



# Aging and Disability Services

## APPROVED FY26 BUDGET

\$78,667,630

## FULL TIME EQUIVALENTS

210.25

☀ JAMES BRIDGERS PH.D., MBA, DIRECTOR

## FUNCTION

The staff of Aging and Disability Services shares the Montgomery County vision where seniors, persons with disabilities, and their families are fully participating members of our community. The mission of this service area is to affirm the dignity and value of seniors, persons with disabilities, and their families by offering a wide range of information, home and community-based support services, protections, and opportunities, which promote choice, independence, and inclusion.

## PROGRAM CONTACTS

Contact Patrice McGhee, DPA of the HHS - Aging and Disability Services at 240-773-1089 or Grace Pedersen of the Office of Management and Budget at 240-773-1088 for more information regarding this department's operating budget.

## PROGRAM DESCRIPTIONS

### ☀ Admin - Aging & Disability Services

This program provides leadership and direction for the administration of Aging and Disability Services.

FY26 Approved Changes	Expenditures	FTEs
<b>FY25 Approved</b>	<b>504,268</b>	<b>3.00</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	37,200	0.00
<b>FY26 Approved</b>	<b>541,468</b>	<b>3.00</b>

### ☀ Adult Foster Care

This program provides subsidies and case management for low-income seniors who live in group homes for the frail elderly, and adult foster care homes for frail seniors and adults with disabilities.

Program Performance Measures	Actual FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Number of ongoing clients in Adult Foster Care - unduplicated annual count <sup>1</sup>	96	105	115	121	126
Assisted Living Services - Percent of clients remaining in community placement (i.e., not entering institutional setting) <sup>2</sup>	96%	96%	96%	96%	96%

<sup>1</sup> There was a 9% increase in new cases due to more placements through Adult Protective Services where clients had been at high risk of abuse, neglect, exploitation, or self-neglect. The program projects an increase in coming years based on this trend.

<sup>2</sup> Adult Foster Care maintains the least restrictive alternative to institutionalization/nursing facility placement as a goal and has been successful in maintaining a very high percentage of clients remaining in the community, thereby reducing the higher cost of institutional care.

FY26 Approved Changes	Expenditures	FTEs
<b>FY25 Approved</b>	<b>2,411,113</b>	<b>8.00</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	275,531	0.00
<b>FY26 Approved</b>	<b>2,686,644</b>	<b>8.00</b>

## Aging & Disability Resource Unit

This program assists seniors, persons with disabilities, and their families, in defining their needs, locating required services, and facilitating the application process to access services.

Program Performance Measures	Actual FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Number of incoming calls - monthly average <sup>1</sup>	1,382	1,488	1,424	1,450	1,475

<sup>1</sup> Call volume varies year-to-year but remains within expected range.

FY26 Approved Changes	Expenditures	FTEs
<b>FY25 Approved</b>	<b>1,687,952</b>	<b>9.00</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	146,533	0.00
<b>FY26 Approved</b>	<b>1,834,485</b>	<b>9.00</b>

## Area Agency on Aging

The Area Agency on Aging provides programs and services to help seniors remain independent in the community including: nutritious senior meals; assisted living subsidies; technical assistance to community "villages"; support to caregivers; legal representative payee and health promotion services; health insurance counseling; visits to isolated seniors; grocery shopping; transportation and mobility management; subsidized employment; and problem resolution for residents of nursing home and assisted living facilities.

Program Performance Measures	Actual FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Ombudsman Services - Percent of complaints resolved and partially resolved	84%	93%	90%	90%	90%

FY26 Approved Changes	Expenditures	FTEs
<b>FY25 Approved</b>	<b>9,789,168</b>	<b>24.50</b>
Replace: Continue Serving Over 100 Older Adults with Senior Nutrition Services at the Silver Spring Recreation and Aquatic Center	147,875	0.00
Increase Cost: Accommodate Increasing Food Costs in the Senior Nutrition Program to Prevent a Projected Reduction of Approximately 11,700 Meals	101,225	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	421,437	1.00
<b>FY26 Approved</b>	<b>10,459,705</b>	<b>25.50</b>

## Assessment & Continuing Care Management Services

This program provides multi-disciplinary assessments, care planning, and case management services to frail seniors and adults

with disabilities to remedy and prevent abuse, neglect, self-neglect, financial exploitation, or inappropriate institutionalization. Services include Adult Protective Services, Social Services to Adults, and the Public Guardianship Program.

Program Performance Measures	Actual FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
New Adult Protective Services Investigations <sup>1</sup>	966	1,064	1,117	1,172	1,230
Percent of APS Clients with another investigation within six months (recidivism) <sup>2</sup>	6%	5%	5%	5%	5%
Percent of seniors and adults with disabilities that avoid institutional placement while receiving case management services <sup>3</sup>	93%	95%	95%	95%	95%
Number of clients receiving case management services <sup>4</sup>	905	907	934	962	990

<sup>1</sup> The 10% increase in APS investigations in FY24 is likely due to the growth of the aging and at-risk population in Montgomery County, increased community outreach/education, referrals from community/preferred partners and the senior community, along with the official ending of the public health emergency. Future projections are anticipated to be in line with the growth seen this fiscal year.

<sup>2</sup> Adult Protective Services investigations are voluntary for clients with capacity. Therefore, due to self-determination, some clients choose not to follow the program's recommendations, and, as such, rates of recidivism may fluctuate. Six percent is the State's goal, and the program anticipates that the rate will remain at this level.

<sup>3</sup> The percentage remained stable, with a slight increase in FY24. No change is anticipated in upcoming years as case management has been effective in assisting clients to remain in the community with supports such as personal care and medical coordination.

<sup>4</sup> Case management services has maintained approximately the same number of active clients in FY24. The program anticipates an increase in clients due to increased Adult Protective Services investigations and increased referrals to the Senior Care Program where the waitlist has been successfully eliminated. (All Senior Care recipients are assigned a case manager.)

FY26 Approved Changes	Expenditures	FTEs
<b>FY25 Approved</b>	<b>13,576,161</b>	<b>61.75</b>
Increase Cost: Three Percent Increase to the Adult Medical Day Care Provider Supplement	72,690	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	2,059,568	0.00
<b>FY26 Approved</b>	<b>15,708,419</b>	<b>61.75</b>

## Community Provider Support

This program provides financial support to the providers and agencies in the community that work with the entire spectrum of clients served by the Department through Aging and Disability Services.

Program Performance Measures	Actual FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Number of Clients served by Developmental Disability and Medical Adult Day Care Providers <sup>1</sup>	5,126	5,499	5,628	5,763	5,904

<sup>1</sup> The increase is in line with the projected impact of the End the Wait Act, which requires the Maryland Department of Health to reduce the waitlist for its waiver programs by 50% over the next few fiscal years.

FY26 Approved Changes	Expenditures	FTEs
<b>FY25 Approved</b>	<b>22,033,801</b>	<b>0.50</b>
Increase Cost: Three Percent Increase to the Developmental Disability Provider Supplement	650,820	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	4,679	0.00
<b>FY26 Approved</b>	<b>22,689,300</b>	<b>0.50</b>

## Community Support Network for People with Disabilities

Community Support Network for People with Disabilities (CSN) provides services that enable individuals to remain in their home or in the least restrictive environment and provides general support, guidance, and assistance to clients with developmental

disabilities and their families. The My Turn program provides summer camp placements, support, and programmatic/financial assistance to families with children with developmental disabilities ages 3 to 13 years old. CSN also conducts site visits to group homes that serve clients with developmental disabilities in the County and monitors contracts that provide services to people with various disabilities including visual and hearing impairments.

Program Performance Measures	Actual FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Placements in Summer Camp Programs <sup>1</sup>	50	46	60	70	70

<sup>1</sup> The number in FY24 was slightly below the FY23 number as camps are still struggling to hire/retain staff. Limited camp options for individuals with disabilities remains a barrier for families, and the program is considering additional outreach.

FY26 Approved Changes	Expenditures	FTEs
<b>FY25 Approved</b>	<b>3,352,667</b>	<b>9.50</b>
Decrease Cost: Reduce the My Turn Program Due to Underutilization	(15,000)	0.00
Eliminate: Karasik Child Care Program Due to Underutilization	(35,404)	0.00
Decrease Cost: Reduce Community Companions Contract Due to Underutilization	(150,000)	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	147,387	0.00
<b>FY26 Approved</b>	<b>3,299,650</b>	<b>9.50</b>

## Home Care Services

This program provides personal care assistance to seniors and eligible adults with disabilities who are unable to manage independently due to physical and/or mental impairments. Home Care Services prevent abuse, neglect, and exploitation of vulnerable adults, and enhance overall quality of life by providing personal care, chore assistance, therapeutic support, self-care education, and escorted transportation.

Program Performance Measures	Actual FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Number of clients served annually <sup>1</sup>	323	333	343	353	364
Percent of clients with no unmet personal care needs <sup>2</sup>	61%	74%	79%	82%	85%

<sup>1</sup> The increase of 3% from FY23 to FY24 is within the projected growth expectations. Projections are based on continued 3% increase.

<sup>2</sup> 182 surveys were distributed April 2024 and 63 responded, a return rate of 34.7%. The increase in the percentage of clients with no unmet personal care needs may be a result of the efforts in FY24 to improve communication between the Home Care Program and case managers in order to address noted unmet personal care needs of the client. The program projects a five percentage point increase in FY25 and three percentage point increases in FY26 and FY27 based on continued improvement in overall quality of service.

FY26 Approved Changes	Expenditures	FTEs
<b>FY25 Approved</b>	<b>5,378,251</b>	<b>15.00</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	821,718	0.00
<b>FY26 Approved</b>	<b>6,199,969</b>	<b>15.00</b>

## Medicaid Funded Long-Term Care Services

This program administers and operates Maryland's Long-Term Care Medicaid program, Coordination of Community Services (CCS), and Community First Choice (CFC). CFC Supports Planners and Nurse Monitors provide a continuum of services designed to allow people of all ages and in need of long-term care to live in the community, rather than in institutions. Adult

Evaluation and Review Services (AERS) provides mandatory medical evaluations for clients seeking these services and for those referred by Adult Protective Services. In addition, this program area provides service coordination to eligible young people funded under the Maryland Home and Community Based Services Waiver for Children with Autism Spectrum Disorder (Autism Waiver Program).

Program Performance Measures	Actual FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Percent of person-centered plans in the Coordination of Community Services (CCS) program that are reviewed and updated within 365 days of the anniversary date <sup>1</sup>	68%	83%	85%	85%	85%
Average number of Adult Evaluation and Review Service (AERS) assessments assigned per month <sup>2</sup>	292	313	388	463	538
Total number of clients currently served by Nurse Monitoring <sup>3</sup>	3,003	2,789	2,928	3,074	3,227

<sup>1</sup> The compliance percentage increased in FY24 largely because the Developmental Disabilities Administration (DDA) initiated an "auto approve" process in the system. Person-centered plans that fit into a particular category are automatically approved. This opened up DDA's capacity to review.

<sup>2</sup> The program hired more staff to serve the community in FY24. Three additional team members will be able to assess an additional 25 clients each per month.

<sup>3</sup> In FY24 following the end the public health emergency order, Maryland Department of Health (MDH) started removing clients who were not qualified to remain in the program, including Medicaid ineligible clients, deceased clients, and clients who no longer reside in Maryland. That and the slow processing of plan of services by MDH resulted in fewer new clients enrolling in the program (MDH assigns DHHS new clients).

FY26 Approved Changes	Expenditures	FTEs
<b>FY25 Approved</b>	<b>12,886,605</b>	<b>79.00</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	696,436	(1.00)
<b>FY26 Approved</b>	<b>13,583,041</b>	<b>78.00</b>

## Respite Care

This program area provides temporary occasional care of frail seniors, adults and children with disabilities, and children with severe behavioral and/or medical issues to give relief to families and other primary caregivers.

Program Performance Measures	Actual FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Number of clients served in respite <sup>1</sup>	452	474	450	450	450
Percent of caregivers that report a reduction in stress/caregiver burden as a result of receiving respite services <sup>2</sup>	100%	95%	96%	96%	96%

<sup>1</sup> The number of clients served increased slightly, however ongoing additional funding is needed to support the expected increases in the future.

<sup>2</sup> As of June 2024, 256 surveys were received from the families that received Respite services in FY24 (of 474 total families served). Response rate increased by 50% over FY23 which may have contributed to more variation in responses to the satisfaction question.

FY26 Approved Changes	Expenditures	FTEs
<b>FY25 Approved</b>	<b>1,514,359</b>	<b>0.00</b>
Increase Cost: Annualize Respite Care Provider Rate Increase	112,045	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	38,545	0.00
<b>FY26 Approved</b>	<b>1,664,949</b>	<b>0.00</b>

## PROGRAM SUMMARY

Program Name	FY25 APPR Expenditures	FY25 APPR FTEs	FY26 APPR Expenditures	FY26 APPR FTEs
Admin - Aging & Disability Services	504,268	3.00	541,468	3.00
Adult Foster Care	2,411,113	8.00	2,686,644	8.00
Aging & Disability Resource Unit	1,687,952	9.00	1,834,485	9.00
Area Agency on Aging	9,789,168	24.50	10,459,705	25.50
Assessment & Continuing Care Management Services	13,576,161	61.75	15,708,419	61.75
Community Provider Support	22,033,801	0.50	22,689,300	0.50
Community Support Network for People with Disabilities	3,352,667	9.50	3,299,650	9.50
Home Care Services	5,378,251	15.00	6,199,969	15.00
Medicaid Funded Long-Term Care Services	12,886,605	79.00	13,583,041	78.00
Respite Care	1,514,359	0.00	1,664,949	0.00
<b>Total</b>	<b>73,134,345</b>	<b>210.25</b>	<b>78,667,630</b>	<b>210.25</b>