

STATE PLAN FOR AGING SERVICES

Year 2 Annual Report (October 1, 2017 – September 30, 2018)

Plan Overview

The Nevada Aging and Disability Services Division's (ADSD) 2016-2020, State Plan for Aging Services covers the period October 1, 2016, to September 30, 2020, and is the blueprint for the agency's planned efforts and services to be provided for older adult Nevadans during the next four years. Since the Division's inception in 1971, as a single State Unit on Aging, it has consistently been the primary advocate for older adult Nevadans, by developing, implementing and coordinating programs for them throughout the state.

This State Plan sets forth the following Goals:

1. Older adult Nevadans and their families are empowered to make **informed decisions about long-term services and supports (LTSS)** through coordinated, person-centered services.
2. Older adult Nevadans have a **network of support that promotes their safety**, security and protection.
3. Older adult Nevadans have **access to a variety of services**, including evidence-based programs, to enhance health and long-term services and supports.
4. ADSD is responsive to older adult Nevadans' needs through **continuous quality improvement** and standardized quality measures.
5. Older adult Nevadans receive long-term services and supports through a **trained and expanded workforce**.

These goals are based on the following five core components:

- **No Wrong Door:** ADSD, along with state and community partners, must be engaged to support Older Nevadans and their families. Access to information and services must be streamlined and standardized across systems to empower consumers to make choices. Nevada is committed to embedding the No Wrong Door (NWD) philosophy throughout the long-term services and supports system to provide everyone with the options to live in the setting of their choice.
- **Safety and Advocacy:** Quality of life in all settings is affected by an individual's ability to have choice and control and to be free from negative influences that may limit individual freedoms. In addition, for those elders who are subject to abuse, neglect, or financial

exploitation from others, as well as those who are self-neglecting in some way, protections must be available.

- Health and Social Services: Having a variety of services to assist Older Nevadans supports individual choice and is necessary to meet older adult Nevadans where they are in the service continuum. Having well rounded and evidence-based services that meet consumers where they are strengthens the quality of services available. In addition, bridging the gap between healthcare and social services will lead to better outcomes for older adults in Nevada.
- Quality Assurance: Providing quality services that are responsive to consumer needs is a part of the ADSD mission. In keeping with national standards, ADSD aims to develop a No Wrong Door LTSS system that includes goals and performance indicators that increase visibility, trust, ease-of-access, responsiveness, efficiency and effectiveness of the system.
- Competent Service System: Having a workforce, including volunteers and caregivers, that is competent and able to increase efficiency of services is essential to maintaining a responsive long-term services and supports system. Training, capacity building and sustainability planning are critical to enhancing services in Nevada.

Accomplishments

Federal fiscal year 2018 (10/1/17-9/30/18) was the second year of the State Plan for Aging Services. During this time, efforts were focused on quality assurance and elder protective services.

Informed Decisions about LTSS

- ✓ Person centered thinking language incorporated into staff work performance standards.
- ✓ Infusing person-centered thinking language into service specifications.
- ✓ Resource and Service Navigation Certification training developed.

Network of Support that Promotes Safety

- ✓ VOCA Grant to begin Adult Protective Services awarded - \$885,292 (1 year)
- ✓ ACL Adult Protective Services Grant awarded - \$1,453,370 (3 year)
- ✓ Continued collaboration with the Attorney General's office to provide training and outreach.

Access to a Variety of Services

- ✓ Pilot project of self-directed transportation voucher completed. 24 individuals served.
- ✓ NDOT Grant to expand Mobility Manager program to northwest Nevada.
- ✓ ADSD working with Medicaid to add home delivered meals to the Frail-Elderly waiver.
- ✓ Implementation of DHHS Grant Management policies will impact competitive grant cycle – focusing on geographical gaps and service gaps.

Continuous Quality Improvement

- ✓ National Core Indicators project was completed.
- ✓ ADSD Grant Management team began reviewing performance indicators for the next social service competitive grant cycle.

Trained and Expanded Workforce

- ✓ Continued collaboration with the Nevada Geriatric Education Center (NGEC) to host staff trainings.
- ✓ Quality Assurance team began providing training to the waiver provider network.

Opportunities

As ADSD worked through the second year of the State Plan for Aging Services, a number of new initiatives and priorities have helped to shape activities.

One of the most significant changes has been the work to begin expansion of the Elder Protective Services program to an Adult Protective Services program. Expanding these services to individuals under age 60 will provide a greater safety and advocacy to Nevadans who are subject to abuse, neglect, or financial exploitation from others, as well as those who are self-neglecting in some way.

ADSD has also restructured to better address quality assurance activities across waiver programs. Continued planning and resources will be needed to expand quality assurance activities beyond the waiver programs, particularly for social service programs for older adults funded through Older Americans Act and State General funds.

Finally, the NWD Coordinator position remained vacant for most of this plan year, limiting progress towards no wrong door efforts. The position was filled in October 2018 and will be concentrating efforts on expanding the availability of Resource and Service Navigation through a well-trained, certified workforce.

Upcoming Priorities

The following is a list of activities that are ongoing or a priority during this current plan year (October 1, 2018 – September 30, 2019).

<i>Goal 1: Older adult Nevadans, people with disabilities and their families are empowered to make informed decisions about long-term services and supports (LTSS) through coordinated, person-centered services.</i>		
Activities	Responsible Unit	Implemented By
a) Ensure consumers are educated about person-centered counseling and their role in the process.	PAC	December 2019
b) Support state and community agencies in building lasting partnerships (i.e., reactivation of the Senior Center Directors Organization, Regional Planning Groups, Statewide Conferences, etc.).	PAC	Ongoing through October 2020
c) Review ADSD websites, to ensure they are 508 compliant, in that materials are in a usable and accessible format.	QA	Ongoing through October 2020
d) Provide disability awareness training, including People First training, to ADSD staff and	PAC	July 2019

partners.		
<i>Goal 2: Older adult Nevadans and people with disabilities have a network of support that promotes their safety, security and protection.</i>		
Activities	Responsible Unit	Implemented By:
a) Ensure caregiver supports are available across the lifespan.	PAC, CBC, DS	Ongoing through October 2020
b) Continue Elder Protective Services' efforts to strengthen multi-disciplinary involvement for the protection of older adults.	ER	December 2018
c) Conduct public presentation and outreach to educate Medicare beneficiaries, family members, and caregivers about their healthcare options and to protect themselves from fraud and abuse.	PAC	Ongoing through October 2020
d) Expand Elder Protective Services to Adult Protective Services (<i>New Objective</i>)	ER	Ongoing through October 2020.
<i>Goal 3: Older adult Nevadans and people with disabilities have access to a variety of services, including evidence-based programs, to enhance health and long-term services and supports.</i>		
Activities	Responsible Unit	Implemented By
a) Develop Care Transition and Care Coordination protocols to enhance collaboration between hospital discharge planners and community providers.	PAC	Ongoing through October 2020
b) Continue to work with the Nevada Office of Suicide Prevention to facilitate specialized training for older adult Nevadans awareness to prevent suicides.	PAC	July 2019
c) Implement additional evidence-based programs to support caregivers, older adult Nevadans and persons with disabilities.	PAC	December 2019
d) Conduct presentations statewide to ADSD staff and partners, to promote discretionary grant programs.	PAC	Ongoing through October 2020
e) Increase access and coordination of transportation services through the competitive grant process.	PAC	July 2019
<i>Goal 4: ADSD is responsive to older adult Nevadans' and people with disabilities needs through continuous quality improvement and standardized quality measures.</i>		
Activities	Responsible Unit	Implemented By
a) Conduct strategic focus groups, town hall meetings, and other types of listening sessions.	CBC, ER, and PAC	Ongoing through October 2020
b) Continue efforts to streamline provider assessments with the state Medicaid agency.	CBC	Ongoing through October 2020
c) Create Annual Grantee Performance Report using performance indicators	PAC	September 2019
<i>Goal 5: Older Adult Nevadans and people with disabilities receive long-term services and</i>		

<i>supports through a trained and expanded workforce.</i>		
Activities	Responsible Unit	Implemented By
a) Provide ongoing technical assistance for grantees, to develop varied funding streams, build business acumen and increase their revenue.	PAC	Ongoing through October 2020
b) Provide continuing education opportunities to current volunteers and community partners to keep them up-to-date and informed about relevant program subject matter.	PAC, LTCOP	Ongoing through October 2020
c) Develop partnerships with respite care and other organizations to increase attendance at Caregiver Trainings.	PAC	Ongoing through October 2020