

IMPROVING HOME CHOICE THROUGH REDESIGN

The HOME Choice Design Team

HOME Choice underwent a major redesign under the guidance of Operations Manager and Assistant MFP (Money Follows the Person) Director Jane Black. Her redesign team was comprised of many HOME Choice colleagues, as well as state partners. The team reviewed the past performance of program participants and their successes, as well as set-backs and identified gaps, which could be filled by a different approach to the program.

Throughout the process, the team concentrated on streamlining processes, which resulted in reviewing and modifying forms and internal processes. The team and the Ohio Department of Medicaid hope for greater efficiency as the redesign changes are implemented. Additionally, the HOME Choice information on Medicaid.Ohio.gov was overhauled to reflect the changes (see article on web updates on page 5).

The HOME Choice Redesign Team and Housing Coordinator traveled to eight sites throughout the state from June 10 through June 27 and trained more than 600 HOME Choice providers. The team presented an in-depth review of the HOME Choice redesign, reviewed new tools and forms, as well as provided information on housing. Information about another transition program, the Access Success Project, was also presented at the trainings.

The vision and philosophy of the HOME Choice redesign are to increase opportunities for people to be successful and sustainable in the community; to bridge gaps; to work as

“agencies without walls” and to identify needs sooner rather than later.

The most significant redesign change is the addition of **Pre-Transition Case Management (PTCM)** for new applicants. PTCM moves the focus of transition to the forefront to ensure a person-centered focus prior to being accepted into HOME Choice and to ensure an applicant has the tools to succeed. The redesign team developed a discharge planning tool for the PTCM to identify barriers to community living.

Once a participant has been accepted into HOME Choice and has worked with the PTCM, the Transition Coordinator (TC) joins the team. The TC and PTCM, along with the participant and other members of the participant’s team of family, friends, caregivers, and social workers, will work together to identify the participant’s transition needs, which are more than simply finding housing, and will begin working on a transition plan for the move.

Another major redesign change happens after the move has been completed: the TC will continue working with the participant for 90 days after discharge to help ensure the participant is successful in the community. From the transition’s beginning to end, providers will join and exit the team as the participant’s needs are identified, fulfilled and addressed. The goals are to have happy, healthy participants living safely in the community and to have fewer institutional re-admissions.

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HOME Choice Success Stories

In every issue of the HOME Choice Bulletin we feature people who have transitioned from long-term care facilities to their own homes. Here are their stories:

MEET BRUCE: A STORY OF REGAINED INDEPENDENCE

Matalyn Olvera, Community Living Specialist and HOME Choice Specialist, CareStar



Bruce and Annabelle

My name is Matalyn Olvera and I am a Community Living Specialist and HOME Choice Specialist with CareStar and the Ohio HOME Choice program.

Although an Ohio native, Bruce lived in Florida for 18 years where he says he had a great job, decent health coverage and overall good health. Shortly after his return to Ohio, however, Bruce found himself unable to walk due to chronic back pain and complications from pneumonia and bronchitis. He was admitted to a local hospital and later transitioned to a nursing facility.

Bruce refers to his HOME Choice Transition Coordinator (TC), Amanda, as one of his biggest supporters. He said that she worked with him for more than a year in planning his discharge, and ensuring his transition was complete and accurate.

He was particularly impressed with moving day and said, “She put my dishes away, arranged my furniture and even made sure my sheets were on the bed since my back hurt too much to do it (myself)”.

Bruce said that while in the nursing facility he used a wheelchair or walker and was almost immobile. He needed at least three pain medications every day to manage his pain and to move around. Now, Bruce says he walks outside every day with his walker and sometimes does not even need it or pain medication. Bruce has been able to connect with old friends, make new acquaintances, and even has a beloved pet named “Annabelle.”

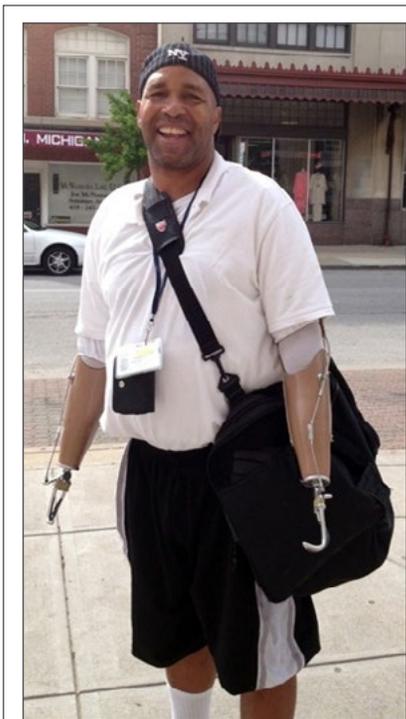
Bruce, who once needed assistance bathing and walking, is now able to live independently in the community without added assistance. Bruce said “I feel like myself again and have hope.” Bruce said that knowing he has a HOME Choice Specialist and supportive TC he does not need additional services and is thankful he has people he can turn to with questions or concerns.

Bruce focuses on being as independent as possible, and celebrates his successes by saying, “When I was at the nursing facility I had to use a wheelchair or walker, and the more I push myself, I realize I can now walk to the store without even a walker! This gives me more confidence in all the things I can do now.”

Bruce has a constant smile on his face and positive attitude, emphasizing his self-confidence. He is a success in the HOME Choice program and continues on a positive path toward overall health and wellness. When asked how his life has been since leaving the nursing facility, Bruce replied, “Wonderful!”

FREDERICK: GET UP AND KEEP MOVING!

Tiffany Tierney, Nursing Home Transition Community Support Coach for The Ability Center of Greater Toledo



Frederick at the downtown Toledo Public Library

Frederick is 54-year old Toledo resident and HOME Choice participant. Before his accident in 2011 he was a jack-of-all trades at his church.

In August 2011 Frederick was admitted to the University of Toledo Medical Center (UTMC) after he was electrocuted. He has no recollection of his accident and the events leading up to it are unclear. Frederick was life-flighted to Mercy St. Vincent Medical Center in Toledo where he was in an induced coma for a month. During that time, doctors determined they could not save his severely burned hands. Frederick's oldest son had to decide to amputate them. Frederick says it was the hardest decision his son has ever made. However, he is thankful for that decision because it saved his life.

In October 2011, Frederick was transferred to Sylvania Specialty for further recovery. After being connected to HOME Choice, he was discharged from the nursing facility in January 2013. The Ability Center of Greater Toledo helped Frederick to obtain prosthetics and his waiver Case Manager helped him to obtain modified items for his home such as a large phone to enable him to make calls and a rocker knife to cut food. Each contributes to his independence.

Frederick is thankful for the supports he receives in his home from the Ohio Home Care Waiver. With therapy, he is able to use his prosthetic hands to complete tasks such as making his own Kool-Aid and sandwiches. Guardian Angel Home Health Care provides his nursing and aid care and UTMC provides physical and occupational therapy services for Frederick. Every small step is huge for him.

The Ability Center of Greater Toledo provides HOME Choice Independent Living Skills Training and Community Support Coach Services. I have assisted Frederick with facilitating transportation, a key component to independence - he can go out in the community independently with the assistance of TARPS Para-Transit service.

Now, having access to transportation and physical therapy, Frederick is unstoppable! He reminded me that no matter what challenges you may face: never give up on hope, faith in God, and yourself.

Frederick stated, "At first I did not have much. But the further I proceed, the more I have in order. God is the only reason I am here today. Everyone I have run into that works with HOME Choice is beautiful. Don Smith, Nursing Home Transition Manager at The Ability Center of Greater Toledo went the extra mile for me. He made sure I was back on my feet and had utilities and items I needed for my home. Jesus was on board here.

"I understand that I am handicapped and there is only so much I can do. It's OK to ask for help, but don't expect it. Never give up on yourself."

“It's OK to ask for help, but don't expect it. Never give up on yourself.”

MEET THE TEAM: Karen Boester and Diane Shinn



Karen Boester,
Community Living Administrator

Karen has more than 25 years of experience working in private insurance, the health industry and child support in both the private and public sectors.

After being loaned to the HOME Choice Program, she accepted a permanent position in 2011 and has worked with both the children and mental health case loads. Karen says, "I find great satisfaction in assisting our providers in transitioning the youth to their communities. The biggest reward in this position is when I hear from a transition coordinator or a parent about how happy they are to have the child home and how HOME Choice had supported their child in the move home."

Karen holds an MBA from Franklin University, is the mother of four and proud grandmother of one.



Diane Shinn,
Intake Coordinator

Diane Shinn has been an Intake Coordinator for HOME Choice Operations section since 2010. She says the best part of being on the MFP (Money Follows the Person) team is knowing she is part of history -- making changes in the way long-term care is provided in the state of Ohio. Along with HOME Choice intake responsibilities, Diane participates in the Front Door Interagency and Front Door Stakeholders groups. She is looking forward to seeing the continued changes and improvements to long-term care in Ohio.

ENROLLMENT STATISTICS:

As of October 10, 2013:

921 individuals have enrolled between 1/1/13 and 10/10/13

4,047 enrollments since the program began



OHIO'S HOME CHOICE 2ND IN NATION IN TRANSITIONS!

A new report by Mathematica Policy Research, "*Money Follows the Person Demonstration: Overview of State Grantee Progress, July - December 2012*," reports that Ohio is a national leader in transitioning residents who want to move out of institutions and into home and community based settings.

Ohio's HOME Choice program ranks first among states in transitioning individuals with mental illness from long-term care facilities into alternative settings and second overall in the number of residents moved from institutions into home and community-based settings. Read the report here: <http://bit.ly/18X12Sd> and the news release at <http://medicaid.ohio.gov/NEWS/PressReleases.aspx>

HOME CHOICE WEB LINKS: UPDATED

HOME Choice information is now located on the new Ohio Medicaid website here: <http://medicaid.ohio.gov/FOROHIOANS/Programs/HomeChoice.aspx>

On this page, the following items under *Links of Interest* have been updated:

- [1] [HOME Choice ODM Contact List](#)
- [2] [Ohio Access Success Program](#)

The following items are now posted under *HOME Choice Redesign Training Materials*:

- [1] HOME Choice Redesign PowerPoint
- [2] Example Service Plan showing a Pre-Transition Case Management (PTCM) Referral, Transition Coordination and Community Transition Services
- [3] HOME Choice Housing and the Qualified Residence Statement PowerPoint, and
- [4] Protection from Harm Summary.

HOME Choice forms are available on the HOME Choice web page: <http://medicaid.ohio.gov/FOROHIOANS/Programs/HomeChoice/HOMEChoiceForms.aspx>



REGISTER NOW!

HOME Choice: Empowering Community Living Conference November 21, in Columbus...

... hosted by the HOME Choice Consumer Advisory Council in conjunction with the Ohio Department of Medicaid. Registration is free but is due by **November 7, 2013!** You may register online at <https://homechoice.eventbrite.com>, or by e-mailing the registration form to Rajai Saleh at rsaleh27@gmail.com or by mailing the registration form to HOME Choice CAC, P.O. Box 28031, Columbus, Ohio 43228. The conference is for older adults, persons of any age with a disability, families, caregivers, service providers, social service and health care professionals, government agency representatives and other interested persons. It will show how older adults and people with disabilities in Ohio can move from nursing homes and other long-term care facilities to live independently in the community with help from the HOME Choice program. Please e-mail or call Rajai Saleh at (614) 537-4212 if you have questions.

HOME CHOICE VISION STATEMENT

Ohioans who need long-term services and support . . .
Get services and supports they need in a timely manner
In settings they want from whom they want,
And if needs change, services and supports change
accordingly.

STAY CONNECTED!

The *HOME Choice Bulletin* is a newsletter for anyone interested in Ohio's Money Follows the Person HOME Choice Transition Program.

Please contact mfp@medicaid.ohio.gov if you have comments, information to share, or would like to be added to the *HOME Choice Bulletin* e-mail distribution list.

Contributing Organizations

- Access Center for Independent Living
 - Achievement Centers for Children
 - Advocacy and Protective Services (APSI)
 - AARP
 - American Association of Service Coordinators
 - Amerigroup
 - Assistive Technology of Ohio (AT Ohio)
 - Autism Society of Ohio
 - Bittersweet Inc.
 - Brain Injury Association of Ohio
 - Brethren Care Village
 - Buckeye Community Health Plan
 - Cerebral Palsy Association of Ohio
 - Coalition on Homelessness and Housing in Ohio
 - Creative Housing Corporation
 - Definitive Home Health Care
 - Delaware Creative Housing
 - Easter Seals of Ohio
 - Episcopal Retirement Homes, Inc
 - Family Services Council of Ohio
 - Good Samaritan Hospital
 - Greater Dayton TRA
 - Heritage Day Health Centers
 - Housing and Urban Development (HUD)
 - Heritage Health Care Services
 - Housing Leadership Institute
 - Legislative Services Commission
 - Linking Employment, Abilities and Potential (LEAP)
 - Long Term Care (LTC) Ombudsman Program
 - Mercy Saint John's Center
 - Miami Valley In-Ovations, Inc.
 - Midwest Care Alliance
 - National Alliance on Mental Illness of Ohio
 - National Church Residences
 - Ohio Academy of Nursing Homes
 - Ohio Advocates
 - Ohio Alliance for Direct Support Professionals
 - Ohio Assisted Living Association
 - Ohio Association Adult Caregivers
 - Ohio Association of County Behavioral Health Authorities
 - Ohio Association of County Boards of DD
 - Ohio Association of Superintendents of County Boards of DD
 - Ohio Board of Regents
 - Ohio Association on Area Agencies on Aging
 - Ohio Capitol Corporation for Housing
 - Ohio Centers for Independent Living – CILS
 - Ohio Conference of Community Development Organizations
 - Ohio Council for Home Care and Hospice
 - Ohio Department of Aging
 - Ohio Department of Alcohol and Drug Addiction Services
 - Ohio Department of Development
 - Ohio Department of Mental Health
 - Ohio Department of Developmental Disabilities
 - Ohio Department of Transportation
 - Ohio Dietetic Association
 - Ohio Health Care Association
 - Ohio Council for Home Care
 - Ohio Hospital Association
 - Ohio Housing Authority Conference
 - Ohio Housing Authority Finance
 - Ohio Jewish Communities
 - Ohio Job and Family Services Directors Association
 - Ohio Legal Rights Service
 - Ohio Office of Budget and Management
 - Ohio Olmstead Task Force
 - Ohio PATHS
 - Ohio Provider Resource Association
 - Ohio State University-Public Policy, Assistive Technology
 - Ohio United Way
 - Rehabilitation Service Commission
 - RHC, Inc.
 - Sarah Care Adult Day Services
 - Service Employees International Union - SEIU 1199
 - The Ability Center
 - The Advocate of Not-For-Profit Services for Ohioans (AOPHA)
 - The Success Group
 - Wright State University - School of Medicine
- And, all consumers and families who have participated

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