



Aging and Disability Services Division

Caseload Statistics for

September 2024

This document contains Caseload Statistics for several Aging and Disability Services Division (ADSD) programs. (Note: Not all programs collect this information, therefore not all of ADSDs programs are listed below.) Footnotes are included at the bottom of any program's statistics where clients have been waiting over 90 days for services.

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COMMUNITY SERVICE OPTIONS PROGRAM FOR THE ELDERLY (COPE)

September-24

	Aug-24	Sep-24	Change from Prior Month	FYTD25	
				Total	Average
CLIENTS REFERRED					
Referred	11	13	18%	29	10
< = 45 Days (%)	100.0%	92.3%	-8%		91%
> 45 Days (%)	0.0%	7.7%			9%
CLIENTS WAITING*					
Screened	13	14	8%	37	12
Pending	6	6	0%	18	6
< = 90 Days (%)	47.4%	30.0%	-37%		42%
> 90 Days (%)	52.6%	70.0%	33%		58%
Total Clients Waiting	19	20	5%		18
Maximum Days on Waitlist	236	266	13%		236
Average days waiting	114	138	21%		118
CLIENTS APPROVED					
Approved	0	1	100.0%	1	0
Average Wait time till approved	0	115	100.0%		118
CASELOAD					
Total Budgeted Caseload	98	98	0.0%		97
Total Current Caseload	62	60	-3.2%		64
LEAVERS - From Active					
Total # of Closed Cases	6	3	-50.0%	12	4
(Top 4 Closure Reasons, %)					
1 Death	0%	0%	0.0%		11%
2 Non-Cooperation	17%	0%	-100.0%		6%
3 Hospitalization	0%	0%	0.0%		0%
4 Transferred to other Program	0%	0%	0.0%		22%
LEAVERS - From Wait List					
Total # of Closed Cases	1	0	-100.0%	1	0
(Top 4 Closure Reasons, %)					
1 Non-cooperation	0%	0%	0.0%		0%
2 Loss of Contact	0%	0%	0.0%		0%
3 Withdrawn	0%	0%	0.0%		0%
4 Financially Ineligible	0%	0%	0.0%		0%

*As of 10/21/2024: 16 have been waiting over 90 days. There have been no closures and one new approval.

HOME AND COMMUNITY BASED SERVICES (HCBS) - FRAIL ELDERLY

September-24

	Aug-24	Sep-24	Change from Prior Month	FYTD25	
				Total	Average
CLIENTS REFERRED					
Referred	271	225	-17.0%	735	245
CLIENTS WAITING*					
Nursing Facility and Significant Support Change and Crisis Situation	56	62	10.7%		57
Significant Support Change or Crisis Situation and Max Assistance	36	44	22.2%		35
Significant Support Change or Crisis Situation and LOC Score of 5 or More	250	269	7.6%		243
All Others	1128	1155	2.4%		1117
Total Clients Waiting	1470	1530	4.1%		1453
Screened	1248	1302	4.3%		1244
Pending	222	228	2.7%		209
< = 90 Days (%)	25%	24%	-5.7%		24%
> 90 Days (%)	74.8%	76.2%	1.9%		76%
Maximum Days on Waitlist	607	637	4.9%		609
TIME UNTIL PLACEMENT					
Total Persons Placed This Month	53	95	79.2%	216	72
Placement - Nursing Facility and Significant Support Change and Crisis Situation					
Persons Placed This Month	17	24	41.2%	56	19
Minimum Days Until Placement	51	44	-13.7%		43
Average Days Until Placement	120	80	-33.3%		98
Maximum Days Until Placement	583	135	-76.8%		352
Placement - Significant Support Change or Crisis Situation and Max Assistance					
Persons Placed This Month	2	3	50.0%	7	2
Minimum Days Until Placement	126	35	-72.2%		77
Average Days Until Placement	297	99	-66.7%		229
Maximum Days Until Placement	468	185	-60.5%		388
Placement - Significant Support Change or Crisis Situation and LOC Score of 5 or More					
Persons Placed This Month	6	18	200.0%	25	8
Minimum Days Until Placement	62	40	-35.5%		45
Average Days Until Placement	126	158	25.4%		96
Maximum Days Until Placement	335	524	56.4%		285
Placement - All Others					
Persons Placed This Month	28	50	78.6%	126	42
Minimum Days Until Placement	38	31	-18.4%		29
Average Days Until Placement	154	122	-20.8%		162
Maximum Days Until Placement	622	614	-1.3%		671
CASELOAD					
Total Budgeted Caseload	3,374	3,380	0.2%		3417
Total Current Caseload	2,652	2,700	1.8%		2678
Unduplicated Count Year-to-Date	2,780	2,877	3.5%		2798

LEAVERS - from Active					
Total # of Closed Cases	55	36	-34.5%	149	50
(Top 4 Closure Reasons, %)					
1 Death	52.7%	52.8%	0.1%		53%
2 Moved Out of State	10.9%	5.6%	-49.0%		10%
3 Loss of Contact	10.9%	2.8%	-74.5%		5%
4 NH Placement	12.7%	11.1%	-12.7%		10%
LEAVERS - from Wait List					
Total # of Closed Cases	40	38	-5.0%	111	37
(Top 4 Closure Reasons, #)					
1 Death	8	14	75.0%		11
2 Non-Cooperation	5	6	20.0%		6
3 Loss of Contact	8	2	-75.0%		5
4 Withdrawn	3	5	66.7%		4
(Top 4 Closure Reasons, %)					
1 Death	20%	37%	84%		29%
2 Non-Cooperation	13%	16%	26.3%		15%
3 Loss of Contact	20%	5%	-73.7%		12%
4 Withdrawn	8%	13%	75.5%		12%
<p>*As of 10/21/2024: Of those waiting for services 71 have become active and 25 have closed, there are currently 1196 that have been waiting over 90 days.</p>					

HOME AND COMMUNITY BASED SERVICES (HCBS) - PHYSICALLY DISABLED

September-24

	Aug-24	Sep-24	Change from Prior Month	FYTD25	
				Total	Average
REFERRALS					
Total Referrals	90	94	4.4%	264	88
CLIENTS WAITING*					
Nursing Facility and Significant Support Change and Crisis Situation	12	17	41.7%		14
Significant Support Change or Crisis Situation and Max Assistance	22	25	13.6%		22
Significant Support Change or Crisis Situation and LOC Score of 5 or More	79	79	0.0%		76
All Others	216	229	6.0%		217
Total	329	350	6.4%		329
Screened	299	327	9.4%		300
Pending	30	23	-23.3%		29
<= 90 Days (%)	24.9%	23.7%	-4.9%		26%
> 90 Days (%)	75.1%	76.3%	1.6%		74%
Maximum Days on Waitlist	576	621	7.8%		591
TIME UNTIL PLACEMENT					
Total Persons Placed This Month	16	16	0.0%	42	14
Placement - Nursing Facility and Significant Support Change and Crisis Situation					
Persons Placed This Month	3	3	0.0%	11	4
Minimum Days until Placement	91	94	3.3%		89
Average Days until Placement	122	107	-12.3%		112
Maximum Days until Placement	147	123	-16.3%		138
Placement - Significant Support Change or Crisis Situation and Max Assistance					
Persons Placed This Month	3	0	-100.0%	4	1
Minimum Days until Placement	75	0	-100.0%		59
Average Days until Placement	173	0	-100.0%		92
Maximum Days until Placement	336	0	-100.0%		146
Placement - Significant Support Change or Crisis Situation and LOC Score of 5 or More					
Persons Placed This Month	1	2	100.0%	4	1
Minimum Days until Placement	84	434	416.7%		192
Average Days until Placement	84	444	428.6%		195
Maximum Days until Placement	84	454	440.5%		199
Placement - All Others					
Persons Placed This Month	9	11	22.2%	23	8
Minimum Days until Placement	87	104	19.5%		98
Average Days until Placement	166	267	60.8%		232
Maximum Days until Placement	576	608	5.6%		583
CASELOAD					
Total Budgeted Caseload	1,462	1,474	0.8%		1,511
Total Cases/Recipients	1,165	1,175	0.9%		1,167
Unduplicated Count Year-to-Date	1,276	1,293	1.3%		1,276

LEAVERS - From Active					
Total # of Closed Cases	10	5	-50.0%	30	10
(Top 4 Closure Reasons, %)					
1 Death	20%	40%	100.0%		36%
2 Moved out of State	0%	40%			18%
3 Loss of Contact	10%	0%	-100.0%		8%
4 NH Placement	40%	20%	-50.0%		20%
LEAVERS - From Wait List					
Total # of Closed Cases	3	14	366.7%	13	4
(Top 4 Closure Reasons, #)					
1 Non-cooperation	0	4			1
2 Loss of Contact	1	0	-100%		1
3 No Disability	0	0	0%		0
4 Withdrawn	0	0	0%		0
(Top 4 Closure Reasons, %)					
1 Non-cooperation	0%	29%			38%
2 Loss of Contact	33%	0%	-100%		16%
3 No Disability	0%	0%	0%		5%
4 Withdrawn	0%	0%	0%		0%
<p>*As of 10/21/2024: Of those waiting for services eight have become active and three has closed, there are currently 275 that have been waiting over 90 days.</p>					

PERSONAL ASSISTANCE SERVICES (PAS)

September-24

	Aug-24	Sep-24	Change from Prior Month	FYTD25	
				Total	Average
CLIENTS REFERRED					
Referred	3	2	-33%	8	3
< = 45 Days (%)	67%	100%	50%		89%
> 45 Days (%)	33%	0%	-100%		11%
Dropped	13	21	61.5%	41	14
CLIENTS WAITING*					
Screened	22	26	18.2%	65	22
Pending	34	35	2.9%	107	36
< = 90 Days (%)	23%	23%	-1.1%		25%
> 90 Days (%)	77%	77%	0.3%		75%
Total Clients Waiting	56	61	8.9%		57
Maximum Days on Waitlist	313	343	9.6%		313
Average Days Waiting	159	174	9.4%		159
CLIENTS APPROVED					
Approved	0	0	0.0%	0	0
Average Wait time till approved	0	0	0.0%		0
CASELOAD					
Total Budgeted Caseload	143	144	0.7%		145
Total Current Caseload	121	115	-5.0%		119
LEAVERS - from Active					
Total # Closed Cases	0	5		8	3
(Top 4 Closure Reasons, %)					
1. Transition to other Services	0%	0%	0.0%		22.0%
2. Death	0%	0%	0.0%		0.0%
3. Referred to other Services	0%	40%	0.0%		13.0%
4. Non-Cooperation	0%	0%	0.0%		0.0%
LEAVERS - from Wait List					
Total # of Closed Cases	1	0	-100.0%	1	0
(Top 4 Closure Reasons, %)					
1. Non-Cooperation	0%	0%	0%		0%
2. Loss of Contact	0%	0%	0%		0%
3. Referred to other Services	0%	0%	0%		0%
4. Withdrawn	0%	0%	0%		0%

*As of 10/21/2024: Of those waiting for services, 44 have been waiting over 90 days. There have been five closures and no new approvals.

AUTISM TREATMENT ASSISTANCE

September-24

	Aug-24	Sep-24	Change from Prior Month	FYTD25	
				Total	Average
APPLICATIONS					
Total New Applications Received	113	104	-8.0%	331	110
WAITLIST					
Total Unduplicated People Waiting	304	321	5.6%		302
<i>Referral - no plan type assigned</i>	105	103	-1.9%		100
<i>Dropped - no plan type assigned</i>	21	40	90.5%		30
<i>ATAP-Comprehensive</i>	2	3	50.0%		3
<i>ATAP-Insurance Assistance In-Network</i>	50	54	8.0%		48
<i>ATAP-Insurance Assistance Out-of-Network</i>	0	0	0.0%		0
<i>ATAP-Service Coordination</i>	0	0	0.0%		0
<i>ATAP-Social Skills</i>	0	0	0.0%		0
<i>ATAP-Targeted Basic - Supv & RBT</i>	0	0	0.0%		0
<i>ATAP-Targeted Extensive</i>	1	3	200.0%		2
<i>ATAP-Therapeutic</i>	0	0	0.0%		0
<i>Medicaid FFS</i>	96	88	-8.3%		90
<i>Medicaid MCO</i>	29	30	3.4%		29
Average Days on Waitlist	50	51	2.0%		51
CASELOAD					
People Placed This Month	28	32	14.3%	82	27
Average Days Waiting of People Newly Served	86	83	-3.5%		87
Total Budgeted Caseload	1075	1077	0.2%		1,080
Total Active Cases	1073	1076	0.3%		1,073
<i>ATAP-Comprehensive</i>	44	45	2.3%		44
<i>ATAP-Insurance Assistance In-Network</i>	614	624	1.6%		616
<i>ATAP-Insurance Assistance Out-of-Network</i>	2	1	-50.0%		2
<i>ATAP-Service Coordination</i>	14	12	-14.3%		13
<i>ATAP-Social Skills</i>	8	8	0.0%		8
<i>ATAP-Targeted Basic - Supv & RBT</i>	8	8	0.0%		8
<i>ATAP-Targeted Extensive</i>	37	35	-5.4%		39
<i>ATAP-Therapeutic</i>	3	3	0.0%		3
<i>ATAP-Transition Plan</i>	0	0	0.0%		0
<i>Medicaid FFS</i>	332	332	0.0%		329
<i>Medicaid MCO</i>	11	8	-27.3%		10
Age 18 Months to 5 Years	31%	32%	0.9%		32%
Age 6 years to 8 Years	29%	29%	0.0%		29%
Age 9 years to 10 Years	13%	13%	2.1%		13%
Age 11 years to 18 Years	27%	26%	-1.7%		27%
Average Monthly Co-Payment	\$179.73	\$182.51	1.5%		\$181.02
% of Cases with No Co-Payment	74%	74%	0.5%		74%

LEAVERS					
Total # of Closed Cases (inc in Active)	29	27	-6.9%	81	27
Average Monthly Cost of Closed Cases	\$1,023.42	\$892.15	-12.8%		\$861.51
Children Dropped w/o rec'ing serv's (inc in Wait)	57	87	52.6%	209	70

*Children with Managed Care Organization (MCO) coverage were taken off the waitlist to be tracked separately.

*Wait Days - Application date to service start date
based on each person with 3 unique Statuses or
Application Date minus Start date = Days Waiting

***Status Definitions**

Referral - Clients in this status have completed and returned the ATAP Application and Proof of Diagnosis; 60 days is allowed in this status to process the case and move client to Pending

Pending - Clients in this status have been processed and on the Waitlist, waiting for services

In Process - Clients in this status have been given a slot for services, but have not yet began to utilize any services. A client may stay in this status for up to 30 days or until they begin utilizing their services.

INDEPENDENT LIVING

August-24

August is last month with complete data.	Jul-24	Aug-24	Change from Prior Month	FYTD25	
				Total	Average
APPLICATIONS					
Total New Applications Received & Processed	8	14	75.0%	22	11
WAITLIST					
Total Persons on Waitlist	29	51	75.9%		40
<= 90 Days (%)	58.6%	43.1%	-26.5%		51%
> 90 Days (%)	41.4%	56.9%	37.4%		49%
Maximum Days on Waitlist	210	241	14.8%		226
TIME UNTIL PLACEMENT					
Persons Placed This Month	3	3	0.0%	6	3
Average Days until Placement	1	0	0.0%		1
Maximum Days until Placement	1	0	0.0%		1
TIME UNTIL COMPLETION					
Average Days until Completion	287	644	124.4%		466
Maximum Days until Completion	478	1,322	176.6%		900
CASELOAD					
Total Active Cases	101	93	-7.9%		97
LEAVERS					
Average Cost of Closed Cases	\$13,889.46	\$8,028.66	-42.2%		\$10,959.06
Total # of Closed Cases	10	10	0.0%	20	10
(Top 4 Closure Reasons, %)					
1 Goals Met	80.00%	80.00%	0.0%		80%
2 Withdrawn	20.0%	20.0%	0.0%		20%
3 Died	0%	0.0%	0.0%		0%
4 Other & Moved	0%	0.0%	0.0%		0%

*As of 9/30/2024: (Important) At this time there is only a waitlist for the caseload because of capacity to provide services. The combination of ARPA and regular funding will enable the program to serve people as soon as Independent Living Specialists can confirm appropriate solutions, and the vendors and contractors can complete the work. This is the first time in the program's history (over 25 years) that there is enough funding to serve all consumers. This will change if ARPA funding is not extended past 12/31/2024. The data for the period shows 56 people waiting for direct services funding, 35 of the cases waiting are over 90 days and 21 waiting under 90 days. With the oldest case at 279 days since eligibility. As of October 1st, all cases will be made active. This month there were 2 cases made active (Placed this Month) with prioritized goals. The term Direct Services is used when describing the purchasing/payment of Assistive Technologies (such as home access modifications, durable medical equipment, mobility devices, vehicle modifications, visual devices, adaptive utensils, etc.). ARPA funds have been used to address the waitlist, adding \$1,025,720 for the purchase/payment of Assistive Technology for consumers. The reduction of the waiting list will be more gradual than immediate. The coordination of Direct Services with contractors/vendors and the completion of those services remains a challenge. Building contractor time and availability is a longstanding barrier as construction is in high demand. We anticipate that the waitlist will go down gradually as work can be completed by contractors and vendors. Performance Indicators have exceeded targets established with 96% of all consumer goals being met in the year.

DEVELOPMENTAL SERVICES

September-24

	Aug-24	Sep-24	Change from Prior Month	FYTD25	
				Total	Average
APPLICATIONS					
Total Applications Received	122	96	-21.3%	353	118
1st Time	121	96	-20.7%		117
Application Type					
Applied in last 90 days	284	245	-13.7%		279
Applied 91-120 days ago	72	64	-11.1%		71
Applied > 121 days ago	201	228	13.4%		205
Total Applications Processed	134	116	-13.4%	359	120
Approved	89	70	-21.3%		80
Denied	19	34	78.9%		23
(Top 2 Denial Reasons)					
1 Lacks Intellectual Disability Diagnosis	17	32	88.2%		20
2 Lacks Related Conditions Diagnosis	3	2	-33.3%		3
Processing Time					
Average # of Days	120	137	14.2%		123
Timely Processing (# of Days)					
Approved	89	70	-21.3%		80
Denied	19	34	78.9%		23
Withdrawn	26	12	-53.8%		16
PENDING APPLICATIONS					
Total Persons in Pending Status	557	537	-3.6%		555
TIME UNTIL PLACEMENT					
Total Persons Placed this Month	89	70	-21.3%	241	80
CASELOAD					
Total Cases	8,525	8,539	0.2%		8,509
Total Recipients	8,525	8,539	0.2%		8,509
Average Recipients per Case	1.00	1.00	0.0%		1
LEAVERS					
Total # of Closed Cases	41	60	46.3%	145	48
(Top 4 Closure Reasons, %)					
1 Moved Out of State	15	27	80.0%		39%
2 Lost Contact/Person no longer wants	13	22	69.2%		35%
3 Deceased	5	5	0.0%		11%
4 No Longer Eligible/Other	8	6	-25.0%		14%

HOME AND COMMUNITY BASED WAIVER FOR PERSONS WITH INTELLECTUAL DISABILITIES

September-24

	Aug-24	Sep-24	Change from Prior Month	FYTD25	
				Total	Average
WAITLIST - Statewide	272	302	11.0%		
Unduplicated Receiving Supports	2	3	50.0%		
# Receiving Residential Supports	2	3	50.0%		
# Receiving JDT Supports	0	0	0.0%		
<= 90 Days	56	89	58.9%		26%
> 90 Days	216	213	-1.4%		74%
Average Days On the Waitlist	477	423	-11.3%		
Maximum Days on Waitlist	1,684	1,684	0.0%	1,684	1674
Priority Level					
Level 1 - Institutionalized Residents	0	0	0.0%		0
Level 2 - Institutionalization Imminent	0	0	0.0%		0
Level 3 - Eligible for Waiver Services	272	302	11.0%		276
Count of Waiver Waitlist on Medicaid	246	271	10.2%		
% of Waiver Waitlist on Medicaid	90.4%	89.7%	-0.8%		
AVAILABLE FEDERAL SLOTS ⁽¹⁾	395	433	9.6%		408
Less Pending Approvals (By DWSS & DHCFP)	256	284	10.9%		276
ADDITIONS					
Combined Statewide	42	135	221.4%	209	
Average Days until Placement	323	262	-18.9%		320
Maximum Days until Placement	2,395	1,668	-30.4%	2,395	
Priority Level 1	0	0		0	
Average Days until Placement	0	0			0
Maximum Days until Placement	0	0		0	
Priority Level 2	28	85	203.6%	135	
Average Days until Placement	372	294	-21.0%		366
Maximum Days until Placement	2,395	1,668	-30.4%	2,395	
Priority Level 3	14	50	257.1%	74	
Average Days until Placement	308	208	-32.5%		257
Maximum Days until Placement	1,521	1,521	0.0%	1,521	
CASELOAD					
Total Waiver Cases/Recipients	2,881	2,897	0.6%		2,868
% Utilization to Total DS Caseload	33.8%	33.9%	0.3%		33.7%

LEAVERS					
Total # of Closed Cases	138	161	16.7%	430	143
(Top 6 Closure Reasons, %)					
Ineligible	43	48	11.6%	130	30.2%
Institutionalization	24	29	20.8%	76	17.7%
No longer wants service	30	35	16.7%	94	21.9%
Moved Out of State	21	25	19.0%	67	15.6%
No longer meets LOC for ICF/IDD	0	0	0.0%	0	0.0%
Deceased	13	16	23.1%	42	9.8%
Other	7	8	14.3%	21	4.9%

(1) Available applications no longer includes subtraction of pending applications in the calculation.