

Overview of Services that Support Aging in Community

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Administration

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1. Make aging in community truly possible for all of us
2. Make it easier to access services when you need them
3. Support families, friends and neighbors who are caregiving
4. Promote healthy aging across the lifespan
5. Strengthen older adult rights, autonomy, and protection

Older Minnesotan Population

- Total MN population 60 years of age and older = 1.3 million
- 107,000 (or about 8%) are people of color.
- Recently, for the first time, Minnesota's 65-plus population eclipsed the number of school-age children.
- These changes are not happening uniformly across the state, greater Minnesota is collectively older than the Twin Cities metro. Residents of rural and small-town Minnesota are more than twice as likely to be age 80 or older than residents in urban parts of the state.

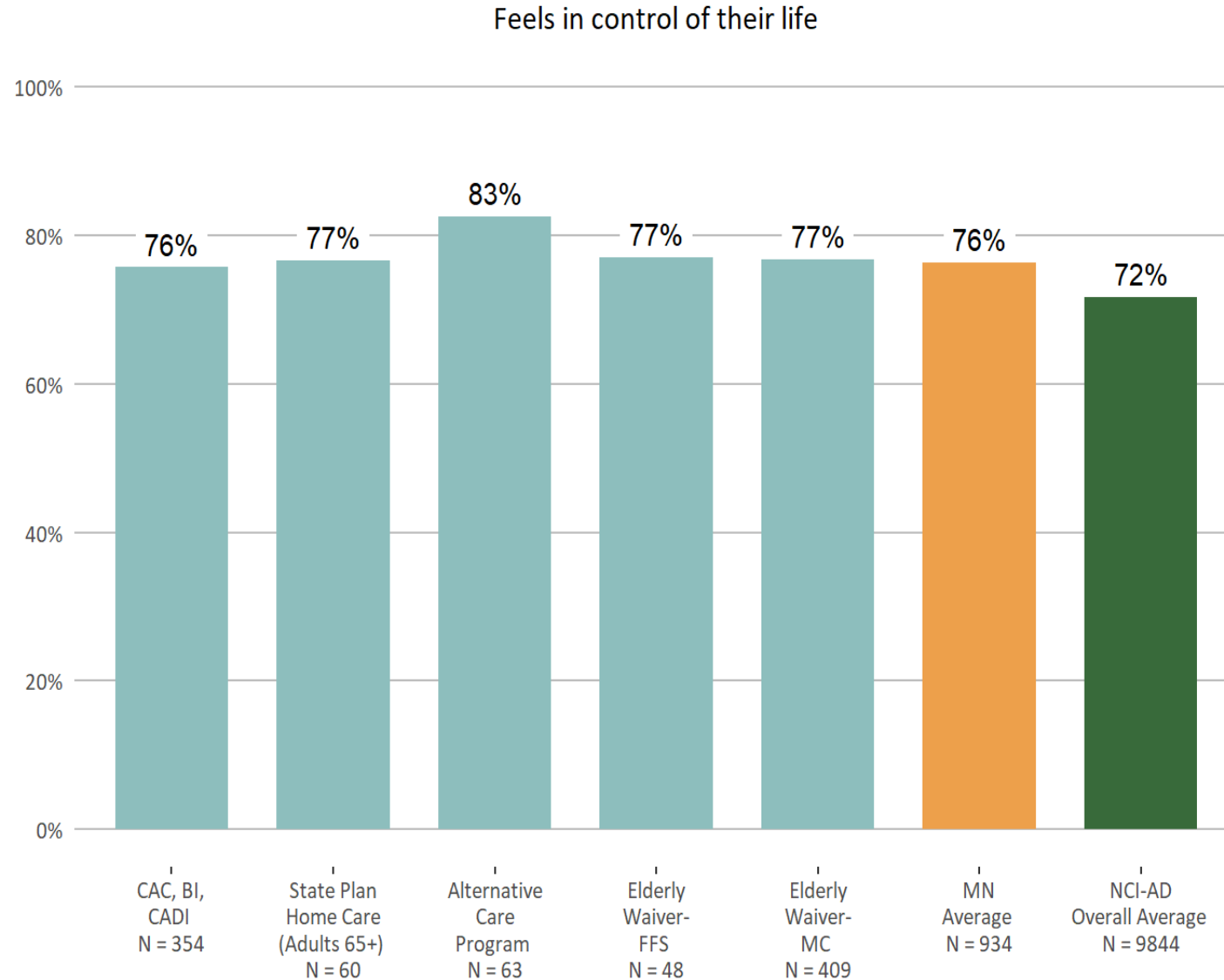
1 in 5

Older adults receive a home and community-based service
(HCBS)

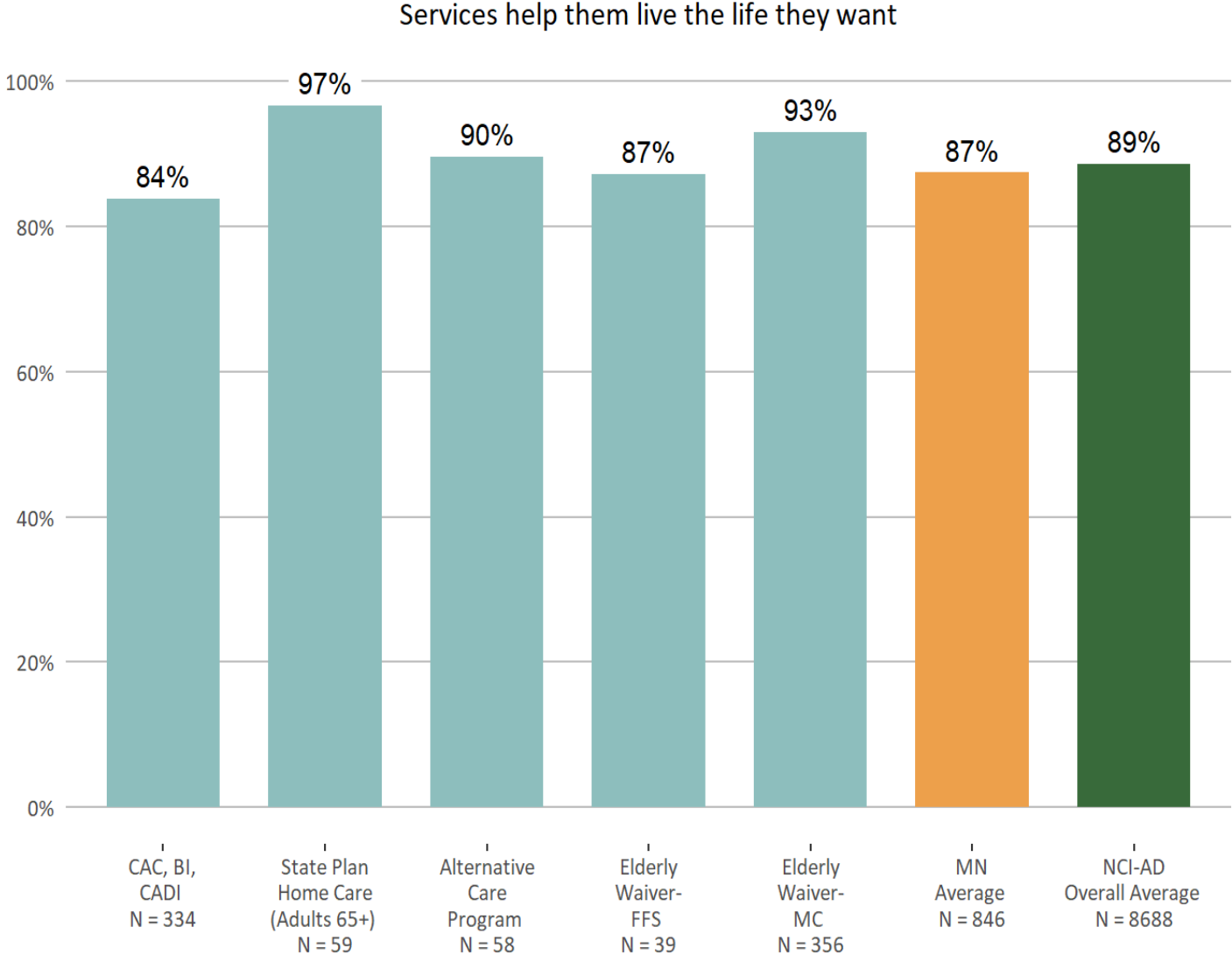
Most receive HCBS in their own home

Older Americans Act	Age	% in their own home	% in a facility
	60-84	100%	0
	85+	100%	0
Elderly Waiver/ Alternative Care	Age	% in their own home	% in a facility
	65-84	71%	29%
	85+	42%	58%

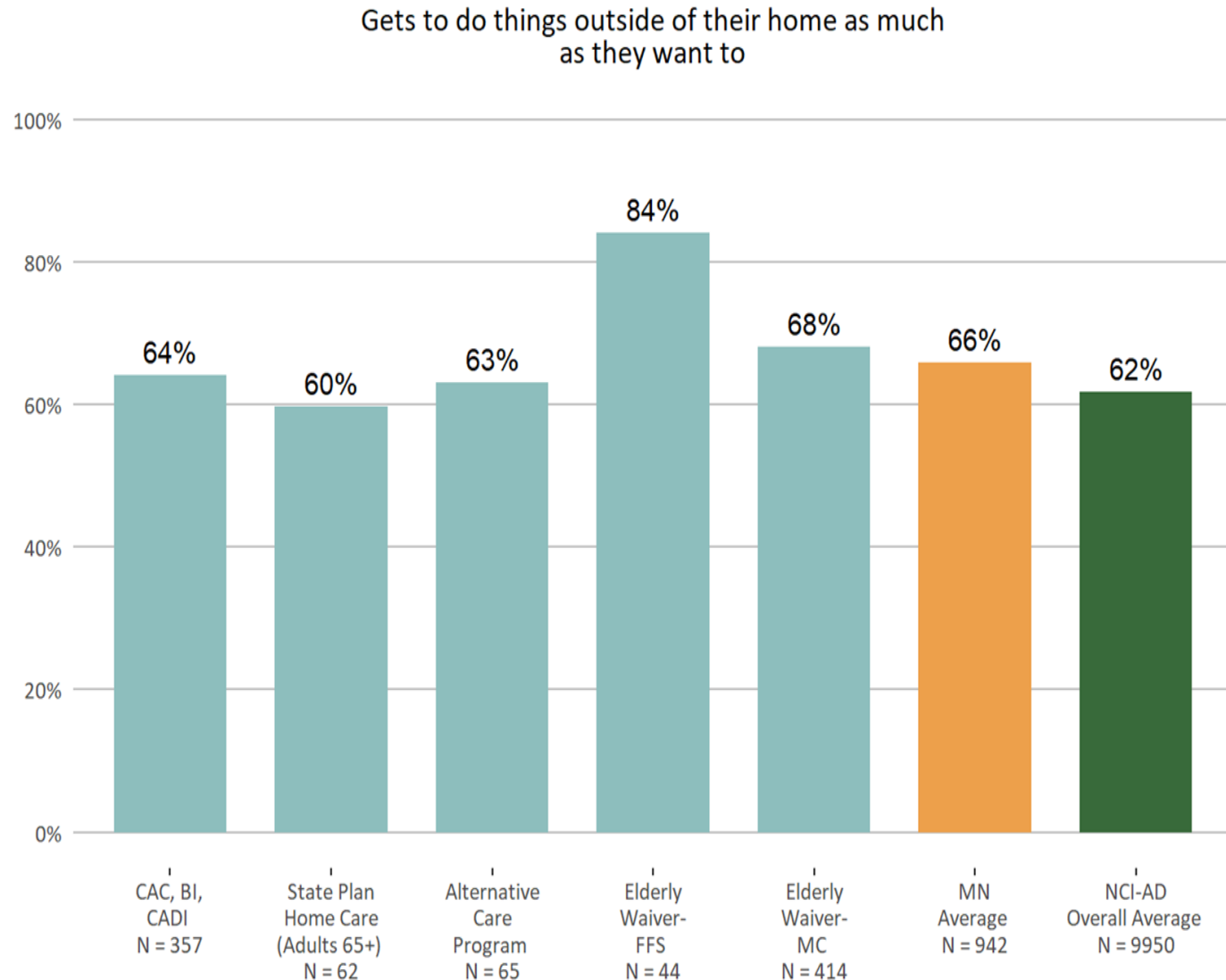
Most people who receive services feel in control of their life



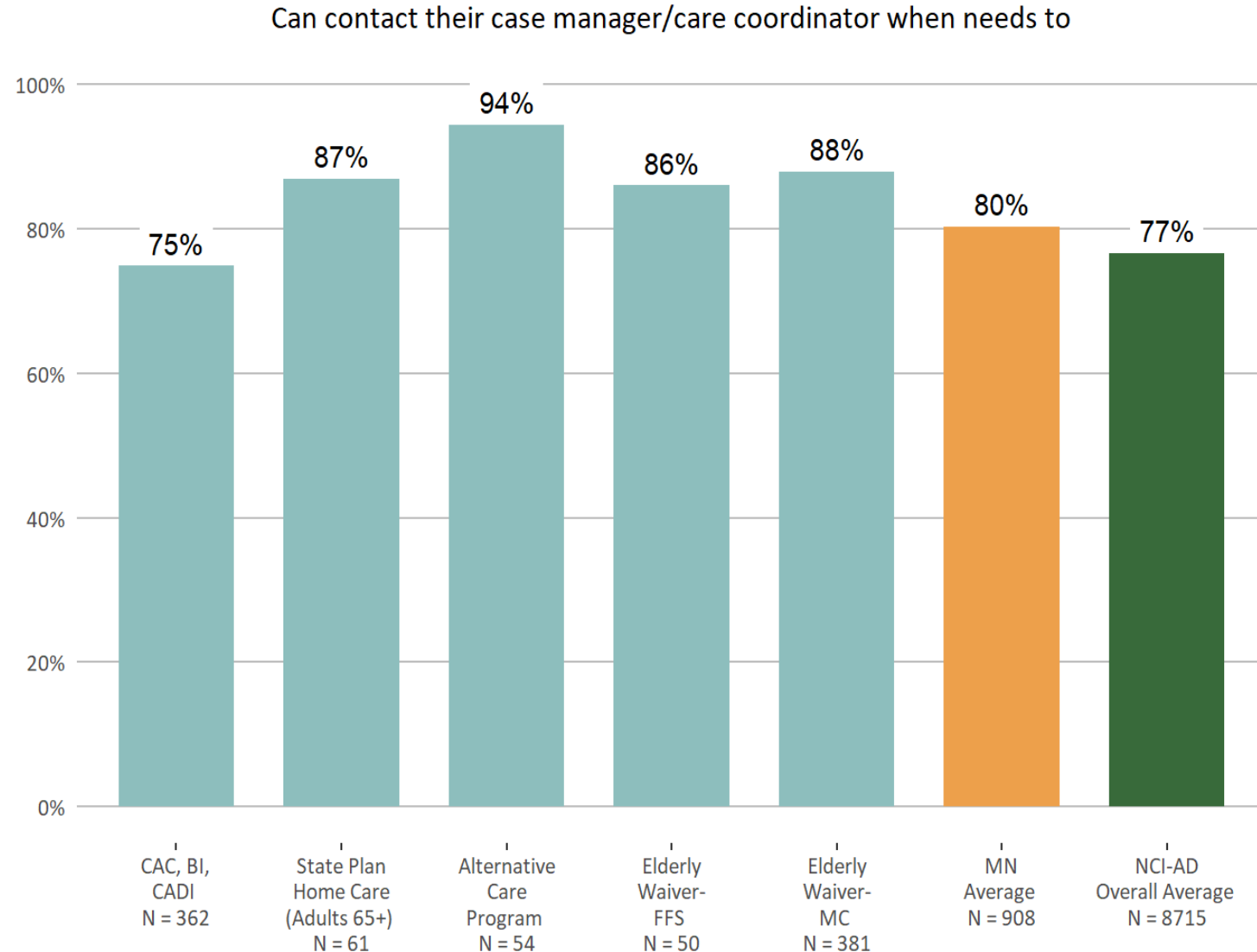
Services help people live the life they want



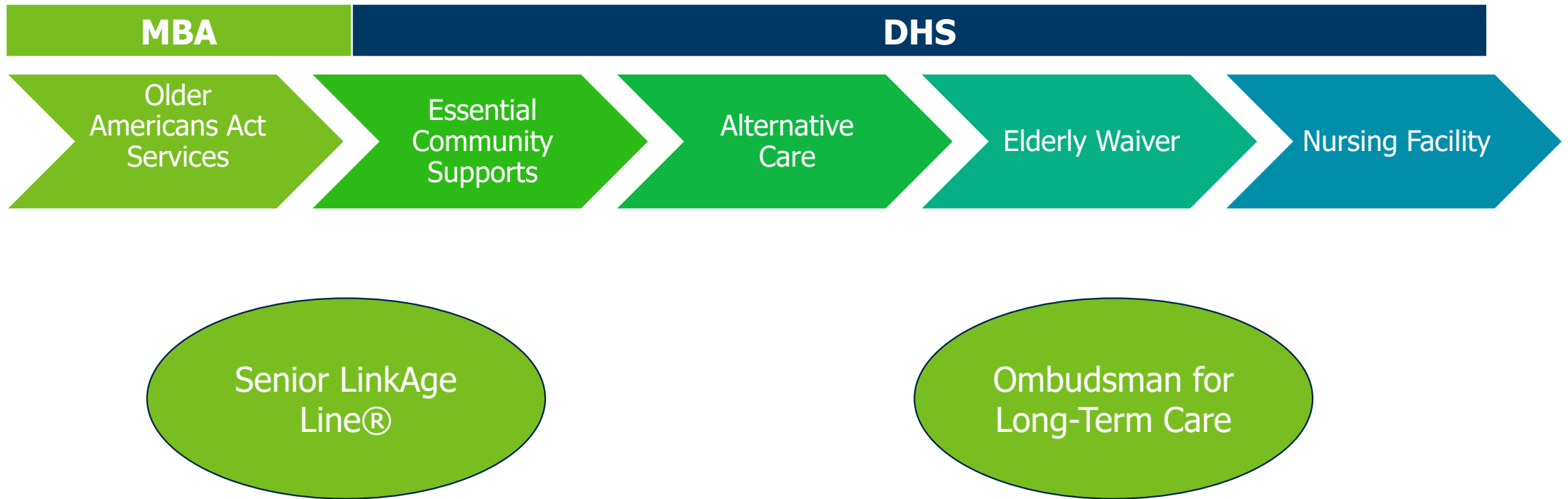
Most people who receive services get to do things outside of their home as much as they want to



Most people who receive services can contact their case manager/care coordinator when they need to



Long-Term Services and Supports





Minnesota Board on Aging

Area Agencies on Aging

Contracted Service Providers

Provides Services and Supports to Older Minnesotans

124,465	2,679	24,308	21,805	3,957	21,560
Consumers served via the Senior LinkAge Line®	Older adults received 54,804 one-way trips	Older adults received home delivered meals	Older adults received congregate meals	Older adults participated in an evidence based or Fall prevention program	Hours of respite provided to 449 caregivers



<p>May be available to you if you need services to live in the community and meet certain eligibility rules.</p> <p>It is designed for people who do not need the level of care provided in a nursing home.</p> <p>You may qualify for up to \$466 per month for services and supports.</p>	<p>Provides home-and community-based services to people who need nursing home level of care but choose to live in the community.</p> <p>Provides many of the same services as the Elderly Waiver program.</p> <p>For people with low income and assets who are not eligible for Medical Assistance.</p>	<p>The Elderly Waiver (EW) program provides home and community-based services for people who need the level of care provided in a nursing home but who choose to live in the community.</p> <p>You must qualify for Medical Assistance to be eligible for Elderly Waiver services.</p>
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Essential Community Supports

- Age 65 or older
- Not eligible for MA
- Do not need nursing facility level of care
- Live in your own home or apartment
- Meet financial eligibility criteria for AC
- Need one or more of the services to live in the community

You may not receive these services if you are able to have your needs met with personal care assistance.

Alternative Care

- Age 65 or older
- Need nursing home level of care
- Not have enough income and assets to pay for a nursing home stay lasting longer than 135 days
- Need services that AC can provide for less than 75% of what MA would pay for an older person with a similar level of need
- Have no other way to pay for the services

Elderly Waiver

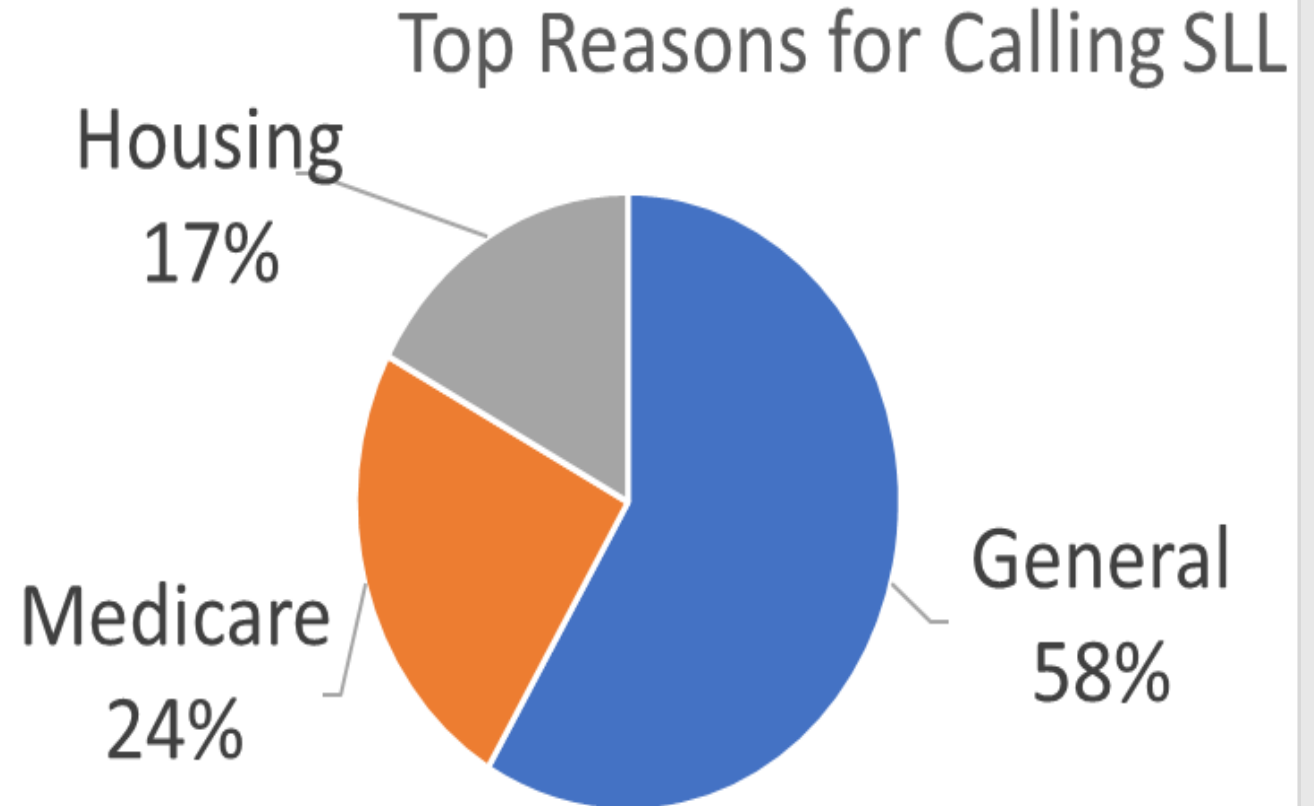
- Age 65 or older
- eligible for MA
- Need nursing home level of care
- Need services that Elderly Waiver can provide for less than the cost of care in a nursing home

Make it easier to access services when you need them

Inbound calls: 93,736

Outbound calls: 33,180

Total attendees at
events: 48,599



Senior LinkAge Line Services

The Senior LinkAge Line helps older Minnesotans and their caregivers.	Program
We help people plan for the future, understand housing options and find needed services.	Long-term care options counseling
We connect people being admitted to a nursing facility with services to help them live in the most integrated setting possible.	Preadmission screening (PAS)
We help people leaving a hospital or facility find the services and resources they need to return to their homes and communities.	Return to Community (RTC)
We help people enroll in Medicare and supplemental insurance.	State Health Insurance Counseling Program (SHIP)

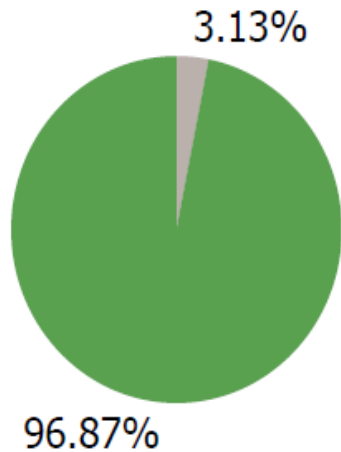
Senior LinkAge Line Services (cont.)

The Senior LinkAge Line helps older Minnesotans and their caregivers.	Program
We educate people so they can protect themselves from fraud, waste and scams.	Senior Medicare Patrol (SMP)
We connect people with assistance to pay for their prescriptions.	Prescription drug assistance
We help people find services including home delivered meals, chore services and transportation.	Service referrals
We connect Minnesotans to financial and legal assistance, as well as advocacy through the Office of Ombudsman for Long-term Care.	Information and assistance
We help people find the answers they need through self-service online tools.	minnesotahelp.info mn.gov/senior-linkage-line

Most people who call the Senior LinkAge Line[®] are satisfied with the help they receive

In 2022, 97% of people calling the Senior LinkAge Line[®] responded they would recommend it to others.

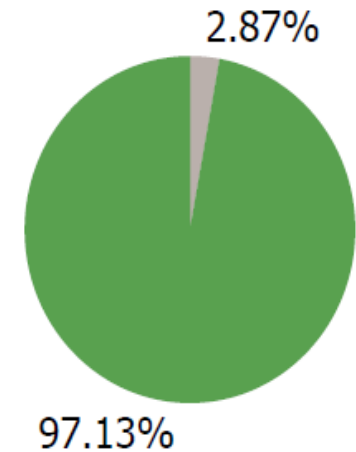
Q1: Knowledgable agent?



Q2: Received information?



Q3: Recommend SLL?



Essential
Community
Supports

Alternative
Care

Elderly Waiver

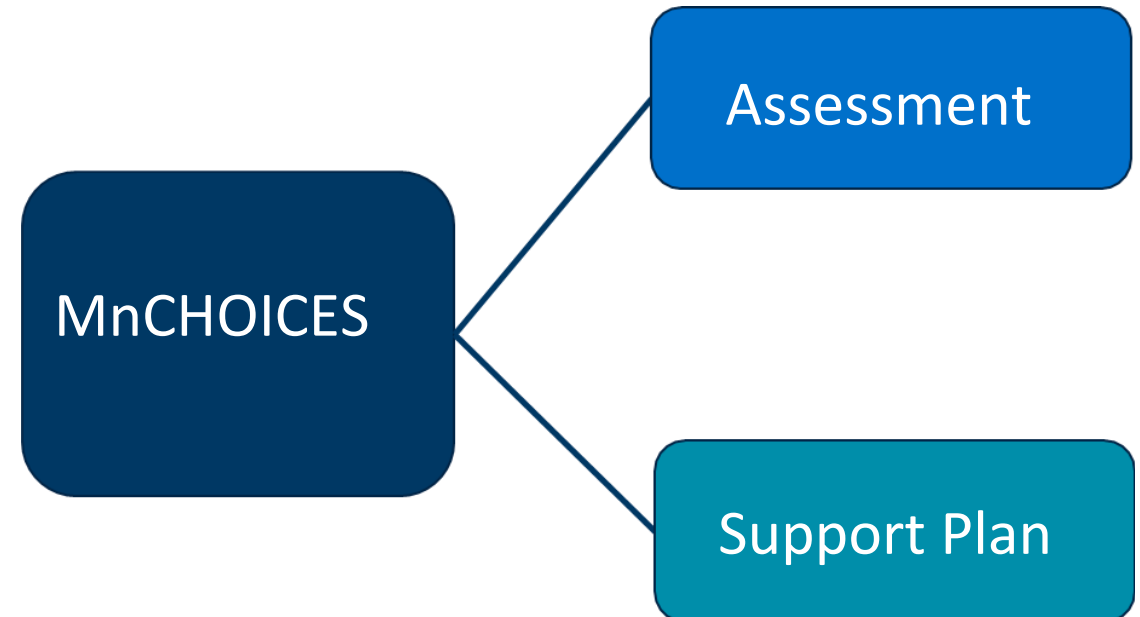
MnCHOICES?

MnCHOICES is the computer application used by lead agencies to complete:

- LTSS assessments,
- support plans, and
- health risk assessments

AND

- the assessment conducted to determine eligibility for LTSS



MnCHOICES: When Will it Happen?

- Phase 0 (May 1-June 30) - 28 lead agency staff provided access to training zone and then production
- Phase 1 (July 10 – Sep 29) - Lead agencies aim to have up to 10% of users in the production environment.
- Phase 2 (Oct 2 – Nov 30) - Lead agencies aim to have up to 30% of users in the production environment.
- Phase 3 (Dec 1 – Feb 29, 2024) - Lead agencies aim to have up to 100% of users in the production environment.
- Phase 4 (Mar 1, 2024 – May 31, 2024) - Lead agencies start all new assessments in MnCHOICES Revision and finish all assessments and support plans in MnCHOICES 1.0 (also other assessment/support planning tools) by end of this period.
- After June 1, 2024 – MnCHOICES 1.0 is retired

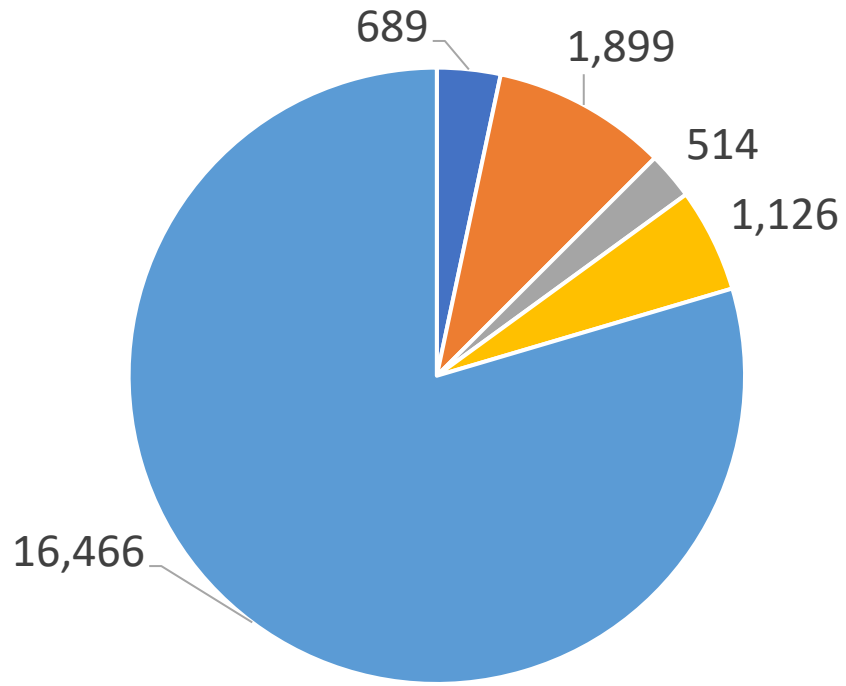
Support families, friends and neighbors who are caregiving

Family, Friends, and Neighbors Caregiving

Minnesota Caregiving Estimates:

- **In 2021 approximately 530,000 family, friends and neighbors caregiving** for an older adult, estimated to be worth **\$10 billion a year**
- **163,000 family, friends and neighbors caregiving** for persons with Alzheimer's disease and related dementias, provided **225,000,000 hours** of unpaid care estimated to be valued at close to \$5.25 billion

Most “home and community-based services” are provided by family, friends and neighbors

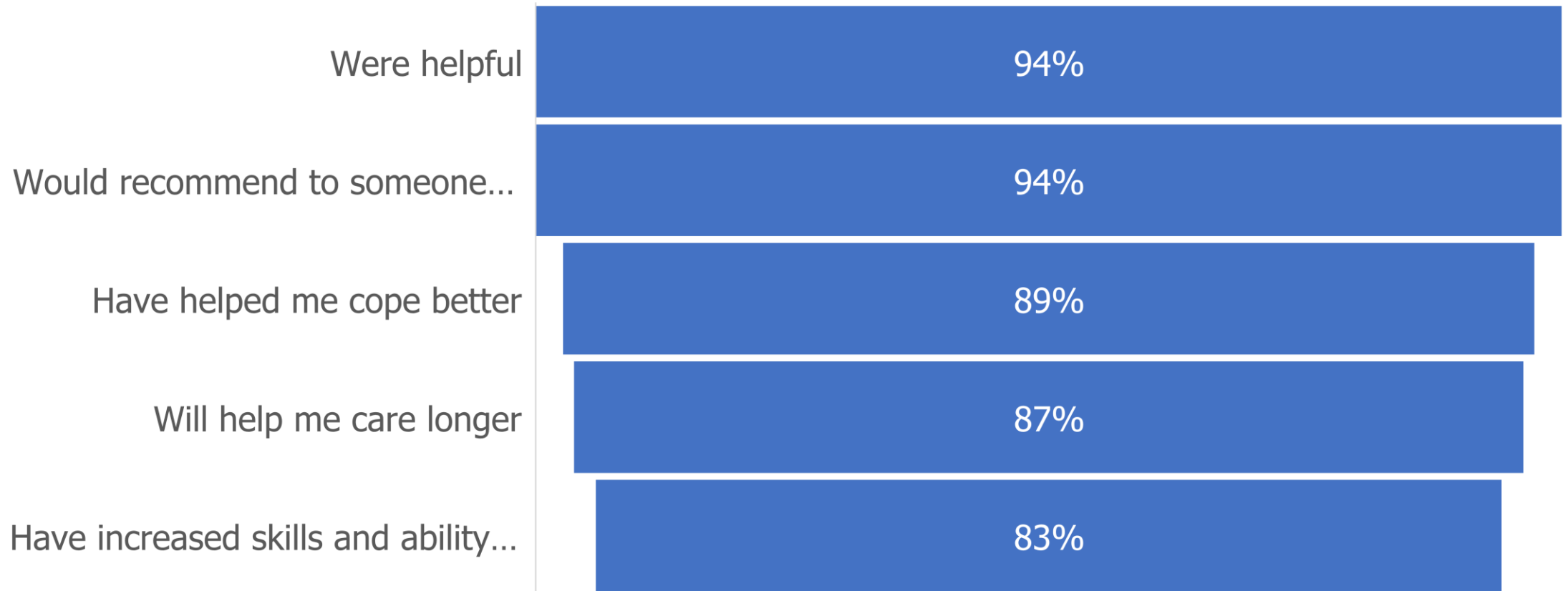


- Respite
- Counseling
- Training and Education
- Support Groups
- Access/Information and Assistance

In 2022, caregivers received an average of:

- 51 hours of respite
- 6 hours of counseling

Most caregivers who receive support are satisfied



Supporting Caregivers in Target Populations

MBA Dementia Grants

\$750,000 annually

13-15 grants awarded

- Increase awareness of Alzheimer's disease and related dementias,
- Promote early diagnosis and
- Connect caregivers to resources

MBA ALS Grants

One-time \$5M appropriation for caregiver respite

- Each Area Agency on Aging received \$50,000 for training
- 98 consultants will be trained by this November

Promote healthy aging across the lifespan

- Senior nutrition
- Support for family, friends and neighbors caregiving
- Falls prevention
- Chronic disease and pain self-management



Strengthen older adult rights, autonomy and protection

Strengthen older adult rights, autonomy and protection

MN Adult Abuse Reporting Center (MAARC) Adult Protective Services

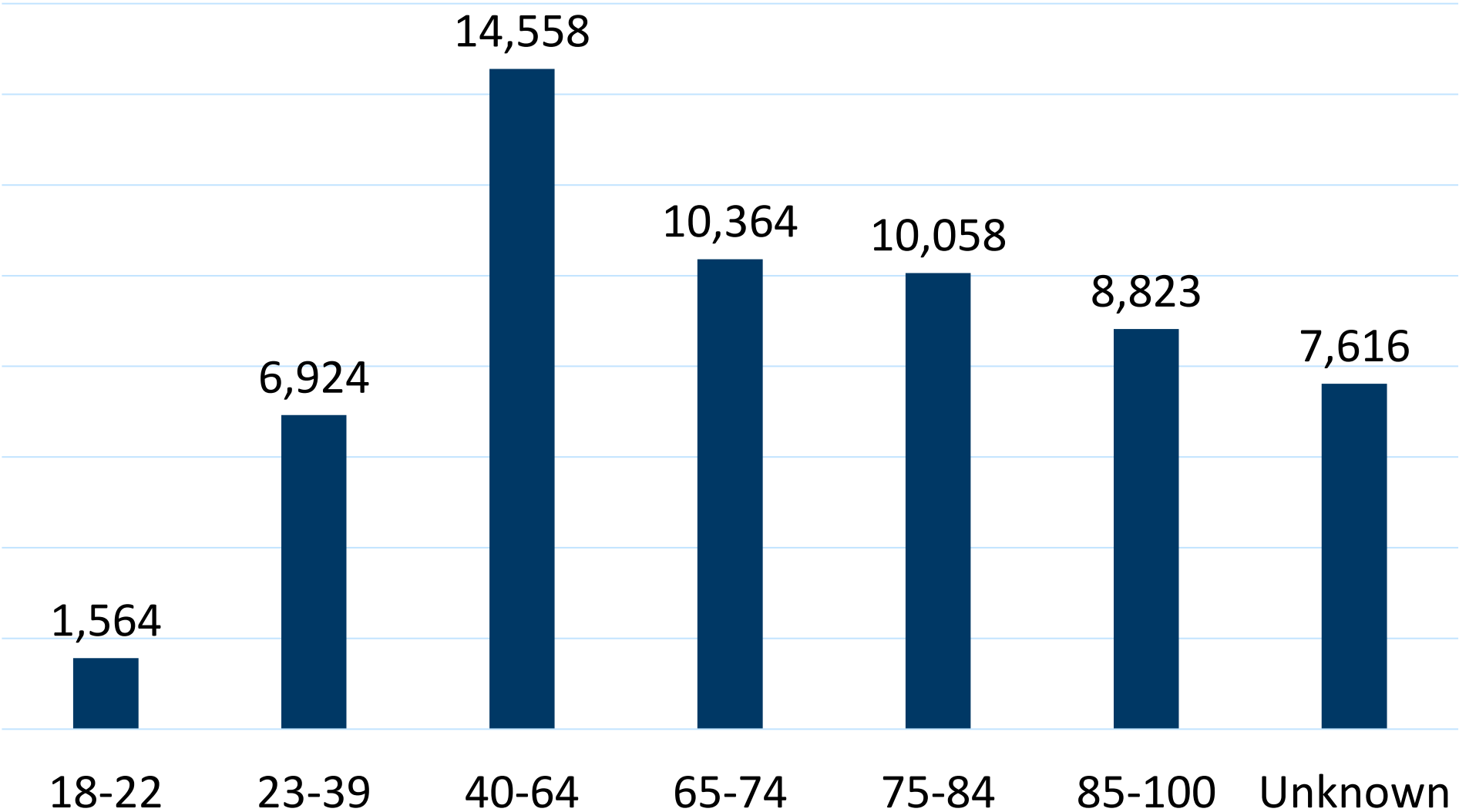
Safety for an Adult Vulnerable to Abuse, Neglect, or Financial Exploitation Starts With a Referral (MAARC)

- 24/7/365 reporting and processing
- [Web reporting for Mandated Reporters](#) (preferred)
- Telephone reporting for Voluntary or Mandated Reporters:
1-844-880-1574

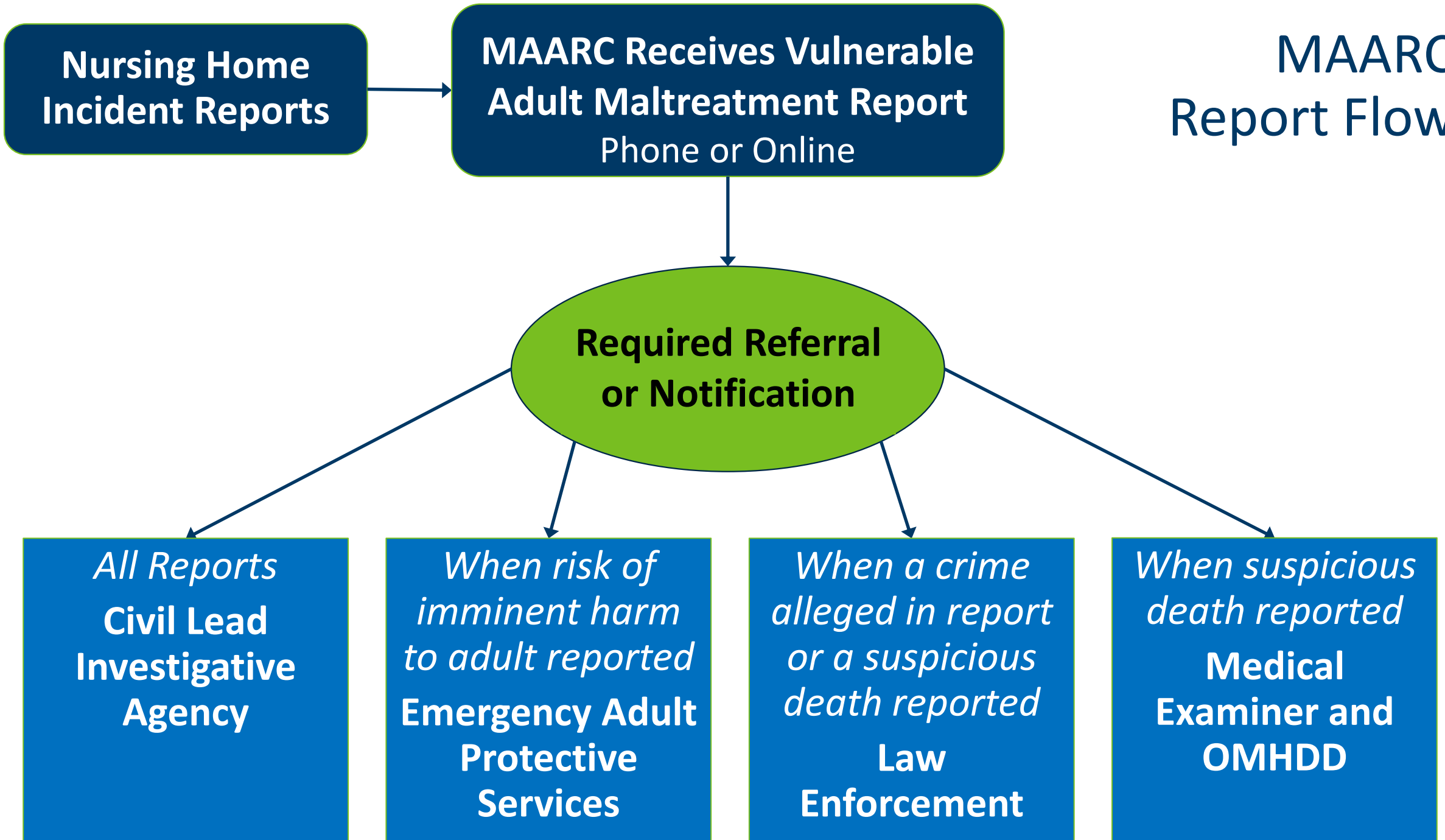


Call 911 before making a MAARC report if emergency response is needed from police, fire, or medical personnel

MAARC Reports by Age of Adult, 2022

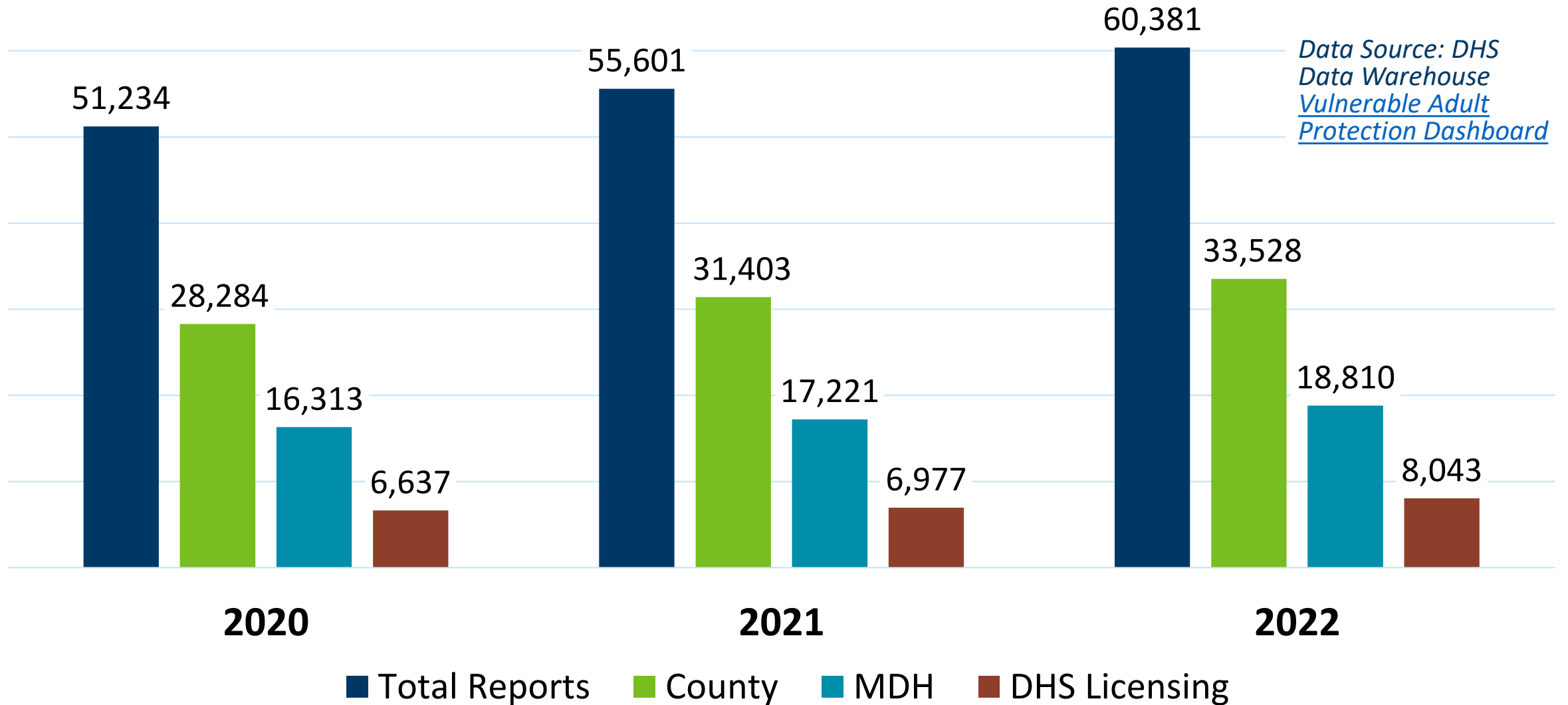


MAARC Report Flow



Total Reports by Lead Investigative Agency (LIA)

CY2020 – 2022



MN Adult Protective Services Vision



Minnesota's Adult Protective Services exists so that all adults who are vulnerable to abuse, neglect, or exploitation are supported to live in safety and dignity, consistent with their own culture, values and goals, and so people concerned about them have resources for support.

Core principles:

1. Sometimes adults need support
2. Choice and values are balanced with safety
3. Focus on outcomes

Strengthen older adult rights, autonomy and protection

Office of Ombudsman for Long-Term Care

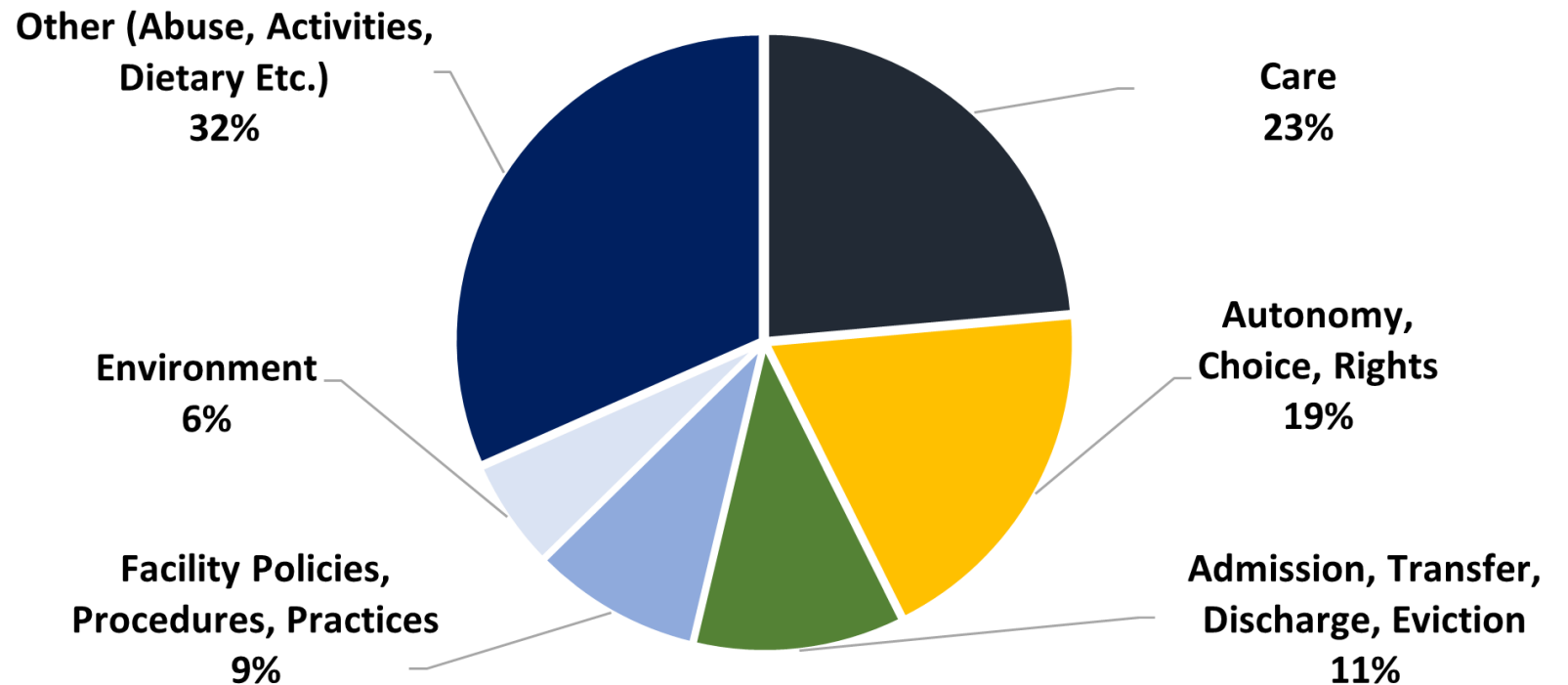
- Identify, investigate and resolve resident complaints
- Provide information and consultation to residents and their families as part of cases and also support resident councils and family councils

Office of Ombudsman for Long-Term Care

Complaint Types, Fiscal Year 2022

Quality of care is the top complaint category.

Complaints across all categories rose by 16% from 2021 to 2022 and complaints about care problems rose 30%.



Regional Ombudsmen

The Office of Ombudsman for Long-Term Care hired and onboarded ten new regional ombudsmen in Fiscal Year 2022.

Two Regional Ombudsman Supervisors were added to help support the work.



What's next?

What's next for MN's LTSS System?

- Address disparities in access to services and service outcomes
- Increase support for vulnerable adults experiencing self-neglect
- Strengthen support for family caregivers
 - Health Management Associates (HMA) study on caregiver support and HCBS redesign

What's next for MN's LTSS System?

- Streamline the existing public system
- Reach people earlier in their need for services
- Reach the middle income with financing options
 - Elderly Waiver Spenddown Study
University of Indianapolis Center on Aging
 - LTSS financing options and public and private program integration
University of Minnesota - SHADAC
 - FTI, Altarum and Actuarial Research Corp study



Age-Friendly Minnesota Council



Thank You!

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