



# Aging and Disability Services

**APPROVED FY25 BUDGET**

**\$73,134,345**

**FULL TIME EQUIVALENTS**

**210.25**

JAMES BRIDGERS PH.D., MBA, DIRECTOR

## FUNCTION

The staff of Aging and Disability Services shares the Montgomery County vision where seniors, persons with disabilities, and their families are fully participating members of our community. The mission of this service area is to affirm the dignity and value of seniors, persons with disabilities, and their families by offering a wide range of information, home and community-based support services, protections, and opportunities, which promote choice, independence, and inclusion.

## PROGRAM CONTACTS

Contact Patrice McGhee, DPA of the HHS - Aging and Disability Services at 240.773.1089 or Grace Pedersen of the Office of Management and Budget at 240.773.1088 for more information regarding this department's operating budget.

## PROGRAM DESCRIPTIONS

### Admin - Aging & Disability Services

This program provides leadership and direction for the administration of Aging and Disability Services.

<b>FY25 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY24 Approved</b>	<b>96,129</b>	<b>3.00</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	408,139	0.00
<b>FY25 Approved</b>	<b>504,268</b>	<b>3.00</b>

### Adult Foster Care

This program provides subsidies and case management for low-income seniors who live in group homes for the frail elderly, and adult foster care homes for frail seniors and adults with disabilities.

<b>Program Performance Measures</b>	<b>Actual FY22</b>	<b>Actual FY23</b>	<b>Estimated FY24</b>	<b>Target FY25</b>	<b>Target FY26</b>
Number of ongoing clients in Adult Foster Care - unduplicated annual count <sup>1</sup>	92	96	101	106	110
Assisted Living Services - Percent of clients remaining in community placement (i.e., not entering institutional setting) <sup>2</sup>	94%	96%	95%	95%	95%

<sup>1</sup> There was a slight increase in new cases in FY23 due to more placements through Adult Protective Services. Twenty-four cases closed from the prior year due to deceased client, transfer to long-term care or nursing facility, relocation out of county, etc. The program projects an

increase in coming years based on past years' trends.

<sup>2</sup> Adult Foster Care maintains the least restrictive alternative to institutionalization/nursing facility placement as a goal and has been successful in maintaining a very high percentage of clients in the community, thereby reducing the higher cost of institutional care.

FY25 Approved Changes	Expenditures	FTEs
<b>FY24 Approved</b>	<b>2,356,506</b>	<b>7.00</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	54,607	1.00
<b>FY25 Approved</b>	<b>2,411,113</b>	<b>8.00</b>

## Aging & Disability Resource Unit

This program assists seniors, persons with disabilities, and their families, in defining their needs, locating required services, and facilitating the application process to access services.

Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
Number of incoming calls - monthly average <sup>1</sup>	1,464	1,382	1,400	1,425	1,450
Percent of ongoing clients to the Aging and Disability Resource Unit who said they were better able to make decisions about options after talking with staff <sup>2</sup>	94%	95%	95%	95%	95%

<sup>1</sup> Call volume varies year-to-year but remains within expected range.

<sup>2</sup> Surveys are sent with mailings, kept in lobby, and given to clients met in person. In FY23, approximately 500 surveys were distributed and 31 surveys returned.

FY25 Approved Changes	Expenditures	FTEs
<b>FY24 Approved</b>	<b>1,168,554</b>	<b>9.00</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	519,398	0.00
<b>FY25 Approved</b>	<b>1,687,952</b>	<b>9.00</b>

## Area Agency on Aging

The Area Agency on Aging provides programs and services to help seniors remain independent in the community including: nutritious senior meals; assisted living subsidies; technical assistance to community "villages"; support to caregivers; legal representative payee and health promotion services; health insurance counseling; visits to isolated seniors; grocery shopping; transportation and mobility management; subsidized employment; and problem resolution for residents of nursing home and assisted living facilities.

Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
Percent of Representative Payee clients who report that they are satisfied with volunteers' management of their money, enabling them to have adequate funds for shelter, food, medical care, and clothes <sup>1</sup>	88%	91%	91%	91%	91%
Ombudsman Services - Percent of complaints resolved and partially resolved <sup>2</sup>	89%	84%	85%	87%	90%

<sup>1</sup> In FY23, 27 of the program's 56 clients responded to the survey. The increase in performance is likely driven by a higher proportion of clients responding that they have adequate funds for medical care and clothing.

<sup>2</sup> Several internal and external factors affected the ability of the Ombudsman Program to resolve complaints in FY23: a decrease in Staff Ombudsmen; a decrease in Volunteer Ombudsmen; and the dissolution of the County's licensing and enforcement agency for nursing homes.

FY25 Approved Changes	Expenditures	FTEs
<b>FY24 Approved</b>	<b>9,299,523</b>	<b>23.50</b>

FY25 Approved Changes	Expenditures	FTEs
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	489,645	1.00
<b>FY25 Approved</b>	<b>9,789,168</b>	<b>24.50</b>

## ☀ Assessment & Continuing Care Management Services

This program provides multi-disciplinary assessments, care planning, and case management services to frail seniors and adults with disabilities to remedy and prevent abuse, neglect, self-neglect, financial exploitation, or inappropriate institutionalization.

Services include Adult Protective Services, Social Services to Adults, and the Public Guardianship Program.

Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
New Adult Protective Services Investigations <sup>1</sup>	1,052	966	1,100	1,150	1,200
Number of clients receiving case management services <sup>2</sup>	832	905	950	997	1,046
Percent of seniors and adults with disabilities that avoid institutional placement while receiving case management services <sup>3</sup>	94%	93%	93%	93%	93%
Percent of APS Clients with another investigation within six months (recidivism) <sup>4</sup>	8%	6%	6%	6%	6%

<sup>1</sup> The Covid-19 pandemic affected the number of APS referrals which fluctuated with the emergency of different variants. The at-risk population served by APS was more reluctant to leave their homes and thus community referral sources were less likely to make referrals. Future projections are based on increased community outreach/education, referrals from Community/Preferred partners and the senior community, along with the official ending of the public health emergency.

<sup>2</sup> The increase from FY22 to FY23 is due to clients re-engaging in post-Covid services.

<sup>3</sup> The percentage remained stable between FY22 and FY23. No change is anticipated in upcoming years as case management has been effective in assisting clients to remain in the community with supports such as personal care and medical coordination.

<sup>4</sup> Adult Protective Services investigations are voluntary for clients with capacity. Therefore, due to self-determination, some clients choose not to follow the program's recommendations, and, as such, rates of recidivism may fluctuate. Six percent is the state's goal, and the program anticipates that the rate will remain at this level.

FY25 Approved Changes	Expenditures	FTEs
<b>FY24 Approved</b>	<b>11,877,575</b>	<b>58.17</b>
Increase Cost: Adult Medical Day Care Add Two Providers	200,144	0.00
Enhance: Reduce Waitlist for Adult Protective Services Case Management	196,756	3.00
Increase Cost: Three Percent Increase to the Adult Medical Day Care Provider Supplement	64,743	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	1,236,943	0.58
<b>FY25 Approved</b>	<b>13,576,161</b>	<b>61.75</b>

## ☀ Community Provider Support

This program provides financial support to the providers and agencies in the community that work with the entire spectrum of clients served by the Department through Aging and Disability Services.

Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
Turnover rate for direct service professionals for developmental disabilities providers <sup>1</sup>	32.9%	28.0%	30.5%	30.5%	30.5%
Number of Clients served by Developmental Disability and Medical Adult Day Care Providers <sup>2</sup>	5,106	5,126	5,275	5,425	5,575

<sup>1</sup> The program received responses from all 41 providers. Turnover rate has decreased post-pandemic as agencies are more successful in finding and retaining staff. Additionally, supplemental County funds are used to pay higher wages. Projections are based on three-year average.

<sup>2</sup> The program projects that the number of clients served by Developmental Disability providers will increase due to the the impact of the End the Wait Act, which requires the Maryland Department of Health to reduce the waitlist for its waiver programs by 50% over the next few fiscal years.

FY25 Approved Changes	Expenditures	FTEs
<b>FY24 Approved</b>	<b>21,399,734</b>	<b>0.50</b>
Increase Cost: Three Percent Increase to the Developmental Disability Provider Supplement	631,866	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	2,201	0.00
<b>FY25 Approved</b>	<b>22,033,801</b>	<b>0.50</b>

## ☀ Community Support Network for People with Disabilities

Community Support Network for People with Disabilities (CSN) provides services that enable individuals to remain in their home or in the least restrictive environment and provides general support, guidance, and assistance to clients with developmental disabilities and their families. The My Turn program provides summer camp placements, support, and programmatic/financial assistance to families with children with developmental disabilities ages 3 to 13 years old. CSN also conducts site visits to group homes that serve clients with developmental disabilities in the County and monitors contracts that provide services to people with various disabilities including visual and hearing impairments.

Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
Placements in Summer Camp Programs <sup>1</sup>	32	50	60	65	70

<sup>1</sup> The number increased in FY23 as more families felt comfortable having their children return to camp. DHHS anticipates the number will increase over the next few fiscal years.

FY25 Approved Changes	Expenditures	FTEs
<b>FY24 Approved</b>	<b>3,164,196</b>	<b>9.50</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	188,471	0.00
<b>FY25 Approved</b>	<b>3,352,667</b>	<b>9.50</b>

## ☀ Home Care Services

This program provides personal care assistance to seniors and eligible adults with disabilities who are unable to manage independently due to physical and/or mental impairments. Home Care Services prevent abuse, neglect, and exploitation of vulnerable adults, and enhance overall quality of life by providing personal care, chore assistance, therapeutic support, self-care education, and escorted transportation.

Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
Home Care Services - Number of clients served annually <sup>1</sup>	350	323	339	356	374
Home Care Services - Percent of clients with no unmet personal care needs <sup>2</sup>	70%	61%	70%	75%	80%

<sup>1</sup> The decrease in the actual number of clients served from FY22 to FY23 was a result of staff shortages, attrition, and an increased number of clients who needed higher levels of care. Future projections are based on an annual increase of 5%.

<sup>2</sup> 192 surveys were distributed in April 2023 and the program received 69 responses (35.9% response rate.) Unmet needs that clients noted were around transportation, skilled medical care, housing, and financial assistance -- most of which cannot be directly addressed by the program itself.

FY25 Approved Changes	Expenditures	FTEs
-----------------------	--------------	------

FY25 Approved Changes	Expenditures	FTEs
<b>FY24 Approved</b>	<b>5,148,450</b>	<b>14.58</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	229,801	0.42
<b>FY25 Approved</b>	<b>5,378,251</b>	<b>15.00</b>

## ☀️ Medicaid Funded Long-Term Care Services

This program administers and operates Maryland's Long-Term Care Medicaid program, Coordination of Community Services (CCS), and Community First Choice (CFC). CFC Supports Planners and Nurse Monitors provide a continuum of services designed to allow people of all ages and in need of long-term care to live in the community, rather than in institutions. Adult Evaluation and Review Services (AERS) provides mandatory medical evaluations for clients seeking these services and for those referred by Adult Protective Services. In addition, this program area provides service coordination to eligible young people funded under the Maryland Home and Community Based Services Waiver for Children with Autism Spectrum Disorder (Autism Waiver Program).

Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
Total number of clients currently served by Nurse Monitoring <sup>1</sup>	2,714	3,003	3,300	3,630	3,993
Average number of Adult Evaluation and Review Service (AERS) assessments assigned per month <sup>2</sup>	273	292	337	350	350
Percent of person-centered plans in the Coordination of Community Services (CCS) program that are reviewed and updated within 365 days of the anniversary date <sup>3</sup>	71%	68%	70%	72%	74%

<sup>1</sup> In FY23, Maryland Department of Health processed new clients faster than in prior years contributing to the 10% increase in clients served. Additionally, the program saw limited client disenrollment with the end of the Public Health Emergency in May 2023.

<sup>2</sup> The program increased its capacity to serve more clients in FY23 with additional staff. Three new staff members will each serve an additional 25 clients once fully onboarded.

<sup>3</sup> The compliance percentage decreased in FY23 for a variety of reasons including staff turnover (including the significant amount of time it takes to onboard new staff) and delays with getting required documents from providers.

FY25 Approved Changes	Expenditures	FTEs
<b>FY24 Approved</b>	<b>10,858,800</b>	<b>77.00</b>
Enhance: Medicaid Community First Choice Nurse Monitoring Services	179,800	0.00
Enhance: Increase Services to Meet Increased Demand for the Coordination of Community Services Program	62,826	1.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	1,785,179	1.00
<b>FY25 Approved</b>	<b>12,886,605</b>	<b>79.00</b>

## ☀️ Respite Care

This program area provides temporary occasional care of frail seniors, adults and children with disabilities, and children with severe behavioral and/or medical issues to give relief to families and other primary caregivers.

Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
Number of clients served in respite <sup>1</sup>	372	452	360	360	360
Percent of customers that report a reduction in stress/caregiver burden as a result of receiving respite services <sup>2</sup>	94%	100%	97%	97%	97%

<sup>1</sup> The number of clients served increased in FY23 due to additional American Rescue Plan Act (ARPA) funds via the Area Agency on Aging. These additional funds are not expected in FY24-26.

<sup>2</sup> As of August 2023, 126 surveys were received from the families that received Respite services in FY23 (of 452 total families served).

FY25 Approved Changes	Expenditures	FTEs
<b>FY24 Approved</b>	<b>1,513,458</b>	<b>0.00</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	901	0.00
<b>FY25 Approved</b>	<b>1,514,359</b>	<b>0.00</b>

## PROGRAM SUMMARY

Program Name	FY24 APPR Expenditures	FY24 APPR FTEs	FY25 APPR Expenditures	FY25 APPR FTEs
Admin - Aging & Disability Services	96,129	3.00	504,268	3.00
Adult Foster Care	2,356,506	7.00	2,411,113	8.00
Aging & Disability Resource Unit	1,168,554	9.00	1,687,952	9.00
Area Agency on Aging	9,299,523	23.50	9,789,168	24.50
Assessment & Continuing Care Management Services	11,877,575	58.17	13,576,161	61.75
Community Provider Support	21,399,734	0.50	22,033,801	0.50
Community Support Network for People with Disabilities	3,164,196	9.50	3,352,667	9.50
Home Care Services	5,148,450	14.58	5,378,251	15.00
Medicaid Funded Long-Term Care Services	10,858,800	77.00	12,886,605	79.00
Respite Care	1,513,458	0.00	1,514,359	0.00
<b>Total</b>	<b>66,882,925</b>	<b>202.25</b>	<b>73,134,345</b>	<b>210.25</b>