

# Harnessing the Power of Assessment Technology: Tracking Along the Continuum

Tuesday, August 29 | 10:15 - 11:15 am ET



**2023 Home and Community-Based  
Services Conference**

# maximus



**HFS**

Illinois Department of  
Healthcare and Family Services

## Jen Sieminski

- Clinical Implementation Manager, Maximus Clinical Services
- [jennifersieminski@maximus.com](mailto:jennifersieminski@maximus.com)

## Joi Shaw

- Vice President, Maximus Clinical Services
- [joishaw@maximus.com](mailto:joishaw@maximus.com)

## Gabriela Moroney

- Senior Policy Advisor, Illinois Department of Healthcare and Family Services
- [Gabriela.M.Moroney@Illinois.gov](mailto:Gabriela.M.Moroney@Illinois.gov)

# Objectives

---

Identify LTSS Pressures + Complexities

---

Review Key LTSS Quality + Measurement Domains

---

Discuss Assessment Technology in Illinois

# No Shortage of LTSS Pressures

Increased LTSS  
demands +  
expenditures

Growth of aging  
population

Complex needs  
of sub  
populations

Olmstead/ADA  
Litigation

Coordinated,  
Comprehensive  
+ Person  
centered care

Infrastructure  
promoting  
HCBS access +  
options

Quality + Value

Data analytics +  
Reporting

DE&I + SDOH

Transparency +  
consistency

Rebalancing

Efficient +  
effective  
processes +  
systems

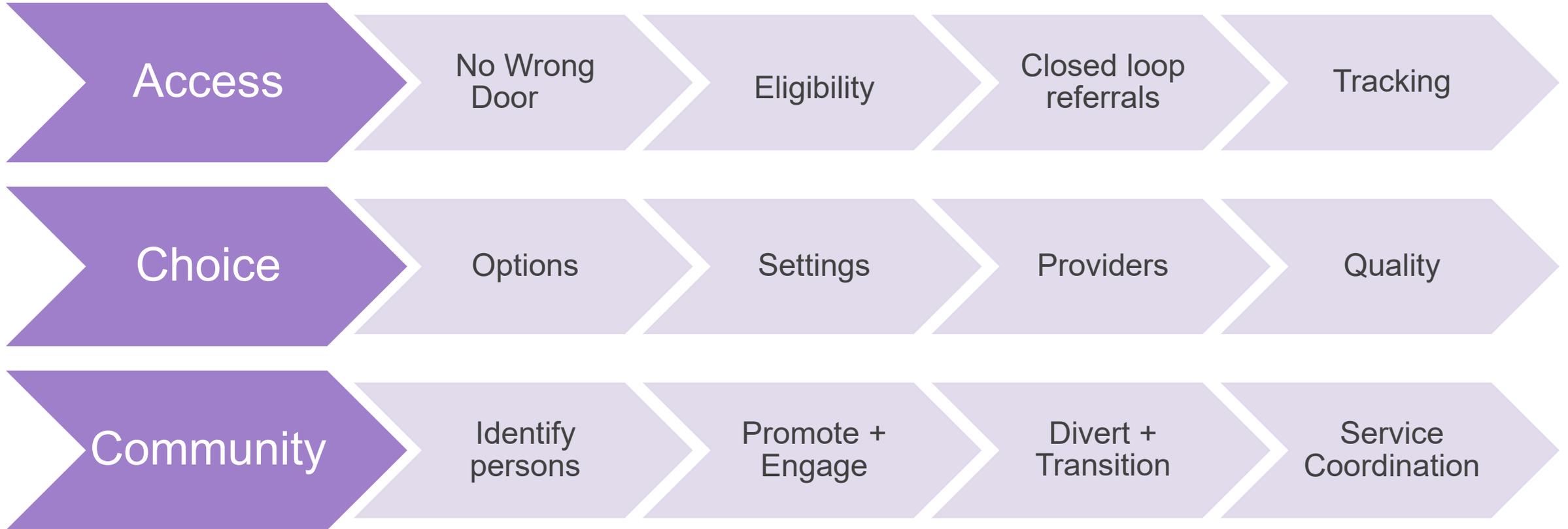
# Comprehensive Assessment + Care Planning



# No Shortage of Complexities

- Access points
- Referral tracking
- Eligibility criteria +determinations
- Demography
- Identification of needs + service history
- Choice + decision making verification
- Setting appropriateness
- Service + care coordination
- Community promotion + integration
- Waivers + waiting lists
- Capacity building and financing

# Performance Frameworks & Quality Measurement Domains



# Driving Change



Measure outcomes that matter to the person



Base policy and program design decisions on data



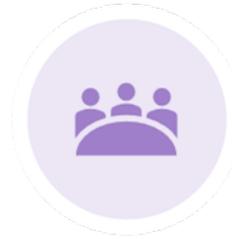
Measure impact against states initiatives and national trends



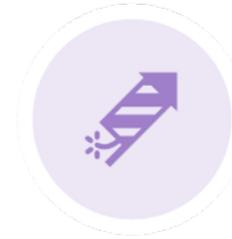
# Harnessing Assessment Technology



# Technology Supported Mental Health Assessments in Illinois



**DECEMBER 2021:**  
IMPLEMENTATION  
MEETINGS BEGAN



**MARCH 2022:**  
PASRR GO-LIVE



**APRIL 2022:**  
SMHRF ASSESSMENT  
GO-LIVE  
SLP ASSESSMENT GO-  
LIVE

**PASRR:** Preadmission Screening and Resident Reviews (Federally required for all NF applicants)

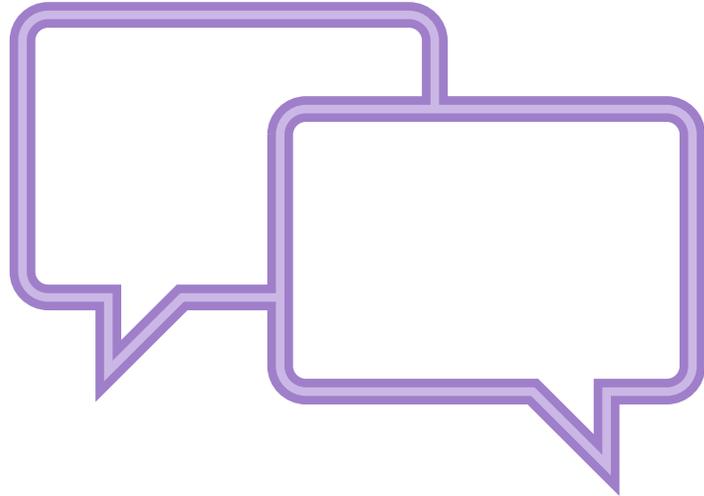
**SMHRF:** Specialized MH Rehabilitation Facilities (Residential treatment for MH needs)

**SLP:** Supportive Living Program (Waiver program/NF alternative; assisted living model 24/7 care)



# Goals of Transformation

- ✓ Appropriately identify setting and service options for those with SMI and DD in a federally compliant person centered manner
- ✓ Increase diversion and transition opportunities for those with SMI and DD + assure use of NF settings as an appropriate response to the need for skilled care
- ✓ Modernize and streamline assessment processes



# Illinois Consent Decrees

- Both lawsuits alleged violations of the ADA and Olmstead Supreme Court Decision
- Both settlements seek to provide Class Members with services in the least restrictive and most integrated setting possible

## Williams Consent Decree (2010)

- Specific to Specialized Mental Health Rehabilitation Facilities (SMHRFs)
- Persons with SMI have the right to choose community-based settings
- No individual determined able to live in a community-based setting shall be admitted before first being offered community services
- The State has an obligation to expand the community-based service system to support Class Members' needs

## Colbert Consent Decree (2011)

- Specific to Nursing Facilities (NFs); parties agreed that Class Members must be:
  - Informed of their eligibility for community-based services
  - Provided, as appropriate, with transition services including housing + supports in a community-based setting

# Illinois Legal Imperatives

## Ligas Consent Decree (2005)

- Lawsuit filed on behalf of adults with DD living in private state run ICFs who wanted to move into community-based settings + those living at home who wanted to receive community services

## HOPE Settlement (2016)

- HOPE Fair Housing Center vs. Eden Management (SLP)
- Alleged a de facto “no MH policy” which unlawfully excluded people + violated the Fair Housing Act and non-discrimination laws

# Illinois Opportunities

---

Reduce fragmentation

---

Improve assessment tools and processes

---

Promote consistency + community

---

Enhance data collection, tracking and reporting

---

Increase understanding and compliance



# Reducing Fragmentation

Collaboration

Integration

Accountability

Role Refinement

# Facilitating Collaboration

## Department of Healthcare and Family Services (HFS)

- Maximus contract oversight and day-to-day decision-making

## Department of Human Services Division of Mental Health (DMH)

- Oversight of Olmstead Compliance
- Manages contracts for Front Door Diversion Providers (FDDPs) and the Comprehensive Class Member Transition Program

## Department of Human Services Division of Developmental Disabilities (DDD)

- Oversight of Independent Service Coordination (ISC) Agencies, who complete Level II evaluations for the IDD population in Illinois

## Department on Aging (DoA)

- Complete “Choices for Care” + conduct LTSS (LOC) assessments through the Care Coordination Units (CCU) for those age 60+

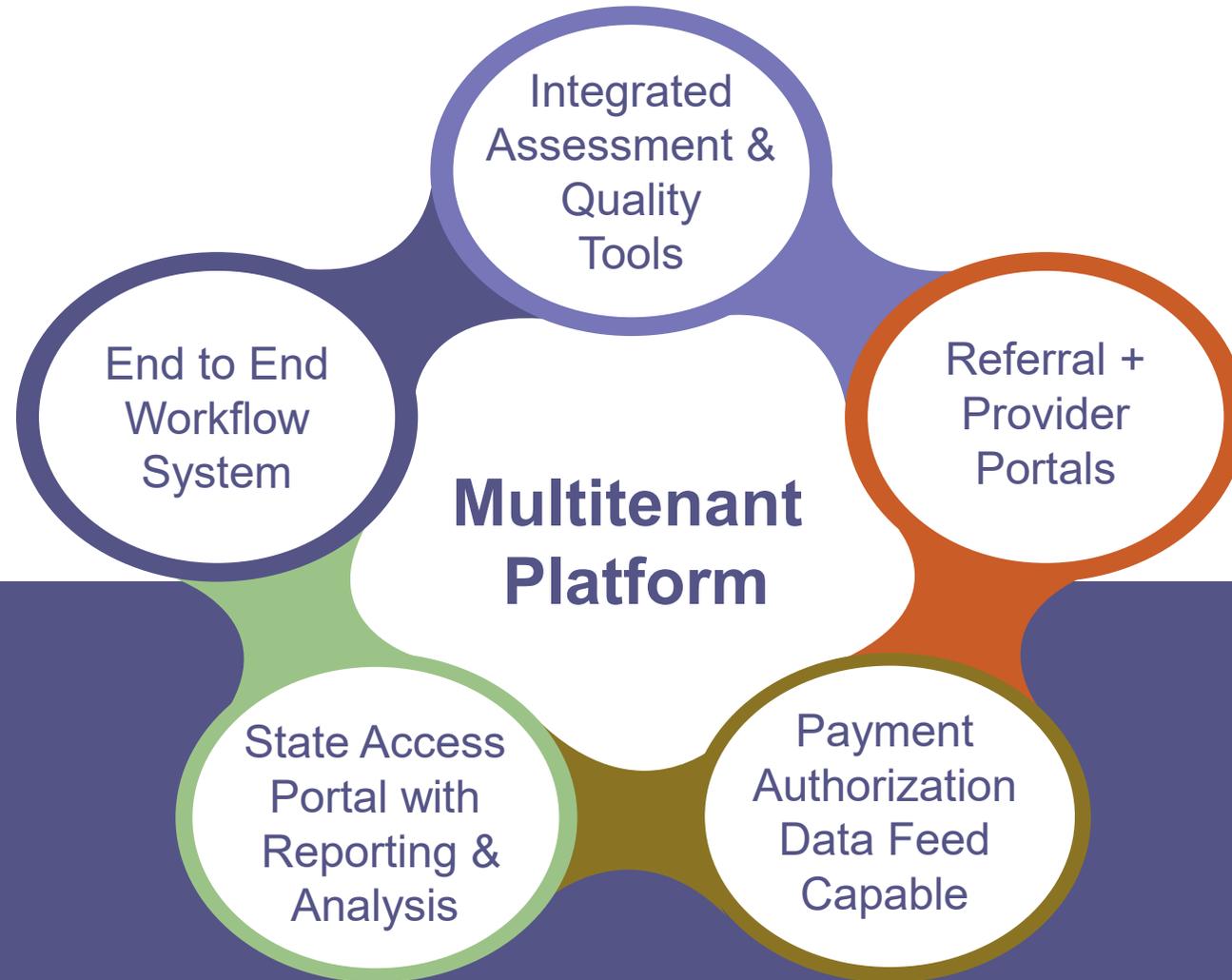
## Department of Human Services Division of Rehabilitative Services (DRS)

- Complete “Choices for Care” + conduct LTSS (LOC) assessments for those age 59 and under

# Improve Tools + Processes

- Modernize paper-based processes
- Disentangle tools and processes to centralize work
- Optimize clinical and operational efficiencies
- Address screening and assessment the robustness
- Improve reliability via consistent clinical approach
- Provide conflict free, independent evaluations
- Align with federal regulations, state administrative code, consent decree mandates

# Centralized Assessment System



# Assessor Processes

Receives  
Assessment

Views referral  
documents

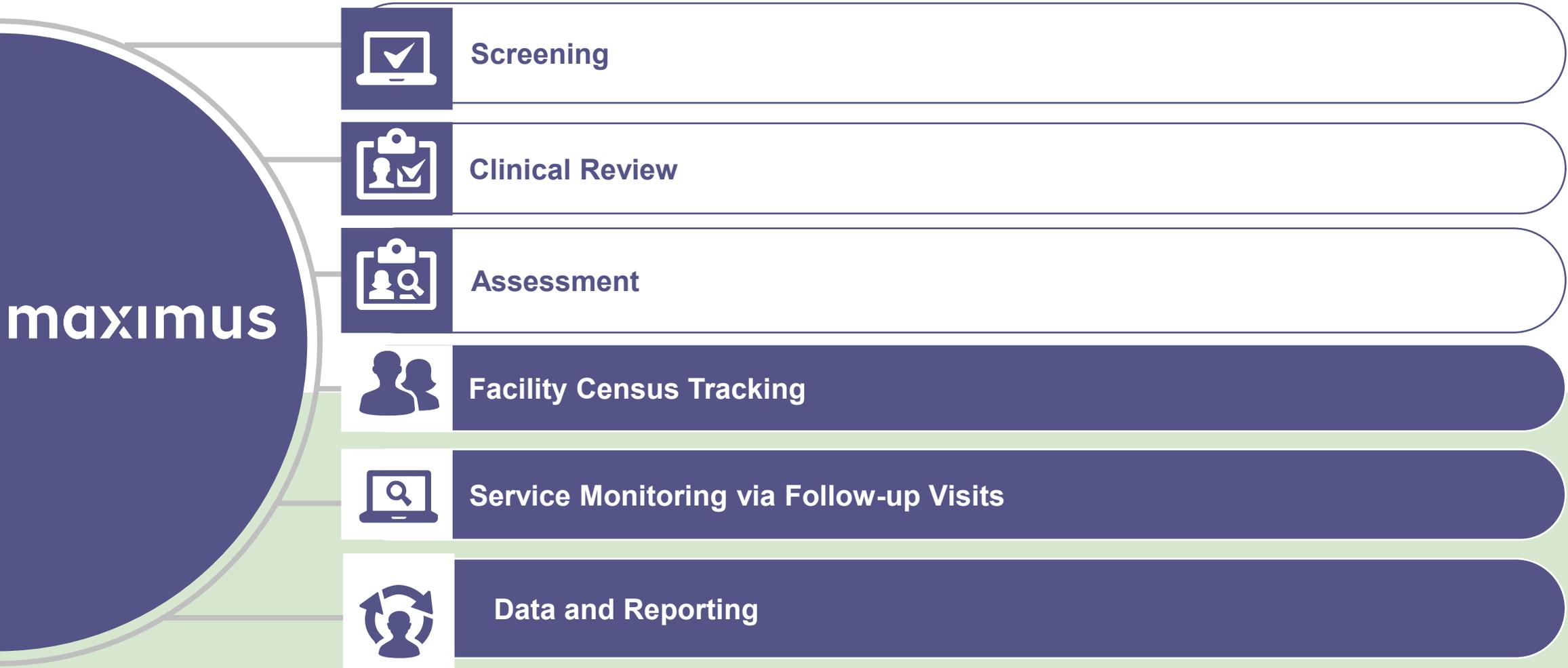
Completes  
assessment

Quality Check

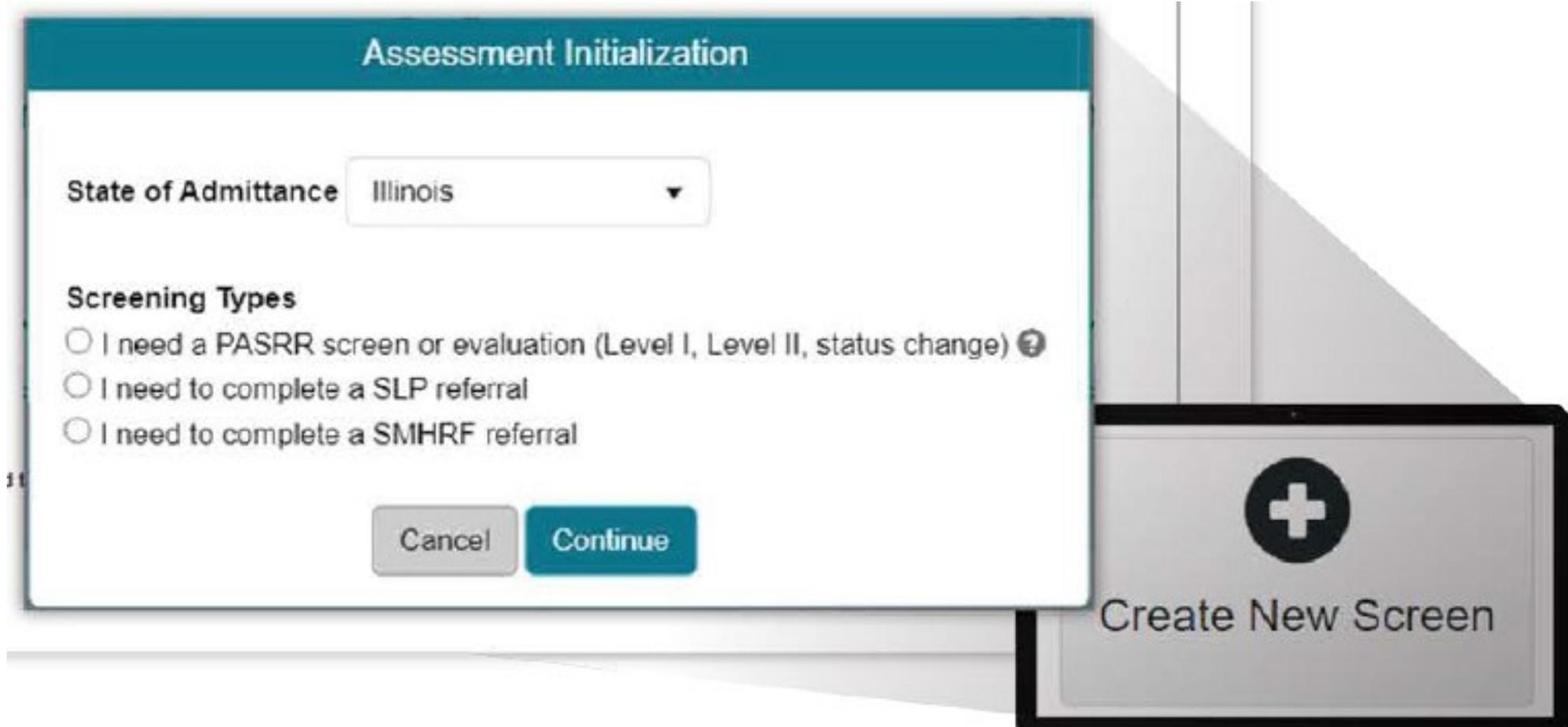
Submits  
completed  
evaluation

Determinations  
Shared

# Illinois Assessment Technology Continuum



# Single Point of Entry & Access



The image shows a software interface with two main components. On the left is a dialog box titled "Assessment Initialization" with a teal header. It contains a "State of Admittance" dropdown menu set to "Illinois". Below this is a section titled "Screening Types" with three radio button options: "I need a PASRR screen or evaluation (Level I, Level II, status change)", "I need to complete a SLP referral", and "I need to complete a SMHRF referral". At the bottom of the dialog are "Cancel" and "Continue" buttons. On the right is a grey button with a black plus sign icon and the text "Create New Screen".

**Assessment Initialization**

State of Admittance: Illinois

**Screening Types**

- I need a PASRR screen or evaluation (Level I, Level II, status change)
- I need to complete a SLP referral
- I need to complete a SMHRF referral

Buttons: Cancel, Continue

Button:  Create New Screen

# Role Based Access –Alerts and Notices

## Agency/Facility Profile Types



Responsible for review and approval of all other facility users



Any individuals who can begin and submit a Level I PASRR screen



Someone who can begin, but cannot submit a Level I screen



State users with access to Level I records

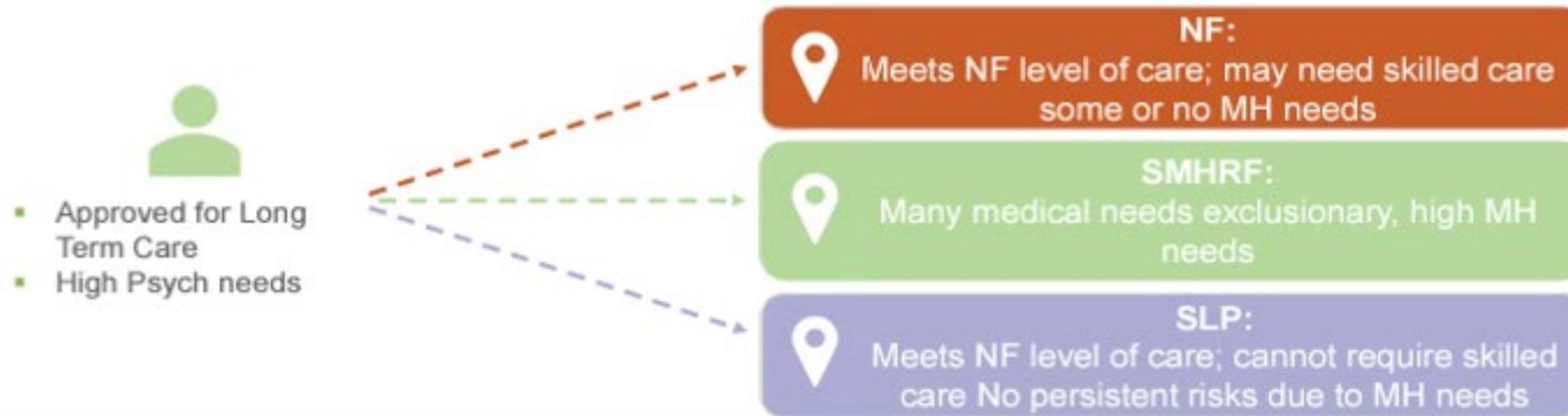


State users with access to Level II records



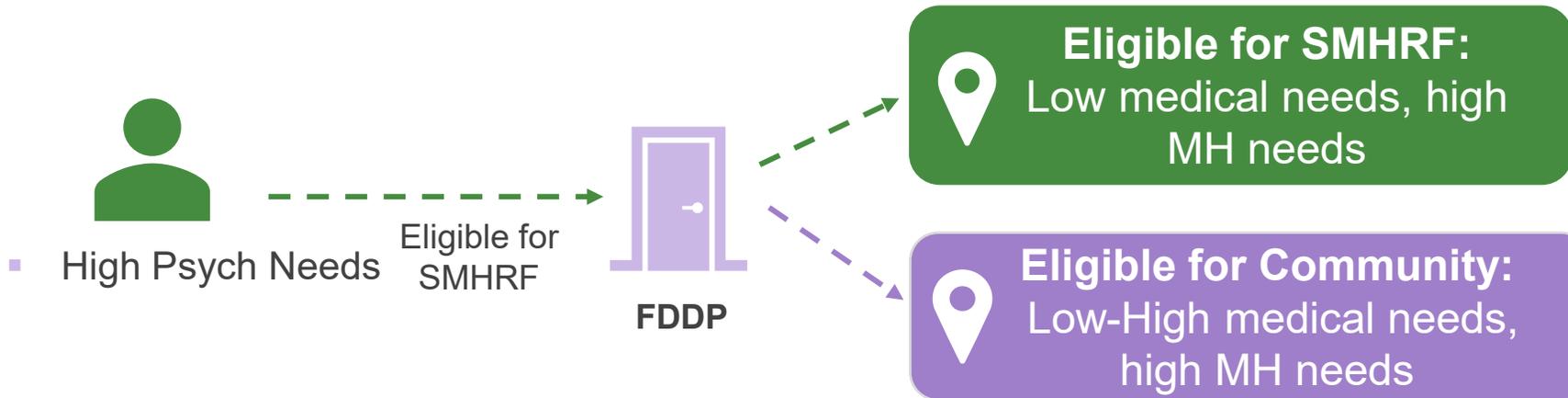
State users with access to all records

# Promoting Consistency and Intentionality



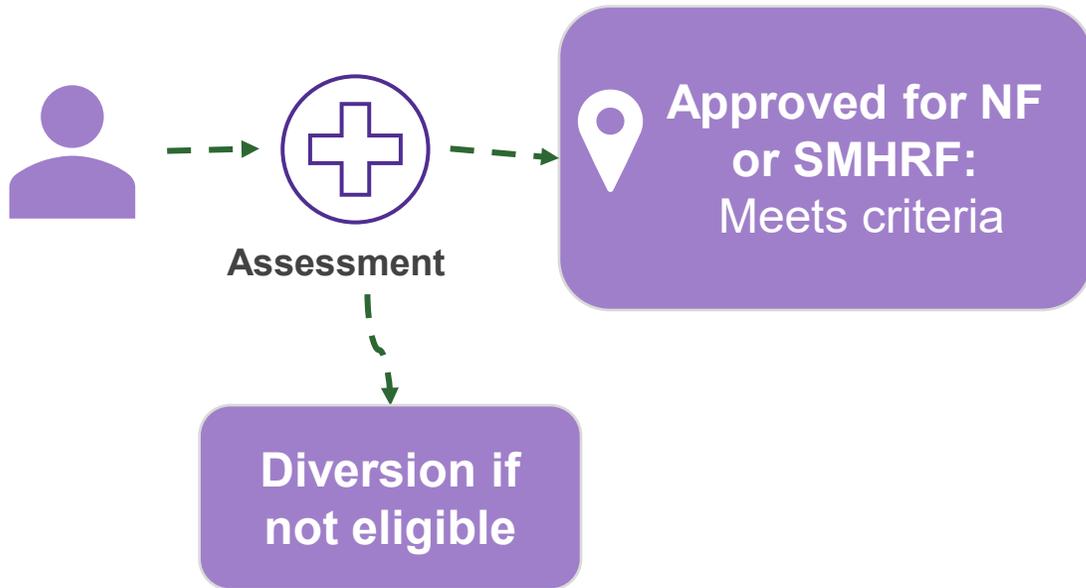
In the past, one approval could give access to all facility types, regardless of criteria/eligibility for the location

# Promoting Deliberate Choice



Despite the path, the individual may choose Community options, if available and eligible

# Promoting Consistent Service Provision + Community Transition Services



## Time-Limited Approvals + Transition Information



Reduces risk of long-term admission based on clinical needs that should resolve on a short-term basis

## Follow-up Visits

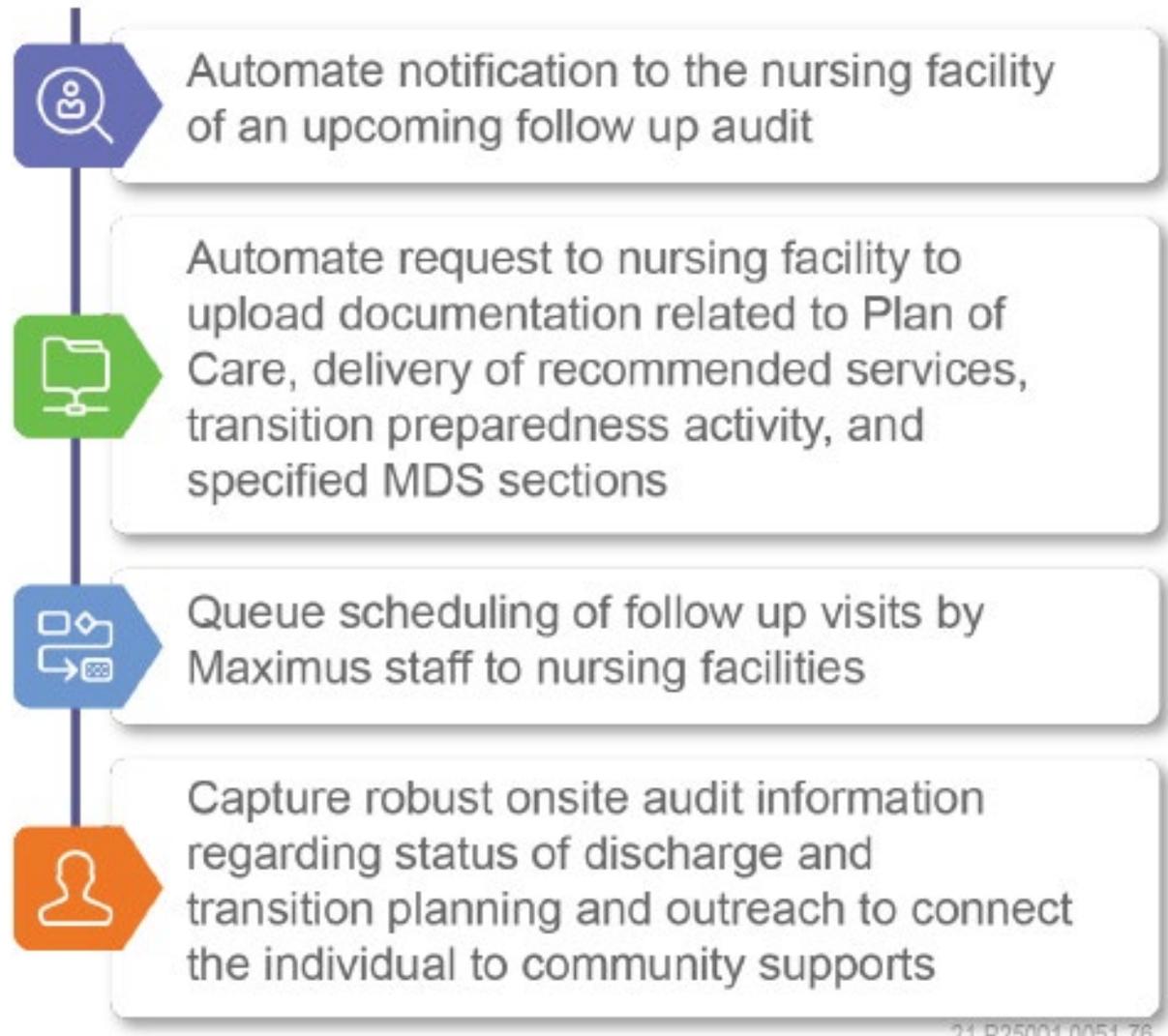


Identifies status of identified services, barriers to discharge and connects NF residents to community resources



In addition to opportunities for diversion post-admission through the Comprehensive Class Member Transition Program

# Follow up Visits

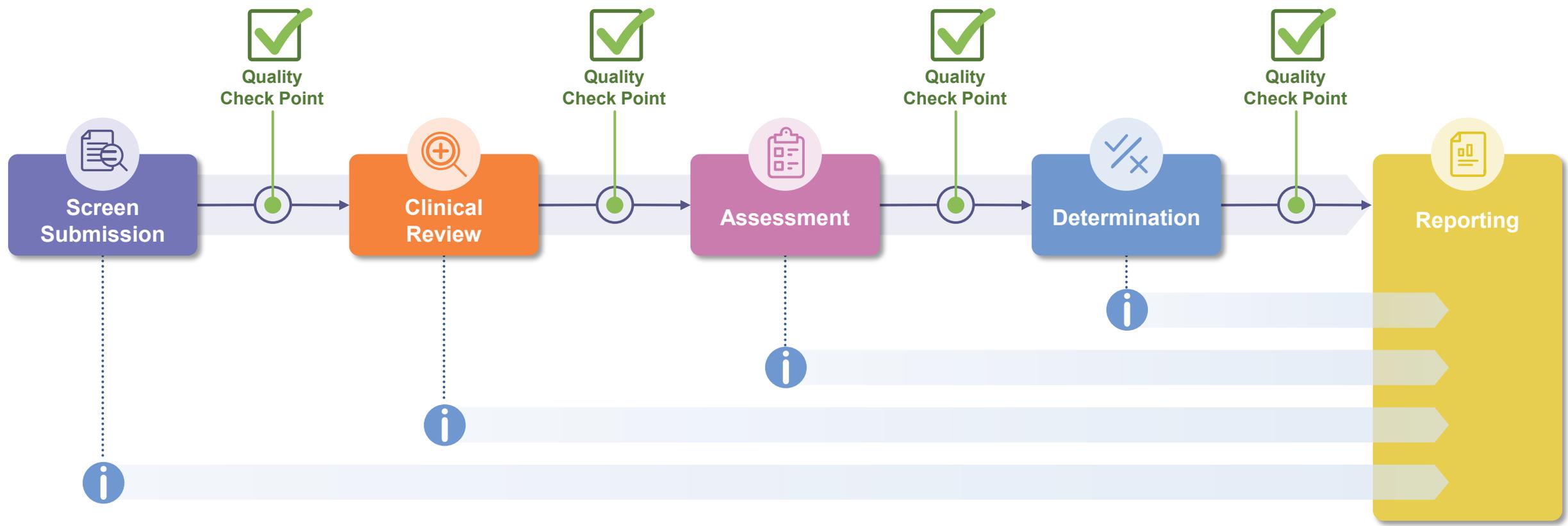


34 D25004 0051 76

# Census Tracking

- **Real time individual location information**
- **Short term expiration alerts**
- **Promotes better communication, proactivity and compliance**
- **Tells us where to go to work on transition, which supports choice and connectivity**
- **Can be linked with state Medicaid payments system**

# Supporting Quality Along the Continuum

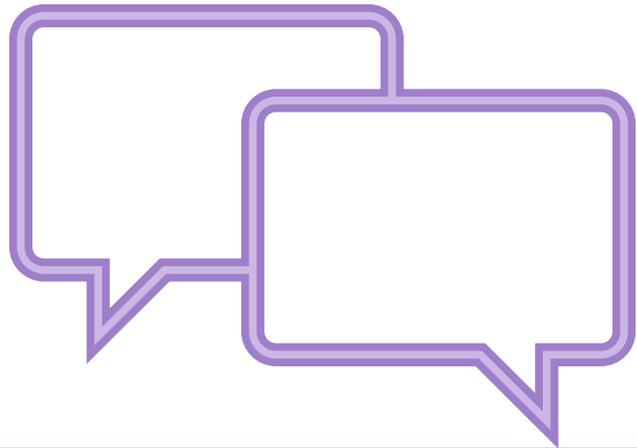


# Enhanced Data Collection, Reporting + Insights

- Tracking of referrals, screens and assessments + dispositions + appeals through completion
- Collect data on loops closed and interrupted (no-shows, reschedules, cancellation reasons, etc.)
- Time and date stamping
- User activity and change log tracking
- Dashboards and on demand reports
- Census tracking + setting appropriateness
- QR codes supporting efficiency and paperless processes
- Verification of service provision
- Identification of service needs and gaps
- Diversion opportunities + candidates
- Insights for capacity building and statewide planning
- Evidence for performance-based enforcement of outcomes, accountability and payments

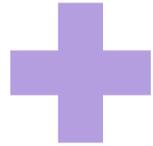


AssessmentPro is the **first** CMS-certified PASRR application.



# Assessment Technology That Makes a Difference

Support change management



Empower people via technology



**Create positive, impactful,  
culture change which improves  
lives**



# Interested in More Information?

## Contact:

Nancy Shanley  
VP Consulting and Policy Analysis  
nancyshanley@maximus.com  
615.473.4554



Please join us  
Wednesday August 30<sup>th</sup>  
at 1:15pm for a session  
on *Nursing Facilities:  
Creating a Pipeline to  
the Community*



2023 Home and Community-Based  
Services Conference

# Resources

- AARP LTSS State Scorecards: <https://www.longtermscorecard.org/>
- Center for Health Care Strategies: <https://www.chcs.org/>
- Integrated Care Resource Center: <https://www.integratedcareresourcecenter.com/>
- MLTSS Quality Framework: <https://www.uhcommunityandstate.com/content/articles/a-framework-for-success-for-mltss>
- Sage Squirrel Consulting: <https://sagesquirrel.com/>
- United Healthcare Community and State: <https://www.uhcommunityandstate.com/>