



Aging and Long-Term Support Administration Updates

Senior Lobby Day
October 17, 2024



Washington's Population is Aging

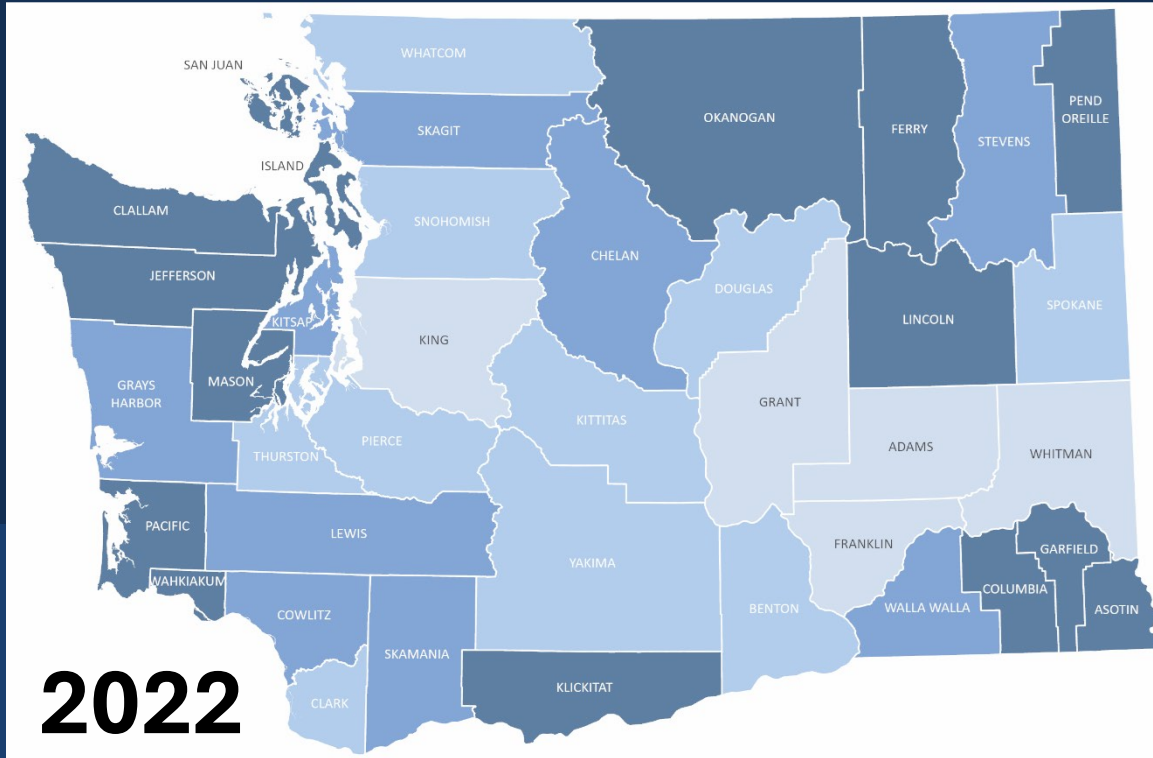
The state's elderly population is increasing dramatically.

Washington's 65+ population increased by 63%, from about 828,000 in 2010 to 1.35 million in 2022.

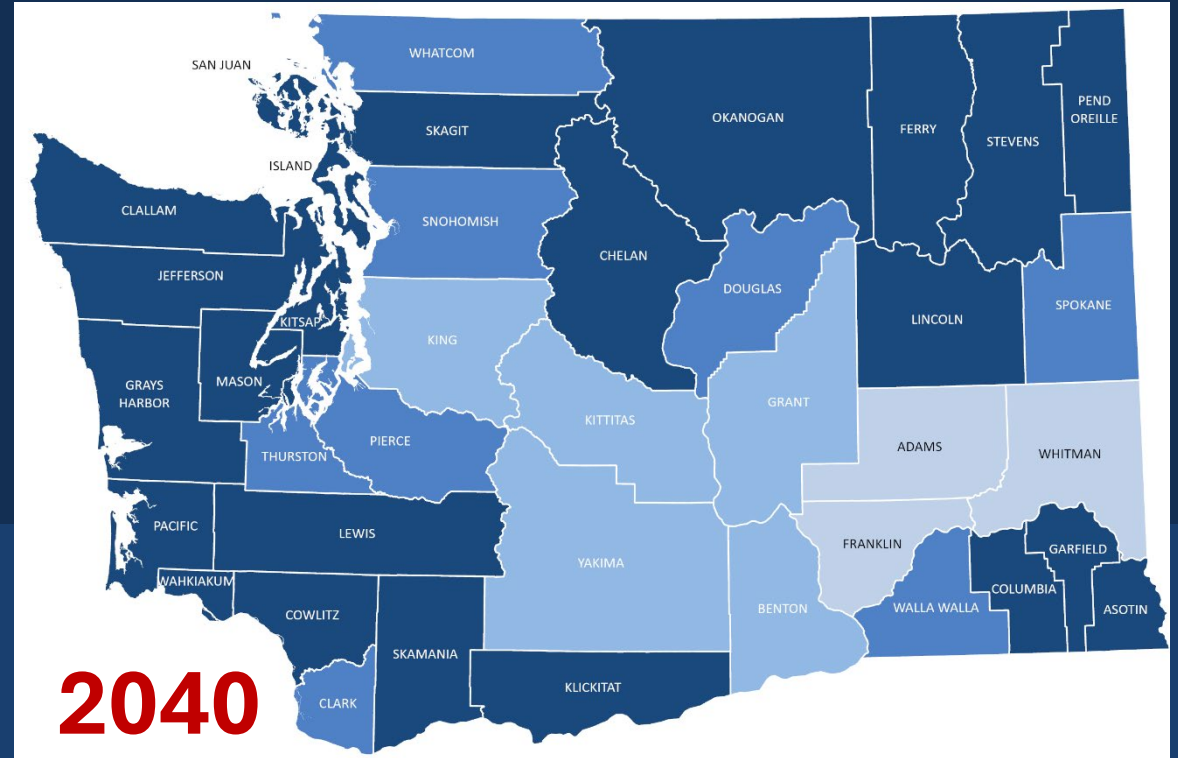
17% of Washingtonians were 65+ in 2022

22% of Washingtonians will be 65+ by 2040.

The 85+ population will triple.



The Seattle Times: WA's population is aging.



State Population Forecast: 2010-2040 Presentation (wa.gov)

PERCENT OF SENIORS AGE 65+

Less than 10%

10.1% to 15%

15.1% to 20%

20.1% to 25%

More than 25%

People Accessing Long-Term Care Have Multiple Chronic Conditions and Diverse Needs



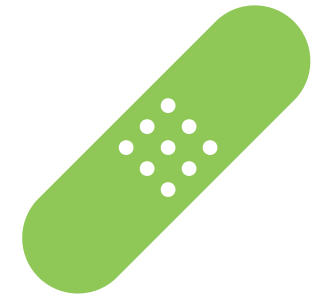
1 in **7** have a
mental health
diagnosis



1 in **4** have a
Dementia
diagnosis

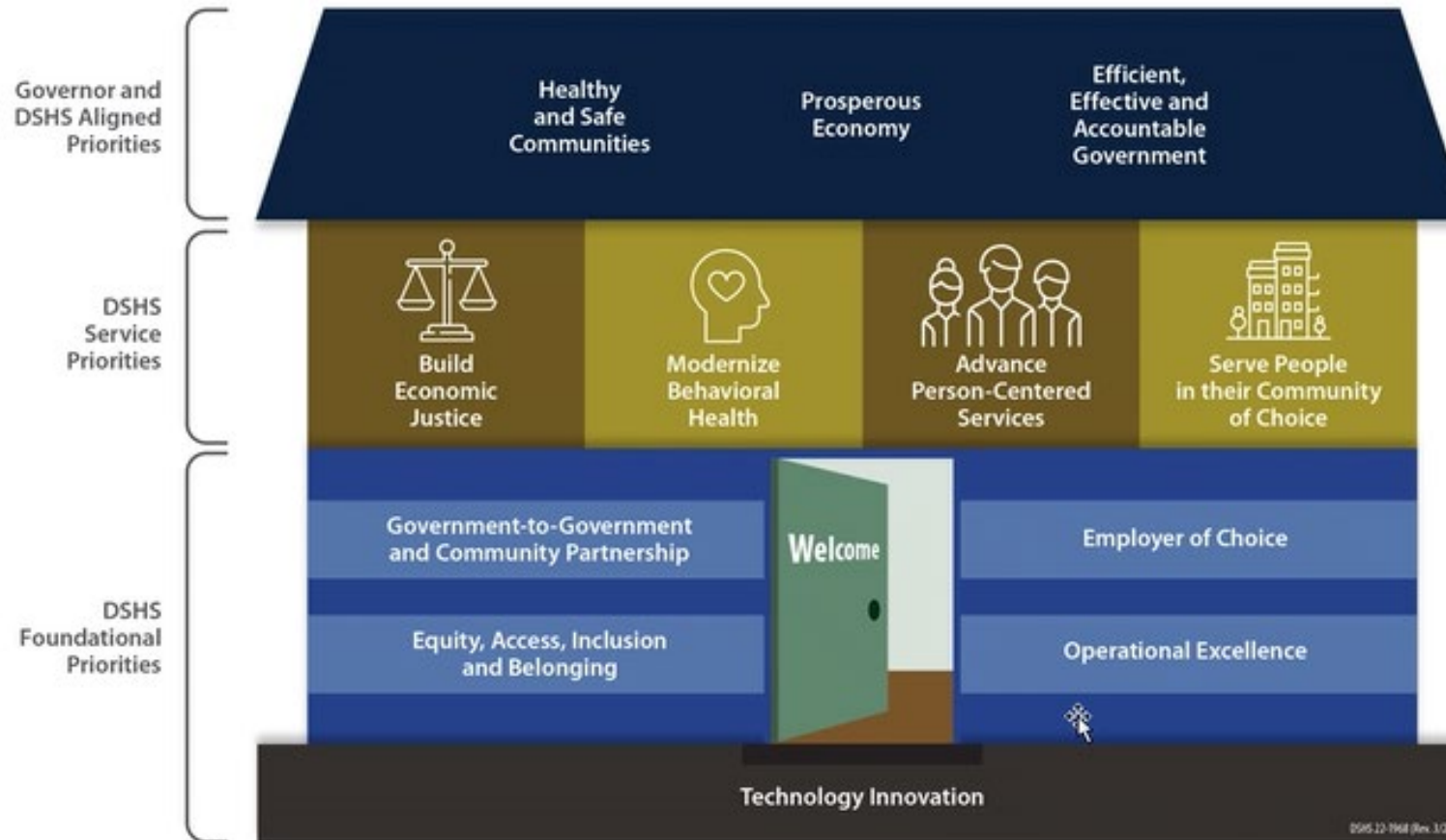


1 in **3** have an
intellectual or
developmental
disability



Average person has
five chronic
conditions diagnosed
in the past year

DSHS – House of Health and Human Services



Improving outcomes by promoting CHOICE

- 🏠 **C**hampioning access, choice and integration
- 🏠 **H**onoring Independence, Rights, Health & Safety
- 🏠 **O**ptimizing Partnership and Lived Experiences
- 🏠 **I**mproving quality, accountability and responsiveness
- 🏠 **C**ultivating Strong Workforce And Technology Supports
- 🏠 **E**mpowering Belonging, Engagement, Innovation & Wellbeing

ALTSA Leadership



Kathy Morgan
Director, APS



Rachelle Ames
Director, CGER
within OAS



Bea Rector
Assistant Secretary



Mike Anbesse
Deputy Assistant Secretary



Cathy Kinnaman
Director, HCS



Eric Mandt
Director, MSD



Earnest Covington III
Director, ODHH



Amy Abbott
Director, RCS



Ben Veghte
Director, WA CARES

Residential Care Services (RCS)



- Regulatory oversight of licensed and certified long-term care facilities
- Contractor for CMS to provide oversight of some federal programs
- Complaint Investigations



Overview of RCS

- **State:** Provides regulatory oversight for licensed and certified Long-term care (LTC) settings in Washington state.
- **Federal:** Contracted by the Center for Medicare and Medicaid Services (CMS) to provide regulatory oversight for federal programs
 - Nursing Homes
 - Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID)
- **Licensing:**
 - Conduct unannounced surveys, inspections and evaluations to ensure LTC setting providers follow regulations.
 - RCS issues reports called Statement of Deficiency (SOD) and if warranted, enforcement actions. Both SOD and enforcement actions require providers to correct identified issue(s).
- **Complaints:**
 - The Complaint Resolution Unit (CRU) receives and processes allegations of abuse, neglect, violation of rights or regulation concerning vulnerable persons living in LTC settings.
 - Staff conduct unannounced investigations in response to complaints to verify allegations and assess potential for harm to residents or clients.



Growth in Providers

Date	Providers	Beds	% Growth Since 2014
01/01/2014	3,639	67,680	
01/01/2015	3,645	68,187	0.2%
01/01/2016	3,656	68,847	0.5%
01/01/2017	3,699	70,036	1.6%
01/01/2018	3,731	70,917	2.5%
01/01/2019	3,860	71,926	6.1%
01/01/2020	4,047	73,282	11.2%
01/01/2021	4,292	75,083	17.9%
01/01/2022	4,548	77,293	25.0%
01/01/2023	4,961	80,762	36.3%
01/01/2024	5,522	84,452	51.7%
09/01/2024	5,955	87,708	63.6%



Growth in Providers

Three Programs with the largest growth:

- Adult Family Homes
- Enhanced Service Facilities
- Supported Living

Date	Adult Family Home	Enhanced Services Facility	Supported Living
01/01/2014	2,728	0	140
09/01/2024	4,981	11	206

Resources, Strategic Plans & Regulations

Assuring Quality Care & Transparency

- Civil Money Penalties (CMP) grant programs
- Updated Rules and Regulations
- Provider Locator QR code



Resources, Strategic Plans & Regulations

Anticipating Provider Needs

- Improving capacity of LTC facilities to care for residents with behavioral health needs
- Creating training and consultation opportunities
- Working with RCS staff and community groups to address growth and change in client population



Home and Community Services (HCS)



- **Eligibility:** Help Washingtonians access Medicaid LTSS
- **Case Management:** Ensure clients get high quality service planning, coordinate care and assist with transitions to and from institutional settings
- **Provider Training and Development:** Provide training and support to formal and informal care providers, work on provider development
- **Older Adult and Caregiver Supports:** Provide senior nutrition, family caregiver and kinship supports



HCS Services Available (based on eligibility)

Personal Care

Nurse Delegation
Services

Caregiver
Management
Training

Assistive Technology

Environmental
modifications

Adult Day Care

Adult Day Health

Skills Acquisition
Training

Skilled Nursing
Services

Transition or
Sustainability
Services

Client Support
Training

Home Delivered
Meals

Transportation

Supportive Housing
Services

Personal Emergency
Response System
(PERS)

Specialized durable
and non-durable
Medical Equipment



Decision Packages– Maintenance Level

HCBS Access Rule: \$13,039,000
(\$6,217,000 GF-S, \$604,000 Fund 567)

- CMS issued the [Ensuring Access to Medicaid Services Final Rule](#) in April 2024. The rule:
 - Increases transparency & accountability
 - Standardizes data and monitoring
 - Creates opportunities for beneficiaries to actively engage in their care
- Funding request is to help ALTSA implement the rules as required by CMS.

Medicaid Eligibility: \$8,597,000
(\$4,298,000 GF-State)

- CMS issued final rule to streamline enrollment in Medicaid, the Children's Health Insurance Program (CHIP), and Basic Health Program (BHP) in March 2024. Rule will:
 - Streamline enrollment
 - Promote enrollment and retention of eligible individuals; and
 - Eliminate barriers to access
- Funding is to help ALTSA implement rules as required



Decision Packages– Policy Level

Spousal Support Waiver: \$15,528,000
(\$9,842,000 GF-S) and 4.1 FTE

- Create a 1915(c) home and community-based waiver allowing spouses and domestic partners to be paid to provide personal care services for their Medicaid LTSS eligible spouse or domestic partner who has complex medical needs
 - Address the LTC workforce shortage, increase access to services, and responsive to community requests

Senior Nutrition: \$35,350,000
(\$33,780,000 GF-S)

- Fund Senior Nutrition Program Services, and a Medicaid rate increase for Home Delivered Meals (HDM)
 - Address inflation in cost of providing meals in Senior Centers and HDM
 - Without funding, Area Agencies on Aging would have to reduce the number of meals and clients served by approx. 40%



Decision Packages– Policy Level

Multi-Sector Plan on Aging: 4 FTEs

to support the creation of a multi-sector plan on aging for Washington

- Part of Agency Request Legislation Proposal

Person Centered Technology: \$11.3 million (\$5.7 million GF-S) and 7 FTE

- Create innovative ways to meet needs of clients through remote caregiving, assistive devices, device installation and remote care services



Other Projects

- Presumptive Eligibility Testing
- New Deputy Director of Behavioral Health and Community Transitions Position
- Grievance System (Access Rule Work)
- Community Advisory Boards
 - Service Experience Team
 - Direct Care Workers



Adult Protective Services (APS)

APS Mission, Vision & Purpose

AL TSA/APS Mission:

We partner with people to access support, care, and resources.

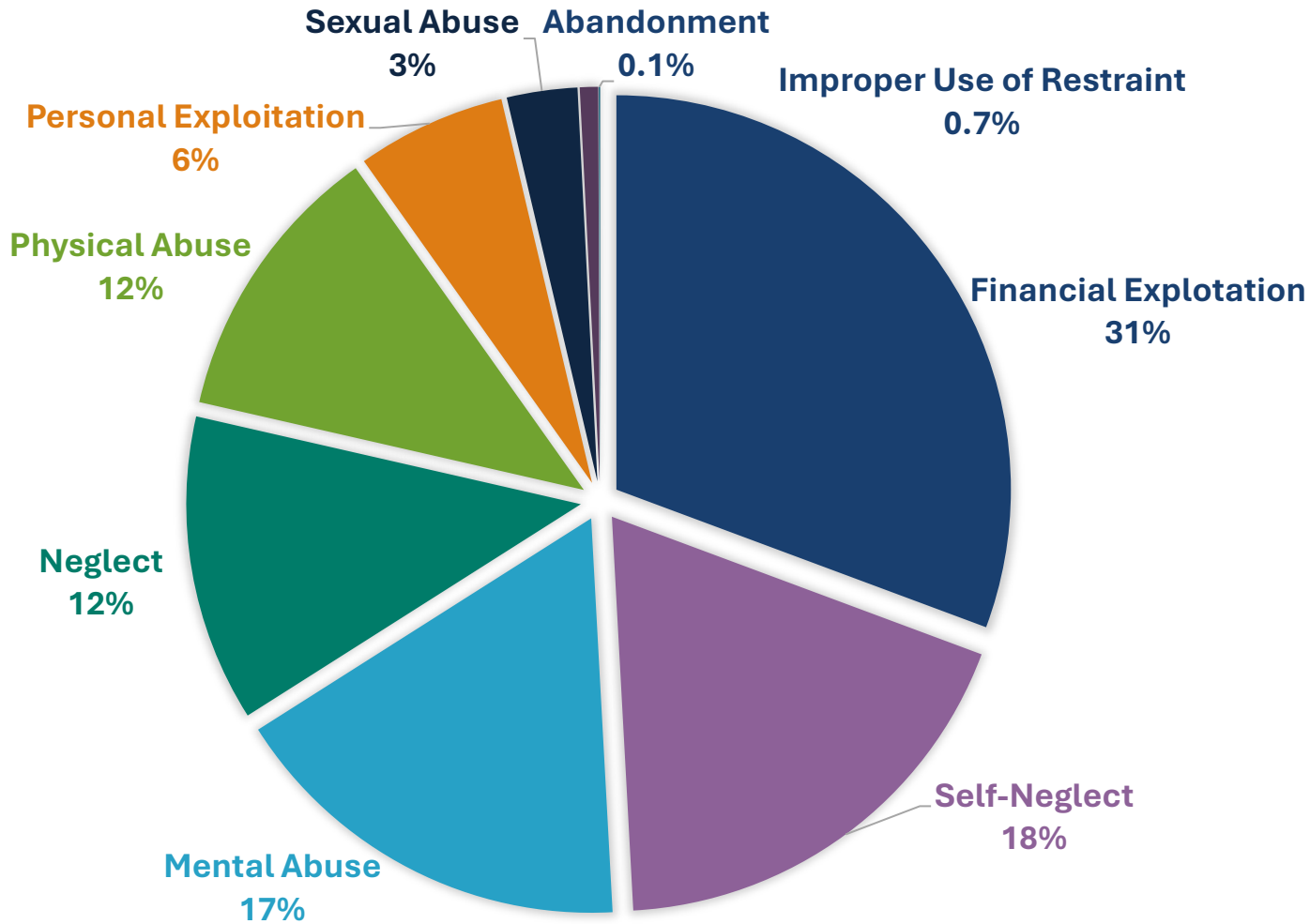
APS Vision:

Vulnerable adults live free of harm with appropriate protective services in place and accountability of perpetrators

APS Purpose:

Partner with people by educating the public, conducting quality investigations, providing advocacy and offering protective services to vulnerable adults

2023 Investigations Data



Allegation Type	Investigated Allegations
Financial Exploitation	20464
Self-Neglect	12317
Mental Abuse	11252
Neglect	8390
Physical Abuse	7745
Personal Exploitation	4084
Sexual Abuse	1926
Improper Use of Restraint	500
Abandonment	38
TOTAL	66,716

Source: 2023 APS Report



Adult Protective Services Initiatives

- APS final federal rule implementation
- Self-neglect alternative approach
 - Decision Package for \$14.1 million (\$10 GF-S) and 49.5 FTE
- Financial exploitation awareness



APS Federal Rules

2010 Elder Justice Act (EJA) passed Congress

2021 First dedicated federal funding for APS programs

- Grants offered through Covid-19 Relief and American Rescue Plan Act funding

2023 First federal funding appropriation

- \$15 million total funds to split amongst states and US territories

2024 Final APS federal rules issued



Changing how we look at self-neglect



Adults experiencing self-neglect need supports, not an investigation

- Person-centered and trauma informed approach
- Responsive to the individual needs of those experiencing self-neglect
- Enhance staff training related to self-neglect, aging, dementias and mental health to better serve individuals
- Partnerships and collaboration with service organizations
- Coordination with case managers

Self neglect involves older adults or adults with disabilities who cannot meet their own essential physical, psychological or social needs in a way that threatens their health, safety or wellbeing.

Signs may include:

- Missed medical appointments
- Not taking needed medication
- Inadequate food or nutritional intake
- Unsafe housing or living conditions
- Personal hygiene concerns
- Lacks/won't allow for needed care



Public Awareness of Financial Scams

Financial Exploitation was the **highest** report type for Washington APS in 2023

Scams by Strangers	Scams by 'Professionals'	Exploitation by Trusted Adults
Lottery & Sweepstakes scams, "You've already won! Just send over \$2,500 to cover your taxes"	Predatory lending where Seniors are pressured into taking out inappropriate reverse mortgages or other loans	Using Powers of Attorney to steal money for own use
Home Repair/Traveling Scams, "We're in your area and can coat your roof really cheaply if you pay ahead of time"	Annuity sales where Seniors are pressured into using the equity realized from a reverse mortgage or other liquid assets to buy an annuity that doesn't mature until the person is well into their 90s or 100s	Using Joint Bank accounts to steal money for own use
Over-the-phone Grandparent Scam, "Your grandson is in jail and needs you to send money immediately"	Investment or security pyramid schemes	Using ATM cards or checks to steal money from victim's accounts
Charity Scams, where money is falsely solicited for good causes	Internet phishing scams, identity theft, etc.... "We'll deposit the money if you send your bank account information over"	Refusing to obtain needed medical care for victim to keep persons' assets available for abuser
Telemarketing scams and accompanying threats	Medicare Scams	In-home care providers charging for unfulfilled services or using victim's money to pay unrelated bills.



How to make an APS report

Public online reporting

www.dshs.wa.gov/altsa/ReportAdultAbuse

Or

Call: 1-877-734-6277

Office of the Deaf and Hard of Hearing (ODHH)



- Provides services to Washingtonians of any age who are Deaf, DeafBlind, Deaf-disabled, Hard of Hearing, Late-deafened or Speech Disabled
- Goal is to ensure equal communication access and promote self-sufficiency



Overview of ODHH

Interpreter Contracts	Information & Resources	Assistive Communication Technology	Telecommunication Relay Services
Telecommunication Equipment Distribution	Community Training and Presentations	Education and Training for Service Providers	
Social and Health Services (including regional service centers)		Support for Hard of Hearing Population	

Resources & Support for Hard of Hearing Individuals



To request information about assistive technology, consultations or trainings for your agency please contact **Michael Fox**

Michael.fox1@dshs.wa.gov

564-200-2932 // 360-799-5796

Management Services Division (MSD)



- Does the 'back-office' work to support ALTSA & DDA
 - Budget development, management and forecasting
 - Accounting
 - Rates setting
 - Contract management
 - Facility office leases



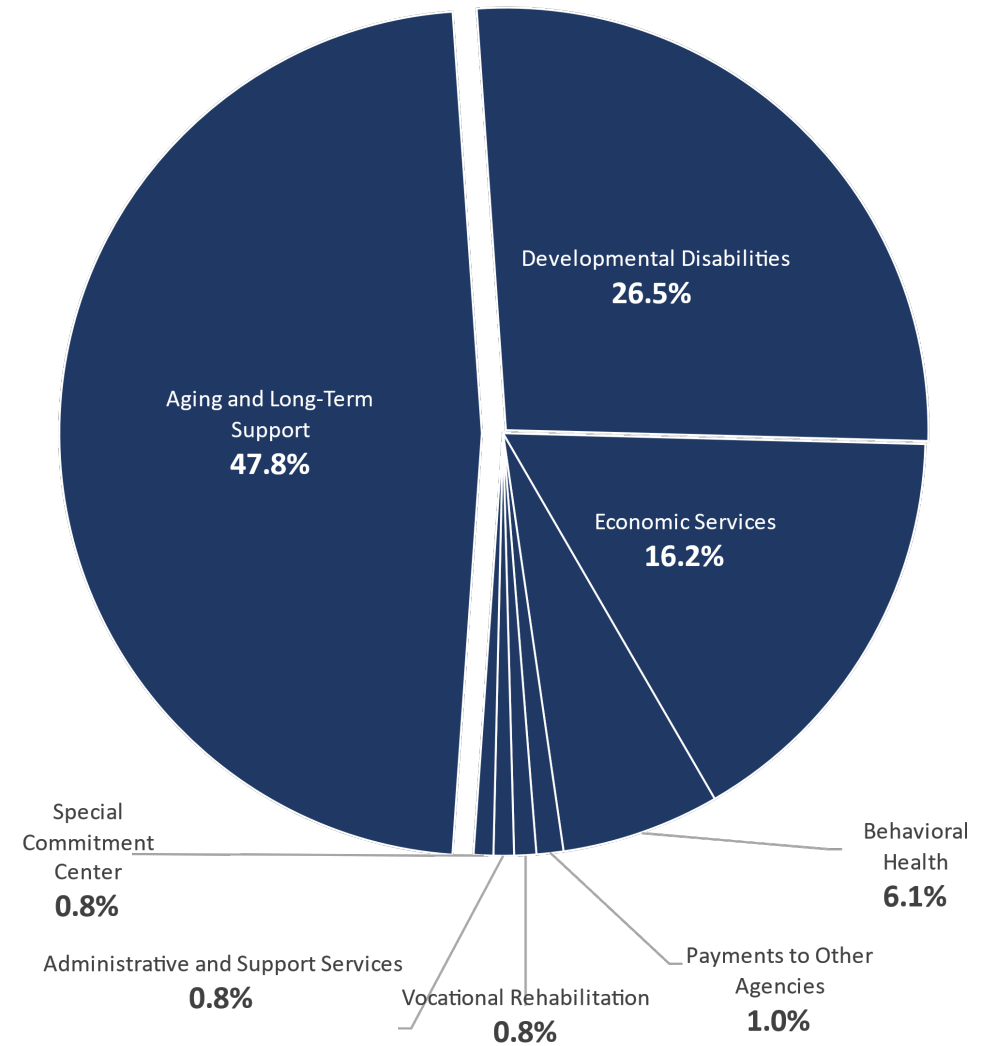
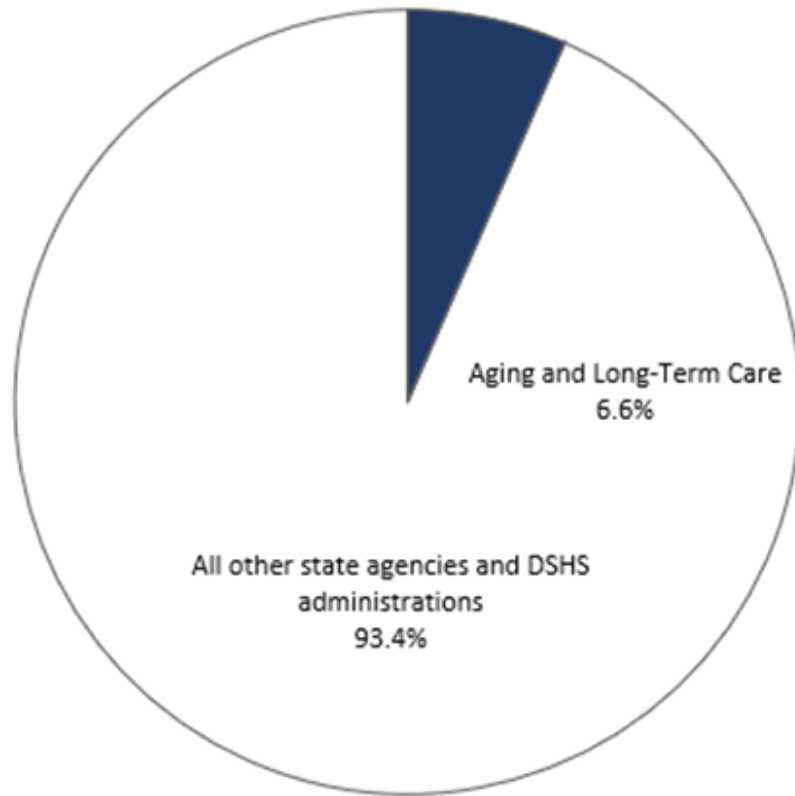
State Budget Projections



- Projected state revenue through 2029 **decreased** by \$39 million
- Projected revenue for 2023-25 biennium **decreased** by \$49 million (about 0.1%)
- Projected revenue for 2025-27 biennium **increased** about \$79 million (about 0.1%)

Overall, likely to be a tough budget year.

Budget in Context





ALTSA Maintenance Level Budget Breakdown

Total Request: \$2.7 Billion

Maintenance Level: \$1.7 billion

- Federal Rule Changes: \$26.4M
 - CMS HCBS Access
 - Eligibility
 - Older American Act
 - APS
- Proposed CDE, Agency Parity and AFH Bargaining Increases: \$577M
- Forecasts (including caseload and utilization costs): \$1B
 - Decision Packages are based on summer forecasts, fall forecast likely to be higher



WA Cares Fund

Washington state's first in the nation long-term care insurance program



Program timeline

2014

Research on policy options for long-term care

2019

Legislature passes LTSS Trust Act & governor signs into law

2021

Legislature improves coverage for adults with disabilities that onset prior to age 18

2022

Legislature adds pathway to partial benefits for near-retirees; establishes voluntary exemptions for certain groups

2023

July 1
Workers begin contributing

2024

Legislature makes benefits portable

2026

July 1
Benefits become available for qualified, eligible individuals



Taking WA Cares benefits out of state

New law passed this year to allow workers to use their benefit outside Washington

- Starting in July 2026, **workers can choose to continue participating in WA Cares** if they move out of state
- Must have contributed to WA Cares for **at least 3 years** (working 500+ hours per year) and must opt in **within a year of leaving WA**
- Like other workers, out-of-state participants keep contributing during working years
- Benefits available **starting July 2030**



“ If my family had WA Cares, I would’ve had a different reality. WA Cares and your ability to take it to another state is huge.

– Kendall, family caregiver (Seattle, WA)



Benefits for WA families & communities



Care for workers

to help them stay in their own homes for longer as they age



Financial support

by keeping benefits workers earn in their family or community



Support for families

by becoming a paid family caregiver or getting other services to ease impact of care needs



Affordable coverage

for the majority of families who can't afford private long-term care insurance



Resources for the workplace

to help employees stay in their jobs & care for their families



Lower costs

of long-term care spending we all pay through sales & other taxes



Decision packages

WA Cares Operations

\$145,229,000 and 323.4 FTEs from the LTSS Trust Account to continue implementation and pay benefits in 2026

- Program Staff: Implement program, including determining eligibility and functional assessments
- Community Partnerships: Work with AAAs and other partners to ready provider network and educate public
- Consulting Services: Support CMS negotiations on shared savings (req. by RCW)
- Portability: Implement portable benefits

WA Cares Information Technology

\$24,848,000 and 7.0 FTEs from the LTSS Trust Account to deliver required technology solutions for the program.

- Permanent FTE: Complete implementation of WA Cares IT project, maintenance and operations at program launch
- Contracts for professional services: IT project management, external quality assurance (required by WATech), Benefit Application Management System (BAMS) development with Salesforce, Assessment Tool, user experience design, ProviderOne, implementing portable benefits
- Ongoing licensing costs: Licenses for BAMS, Assessment Tool, storage, disaster recovery



Policy updates

LTSS Trust Commission

Recommendations report to be finalized in December on:

- Provider Payment Maximums: Setting maximum allowable rates for all 19 approved services
- Minimum Provider Qualifications: Establishing minimum qualifications for registering providers under all 19 approved services
- Contingency Planning: Discussing solvency implications if the program were to move to a voluntary design

Rulemaking

Current topics (drafting, CR-102s anticipated late 2024/early 2025):

- General provisions, approved services
- Assessment & service delivery process for beneficiaries
- Intake & application process for beneficiaries
- Provider registration

Upcoming topics:

- Appeals for beneficiaries & providers
- Third option for paying eligible relative care
- Anti-discrimination requirements

Agency request legislation

Standardizing basic training and certification requirements for family members providing in-home care

- In preparation for implementing the WA Cares third option
- Ensure that family employed through a home care agency or the third option have the same training requirements as family individual providers
- 5 hours safety, 30 hours basic training. No certification required.



Thank you

Learn more at wacaresfund.wa.gov

Follow us on [Facebook](#), [Instagram](#), and [LinkedIn](#)

Contact us by email

[wacaresfund.wa.gov/
contact-us](https://wacaresfund.wa.gov/contact-us)

Contact us by phone (employers & exemptions)

833-717-2273

Contact us by phone (other questions)

844-CARE4WA



Amy Abbott
Director, Residential Care
Services
amy.abbott@dshs.wa.gov
360-725-2401

Kathy Morgan
Director, Adult Protective
Services
Kathy.morgan@dshs.wa.gov
360-725-2321

Ben Veghte, MPA Phd
Director, WA Cares
Benjamin.veghte@dshs.wa.gov
571-345-4986

Eric Mandt
Director, Management
Service Division
eric.mandt@dshs.wa.gov
360-725-2579

Cathy Kinnaman
Director, Home and Community
Services
catherine.kinnaman@dshs.wa.gov
360-725-2272

Earnest Covington III
Director, Office of the Deaf and
Hard of Hearing
earnest.covington@dshs.wa.gov
Videophone: 360-529-5754
Cell (Text Only): 360-280-0211