



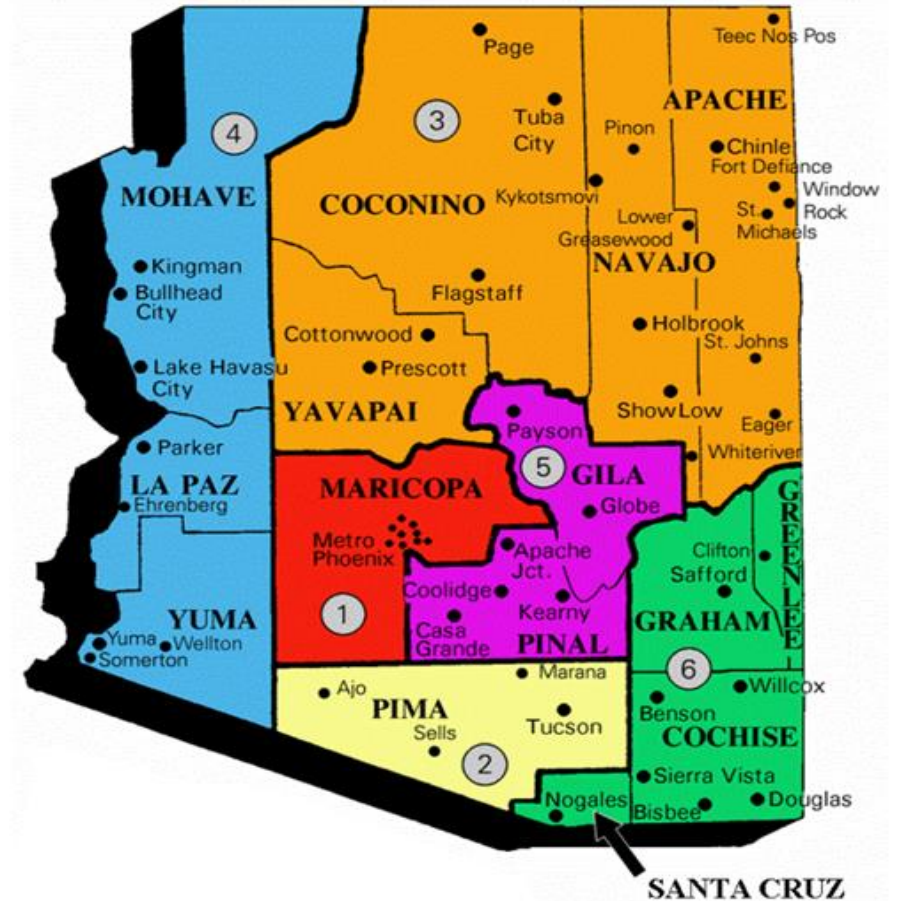
Consumer-directed care: a model for AAAs

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Who we are:

- Arizona has 8 AAAs
- Region One serves Maricopa County
 - Phoenix—6th largest city in US, largest city in AZ
 - 85% or 8005 mi² of Maricopa county is considered rural
- PCOA serves Pima County
 - Tucson—second largest city in AZ
 - Serves communities as far as 150 miles from the metro area

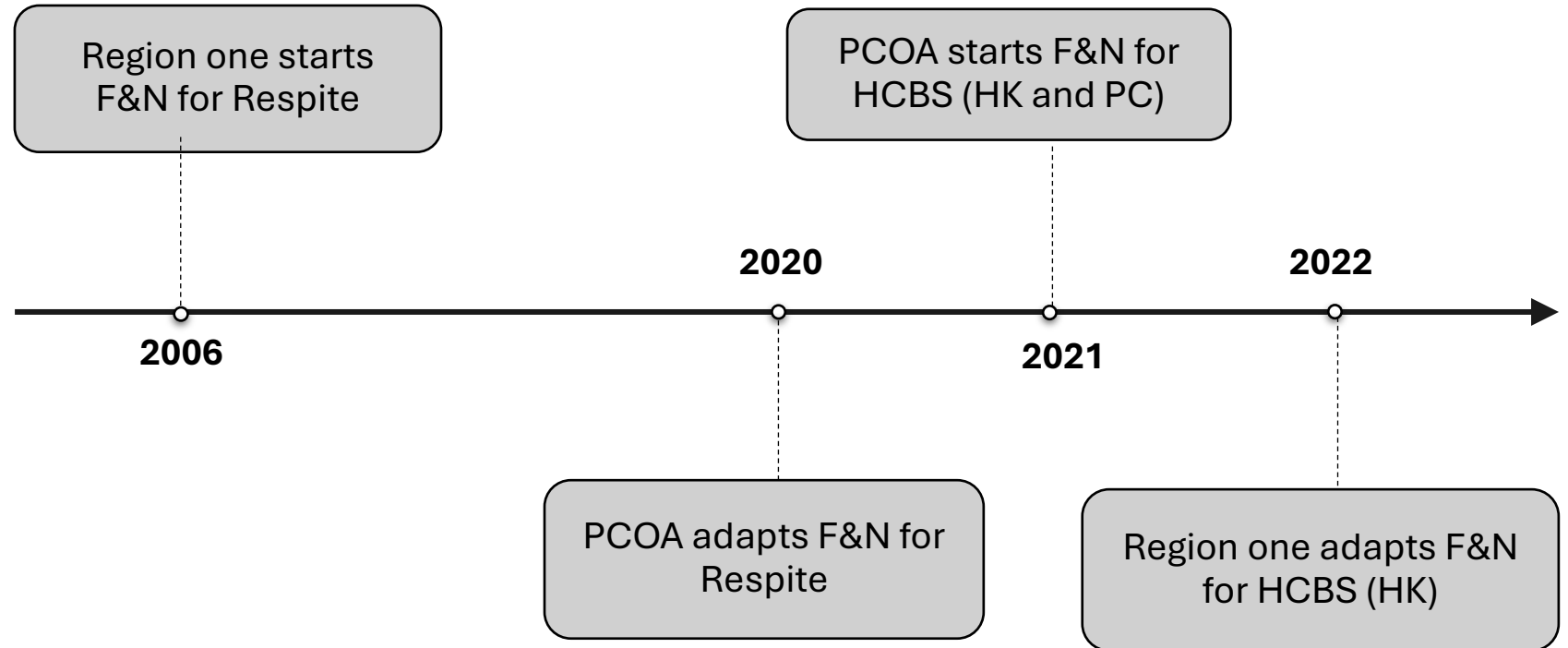
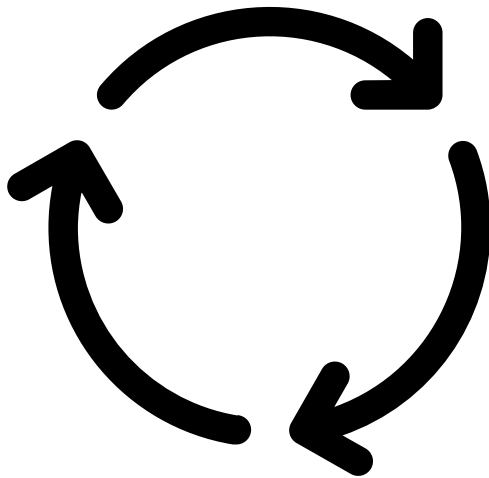


Objectives

Consumer directed model is an alternative to services provided by home health agencies. This model allows clients to identify a friend, neighbor, or family member to help with care.

- Learn how our two Arizona AAA's developed consumer directed models of care to serve respite and home and community based (HCBS) clients in our regions.
 - Why implement this model of care?
 - How do our Friends & Neighbors programs work?
 - Challenges and benefits
- Begin to think about if this model might meet needs in your community and how you might move forward with implementation.
- Connect with others using a similar model of care.

History

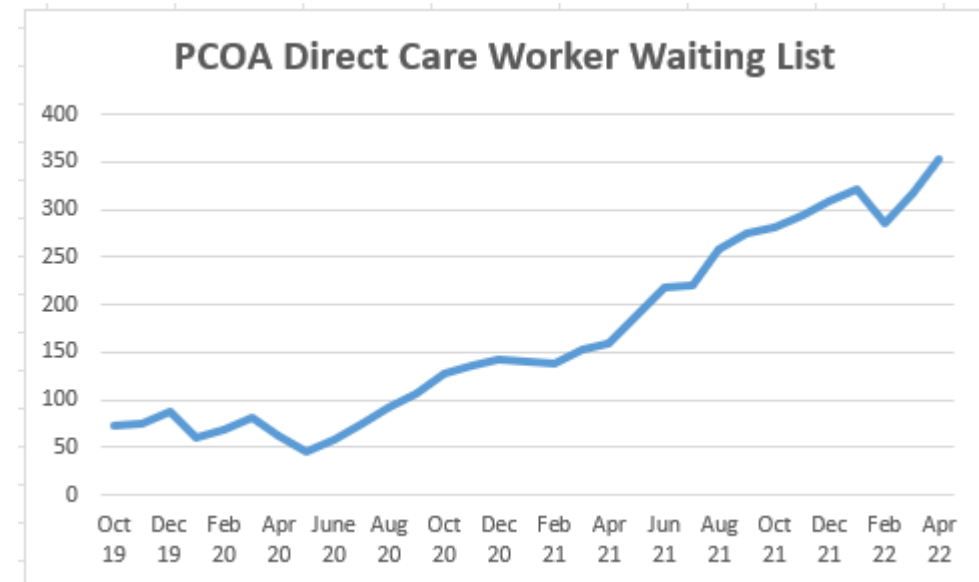


Long wait for direct care workers

- Rural areas historically difficult to staff
- DCW shortage exacerbated by a number of factors:
 - Increase in minimum wage
 - Pandemic
 - Disruption in the work force
 - Hiring process at home care agencies can be challenging for client identified workers
 - Money (cost of CPR class, fingerprint clearance/background check)
 - Time (paperwork, many steps, training)

What else did we try?

- Added providers
- Advocated for increased funding to raise DCW wage
- Collaborated with local United Way on recruiting, helping prospective workers through the process
- Looking for other options



Our solution: Friends & Neighbors

At its core, consumer directed care means granting the people we serve more choices and control over aspects of care.

Friends & Neighbors (F&N)

The client identifies worker

The client pays the caregiver directly and is reimbursed by their AAA.

The AAA sets the rate and number of hours

Allows for client choice

Worker

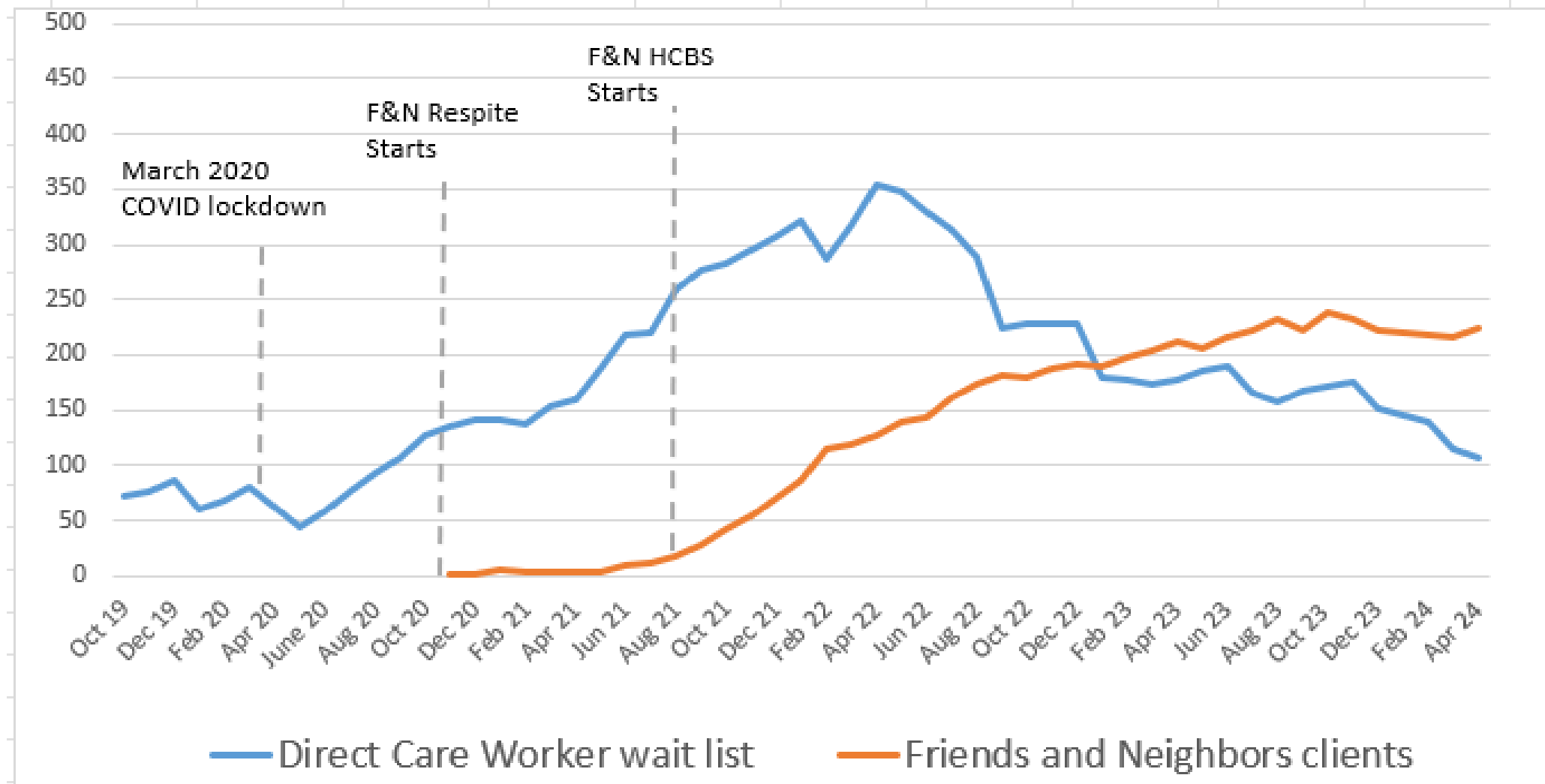
Schedule

Cultural match

Client comfort—someone they already know

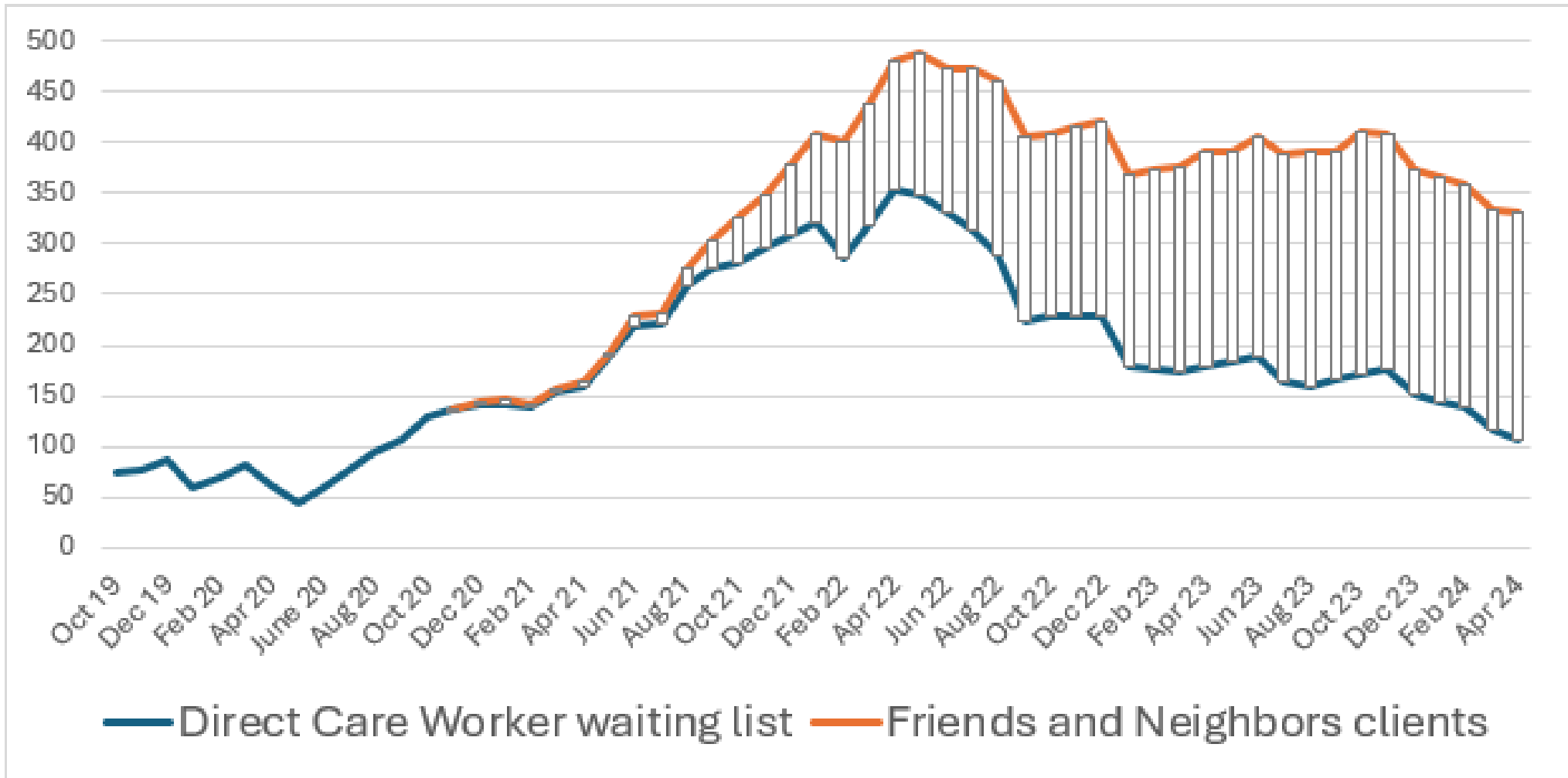


PCOA example: DCW wait list and F&N enrollment—the big picture



PCOA example:

Without F&N, more clients (in shaded area) would be waiting for service



How many clients choose this option?

Region 1

- Respite
 - 175 clients
 - 30% of all respite families
- Homemaking
 - 103 clients
 - 12% of all HK clients

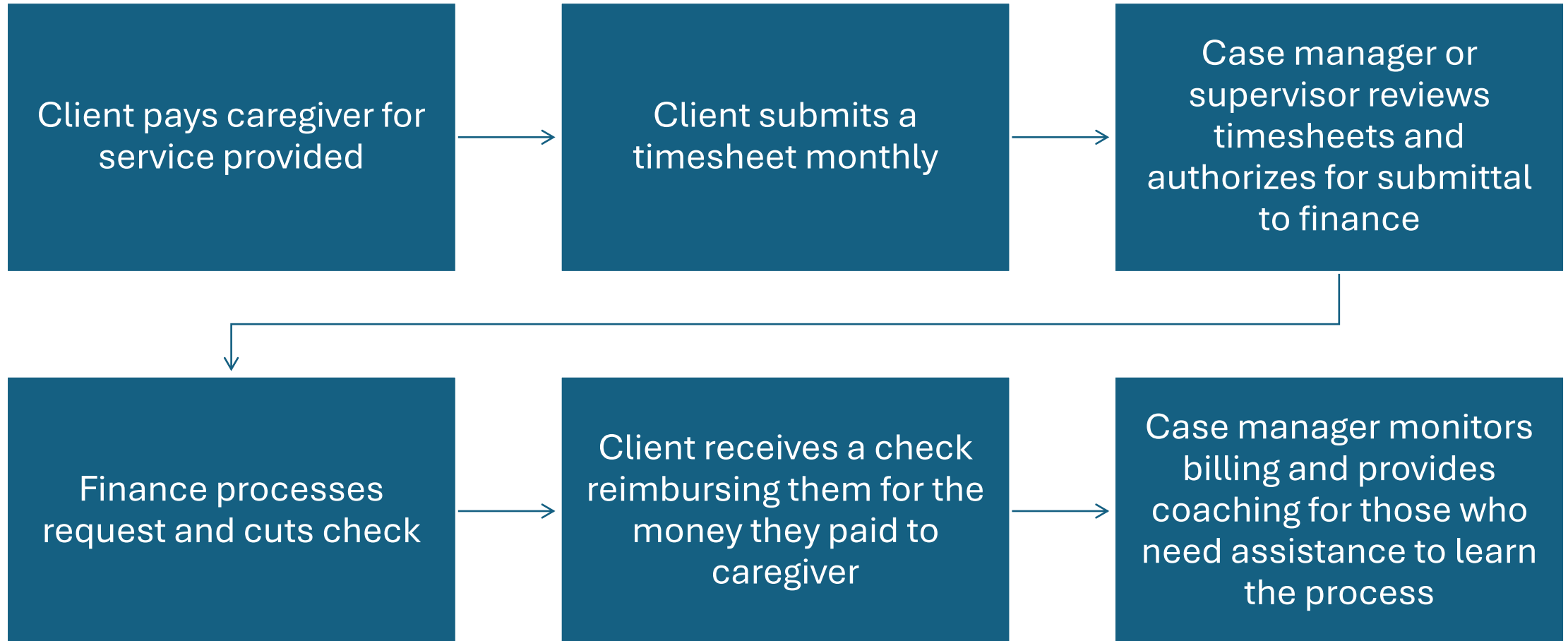
PCOA

- Respite
 - 38 clients
 - 45% of all respite families
- HCBS (HK and ATT)
 - 189 clients
 - 20% of all HCBS clients

Program Logistics

- Follow the same rules and guidelines as clients receiving services through a contracted home care agency
 - Must have assessment, authorization, meet ADL/IADL criteria (ASCAP in Arizona)
- Presented as alternative option
- Enrollment includes a discussion of the process, review of the paperwork and expectations
- All clients are provided an enrollment packet with information about
 - Instructions about how to fill out paperwork and examples of completed documents
 - Considerations when hiring a caregiver
 - How to make the most of caregiving time
 - Warning signs of a poor care provider and who to contact for help
 - Resources for employing in-home providers

Reimbursement Process





AREA AGENCY ON AGING, REGION ONE, LLC
FRIENDS AND NEIGHBORS – CONSUMER DIRECTED CARE TIMESHEET



Client Name	Last _____	First _____
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DATE OF SERVICE	# OF HOURS	HOMEMAKER'S NAME	AMOUNT PAID TO HOMEMAKER
TOTAL			

By signing below, I, the client, verify that the requested reimbursement represents an accurate record of funds paid by myself to the Homemaker Worker(s). This agreement is in accordance with the care plan developed by myself and my Area Agency case manager. We understand that no benefits, such as health insurance, workers compensation, or other benefits, are part of this reimbursement agreement.

Your signature certifies the accuracy and validation of services received.

Client's signature & date _____

Homemaker's signature & date _____

NOTE:(First timesheet) Clients requests Area Agency make reimbursement payment to and mail check to:			
Last Name:		First Name:	
Address:		Telephone:	
City:		State/Zip	

COMPLETED BY AREA AGENCY STAFF ONLY	
I approve client utilizing Maximum authorized hours: CM: _____	Date: _____
Reimbursement Amount: \$ _____	AIMS Verified Date: _____

Challenges for the AAA

Added administrative burden

- Case management team
 - Need to review/approve timesheets
 - Coaching--helping clients learn process
- Finance team
 - Individual checks to clients—takes time

Challenges for the client

Client has to be able to manage the process

- Monthly paperwork a challenge for some

Difficult for some clients to pay up front and wait for reimbursement

- Most of our clients receive low monthly income
- Reimbursement is typically \$120-\$600/month



Rewards and strengths for the AAA

- Viable option to meet the gap caused by direct care worker shortage
- Less turnover of workers
- Promotes client choice and expands options for services
- Works well in rural settings with limited providers
- More cost effective—lower hourly rate (but AAA staff take on additional admin tasks)

Rewards and strengths for clients

- Choose trusted caregiver they know
- Especially good for cultural considerations, language barriers and people with dementia
- Flexibility to arrange their own schedule
 - Not constrained by agency minimums and timetables



Considerations

Loss of AAA/CM control over

- Who is providing care?
- What's the work schedule ?
- Who is monitoring the work?
- It can be a major shift in perspective to give this responsibility to clients

Administrative tasks

- Each month at our agencies there are 200-300
 - Requests to review/approve
 - Checks to process and sign
- Who will take on these new responsibilities? Do they have capacity?

Not every client is appropriate for the program

- Difficulty managing paperwork
- Challenge finding/retaining caregiver

Case Example

- 88 year old client
- 56 year old caregiver
- Client is a widow who moved in with her daughter after her spouse passed away
- Live in central Phoenix
- Spanish-speaking
- Neighbor is the respite worker as
- Client and neighbor were friends before F&N. They would chat each day in Spanish.
- Authorized for 5 hours per week



Thank you!

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