

# Broome County CASA



# 2014 Annual Report

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# CASA PROGRAM COORDINATOR'S MESSAGE

On behalf of the staff of Broome County CASA and the residents of Broome County we serve, it is my pleasure to present the 2014 CASA Annual Report.



2014 was another year of continued changes due to Medicaid Redesign initiatives which began in August 2011. In the summer of 2014 three of our nurses resigned. They took many years of experience with them to their new positions. This resulted in all staff work assignments being readjusted to accommodate the change in staffing. Since June of 2012 CASA has not replaced any positions as staff left due to caseload reductions. CASA's caseload has declined from 1043 cases in May of 2011, to 770 cases in May of 2014.

As part of the Medicaid Redesign initiatives in June of 2014, it became mandatory for dual eligible (eligible for both Medicaid and Medicare) applicants for long term home health care to enroll in a managed long term home health plan (MLTC). As of September 5, 2014 the Department of Health instructed CASA to "close our front door" to new long term home health care cases because our county now had the required minimum of two Managed Long Term Care Companies. The result has been a reduction in CASA's caseload.

By mid-2014 all counties in New York State were now using the same uniform assessment tool, the Uniform Assessment System (UAS). This initiative began in July 2013. The transition to managed long term care has occurred at a slower pace than had been expected and part of this was because the MLTC companies did not have enough nurses to do the UAS assessments. Nurses came from Syracuse or New York City to do the assessments.

I again thank the CASA staff and our volunteer for their continued dedication, hard work and commitment to their employer and the residents of Broome County.

Sincerely,

*Barbara M. Travis*

## MISSION STATEMENT

CASA serves as a central access point for providing long term care needs assessments for chronically impaired individuals and their families in order to promote maximum independence in a fiscally responsible manner by utilizing all applicable community resources. CASA nurses and case workers provide comprehensive assessments of individuals of all ages regardless of income. CASA staff develops care plans and provides case management services based on client condition and need, with respect and consideration for the personal wishes of clients and their families. CASA staff assists individuals to live as independently as possible. CASA staff informs the consumer and their families of available resources and coordinates an individualized plan of care in partnership with the consumer, their family and the provider community to help meet their needs.

As a central access point for long term care needs, CASA seeks to provide:

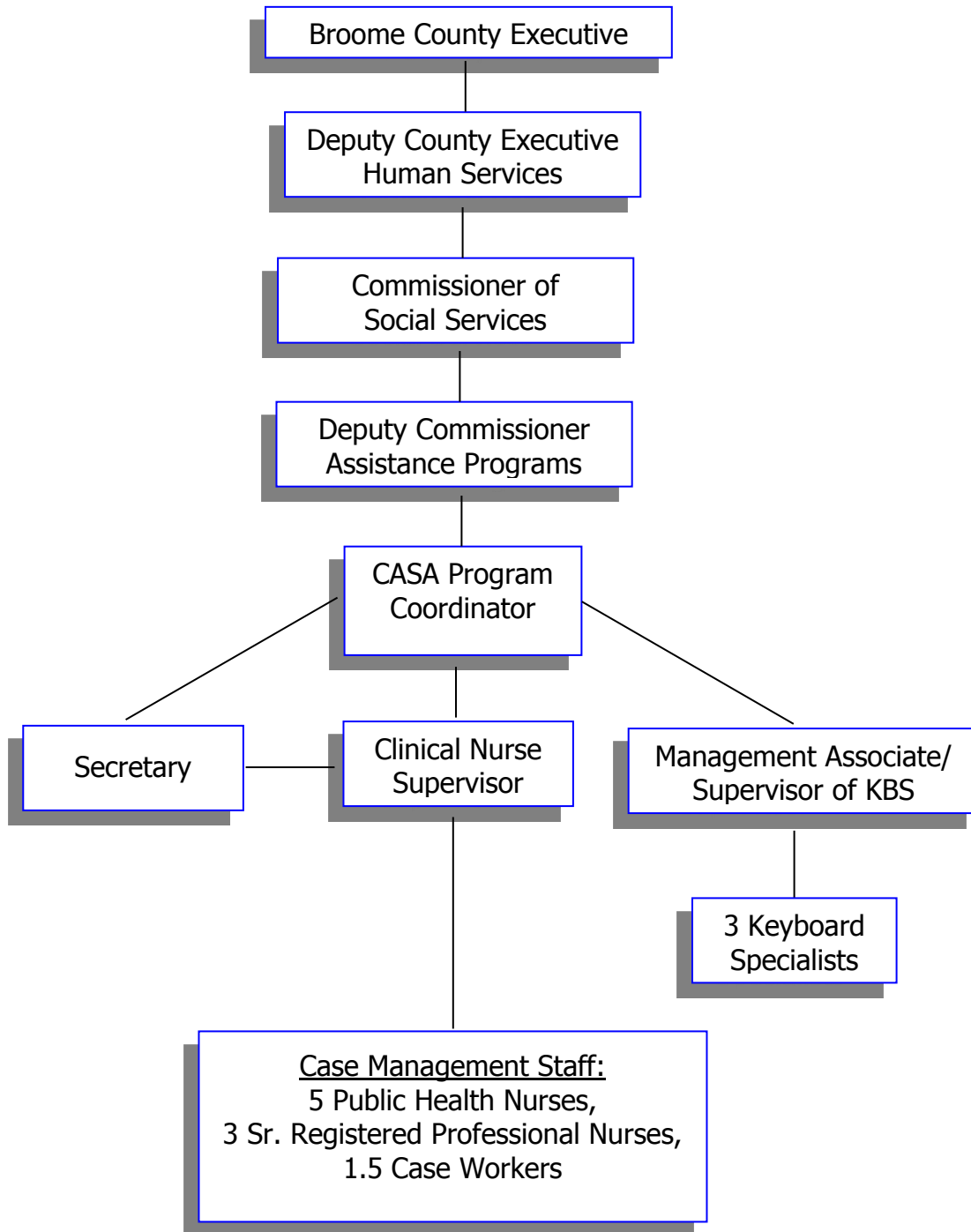
- Improved quality of life for the chronically impaired and their informal supports based on informed choices of all community resources.
- Efficient, cost-effective long term care system that advocates for individual's independence while recognizing constraints and avoiding unjustified or duplication of expenditures or services.
- Effective and cooperative coordination among service providers to meet the needs and challenges of serving people with chronic conditions and disabilities by recognizing the value and benefits of each type of service and their contribution to the quality of consumer care.

CASA's primary focus is on assessing clients of all ages to ensure appropriate utilization of long term care services.

# BUDGET AND STAFFING

Broome County CASA's approved operating budget for 2014 was \$2,102,113.

One hundred percent of the CASA operating budget is reimbursed by Federal and State Medicaid administrative dollars. CASA currently has 16.5 staff members.



# CASA Department



## 2014 Annual Planning Day

Back row, left to right: Marsha Hinkley, Debra Collins, Stacey Kalechitz, Renee Metera, Tracy Thompson, Donna Bobier, Dawn DeVita, Mary Opie, Raya Schuter

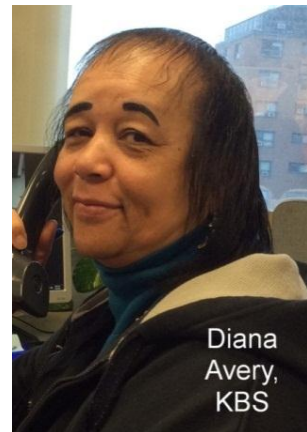
Front row, left to right: Barbara Travis, Mary Ann Heath, Shelley Flaxman, Debora Dino, Rose Dillenbeck



**Faith Leonard,  
Secretary**



**Ann Langevin, Volunteer  
Celebrating 10 years of service to CASA**



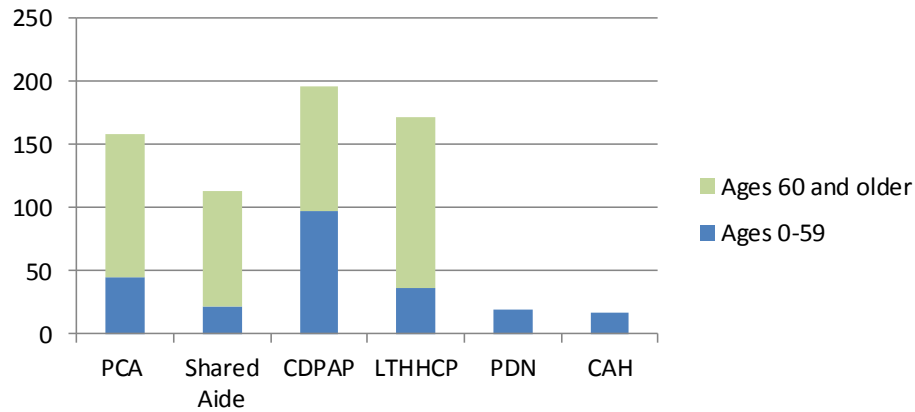
**Diana  
Avery,  
KBS**

## **CASA PROGRAMS AND PARTNERSHIPS**

- ✓ NY Connects
- ✓ Personal Care Aide
- ✓ Shared Aide
- ✓ Consumer Directed Personal Assistant Program
- ✓ Long Term Home Health Care Programs
- ✓ Nursing Home to Community
- ✓ Nursing Home Placement
- ✓ Private Duty Nursing
- ✓ Foster Family Care
- ✓ Medical Day Care
- ✓ Care At Home
- ✓ Home Community Based Waiver
- ✓ In-Home Mental Health Program
- ✓ Partnership with Tioga County DSS
- ✓ Personal Emergency Response Systems
- ✓ Nursing Home Transition and Diversion Waiver
- ✓ Traumatic Brain Injury Waiver

## 2014 Unduplicated Clients Count

By Program and Age Group



### CASA CLIENT LEVEL OF CARE AS OF 12/21/14

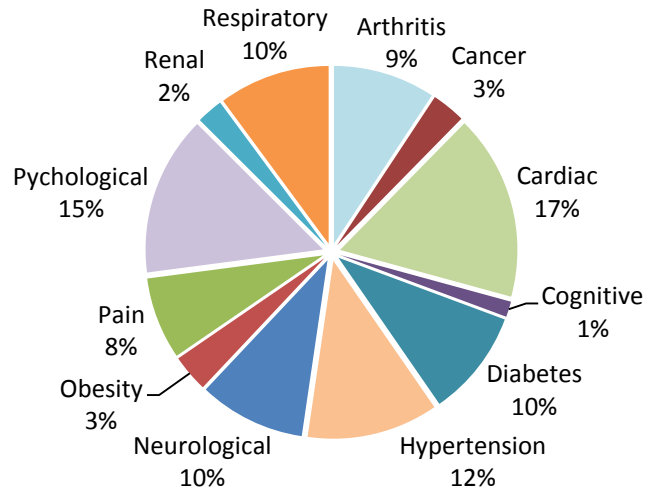
	<u>PCA Level I</u>	<u>PCA Level II</u>	<u>PCA Level III</u>	<u>PCA Skilled Nursing</u>	<u>Total</u>
PCA	67	50	0	0	117
Shared Aide	51	33	0	0	84
CDPAP	20	88	1	52	161
PDN	<u>0</u>	<u>0</u>	<u>0</u>	<u>21</u>	<u>21</u>
	138	171	1	73	383

### 2014 CLIENT'S UAS-NY LEVEL OF CARE (LOC)

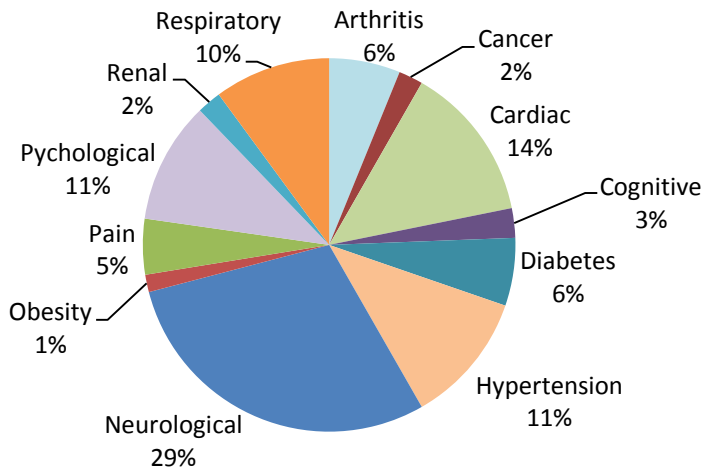
	<b>LOC Score 0 - 4</b>	<b>LOC Score 5 and higher</b>	<b>Total</b>
<b>PCA</b>	179	113	292
<b>CDPAP</b>	33	176	209
<b>LTHHCP</b>	37	132	169
<b>CAH 1</b>	1	13	14
	250	434	684



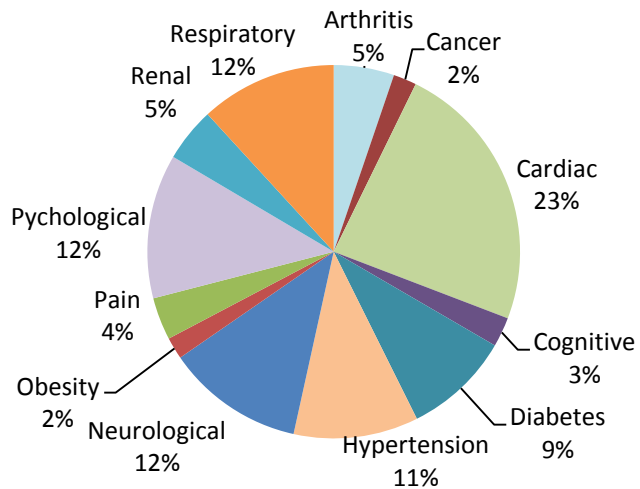
## 2014 - PCA Diagnosis



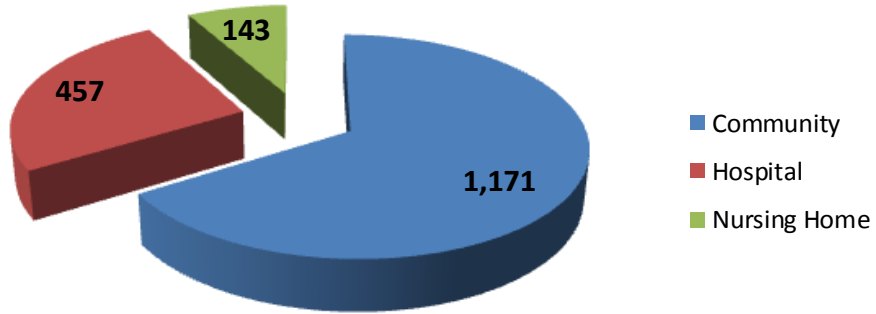
## 2014 - CDPAP Diagnosis



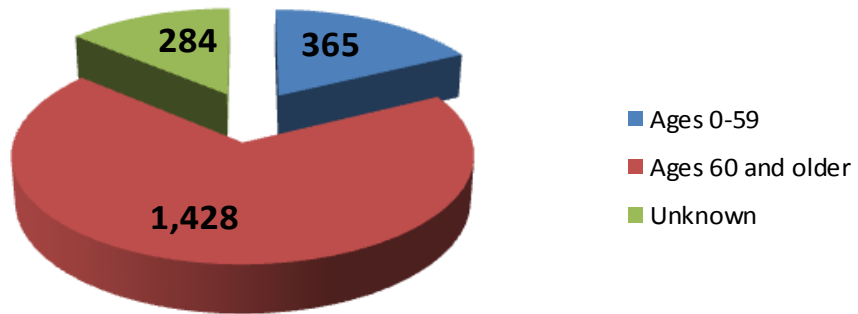
## 2014 - LTHHCP Diagnosis



### 2014 CASA Incoming Referrals



### 2014 INCOMING CALLS



## 2014 NUMBER OF CLIENTS VISITS TO HOSPITAL AND EMERGENCY ROOM

	Hospital Visits	Emergency Room Visits
Community Assessments	283	167
Pediatrics (age 0 – 3)	3	3
Pediatrics (age 4 – 17)	6	2
<b>TOTALS</b>	<b>292</b>	<b>172</b>

## 2014 VISITS MADE BY CASA STAFF

Initial Visits	1,259
Reassessment Visits	1,792
Annual Visits	16
Community Follow-up Visits	75
Hospital Follow-up Visits	1,176
Nursing Home Follow-up Visits	<u>786</u>
	5,104

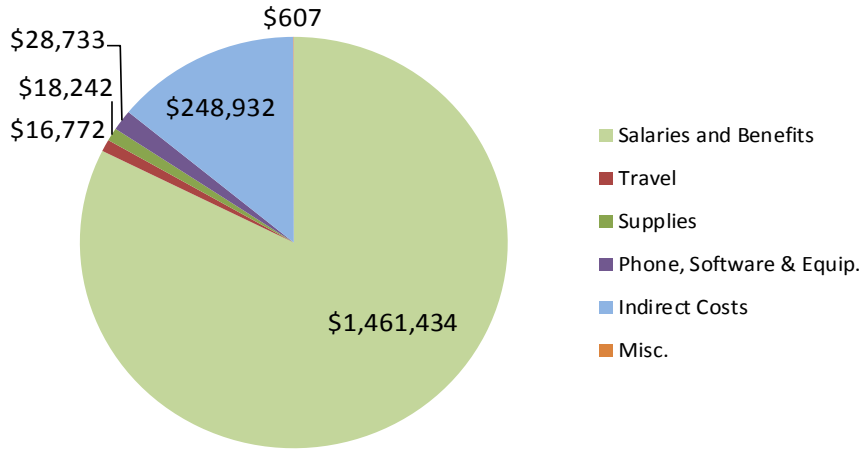
# 2014 CASA Financials

## Revenues

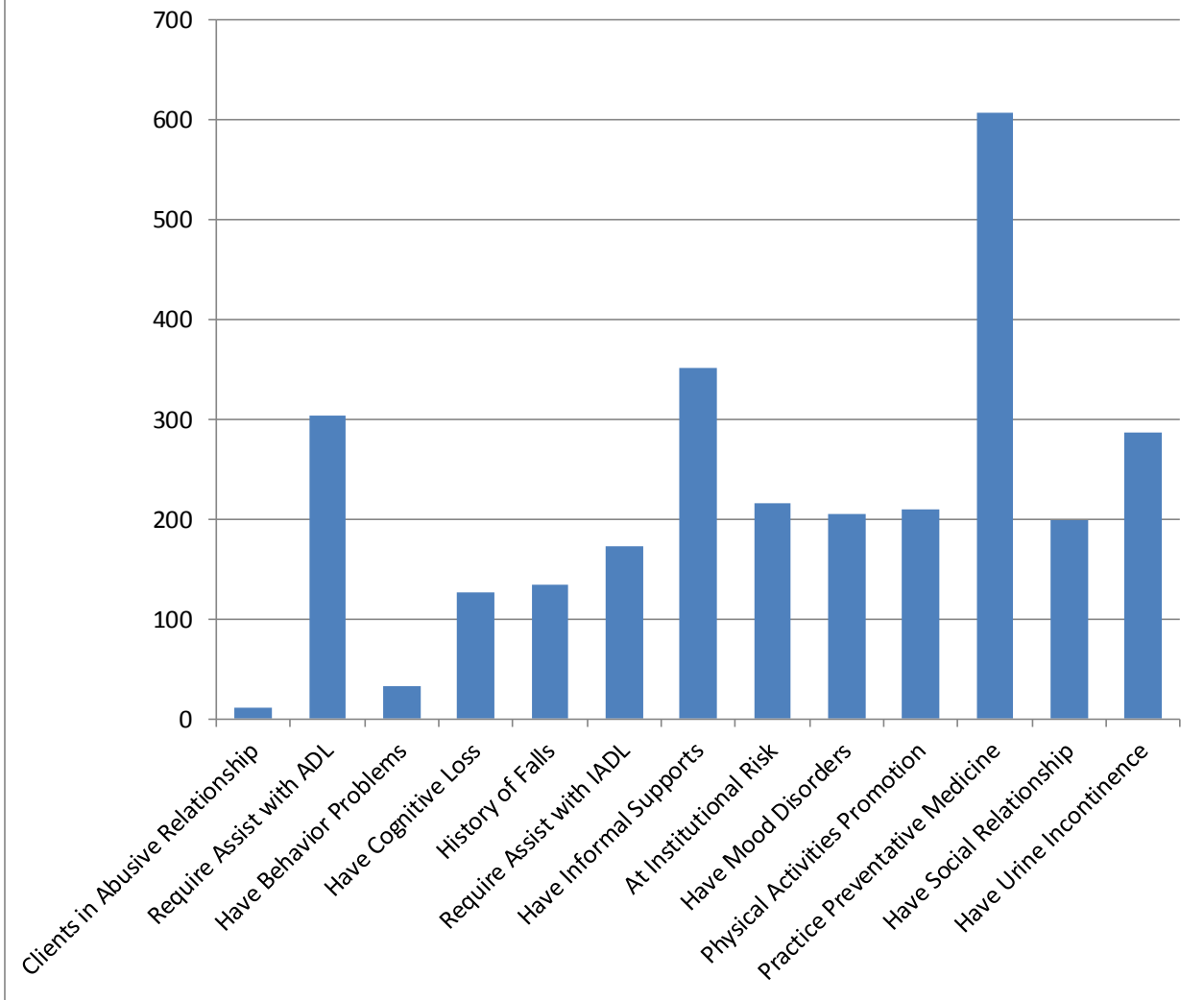
Total Revenues \$1,774,720

Federal and State Medicaid	\$1,773,186
Home Health Care Fees	\$1,500
Misc	\$34

## 2014 CASA Expenditures



## UAS-NY 2014 CLINICAL ASSESSMENT PROTOCOLS



## NUMBER OF MEDICATIONS PRESCRIBED FOR EACH CLIENT IN 2014

	<b>0 – 10</b>	<b>11 - 20</b>	<b>21 - 30</b>	<b>30 or more</b>	<b>TOTAL</b>
<b>PCA</b>	104	135	28	4	271
<b>CDPAP</b>	128	53	13	4	198
<b>LTHHCP</b>	23	87	40	5	155
<b>CAH I</b>	12	1	1	0	14
<b>TOTAL</b>	267	276	82	13	638

## 2014 CASA END-OF-YEAR CASELOAD REPORT

	<b>2013</b>	<b>2014</b>
Traditional Personal Care Program	110	117
Shared Aide Program	98	82
Consumer Directed Personal Aide Program	162	160
Family Homes for the Elderly Program	36	28
Ideal Long Term Home Health Care Program	80	52
Lourdes Long Term Home Health Care Program	65	36
Nursing Home to Community Program	28	28
Nursing Home Placement Program	2	2
Nursing Home Transition Diversion Waiver	6	4
Adult Day Care - Medical	25	7
Care at Home Program	13	17
Private Duty Nursing Program	21	21
Home Community Based Waiver Program	65	69
Traumatic Brain Injury Program	2	2
CASA Case Management Only	211	99

**NUMBER OF CASA CLIENTS THAT TRANSITIONED TO  
MANAGED LONG TERM CARE (MLTC) IN 2014**

<b>MLTC Agency Name</b>	<b>Client Numbers</b>
Fidelis Care at Home	31
UnitedHealthcare Personal Assist	4
<b>TOTAL</b>	<b>35</b>
<b>Long Term Agency Name</b>	
Ideal Long Term Home Health Care Program	17
Lourdes Long Term Home Health Care Program	18
<b>TOTAL</b>	<b>35</b>

**NUMBER OF CASA CLIENTS THAT TRANSITIONED TO  
MANAGED CARE ORGANIZATIONS (MCO) IN 2014**

<b>MCO Agency Name</b>	<b>Client Numbers</b>
Fidelis MCO	7
Excellus MCO	2
<b>TOTAL</b>	<b>9</b>
<b>Program Name</b>	
PCA	1
Shared Aide	0
CDPAP	6
PDN	0
MDC	2
<b>TOTAL</b>	<b>9</b>

## 2014 CASA ADVISORY BOARD MEMBERS

<p>Sonja Bennett          B.C. Dept. of Social Services          36-42 Main St.          Binghamton, NY 13901</p>	<p>Deborah Blakeney          Lourdes Hospital          169 Riverside Dr.          Binghamton, NY 13905</p>	<p>Karen Conn          Medicine Shoppe Pharmacy          1188 Vestal Ave.          Binghamton, NY 13903</p>
<p>SaraAnn Delafield          UHS Stay Healthy Center          601-635 Harry L. Dr.          Johnson City, NY 13790</p>	<p>Diane Dirlam          Staffings Healthcare          66 Hawley St.          Binghamton, NY 13901</p>	<p>Neil Eldred          Action for Older Persons          32 West State St.          Binghamton, NY 13901</p>
<p>Candace Gregory          First Call For Help          P.O. Box 550          Binghamton, NY 13902</p>	<p>Denise Johnson          Vestal Nursing Center          860 Old Vestal Rd.          Vestal, NY 13850</p>	<p>Diane LeFever          2 Parkview Ct.          Endwell, NY 13760</p>
<p>Janet Pope          UHS Home Care @ Twin Tier          Home Health          4401 Vestal Parkway East          Vestal, NY 13850</p>	<p>Andrea Quezada          Family &amp; Children's Society          355 Riverside Dr.          Johnson City, NY 13790</p>	<p>Sarah Reynolds          SEPP Management Company          53 Front St.          Binghamton, NY 13905</p>
<p>Ellen Rury          STIC          135 E. Frederick St.          Binghamton, NY 13904</p>	<p>Lisa Schuhle          B.C. OFA          60 Hawley St.          Binghamton, NY 13901</p>	<p>Sandra Sanzo          B.C. DSS (Medical Services)          36-38 Main St.          Binghamton, NY 13901</p>
<p>Teresa Smith          Interim HealthCare          38 Front St., Suite D          Binghamton, NY 13905</p>	<p>Barbara Travis          B.C. CASA          60 Hawley St.          Binghamton, NY 13901</p>	