

Case Management Services Outcomes for
Older American Act Programs and
Choices for Care
December 15, 2010

Outcome 1:

Elders and people with disabilities live with dignity and independence in the settings they prefer.

Indicators:

a. The mean length of stay for individuals in CFC HCBS before a long-term nursing home admission greater than three months with no return to HCBS. Total and by most recent case management agency.

Data Source: Medicaid claims

b. CFC Case managers effectively support individuals in HCBS settings.

Data Source: 2010 DDAS LTC Consumer Survey:

- My case manager or support coordinator understands which services I need to stay in my current living situation. (cm05) Always, Almost Always. Total and by agency.
- How easy would it be for you to stay in your home if you didn't receive services? (Q06) Very Difficult, Difficult. Total and by agency.

Outcome 2:

Individuals are satisfied with the OAA or CFC case management services they receive.

Indicator:

a. Individual satisfaction with CFC case management services.

Data Source: 2010 DDAS LTC Consumer Survey:

- How satisfied are you with your case manager or support coordinator? (cm02) Very Satisfied, Somewhat satisfied. Total and by agency.
- I can talk to my case manager or support coordinator when I need to. (cm06) Always, Almost Always. Total and by agency.
- My case manager or support coordinator helps me when I ask for something. (cm07) Always, Almost Always. Total and by agency.
- My case manager or support coordinator asks me what I want. (cm08) Always, Almost Always. Total and by agency.

Outcome 3:

Individuals are aware of available service options and choices.

Indicator:

a. Individuals report that CFC case managers inform them of available service options and choices.

Data Source: 2010 DDAS LTC Consumer Survey:

- I feel I have a part in planning my care with my case manager or support coordinator. (cm04) Always, Almost Always. Total and by agency.
- My case manager or support coordinator helps me understand the different service options that are available. (cm09) Always, Almost Always. Total and by agency.