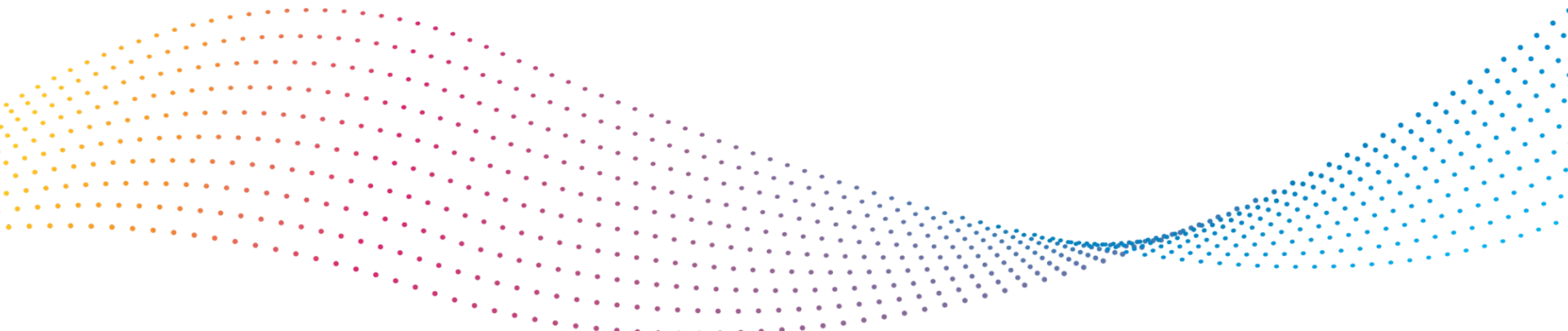


When Emergency Attendant Backup Plans Fail During a Pandemic, Advocates and Health Plans UNITE!

December 9, 2020



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Kelly Buckland, Executive Director, National Council on Independent Living (NCIL)
Stephanie Rasmussen, Vice President of LTSS, Sunflower Health Plan
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Jennifer Burnett, Senior Director, Operations, Pennsylvania Health & Wellness
Fermina Maddox, Executive Director, Liberty Resources Home Choices

Emergency DCW Registry & Backup Pilot Programs

- Our journey
- Current landscape
- Pilot overviews
 - Kansas
 - Pennsylvania
- Our experience, recommendations, & learnings

Purpose and Background

Purpose

- Provide on call Direct Care Workers (DCWs) for consumers who self-direct and have urgent needs that cannot be met by existing DCWs or emergency backup plans during the pandemic and beyond
- Conduct an environmental scan of existing programs or opportunities, and create an implementation playbook

Partners

- Centene, the National Council on Independent Living (NCIL), and the Association of Programs for Rural Independent Living (APRIL)
- Sunflower Health Plan in Kansas, the Topeka Independent Living Resource Center (TILRC), and the Southeast Kansas Independent Living Resource Center (SKIL)
- Pennsylvania Health & Wellness and Liberty Resources

Timeline

- April 1, 2020 – December 31, 2020

Current CIL Landscape



National Database of CIL Emergency DCW Programs

- 307 CILs responded from 54 states and territories
- 41.2% (126) have an existing personal assistance registry or program
- 19.6% (60) have an emergency program
- 67.7% (207) would be interested in having an emergency program
- 3.9% (12) noted concerns with an emergency program not being a core service or not being consistent with consumer-direction

Kansas

Program Attributes

- Partnership with TILRC, SKIL, and Sunflower Health Plan
- Rural focused (Shawnee, Crawford, and Labette counties)
- Available to self-directing Sunflower members only
- Utilized request for proposal (RFP) process



Kansas

Process

- Required two direct care workers
- Developed a pre-registration process
- Consisted of multiple outreach methods
 - Flyers, magnets, and phone calls
- Included waiver waitlist members

FOR AN EMERGENCY DIRECT
SERVICE WORKER PLEASE CALL:

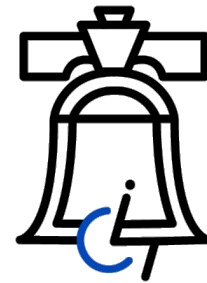
SHAWNEE COUNTY: 785.217.5704
CRAWFORD/LABETTE COUNTY: 620.778.3350



Pennsylvania

Program Attributes

- Partnership with Liberty Resources and PA Health & Wellness
- Urban focused (Philadelphia)
- Available to self-directing consumers with any managed care organization in the Philadelphia area



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INDEPENDENCE FOR EVERYONE



pennsylvania
health & wellness™

Pennsylvania

Process

- Recruited a registry of direct care workers
- Developed a single 24/7 hotline dedicated to the program
- Worked with other area MCOs to develop a process they could utilize



Backup Emergency Personal Care Services

Has your back up plan failed? Don't have the support you need? We have the solution!

If you have an emergency need for personal care support and live in Philadelphia, you can call!



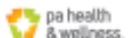
(267) 765-1580

They will ask you a few questions and send someone to assist you. They will be wearing masks and gloves for your safety. This line is available 24 hours/7 days a week. Our partners want to tell you about the program and learn about your support needs. We encourage you to call Liberty Resources to register for this important program, but it is not a requirement.

For questions, call PA Health & Wellness
Participant Hotline at (844) 626-6813 (TTY (844) 349-8916).

Register Today!

This program is sponsored by:



Our Experience, Program Recommendations & Learnings

Reasons for Calling

- Tested positive for COVID, family member unavailable, agency worker unavailable, cooking quality, interpersonal dynamics

Lessons Learned

- Utilization challenges related to COVID-19
- Member Survey

Implementation Process Recommendations & Challenges

- Research existing programs
- Identify funding & partnerships
- Ensure there are no policy barriers
- Create a recruitment plan
- Create an outreach plan

Thank you

