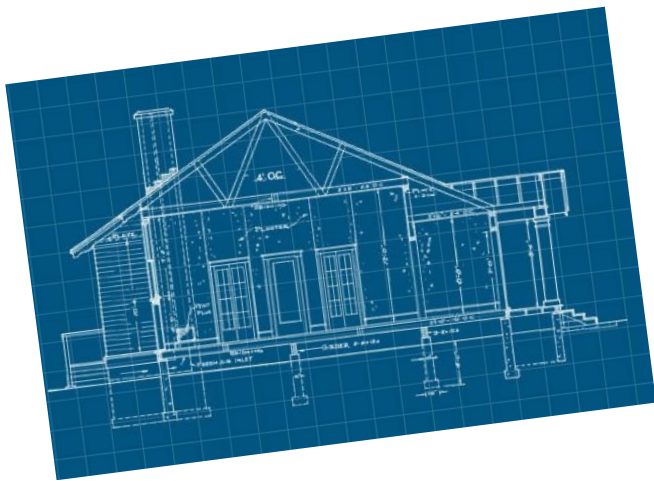
#	CCB Name	Counties Served
1	Blue Peaks Developmental Services	Alamosa, Conejos, Costilla, Mineral, Rio Grande, Saguache
2	Colorado Bluesky Enterprises	Pueblo
3	Community Connections, Inc.	Archuleta, Dolores, La Plata, Montezuma, San Juan
4	Community Options, Inc.	Delta, Gunnison, Hinsdale, Montrose, Ouray, San Miguel
5	Developmental Disabilities Resource Center	Clear Creek, Gilpin, Jefferson, Summit
6	Developmental Pathways	Arapahoe, Douglas, Elbert
7	Eastern Colorado Services	Archuleta, Kit Carson, Lincoln, Logan, Morgan, Philips, Sedgwick, Washington, Yuma
8	Envision	Weld
9	Foothills Gateway	Larimer
10	Horizons Specialized Services	Grand, Jackson, Moffat, Rio Blanco, Routt
11	Imagine!	Boulder, Broomfield
12	Inspiration Field	Bent, Crowley, Otero
13	Mesa Developmental Services (Strive)	Mesa
14	Mountain Valley Developmental Services	Eagle, Garfield, Lake, Pitkin
15	North Metro Community Services, Inc.	Adams
16	Rocky Mountain Human Services	Denver
17	Southeastern Developmental Services	Baca, Bent, Kiowa, Prowers
18	Southern Colorado Developmental Disabilities Services	Huerfano, Las Animas
19	Starpoint	Chaffee, Custer, Fremont
20	The Resource Exchange (TRE)	El Paso, Teller, Park



# A need and desire for change

- Conflict-Free Case Management: a long-time conversation
  - Concerns about conflict of interest where providers of services also develop the service plan
- Requirement forecasted by Centers for Medicaid and Medicare Services (CMS) in regulations for the Money Follows the Person Rebalancing Demonstration in the early 2000s
- Stakeholder concerns on all sides, including:
  - Advocates, non-CCB providers concerned about fairness in provider selection
  - Desire for better access to all available programs
  - Community awareness/relationships of CCBs
  - Local community focus
  - Geographic “responsibility” of CCBs ensured provider coverage

# How we got here



- In 2014, CMS expanded CFCM to all Home and Community-Based Services (HCBS) programs
  - 42 CFR §441.301(c)(1)(vi) “Providers of HCBS for the individual, or those who have an interest in or are employed by a provider of HCBS for the individual must not provide case management or develop the person-centered service plan...”
- Since, a **lot** of stakeholder engagement by HCPF
- Two laws passed to implement CFCM
  - HB 17-1343 “Implement Conflict-free Case Management”
  - HB 21-1187 “Long-term Services And Support Case Management Redesign”
- Resulting in...

# Colorado Case Management Redesign: AFTER goal





# Unexpected Challenges



Public Health Emergency (PHE) Unwind

Implementation of Care and Case Management System

Case Management Redesign



**COLORADO**

Department of Health Care  
Policy & Financing



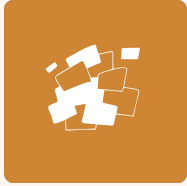
# Key Outcomes of Case Management Redesign



**COLORADO**

Department of Health Care  
Policy & Financing

# Case Management Redesign



## New Structure

A more person-centered approach with **each agency serving people with all disabilities in their geographic area** with a rate structure and a single information management system that supports quality



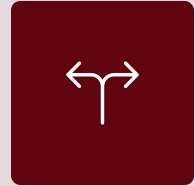
## Knowledge

Training for agencies to **serve all members in a culturally competent manner** through a new Learning Management System (LMS) and direct agency support



## Accountability

Public-facing score cards and appropriate caseloads to **ensure consistent, quality case management**

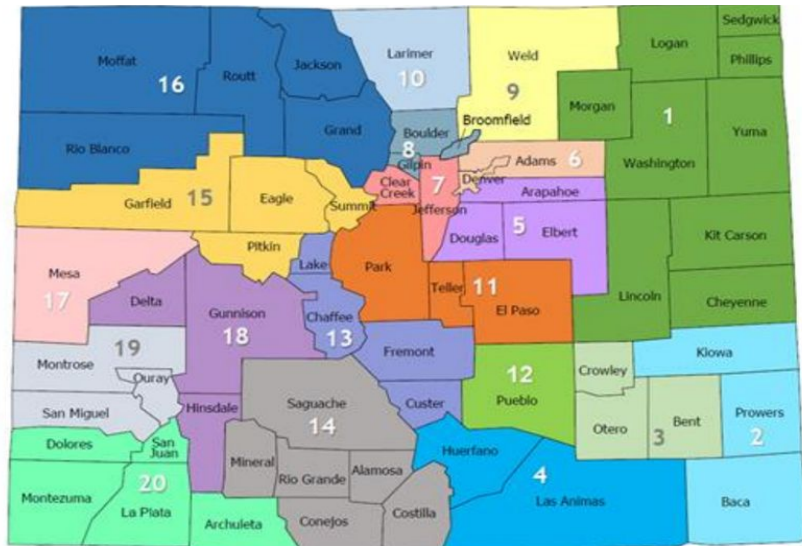


## Conflict-Free

**Case management and service delivery done by separate entities** unless a rural exception is granted; meeting federal requirements and opening doors to additional program expansion and enhancement

# Which CMA Do I Contact?

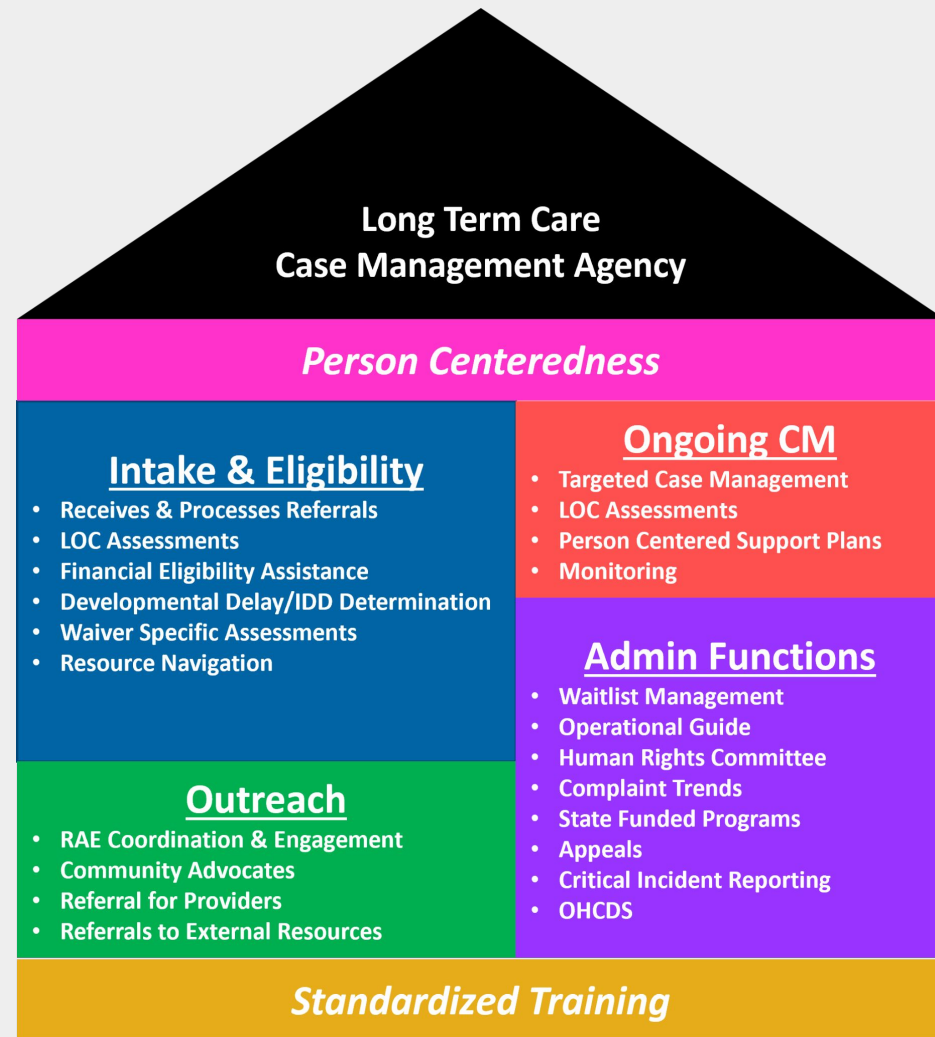
Your [Case Management Agency \(CMA\)](#) is your best resource/contact for Long Term Services & Supports.



- 1 Northeastern Colorado Association of Local Governments
- 2 Prowers County Public Health
- 3 Otero County
- 4 Las Animas County
- 5 Developmental Pathways
- 6 Rocky Mountain Human Services
- 7 Jefferson County
- 8 A&I Avenues
- 9 Weld County
- 10 Foothills Gateway, Inc.
- 11&12 The Resource Exchange
- 13,14,16,17,&18 Rocky Mountain Health Plans
- 15 Garfield County
- 19 Montrose County
- 20 Community Connections, Inc

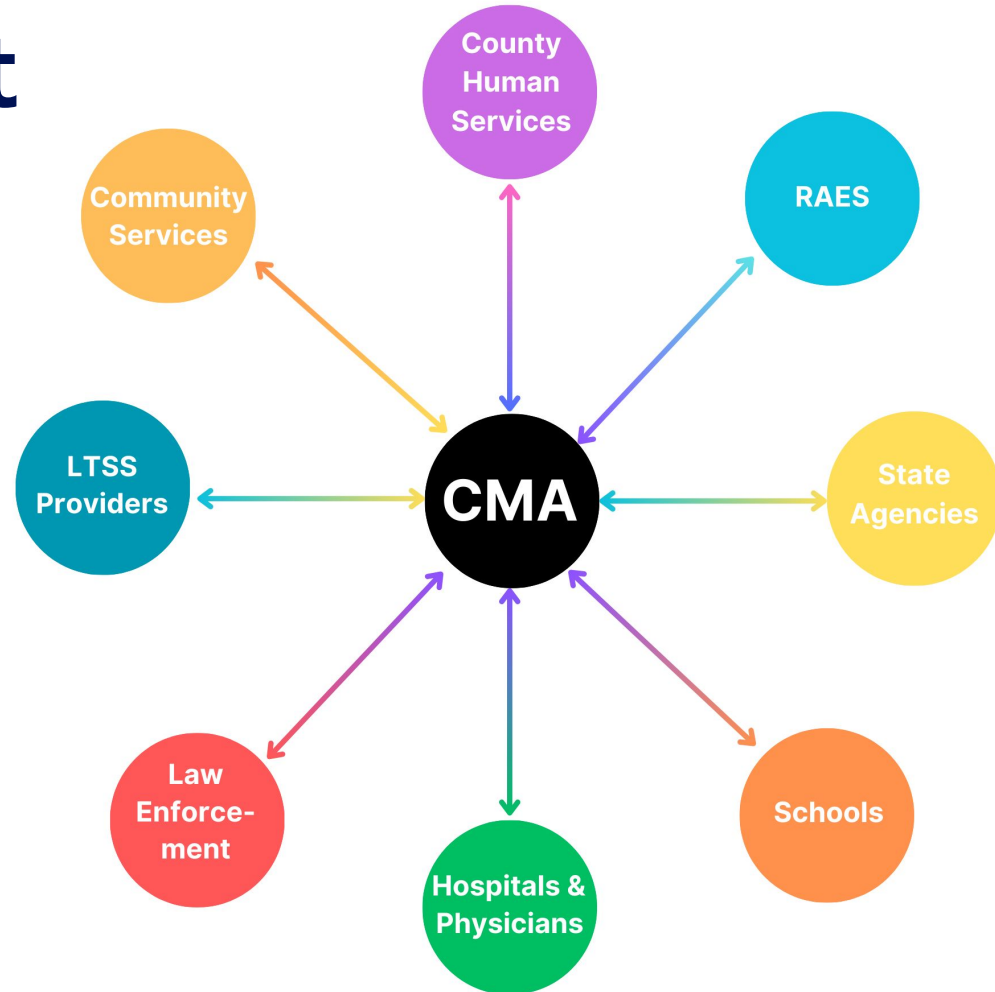


# Today's CMA



# Case Management Agencies

- Access point for long term services and supports
- HUB for Home & Community Based Services
- Serve all people with long term support needs across the lifespan
- Case management expertise
- Long standing community partners



# Accessing Services and Supports

## REFERRAL



Contacts Person needing long term care services, starts the initial paperwork, and explains Intake and enrollment process.

## INTAKE



Completes Functional Assessment for long term care services, explains available services, and gathers information to start services as quickly as possible.

## ENROLLMENT



Completes Service Plan. Sets up initial services and creates provider payment authorization.

## ONGOING CASE MANAGEMENT



Member's primary contact for case management assistance as needed. Checks in with Members every three months and makes a personal visit once a year.



Completes annual assessments, service plans, and revisions as needed

# HCBS Waivers for Adults with IDD

## Developmental Disability (DD) Waiver

- Provides access to 24/7 supervision through Residential and Day Habilitation Services and Supports.
- Individual choice of PASA (program approved service agency) to best meet their needs by service.

## Supported Living Services (SLS) Waiver

- Provides necessary support & supervision to remain in their home and community.
- Supplements existing natural supports, traditional community resources, and cost-effective services and support.
- Individual organizes their own living arrangements and don't need 24/7 residential services.



# CMAs & PASAs

- Conflict Free Case Management
- Ensure Individual Choice
- Support Provider Selection
  - Provide list of all PASAs
  - Self Selection
  - Referral for Providers



# Provider Agencies:



- For HCBS services, provider agencies must be certified by the Colorado Department of Health Care Policy and Financing (HCPF and/or Department) for the provision of each type of waiver and each service provided under that waiver.
- Provider agencies are also required to comply with any federal or state statute, rules, or guidance.
- Provider agencies are responsible for individualized service provision as defined in an individual's annual Person-Centered Support Plan.

## **Residential Habilitative Service and Supports (RHSS):**

- RHSS is a covered benefit available to Members enrolled in the HCBS DD waiver.
- RHSS provides service, support, and supervision 24 hours per day. Supervision may be on-site or accessible, and staffing must be adequate to meet the Members' needs as determined by their support plan.
- RHSS services are provided to ensure:
  - Health, safety, and welfare.
  - Training and habilitation.
  - Individualized support in the areas of personal, physical, mental, and social development to promote independence.
  - Service designed to meet the unique needs of each Member, their personal goals, and to provide access to and participation in typical activities and functions of community life.
  - Medical and health care services that are integral to meeting the daily needs of Members.

## Individual Residential Service and Supports (IRSS):

- IRSS use a variety of community living arrangements to meet the needs for support, guidance, and rehabilitation of each member. These include but are not limited to:
  - A setting owned, leased or controlled by the provider agency
  - A setting of a family member
  - A Member's own setting
  - A Host Home
- IRSS setting support no more than three Members per setting at any given time.

## Group Residential Service and Supports (GRSS):

- GRSS community living arrangements are typical homes in the community that support more than 4 Member in a single home or setting.







## **Room and Board:**

- Effective January 1 of each year, the Department establishes a uniform room and board payment for all Medicaid Members receiving residential HCBS.
- The standard room and board amount may not exceed an amount equal to the monthly benefit for Social Security Income (SSI), less an amount specified by the Department for personal needs.
- Provider agencies shall not charge a Medicaid Member more than the Department's annually established room and board rate. The rate will include all food and meals, basic furniture, linens, utilities, and basic toiletries.
- Medicaid waiver dollars can not be used for the provision of any room and board costs.

# Colorado Overview of Crisis Faced by Adults with Intellectual/Developmental Disabilities



At least

**127,000**

people with I/DD have requested services in Colorado, but many more are uncounted. That is more than Empower Field at Mile High can hold.

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**73%**

live with aging family caregivers.

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At least

**20,000**

live with a caregiver over the age of 60 and are at risk of involuntary displacement or homelessness.

*Credit: Neuro-Inclusive Housing Solutions, LLC*

# Barriers to Neuro Inclusive Housing



Affordability- current SSI income vs. actual Colorado cost of living. 2024 SSI room and board allowance \$779 and average cost of living \$2,432.43.

Low-income housing options- waitlists and safety issues. Adults with I/DD report feeling unsafe in housing targeted for other at-risk populations.

Disconnected and confusing systems with limited housing/lifespan navigation resources. This results in limited family planning until there is a crisis.

Housing voucher options- limited education, access, and extensive waitlists.

Neurodiverse families can invest in housing but are unaware of how to acquire and sustain a home ownership option.

# Current, Limited Housing Affordability Support Options:

Public Housing Authority (PHA)- request assistance from your CMA or provider agency to find your local PHA's and become knowledgeable regarding their open enrollment/application process. Submit your application during the annual 24 hour open enrollment to all PHA's available.

Colorado Department or Local Affairs (DOLA) current assistance options:

- Manages over 8,000 vouchers across the state of Colorado for people with disabilities (not I/DD specifically)
- Coordinates project-based vouchers as well for housing targeting people with disabilities (not I/DD specifically)
- Partners with the Colorado Health Care Policy & Finance (HCPF) Authority to provide vouchers to people exiting institutions or experiencing homelessness through the federal Money Follows the Person program. Recent changes now prioritize getting vouchers to individuals on the SLS waiver who are at risk of being displaced in a Host Home or group home due to not being able to afford housing. Future expansion may include limited options for DD waiver Members at risk of loss of least restrictive and independent settings.
- Starting a new program to inspect Host Home providers in Colorado as they also inspect the homes of voucher recipients to ensure landlords are in compliance with Colorado regulatory standards.
- The last legislative session approved an additional 800 vouchers targeting people with disabilities (not I/DD specifically)

For more information: Housing Voucher and Other Sources of Rental Assistance Breakout.



Inclusive Housing Coalition: [ihccolorado.org](https://ihccolorado.org)

