



# Aging and Disability Services

## APPROVED FY20 BUDGET

\$54,549,082

## FULL TIME EQUIVALENTS

173.09

RAYMOND L. CROWEL, PSY.D., 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 Odile Brunetto of the HHS - Aging and Disability Services at 240.777.4565 or Joshua Watters of the Office of Management and Budget at 240.777.2768 for more information regarding this department's operating budget.

## PROGRAM DESCRIPTIONS

### Chief Aging & Disability Services

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

| FY20 Approved Changes   | Expenditures   | FTEs        |
|---|----------------|-------------|
| <b>FY19 Approved</b>  | <b>463,505</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. | 11,418         | 0.00        |
| <b>FY20 Approved</b>  | <b>474,923</b> | <b>3.00</b> |

### Aging & Disability Resource Unit

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

| Program Performance Measures  | Actual FY17 | Actual FY18 | Estimated FY19 | Target FY20 | Target FY21 |
|---|-------------|-------------|----------------|-------------|-------------|
| Percentage of callers to the Aging and Disability Resource Unit that received the referrals/information they need | 95          | 96          | 95             | 95          | 95          |

| FY20 Approved Changes   | Expenditures     | FTEs        |
|---|------------------|-------------|
| <b>FY19 Approved</b>  | <b>985,502</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. | 14,911           | 0.00        |
| <b>FY20 Approved</b>  | <b>1,000,413</b> | <b>9.00</b> |

## Home & Community Based MA Waiver Services

This program area administers and operates Maryland's Long-Term Care Medicaid program, 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.

| FY20 Approved Changes   | Expenditures     | FTEs         |
|---|------------------|--------------|
| <b>FY19 Approved</b>  | <b>2,713,267</b> | <b>10.00</b> |
| Increase Cost: Adjust Budget for the Community First Choice Nurse Monitoring Program to Address Structural Budget Deficiencies  | 483,918          | 0.00         |
| Shift: MFP Opt. Counseling Grant Funds  | (96,250)         | 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. | 159,967          | 1.00         |
| <b>FY20 Approved</b>  | <b>3,260,902</b> | <b>11.00</b> |

## Assessment & Continuing Case Management Services

This program area 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<br>FY17 | Actual<br>FY18 | Estimated<br>FY19 | Target<br>FY20 | Target<br>FY21 |
|--|----------------|----------------|-------------------|----------------|----------------|
| Percentage of seniors and adults with disabilities that avoid institutional placement while receiving case management services | 94             | 94             | 94                | 94             | 94             |
| Number on Social Services to Adults (SSTA) waiting list  | 205            | 256            | 328               | 400            | 472            |

| FY20 Approved Changes   | Expenditures      | FTEs         |
|---|-------------------|--------------|
| <b>FY19 Approved</b>  | <b>9,994,396</b>  | <b>69.55</b> |
| Increase Cost: Increase Cost to Senior Care Grant Funds   | 199,525           | 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. | 614,074           | 0.00         |
| <b>FY20 Approved</b>  | <b>10,807,995</b> | <b>69.55</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. This program area coordinates and monitors services and supports (including crisis management, intervention, and school-to-work transition assistance) to clients with developmental disabilities eligible to receive services through the State Developmental Disabilities Administration (Coordination of Community Services Program); 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); and provides financial assistance to State-funded providers who serve adults with developmental disabilities. The My Turn program provides summer camp placements, support, and programmatic/financial assistance to families with children with developmental disabilities ages three to 13 years old. The Customized Employment Public Intern program provides supported employment for adults with developmental disabilities. CSN also conducts site visits to group homes that serve developmentally disabled clients in the County and monitors contracts that provide services to people with various disabilities including visual and hearing impairments.

| Program Performance Measures  | Actual<br>FY17 | Actual<br>FY18 | Estimated<br>FY19 | Target<br>FY20 | Target<br>FY21 |
|---|----------------|----------------|-------------------|----------------|----------------|
| Percentage of adults with developmental disabilities provided case management services that remain at the same level of independence after receiving supportive services in the Coordination of Community Services Program <sup>1</sup> | 100            | 100            | 99                | 99             | 99             |

<sup>1</sup> This program was restored in the FY16 budget. The program has a cap of 500 clients.

| FY20 Approved Changes   | Expenditures      | FTEs         |
|---|-------------------|--------------|
| <b>FY19 Approved</b>  | <b>22,288,023</b> | <b>36.75</b> |
| Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs. | 227,033           | 0.00         |
| <b>FY20 Approved</b>  | <b>22,515,056</b> | <b>36.75</b> |

## Assisted Living Services

This program area 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<br>FY17 | Actual<br>FY18 | Estimated<br>FY19 | Target<br>FY20 | Target<br>FY21 |
|---|----------------|----------------|-------------------|----------------|----------------|
| Assisted Living Services - Percentage of clients remaining in community placement (i.e., not entering institutional setting) <sup>1</sup> | 95             | 96             | 96                | 96             | 96             |

<sup>1</sup> Assisted Living Services derives referrals from Adult Protective Services, which is constantly receiving new cases. The percentage of clients served is projected to remain at 96 percent from FY19-FY21.

| FY20 Approved Changes   | Expenditures     | FTEs        |
|---|------------------|-------------|
| <b>FY19 Approved</b>  | <b>2,465,550</b> | <b>7.57</b> |
| Enhance: Group Senior Assisted Housing Grant Funds  | 361,657          | 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. | 50,420           | 0.00        |
| <b>FY20 Approved</b>  | <b>2,877,627</b> | <b>7.57</b> |

## Home Care Services

This program area 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<br>FY17 | Actual<br>FY18 | Estimated<br>FY19 | Target<br>FY20 | Target<br>FY21 |
|--|----------------|----------------|-------------------|----------------|----------------|
| Home Care Services - Number of clients served annually <sup>1</sup>          | 326            | 279            | 315               | 315            | 315            |
| Home Care Services - Percentage of clients with no unmet personal care needs | 94             | 95             | 95                | 95             | 95             |

<sup>1</sup> In FY18, the Occupational Therapy budget was not funded, causing the number served to decline. The shift of Social Service to Adults (SSTA) to do APS Cases resulted in the decline in the number of referrals to Home Care Program.

| FY20 Approved Changes   | Expenditures     | FTEs         |
|---|------------------|--------------|
| <b>FY19 Approved</b>  | <b>4,420,444</b> | <b>15.00</b> |
| Increase Cost: Home Care Services Contract  | 490,000          | 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. | 35,301           | 0.00         |
| <b>FY20 Approved</b>  | <b>4,945,745</b> | <b>15.00</b> |

## Ombudsman Services

This program area investigates and resolves complaints made by residents, staff, and family members in nursing homes and assisted living facilities for seniors and people with disabilities.

| Program Performance Measures   | Actual<br>FY17 | Actual<br>FY18 | Estimated<br>FY19 | Target<br>FY20 | Target<br>FY21 |
|--|----------------|----------------|-------------------|----------------|----------------|
| Ombudsman Services - Percentage of complaints resolved and partially resolved <sup>1</sup> | 90             | 90             | 88                | 88             | 88             |

<sup>1</sup> The forecast for a decrease is due to a mandated migration to new software for data collection and reduction in volunteer workforce to assist in complaint resolution. All numbers reported are based on the Federal Fiscal Year Calendar (October 1 - September 30), which means that FY18 numbers are still projections, as are FY19, 20, and 21.

| FY20 Approved Changes   | Expenditures   | FTEs        |
|---|----------------|-------------|
| <b>FY19 Approved</b>  | <b>893,432</b> | <b>7.50</b> |
| Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs. | 52,482         | 0.00        |
| <b>FY20 Approved</b>  | <b>945,914</b> | <b>7.50</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<br>FY17 | Actual<br>FY18 | Estimated<br>FY19 | Target<br>FY20 | Target<br>FY21 |
|--|----------------|----------------|-------------------|----------------|----------------|
| Percentage of customers that report a reduction in stress/caregiver burden as a result of receiving respite services | 98             | 100            | 99                | 99             | 99             |

| FY20 Approved Changes   | Expenditures     | FTEs        |
|---|------------------|-------------|
| <b>FY19 Approved</b>  | <b>1,246,661</b> | <b>0.00</b> |
| Increase Cost: Respite Care Rate  | 69,446           | 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. | 31,442           | 0.00        |
| <b>FY20 Approved</b>  | <b>1,347,549</b> | <b>0.00</b> |

## ☀ Senior Community Services

This program area provides funds for services that help seniors remain independent in the community including: providing technical assistance to community "villages", services for caregivers, legal services, representative payee services, health insurance counseling, "visitor" services, grocery shopping, transportation and mobility management, subsidized employment, and other services.

| Program Performance Measures   | Actual<br>FY17 | Actual<br>FY18 | Estimated<br>FY19 | Target<br>FY20 | Target<br>FY21 |
|--|----------------|----------------|-------------------|----------------|----------------|
| Percentage of Representative Payee clients who report that the volunteer money management service has enabled them to have adequate funds for shelter, food, medical care, and clothes | 93             | 97             | 97                | 97             | 97             |

| FY20 Approved Changes   | Expenditures     | FTEs         |
|---|------------------|--------------|
| <b>FY19 Approved</b>  | <b>3,014,579</b> | <b>10.22</b> |
| Add: Senior Home Sharing Pilot Program  | 87,000           | 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. | 109,514          | 0.00         |
| <b>FY20 Approved</b>  | <b>3,211,093</b> | <b>10.22</b> |

## ☀ Senior Nutrition Program

This program area provides lunches to seniors at sites around the County and provides home-delivered meals, nutrition education, and physical fitness activities. It is administered in cooperation with a variety of public, private, and non-profit organizations.

| Program Performance Measures   | Actual<br>FY17 | Actual<br>FY18 | Estimated<br>FY19 | Target<br>FY20 | Target<br>FY21 |
|--|----------------|----------------|-------------------|----------------|----------------|
| Number of unduplicated customers served in the Senior Nutrition Program <sup>1</sup> | 5,760          | 5,236          | 5,743             | 5,743          | 5,743          |

<sup>1</sup> All numbers reported are based on the Federal Fiscal Year Calendar (October 1 - September 30), which means that FY18 numbers are still projections, as are FY19, 20, and 21. Numbers for FY18 and after are calculated using revised instructions from the Maryland Department of Aging that now excludes certain home delivered meal participants, resulting in a lower number.

| FY20 Approved Changes   | Expenditures     | FTEs        |
|---|------------------|-------------|
| <b>FY19 Approved</b>  | <b>3,156,540</b> | <b>4.50</b> |
| Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs. | 5,325            | (1.00)      |
| <b>FY20 Approved</b>  | <b>3,161,865</b> | <b>3.50</b> |

## PROGRAM SUMMARY

| Program Name                                     | FY19 APPR<br>Expenditures | FY19 APPR<br>FTEs | FY20 APPR<br>Expenditures | FY20 APPR<br>FTEs |
|--|---------------------------|-------------------|---------------------------|-------------------|
| Aging & Disability Resource Unit                 | 985,502                   | 9.00              | 1,000,413                 | 9.00              |
| Assessment & Continuing Case Management Services | 9,994,396                 | 69.55             | 10,807,995                | 69.55             |
| Chief Aging & Disability Services                | 463,505                   | 3.00              | 474,923                   | 3.00              |

## PROGRAM SUMMARY

| Program Name   | FY19 APPR<br>Expenditures | FY19 APPR<br>FTEs | FY20 APPR<br>Expenditures | FY20 APPR<br>FTEs |
|--|---------------------------|-------------------|---------------------------|-------------------|
| Home & Community Based MA Waiver Services              | 2,713,267                 | 10.00             | 3,260,902                 | 11.00             |
| Community Support Network for People with Disabilities | 22,288,023                | 36.75             | 22,515,056                | 36.75             |
| Assisted Living Services                               | 2,465,550                 | 7.57              | 2,877,627                 | 7.57              |
| Home Care Services                                     | 4,420,444                 | 15.00             | 4,945,745                 | 15.00             |
| Ombudsman Services                                     | 893,432                   | 7.50              | 945,914                   | 7.50              |
| Respite Care   | 1,246,661                 | 0.00              | 1,347,549                 | 0.00              |
| Senior Community Services                              | 3,014,579                 | 10.22             | 3,211,093                 | 10.22             |
| Senior Nutrition Program                               | 3,156,540                 | 4.50              | 3,161,865                 | 3.50              |
| <b>Total</b>   | <b>51,641,899</b>         | <b>173.09</b>     | <b>54,549,082</b>         | <b>173.09</b>     |