



# Aging and Disability Services

## APPROVED FY23 BUDGET

\$62,473,715

## FULL TIME EQUIVALENTS

184.59

☀️ 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, Ed. D. of the HHS - Aging and Disability Services at 240.777.4565 or Deborah Lambert of the Office of Management and Budget at 240.777.2794 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.

| FY23 Approved Changes   | Expenditures   | FTEs        |
|---|----------------|-------------|
| <b>FY22 Approved</b>  | <b>455,130</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. | 2,448          | 0.00        |
| <b>FY23 Approved</b>  | <b>457,578</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 FY20 | Actual FY21 | Estimated FY22 | Target FY23 | Target FY24 |
|--|-------------|-------------|----------------|-------------|-------------|
| Number of ongoing clients in Adult Foster Care (monthly average)   | 128         | 105         | 110            | 121         | 139         |
| Assisted Living Services - Percent of clients remaining in community placement (i.e., not entering institutional setting) <sup>1</sup> | 89%         | 93%         | 93%            | 93%         | 93%         |

<sup>1</sup> AFS Services has continued to be successful in helping client's avoid institutionalization.

| FY23 Approved Changes   | Expenditures     | FTEs        |
|---|------------------|-------------|
| <b>FY22 Approved</b>  | <b>2,276,833</b> | <b>7.00</b> |
| Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs. | 5,731            | 0.00        |
| <b>FY23 Approved</b>  | <b>2,282,564</b> | <b>7.00</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<br>FY20 | Actual<br>FY21 | Estimated<br>FY22 | Target<br>FY23 | Target<br>FY24 |
|---|----------------|----------------|-------------------|----------------|----------------|
| Number of incoming calls  | 1,743          | 1,352          | 1,640             | 1,640          | 1,640          |
| Percent of ongoing clients satisfied with the Aging and Disability Resource Unit <sup>1</sup>   | 100%           | N/A            | 96%               | 96%            | 95%            |
| Percent of ongoing clients to the Aging and Disability Resource Unit who said they were better able to make decisions about options after talking with staff <sup>2</sup> | 93%            | N/A            | 95%               | 95%            | 95%            |

<sup>1</sup> Surveys not collected in FY21 due to COVID-19.

<sup>2</sup> Surveys not collected in FY21 due to COVID-19.

| FY23 Approved Changes   | Expenditures     | FTEs        |
|---|------------------|-------------|
| <b>FY22 Approved</b>  | <b>1,068,067</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. | 23,310           | (0.16)      |
| <b>FY23 Approved</b>  | <b>1,091,377</b> | <b>8.84</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<br>FY20 | Actual<br>FY21 | Estimated<br>FY22 | Target<br>FY23 | Target<br>FY24 |
|---|----------------|----------------|-------------------|----------------|----------------|
| Number of unduplicated customers served in the Senior Nutrition Program   | 4,306          | 3,000          | 5,000             | 5,000          | 5,000          |
| Percent of Congregate Meal clients who agree or strongly agree that they would recommend the service to a friend <sup>1</sup>   | 97%            | N/A            | 97%               | 97%            | 97%            |
| Percent 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 | 96%            | 100%           | 96%               | 96%            | 96%            |
| Ombudsman Services - Percent of complaints resolved and partially resolved  | 85%            | 93%            | 87%               | 90%            | 90%            |

<sup>1</sup> Due to COVID, the Congregate meal program did not resume operations until June 2020. Service quality data was not collected for FY21.

| FY23 Approved Changes  | Expenditures     | FTEs         |
|--|------------------|--------------|
| <b>FY22 Approved</b>   | <b>8,473,871</b> | <b>21.79</b> |
| Add: One Position to Support the Long-Term Ombudsman Program Due to Increased Caseload | 82,616           | 1.00         |

| FY23 Approved Changes   | Expenditures     | FTEs         |
|---|------------------|--------------|
| Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs. | 339,236          | 0.16         |
| <b>FY23 Approved</b>  | <b>8,895,723</b> | <b>22.95</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 FY20 | Actual FY21 | Estimated FY22 | Target FY23 | Target FY24 |
|---|-------------|-------------|----------------|-------------|-------------|
| New APS Investigations <sup>1</sup>   | 971         | 889         | 1,000          | 1,100       | 1,200       |
| Number of clients receiving case management services  | 798         | 1,236       | 1,300          | 1,350       | 1,400       |
| Percent of SSTA Case Management clients who report being satisfied or very satisfied  | 95%         | 93%         | 95%            | 95%         | 95%         |
| Percent of seniors and adults with disabilities that avoid institutional placement while receiving case management services | 96%         | 88%         | 93%            | 93%         | 93%         |
| Number of APS Clients with another investigation within six months (Recidivism)   | 6%          | 5%          | 7%             | 6%          | 6%          |

<sup>1</sup> Projection for FY 22 is lower due to impact of COVID.

| FY23 Approved Changes   | Expenditures      | FTEs         |
|---|-------------------|--------------|
| <b>FY22 Approved</b>  | <b>8,073,030</b>  | <b>51.55</b> |
| Increase Cost: Adult Medical Day Care Supplement Adjustment   | 1,445,248         | 0.00         |
| Enhance: Add Six Positions to Support Adult Protective Services Program Due to Increased Caseload   | 954,806           | 6.00         |
| Increase Cost: Annualization of Social Worker Position  | 26,003            | 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. | 262,307           | 0.00         |
| <b>FY23 Approved</b>  | <b>10,761,394</b> | <b>57.55</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 FY20 | Actual FY21 | Estimated FY22 | Target FY23 | Target FY24 |
|---|-------------|-------------|----------------|-------------|-------------|
| Turnover rate for direct service professionals for developmental disabilities providers   | 35.0%       | 30.5%       | 38.0%          | 35.6%       | 35.6%       |
| Number of Clients served by Developmental Disability and Medical Adult Day Care Providers | 3,172       | 5,166       | 5,325          | 5,491       | 5,661       |
| Percent of customers satisfied with Medical Adult Day Care                                | 91.0%       | 99.0%       | 91.0%          | 91.0%       | 99.0%       |

| FY23 Approved Changes   | Expenditures      | FTEs        |
|---|-------------------|-------------|
| <b>FY22 Approved</b>  | <b>19,456,237</b> | <b>0.50</b> |
| Increase Cost: Developmental Disabilities Supplement Adjustment   | 1,128,303         | 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. | 952               | 0.00        |
| <b>FY23 Approved</b>  | <b>20,585,492</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 FY20 | Actual FY21 | Estimated FY22 | Target FY23 | Target FY24 |
|---|-------------|-------------|----------------|-------------|-------------|
| Placements in Summer Camp Programs <sup>1</sup>                     | 9           | 29          | 60             | 102         | 102         |
| Percent of customers satisfied with the My Turn Program             | 100%        | 92%         | 95%            | 95%         | 95%         |
| Percent of customers who report that the My Turn Program is helpful | 95%         | 88%         | 95%            | 95%         | 95%         |

<sup>1</sup> Due to the impact of COVID, there were fewer placements in summer camp programs in FY20 and FY21.

| FY23 Approved Changes   | Expenditures     | FTEs        |
|---|------------------|-------------|
| <b>FY22 Approved</b>  | <b>2,751,945</b> | <b>8.75</b> |
| Add: One Position to Support Developmental Disabilities Supplement Program  | 68,769           | 1.00        |
| Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs. | 169,644          | 0.00        |
| <b>FY23 Approved</b>  | <b>2,990,358</b> | <b>9.75</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 FY20 | Actual FY21 | Estimated FY22 | Target FY23 | Target FY24 |
|--|-------------|-------------|----------------|-------------|-------------|
| Home Care Services - Number of clients served annually                       | 239         | 308         | 323            | 340         | 357         |
| Percent of customers satisfied with Home Care Services                       | 87%         | 86%         | 96%            | 99%         | 99%         |
| Home Care Services - Percentage of clients with no unmet personal care needs | 99%         | 100%        | 99%            | 99%         | 99%         |

| FY23 Approved Changes   | Expenditures     | FTEs         |
|---|------------------|--------------|
| <b>FY22 Approved</b>  | <b>4,926,361</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. | 67,154           | 0.00         |
| <b>FY23 Approved</b>  | <b>4,993,515</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, 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 FY20 | Actual FY21 | Estimated FY22 | Target FY23 | Target FY24 |
|--|-------------|-------------|----------------|-------------|-------------|
| Total number of clients currently served by Nurse Monitoring   | 2,602       | 2,621       | 2,852          | 3,022       | 3,203       |
| Average number of Adult Evaluation and Review Service (AERS) assessments assigned per month  | 282         | 248         | 299            | 307         | 350         |
| Percent of clients satisfied with the Autism Waiver Program  | 99%         | 95%         | 95%            | 95%         | 97%         |
| Percent of clients satisfied with Coordination of Community Supports   | 95%         | 91%         | 88%            | 88%         | 92%         |
| Percent of adults with developmental disabilities provided case management services that remain at the same level of independence after receiving supportive services in the Case Management of Community Services Program | 100%        | 100%        | 99%            | 99%         | 99%         |

| FY23 Approved Changes   | Expenditures     | FTEs         |
|---|------------------|--------------|
| <b>FY22 Approved</b>  | <b>8,391,340</b> | <b>60.00</b> |
| Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs. | 572,892          | 0.00         |
| <b>FY23 Approved</b>  | <b>8,964,232</b> | <b>60.00</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 FY20 | Actual FY21 | Estimated FY22 | Target FY23 | Target FY24 |
|---|-------------|-------------|----------------|-------------|-------------|
| Number of clients served in respite <sup>1</sup>  | 486         | 389         | 411            | 457         | 457         |
| Percent of customers satisfied with Respite Services  | 91%         | 93%         | 92%            | 92%         | 93%         |
| Percent of customers that report a reduction in stress/caregiver burden as a result of receiving respite services | 92%         | 96%         | 97%            | 97%         | 97%         |

<sup>1</sup> Due to the impact of COVID, there were fewer clients served in respite during FY21.

| FY23 Approved Changes   | Expenditures     | FTEs        |
|---|------------------|-------------|
| <b>FY22 Approved</b>  | <b>1,382,017</b> | <b>0.00</b> |
| Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs. | 69,465           | 0.00        |
| <b>FY23 Approved</b>  | <b>1,451,482</b> | <b>0.00</b> |

## PROGRAM SUMMARY

| Program Name   | FY22 APPR Expenditures | FY22 APPR FTEs | FY23 APPR Expenditures | FY23 APPR FTEs |
|--|------------------------|----------------|------------------------|----------------|
| Admin - Aging & Disability Services                    | 455,130                | 3.00           | 457,578                | 3.00           |
| Adult Foster Care                                      | 2,276,833              | 7.00           | 2,282,564              | 7.00           |
| Aging & Disability Resource Unit                       | 1,068,067              | 9.00           | 1,091,377              | 8.84           |
| Area Agency on Aging                                   | 8,473,871              | 21.79          | 8,895,723              | 22.95          |
| Assessment & Continuing Care Management Services       | 8,073,030              | 51.55          | 10,761,394             | 57.55          |
| Community Provider Support                             | 19,456,237             | 0.50           | 20,585,492             | 0.50           |
| Community Support Network for People with Disabilities | 2,751,945              | 8.75           | 2,990,358              | 9.75           |

---

## PROGRAM SUMMARY

| Program Name                            | FY22 APPR<br>Expenditures | FY22 APPR<br>FTEs | FY23 APPR<br>Expenditures | FY23 APPR<br>FTEs |
|---|---------------------------|-------------------|---------------------------|-------------------|
| Home Care Services                      | 4,926,361                 | 15.00             | 4,993,515                 | 15.00             |
| Medicaid Funded Long-Term Care Services | 8,391,340                 | 60.00             | 8,964,232                 | 60.00             |
| Respite Care                            | 1,382,017                 | 0.00              | 1,451,482                 | 0.00              |
| <b>Total</b>                            | <b>57,254,831</b>         | <b>176.59</b>     | <b>62,473,715</b>         | <b>184.59</b>     |