Raising Expectations: Delivering Long-Term Services and Supports

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Framework for Assessing LTSS System Performance

High-Performing LTSS System

Is composed of five characteristics

Affordability and Access  Choice of Setting and Provider  Quality of Life and Quality of Care  Support for Family Caregivers  Effective Transitions

that are approximated in the Scorecard, where data are available, by dimensions along which LTSS performance can be measured, each of which is constructed from individual indicators that are interpretable and show variation across states

Source: State Long-Term Services and Supports Scorecard, 2014
10/9/2015
In a High Performing System...

- **Affordability and Access**
  - ...consumers are able to easily find and afford the services they need and there is a safety net for those who cannot afford services

- **Choice of Setting and Provider**
  - ...a person- and family-centered approach to LTSS places high value on allowing consumers to exercise choice and control over where they receive services and who provides them

- **Quality of Life and Quality of Care**
  - ...services maximize positive outcomes and consumers are treated with respect and personal preferences are honored when possible

- **Support for Family Caregivers**
  - .....the needs of family caregivers are assessed and addressed so that they can continue in their caregiving role without being overburdened

- **Effective Transitions**
  - ...disruptive transitions between care settings are minimized and people are successfully transitioned from nursing homes back to the community
Major Findings

1. Some states have made progress on important indicators, but there are persistent differences in state performance

2. Even the top-performing states have room to improve

3. The gradual pace of improvement must accelerate to be ready for the aging of baby boomers
Where did states improve?

29 states improved their legal and system supports for family caregivers

28 states improved the functions of their Aging and Disability Resource Centers

24 states increased the proportion of LTSS spending going to home and community-based services

Overall system performance is driven by state Medicaid performance

The strongest indicators of high performance are:

- The reach of states’ Medicaid LTSS programs to low- and moderate-income people with disabilities
- The state’s Medicaid “balancing” – shifting funding away from nursing homes and toward HCBS
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