The W.I.S.E. Program
Connecticut’s 1915(c) Waiver for Individuals with Mental Illness

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Learning Objectives

1. Services offered through the CT Mental Health Waiver (“W.I.S.E.”)
2. How research data has been used to show that MH Waiver services benefit the recipients
3. Identify how a Waiver for individuals with SMI can work for your state
4. Identify ways that a Mental Health Waiver can help control the cost of long term care services
What is the Mental Health Waiver?

- 1915 (c) Waiver
- Started in April 2009
- 420 currently enrolled
  - 619 served to date
- Projected to serve up to 811 clients through March 2017
- Based on the principles of recovery, psychiatric rehabilitation and freedom of choice
DMHAS Mission

• “We endorse a broad vision of recovery that involves a process of restoring or developing a positive and meaningful sense of identity apart from one’s condition (Who am I?)
• and a meaningful sense of belonging while rebuilding a life despite or within the limitations imposed by that condition.”
• (& Where do I fit in the world around me?)
Person- Centered Approach

- Considers the person FIRST, NOT the illness.
- A way of thinking about an individual as a person in regards to their personal strengths and unique individuality.
- Takes into consideration individuals’ personal goals, dreams, hopes and aspirations.
- Allows individuals to make their own informed choices.
- Involves the individual in all aspects of care
- It sees deficits as opportunities for improvement through education and learning
- It empowers the individuals who have historically been viewed as powerless
Eligibility

What does “serious mental illness” mean?

- Schizophrenia
- Bipolar Disorder
- Major Depression
- Delusional/Paranoid Disorder
- Psychotic Disorders, NOS (Brief Reactive Psychosis, Schizoaffective Disorder, and Psychotic Disorders NOS)

- OR - Another mental illness that may lead to a chronic disability, requires assistance or supervision, and have limitations in at least one area of functioning due to the mental illness

Additional Considerations

- Health and safety needs must be reasonably assured
- Cost of waiver services must remain within the cost limit established by the state

Are these 5 criteria met?

1) 22 years of age or older;

2) Has a diagnosis of serious mental illness

3) Has Medicaid (“Husky C”);

4) Meets criteria for nursing home level of care

5) Voluntarily chooses to participate in the waiver

What does “nursing home level of care” mean?

The individual must have at least 3 Critical Needs...

OR 2 critical needs AND 4 or more Cognitive Deficits
Who does what?

DSS (DMHAS, UCONN)
- Assesses Medicaid eligibility
- Maintains complete oversight of the program
- Oversees 9 Community Support Clinicians
- Partners with UCONN School of Social Work for research projects

CSC (Community Support Clinicians)
- Assesses for level of care
- Develops Recovery plan
- Monitors Recovery plan, cost plan and services

Providers
- Provide the Waiver service
- Bill for services

ABH
- Fiscal Intermediary - processes payments
- Credentials and trains providers
- Heads outreach and engagement efforts
- Oversees 5 Community Support Clinicians
- Manages the Waiver/Quality Assurances
MH Waiver Services

Rehabilitation Services
- Community Support Program
- Peer Support
- Supported Employment

Support Services
- Recovery Assistant
- Transitional Case Management
- Brief Episode Stabilization
- Assisted Living
- Adult Day Health

Ancillary Services
- Specialized Medical Equipment
- Assistive Technology
- Home Accessibility Adaptations
- Non-Medical Transportation
- Personal Emergency Response (PERS)
- Home Delivered Meals
Combination of Services

- Homemaker
- Companion
- Personal Care Attendant
- Recovery
Recovery Assistant

**Recovery Assistant** - A flexible range of supportive assistance provided face-to-face in accordance with a Waiver Recovery Plan that enables a participant to maintain a home/apartment, encourages the use of existing natural supports, and fosters involvement in social and community activities. Service activities include: performing household tasks, providing instructive assistance, or cuing to prompt the participant to carry out tasks (e.g., meal preparation; routine household chores, cleaning, laundry, shopping, and bill-paying; and participation in social and recreational activities), and; providing supportive companionship. The Recovery Assistant may also provide instruction or cuing to prompt the participant to dress appropriately and perform basic hygiene functions; and supportive assistance and supervision of the participant.

**Unit of Service:** 15 Minutes

**Rate:** $5.65 (agency-based Recovery Assistant)

$3.34 (individual Recovery Assistant)
Group Recovery Assistant

- Recovery Assistant service can be provided by one staff with up to 4 clients. The service must be approved by CSC prior to provision and the cost is pro-rated based on the number of clients served.

<table>
<thead>
<tr>
<th>Service</th>
<th>Client:Staff Ratio</th>
<th>Rate Per Client</th>
<th>Total Billed</th>
<th>% of 1:1 RA</th>
</tr>
</thead>
<tbody>
<tr>
<td>RA</td>
<td>1:1</td>
<td>$5.65</td>
<td>$5.65</td>
<td>100%</td>
</tr>
<tr>
<td>RA group - 2 clients</td>
<td>2:1</td>
<td>$4.24</td>
<td>$8.48</td>
<td>150%</td>
</tr>
<tr>
<td>RA group - 3 clients</td>
<td>3:1</td>
<td>$3.27</td>
<td>$9.81</td>
<td>175%</td>
</tr>
<tr>
<td>RA group - 4 clients</td>
<td>4:1</td>
<td>$2.86</td>
<td>$11.44</td>
<td>200%</td>
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</table>
Community Support Program (CSP)

**Community Support Program** - Community Support Program (CSP) consist of mental health and substance abuse rehabilitation services and supports necessary to assist the individual in achieving and maintaining the highest degree of independent functioning. The service utilizes a team approach to provide intensive, rehabilitative community support, crisis intervention, group and individual psycho-education, and skill building for activities of daily living.

**Unit of Service:** 15 Minutes  
**Rate:** $24.92
Client Age

- 20s: 3%
- 30s: 5%
- 40s: 12%
- 50s: 39%
- 60s: 35%
- 70s: 5%
- 80s: <1%
Enrolled by Year

<table>
<thead>
<tr>
<th>Waiver Year</th>
<th>Enrollment</th>
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<tbody>
<tr>
<td>1</td>
<td>33</td>
</tr>
<tr>
<td>2</td>
<td>52</td>
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<tr>
<td>3</td>
<td>44</td>
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<tr>
<td>4</td>
<td>102</td>
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<tr>
<td>5</td>
<td>181</td>
</tr>
<tr>
<td>6</td>
<td>161</td>
</tr>
<tr>
<td>7</td>
<td>66</td>
</tr>
</tbody>
</table>
Client feedback

• “I am very happy with my staff. My main RA has got me to a good spot and I feel healthy.”
• “I love the people at WISE”
• “It’s been great. I'm attending school now thanks to [CSP services] and this program. Thank you”
• “It's teaching me how to live on my own and deal with my problems. It has helped me to open up more.”
• “My CSP is very helpful and talks to me, she helps me with everything.”
• “My younger brother passed three months ago and my grandmother passed two weeks ago and the support I got from my worker helped me a lot.”
Lessons learned

- Recovery in SMI
- Marketing and Outreach
- Added Levels of service (ALSA, overnight, etc.)
- Wellness and physical outcomes
- Transition from grant funding to Medicaid FFS billing (and its documentation)
- Transition from case management model to psychiatric rehab model
- Staff training (online RA module)
- Over-authorizing care
- Dealing with no-shows/ cancels
Actual client receiving RA services

Date of Status Reviews: 6/18/13  8/19/13

Comments:
MIKE HAS DONE GREAT WITH WAIVER SUPPORT SERVICES! HE IS NOW INDEPENDENT W/ ALL ADL’S & NO LONGER MEETS NURSING HOME LOC.
Level of Care (LOC) Skills Assessment

- Overview
- Walkthrough
- Findings
Level of Care (LOC) Skills Assessment

Purpose

- Determines the person’s eligibility for the MHW based on his/her NF LOC
- Assists clinicians in identifying the person’s needs and developing the person’s recovery plan

Implemented in 2012 to replace 2 lesser streamlined assessment tools

Includes 3 sections:
1. Mental Health Scores
2. Level of Assistance
3. Rating Summary
1% Employed

61% Never Married

Gender
- Male: 62%
- Female: 38%

Race
- Hispanic: 78%
- Black: 2%
- Other: 6%

Age
- Average Age: 55.19 years old
- Range: 24 – 74 years old

Education
- < HS/GED: 33%
- HS/GED: 9%
- > HS/GED: 57%
Data collection & Methodology

- DMHAS Research Division responsible for data collection and reporting
- Data is updated quarterly and presented to W.I.S.E. staff and leadership
A paired sample t-test is used to determine whether or not there is a significant difference between the average values of the same measurement made under two different conditions.

Compared 112 match paired cases’ mean MH scores, LOA Scores and Rating Summaries for individuals at Initial intake and one year later at 1st Annual.
9 critical needs under MHW

- Bathing
- Dressing
- Toileting
- Mobility
- Transferring
- Eating/Feeding
- Med Admin
- Meal Prep
- Memory/Cognition

1. BATHING
Definition: The ability to shower, bathe or take sponge baths for the purpose of maintaining adequate hygiene.

1506 - MH SCORING CRITERIA

- 1 = The client is independent in completing the activity safely.
- 2 = The client requires oversight help or reminding; can bathe safely without assistance or supervision, but may not be able to get into and out of the tub alone.
- 3 = The client requires hands on help or line of sight standby assistance throughout bathing activities in order to maintain safety, adequate hygiene and skin integrity.
- 4 = The client is dependent on others to provide a complete bath.

Due To: (Score must be justified through one or more of the following conditions)

Physical Impairments:
- Pain
- Visually Impaired
- Limited Range of Motion
- Weakness
- Balance Problems
- Shortness of Breath
- Decreased Endurance
- Falls
- Paralysis

- Neurological Impairment
- Oxygen Use
- Muscle Tone
- Amputation
- Open Wound
- Stoma Site

Supervision:
- Cognitive Impairment
- Memory Impairment
- Behavior Issues

Mental Health:
- Lack of Awareness
- Difficulty Learning
- Seizures
- Lack of Motivation/Apathy
- Delusional
- Hallucinations
- Paranoia
## Level of Assistance (LOA)

*How much and how often assistance is needed*

### 16 Life Areas

| ✓ Bathing | ✓ Independent |
| ✓ Dressing | ✓ Living Skills |
| ✓ Toileting | ✓ Interpersonal Communication Skills |
| ✓ Mobility | ✓ Health Awareness |
| ✓ Transferring | ✓ Coping/Stress Mgmt |
| ✓ Eating/Feeding | ✓ Memory/Cog. |
| ✓ Med Admin | ✓ Money Mgmt |
| ✓ Meal Prep | ✓ Safety |
| ✓ Transportation |

### Instructions:

After each section, please designate a Level of Assistance (LOA) rating based on the MH scoring criteria.

- **Level of Assistance (LOA) - Rating Scale**
- **1. INDEPENDENT** – No physical or cognitive assistance needed to perform activities or tasks.
- **2. STANDBY ASSISTANCE** – Supervision by one individual is needed to enable the individual to perform new procedures for safe and effective performance. Cues – Visual demonstrations related to the task. Prompts/Coaching – Visual and physical directions that prompt the participant to perform the skills and/or tasks.
- **3. MINIMUM ASSISTANCE** – Needs periodic cognitive assistance (cuing and/or prompting/coaching) to correct mistakes, check for safety and/or solve problems approximately 25% of time. Cues - Hints related to the task. Prompts/Coaching – Step by step written and/or verbal directions.
- **4. MODERATE ASSISTANCE** – Needs constant cognitive assistance such as 1:1 cueing, prompting/coaching or demonstrations to sustain or complete simple, repetitive activities or tasks safely and accurately approximately 50% of time. Cues - Hints to help organize thoughts. Prompts/Coaching – Step by step verbal directions.
- **5. MAXIMUM ASSISTANCE** – Unable to meet minimal standards of behavior or functioning in order to participate in daily living activities or performance of basic tasks approximately 75% of time. Cues – Step by step physical gestures, pointing and demonstrations. Prompts/Coaching – Step by step physical demonstrations with visual and verbal directions that prompt the participant to perform the skills and/or tasks.
- **0. UNABLE TO ASSESS** – Individual refuses or has chosen to not actively participate in providing any evidence of skills and/or abilities or demonstrating any skills and/or abilities for this assessment.
Level of Assistance (LOA) Paired Ratings

- ** = p < .01
- * = p < .05
- + = p = .055 - .060 (Trending)

<table>
<thead>
<tr>
<th>LOA</th>
<th>Bathing</th>
<th>Dressing</th>
<th>Toileting</th>
<th>Mobility</th>
<th>Transferring</th>
<th>Eating/Feeding</th>
<th>Med Admin</th>
<th>Meal Prep</th>
<th>Memory/Cogn...</th>
</tr>
</thead>
<tbody>
<tr>
<td>1: Independent</td>
<td><img src="chart1" alt="Bar Chart" /></td>
<td><img src="chart2" alt="Bar Chart" /></td>
<td><img src="chart3" alt="Bar Chart" /></td>
<td><img src="chart4" alt="Bar Chart" /></td>
<td><img src="chart5" alt="Bar Chart" /></td>
<td><img src="chart6" alt="Bar Chart" /></td>
<td><img src="chart7" alt="Bar Chart" /></td>
<td><img src="chart8" alt="Bar Chart" /></td>
<td><img src="chart9" alt="Bar Chart" /></td>
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<tr>
<td>2: Standby</td>
<td><img src="chart1" alt="Bar Chart" /></td>
<td><img src="chart2" alt="Bar Chart" /></td>
<td><img src="chart3" alt="Bar Chart" /></td>
<td><img src="chart4" alt="Bar Chart" /></td>
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<td><img src="chart8" alt="Bar Chart" /></td>
<td><img src="chart9" alt="Bar Chart" /></td>
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<tr>
<td>3: Minimum</td>
<td><img src="chart1" alt="Bar Chart" /></td>
<td><img src="chart2" alt="Bar Chart" /></td>
<td><img src="chart3" alt="Bar Chart" /></td>
<td><img src="chart4" alt="Bar Chart" /></td>
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<td><img src="chart8" alt="Bar Chart" /></td>
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<tr>
<td>4: Moderate</td>
<td><img src="chart1" alt="Bar Chart" /></td>
<td><img src="chart2" alt="Bar Chart" /></td>
<td><img src="chart3" alt="Bar Chart" /></td>
<td><img src="chart4" alt="Bar Chart" /></td>
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<td><img src="chart8" alt="Bar Chart" /></td>
<td><img src="chart9" alt="Bar Chart" /></td>
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<tr>
<td>5: Maximum</td>
<td><img src="chart1" alt="Bar Chart" /></td>
<td><img src="chart2" alt="Bar Chart" /></td>
<td><img src="chart3" alt="Bar Chart" /></td>
<td><img src="chart4" alt="Bar Chart" /></td>
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</table>
Level of Assistance (LOA) Paired Ratings .ctd

- ** = p < .01
- * = p < .05
- + = p > .055 to .060 (Trending)

<table>
<thead>
<tr>
<th>Level of Assistance</th>
<th>Initial</th>
<th>1st Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>5: Maximum</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4: Moderate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3: Minimum</td>
<td>**</td>
<td></td>
</tr>
<tr>
<td>2: Standby</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1: Independent</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Safety
- Ind. Living Skills
- Interpersonal Skills
- Health Awareness
- Coping & Stress Mgmt
- Money Mgmt
- Transportation
### Rating Summary

*Identifies and prioritizes the person’s goal(s)*

<table>
<thead>
<tr>
<th>Major Life Area</th>
<th>Recorded LOA’s from Assmt</th>
<th>Work on Now</th>
<th>Maybe Later</th>
<th>Not a Concern</th>
<th>For each “Work on Now”, in person’s own words, note goal/something they would like to change or improve…</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Bathing – personal care</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Dressing – personal care</td>
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<td></td>
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<tr>
<td>3. Toileting</td>
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<tr>
<td>4. Mobility</td>
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<td></td>
<td></td>
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<tr>
<td>5. Transferring</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>6. Eating</td>
<td></td>
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<tr>
<td>7. Medication Administration</td>
<td></td>
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<tr>
<td>8. Meal Preparation</td>
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<tr>
<td>9. Memory/Cognition</td>
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<td></td>
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<tr>
<td>10 Safety</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>11. Independent Living Skills</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>12. Interpersonal Skills</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>13. Health Awareness</td>
<td></td>
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</tr>
<tr>
<td>14. Coping, Stress Management And Impulse Control Skills</td>
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<tr>
<td>15. Money Management</td>
<td></td>
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<tr>
<td>16. Transportation</td>
<td></td>
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</tr>
</tbody>
</table>
 Clinical Priority Rating Summary

*** = p ≤ 0.001     * = p < 0.05

- **Initial**
- **1st Annual**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Initial</th>
<th>1st Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bathing</td>
<td>2.8</td>
<td>3.0</td>
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<tr>
<td>Dressing</td>
<td>2.4</td>
<td>2.6</td>
</tr>
<tr>
<td>Toileting</td>
<td>2.2</td>
<td>2.4</td>
</tr>
<tr>
<td>Mobility</td>
<td>2.0</td>
<td>2.2</td>
</tr>
<tr>
<td>Transferring</td>
<td>1.8</td>
<td>2.0</td>
</tr>
<tr>
<td>Eating/Feeding</td>
<td>1.6</td>
<td>1.8</td>
</tr>
<tr>
<td>Med Admin</td>
<td>1.4</td>
<td>1.6</td>
</tr>
<tr>
<td>Meal Prep</td>
<td>1.2</td>
<td>1.4</td>
</tr>
<tr>
<td>Memory/Cognition</td>
<td>1.0</td>
<td>1.2</td>
</tr>
</tbody>
</table>

Ratings:
1: Not A Concern
2: Maybe Later
3: Work on Now
Clinical Priority Rating Summary...

- **3: Work on Now**
  - Safety
  - Interpersonal Skills
  - Health Awareness
  - Coping/Stress Mgmt
  - Money Mgmt
  - Transportation

- **2: Maybe Later**
  - Safety
  - Interpersonal Skills
  - Health Awareness
  - Coping/Stress Mgmt
  - Money Mgmt
  - Transportation

- **1: Not A Concern**
  - Safety
  - Interpersonal Skills
  - Health Awareness
  - Coping/Stress Mgmt
  - Money Mgmt
  - Transportation

Significance levels:

- *** = p ≤ .001
- * = p < .05
Findings Summary

<table>
<thead>
<tr>
<th>Mental Health Scores</th>
<th>Level of Assistance</th>
<th>Rating Summary</th>
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</thead>
<tbody>
<tr>
<td>Bathing</td>
<td>Bathing</td>
<td>Bathing</td>
</tr>
<tr>
<td>Memory/Cognition</td>
<td>Safety</td>
<td>Safety</td>
</tr>
<tr>
<td>Transferring</td>
<td>Memory/Cognition</td>
<td></td>
</tr>
<tr>
<td>Toileting</td>
<td>Toileting</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Transferring</td>
<td></td>
</tr>
</tbody>
</table>

Going Forward...

- Addition of 2\textsuperscript{nd} annual assessments
Mental Health Waiver in your state

• What services does your mental health agency currently provide?
• Are any of these services provided in HCBS setting?
• Waiver services can help to...
  ▫ Reduce the number of high ED utilizers
  ▫ Bridge the gap between community and institutional levels of care
  ▫ Offer freedom of choice to population to whom it was historically not given
  ▫ Rebalance setting of LTSS and reduce cost
Cost savings

- Average cost of Nursing Facility in CT
  - ~$7,250 a month
  - $87,000 a year

- Typical plan for W.I.S.E. services
  - 20 hours a week of RA ($24K/yr)
  - 2 hours a week of CSP ($10K/yr)
  - Daily nursing ($22K/yr)
    - TOTAL COST ~$56,000 (35% cost savings)
Contact Information

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