WEBVTT

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00:00:40.530 --> 00:00:45.930

ADvancing States: hi everyone we're just going to wait a couple of minutes to let people join the webinar.

2

00:01:58.680 --> 00:02:04.650

ADvancing States: Good afternoon, everyone i'm Emily o'brian communications and outreach coordinator with advancing state.

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00:02:05.310 --> 00:02:14.370

ADvancing States: on behalf of advancing states i'd like to welcome listeners to today's webinar federal funding and future planning state budget consideration, thank you all for joining us.

4

00:02:15.150 --> 00:02:26.580

ADvancing States: Let me cover a few housekeeping items before we get started the slides audio recording and transcript from today's webinar will be posted to the advancing state's website within the next several days.

5

00:02:27.330 --> 00:02:36.480

ADvancing States: Please visit the advancing state's website and see our web page on publications and webinars this web link is also posted in the chat box, for your reference.

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00:02:37.980 --> 00:02:47.760

ADvancing States: All of our attendees are in listen only mode during the webinar to reduce background noise but we welcome your questions and comments through the Q amp a function available on your screen.

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00:02:48.360 --> 00:02:55.980

ADvancing States: Please, please feel free to submit your questions at any time during today's presentation and we'll address them following following the presentation.

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00:02:56.610 --> 00:03:06.510

ADvancing States: Additionally, at the end of today's presentation will have to evaluation questions to collect feedback on the webinar we request that you provide quick response when those questions are shown.

9

00:03:07.800 --> 00:03:23.670

ADvancing States: We have real time captions for today's webinar on zoom for captioning click the live transcript option in the lower toolbar and use show subtitles to turn captioning on and off, you can turn off captions or have them on it will not block this live presentation.

10

00:03:24.810 --> 00:03:32.100

ADvancing States: wave of federal funding from programs at the American rescue plan and consolidate the appropriations act can be overwhelming to comprehend.

11

00:03:32.400 --> 00:03:37.500

ADvancing States: Many state leaders are wondering how best to invest these funds, while keeping future needs in mind.

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00:03:38.010 --> 00:03:44.370

ADvancing States: We have a robust agenda today that we hope will provide information to support your work, our presenters today are Jay.

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00:03:44.850 --> 00:03:50.790

ADvancing States: Jay blake linear senior business operations manager at the Georgia division of aging services.

14

00:03:51.330 --> 00:04:09.510

ADvancing States: Dick harmon database administrator but the Northeast iowa area agency on aging Jay below the Vice President of state markets at wells guy and our own Adam mosey director of aging policy at advancing states we'll start with Adam and then send the presentation over to Jay.

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00:04:31.590 --> 00:04:41.340

ADvancing States: afternoon everyone everyone and welcome to join, to the stance to skydive and federal federal funding and future planning planning budgeting.

16

00:04:42.630 --> 00:04:43.680

ADvancing States: My name is Adam most.

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00:04:45.810 --> 00:04:48.660

ADvancing States: All of a dance i'm really pleased.

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00:04:49.800 --> 00:04:51.510

ADvancing States: Today, today, is my.

19

00:04:56.250 --> 00:04:56.910

ADvancing States: opportunity to.

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00:05:01.890 --> 00:05:11.040

ADvancing States: dig into here in just a moment I think this webinar is extremely timely throughout the maelstrom that that Cuba 19 endemic has been for all of us.

21

00:05:11.580 --> 00:05:22.290

ADvancing States: Although I will say a special thank you to all of our state government attendees for their tireless efforts that you have taken during the pandemic, to ensure the welfare and safety of older adults and people with disabilities.

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00:05:22.800 --> 00:05:28.590

ADvancing States: The Federal Government has invested unprecedented amounts of supplemental funding into the agent disability networks.

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00:05:29.580 --> 00:05:39.330

ADvancing States: To support state agencies CEOs and local providers to continue and expand the critical work being done in addition to funding states have also received.

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00:05:40.290 --> 00:05:49.110

ADvancing States: Significant flexibility through the public health emergency and major disaster declarations that significantly enhance the ability of day and D networks to respond.

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00:05:49.530 --> 00:05:54.780

ADvancing States: flexibly to all the unforeseen circumstances, confronting them from a global pandemic.

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00:05:55.290 --> 00:06:04.860

ADvancing States: Today my role is to really provide an overview of some of the funding allocated to states throughout the pandemic in order to TEE up the rest of our great presenters that we have here with us live today.

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00:06:07.770 --> 00:06:26.010

Quick overview if you're not familiar with advancing states, we are a national nonprofit nonpartisan National Association that represents all 56 state and territorial state agencies on aging and disabilities, as well as state long term services and supports medicaid directors.

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00:06:31.350 --> 00:06:38.550

Quick overview of the agenda, you should have already heard about the key house keeping aspects of the webinar.

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00:06:39.210 --> 00:06:49.770

As I said at the outset i'll be providing an overview of the funding landscape and then you'll be hearing about sustainability private pay options new business models and then the time remaining some q&a.

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00:06:54.660 --> 00:07:01.290

Today, in addition to myself you'll be hearing from blake linear, who is the senior business operations manager.

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00:07:02.250 --> 00:07:10.890

From george's division of agent services you're also be hearing from Carmen who's the database administrator for the Northeast iowa agency on aging.

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00:07:11.460 --> 00:07:23.010

Finally, be hearing from my good friend Jay below, who is the Vice President of state markets with well sky, a big thank you to all of our presenters for taking the time to prepare and be with you here with us today.

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00:07:26.160 --> 00:07:37.800

A quick note, before I dive into the data so well, there are numerous different supplemental and emergency appropriations that we're pumped into states throughout the coven 19 pandemic, including the.

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00:07:38.370 --> 00:07:53.520

10% F matt bump for medicaid https services that has received significant attention in the lt SS space, and rightly so, for the purposes of this presentation, I will be keeping my remarks focus on funding allocated through the older Americans act or owais.

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00:07:57.600 --> 00:08:08.070

I did want to start by providing an illustration of what traditional appropriations look like for a programs, it is approximately $2.1 billion Program.

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00:08:08.400 --> 00:08:26.940

With 73% of that going to Title three, which are grants for State and Community programs on aging for the more 61% of table three funding goes to nutrition programs, primarily the home delivered and kongregate nutrition programs just for that additional context.

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00:08:30.030 --> 00:08:31.710

High Level overview of.

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00:08:33.540 --> 00:08:38.760

supplemental appropriations 2020 and 2021 so an unprecedented amount of.

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00:08:39.150 --> 00:08:52.200

supplemental oh $8 going to state in total $2.775 billion between the various funding packages that is more than a doubling of traditional or a funding, really, really remarkable.

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00:08:52.650 --> 00:09:00.360

Is a true testament to the recognition that the agent disability networks received from Congress for the for the vital work that they do, day in and day out.

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00:09:01.230 --> 00:09:13.290

congress's current currently working on developing federal fyi appropriations as an important note on the next few slides i'll break down that $2.7 billion figure by funding bill.

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00:09:16.950 --> 00:09:39.450

So the first package to pass Congress in support of response that contained additional $8 was the families first coronavirus response act enacted march 18 2020 which was very early on in the pandemic families first provided 250 million in supplemental funds all for nutrition programs.

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00:09:43.650 --> 00:09:52.920

That long following the families first Congress passed the coronavirus aid relief and Economic Security Act or cares on march 27 2020.

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00:09:53.640 --> 00:10:06.090

cares provided significant 870 million dollars in new funding, including 500 million for nutrition 200 million for supportive services 100 million for family caregivers supports.

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00:10:12.600 --> 00:10:23.250

Congress followed cares in December 2020 with 170 million for new nutrition funding 100% of which was allocated by acl to home delivered meals.

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00:10:28.770 --> 00:10:39.660

Finally, in March 2021, the most recent package Congress passed and the President signed the American rescue plan act, known as our or arpa depending on whose abbreviating it.

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00:10:40.350 --> 00:10:56.550

Are arpa provided an incredible 1.43 billion in new funding, including 750 million for nutrition 460 million for supportive services and 145 million for caregiver services.

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00:10:57.960 --> 00:11:09.060

The arpa did depart from other supplemental packages in a key area, though our part did not provide a waiver for state match for a services as previous packages had done.

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00:11:10.380 --> 00:11:27.270

This graded financial challenges for some States and local organizations and coming up with a record match to draw down the arpa funds, especially in states with part time legislators, for example, or just in general states with significant ongoing financial constraints.

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00:11:29.010 --> 00:11:39.660

Given these constraints, for the first time acl did give states, the ability to use program income collected in the day as match for Title three our funds.

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00:11:41.040 --> 00:11:55.680

program income may not be used to meet the required one third of the 15% service match from parts B, C one and see two which much which excuse me, which must come from state sources, for example.

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00:12:00.990 --> 00:12:08.490

Now, with all these different supplemental supplemental pots of funding, there are a number of different timelines.

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00:12:09.690 --> 00:12:14.550

For the exploration of the funding that interested parties should be aware of, so this is a.

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00:12:15.510 --> 00:12:34.320

chart that I put together to illustrate some of those timelines for the various buckets of funding, I would note always check the most recent acl guidance, though, because, of course, some of these may be subject to change, so we do see some of these carry over buckets of funding fyi.

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00:12:36.210 --> 00:12:46.440

less relevant for most folks the three buckets of funding that we have with an asterisk here families first cares and fyi 2020.

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00:12:47.580 --> 00:12:57.270

Funding the current end date is 930 2022, the reason I have these asterisk, though, is because acl did.

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00:12:58.680 --> 00:13:19.740

Release an automatic 12 months, no cost extension for all three of these buckets of funding, so the current they were currently on track to expire in 2021 but now those funds are good through 2022 for some of the more recent packages consolidated approach regular fyi 21.

58

00:13:20.790 --> 00:13:29.400

The vaccine funding and DARPA funds those will at a later date, they will become eligible for requests for no cost extension as well, I should note.

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00:13:31.170 --> 00:13:34.950

So that's an overview of some of the current expiration timelines.

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00:13:36.570 --> 00:13:46.890

Somebody it all up throughout the coven 19 pandemic Congress has invested significant dollars in the Asian network to keep older Americans fed safe and healthy during these difficult times.

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00:13:47.490 --> 00:14:00.300

states in their local partners have served unprecedented numbers of new consumers and do not anticipate a steep decline in demand in the near future, many States want to invest funds for the future, while also supporting current demand.

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00:14:01.320 --> 00:14:05.520

Expanding options for private pay is one potential option states can consider pursuing.

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00:14:07.440 --> 00:14:17.520

Also, know just finally there is significant interest in maintaining flexibility given the States and local CEOs during the pandemic that have allowed states to innovate and deliver services in new ways.

64

00:14:18.450 --> 00:14:29.970

dancing States sent a letter to Congress earlier this year, outlining some of those areas that states are interested in maintaining and also obtaining new flexibilities to help serve more older Americans better.

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00:14:34.410 --> 00:14:38.730

Because the list of just some helpful links, if anyone is interested in taking more on their own.

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00:14:42.360 --> 00:14:51.270

And finally, feel free to reach out to me with any questions, following the webinar at a mo se y at advancing states dot O rg.

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00:14:52.950 --> 00:14:53.670

Thank you for listening.

68

00:14:57.450 --> 00:15:02.100

Jay Bulot: Thanks to Adam for that as upon before we went on vacation for putting this together for us.

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00:15:03.780 --> 00:15:20.610

Jay Bulot: i'm gonna share a little bit of information on funding sustainability and those of you who know me know, I have a an academic background i'm still recovering I don't know if I ever fully will, so I think it's always helpful to give a little bit of historical perspective.

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00:15:22.410 --> 00:15:37.740

Jay Bulot: You know, you know, an agent services and the Ad servers network we've been talking about sustainability in some form of fashion for oh easily for a decade or, in some cases even more than a decade triple a's and, as you, as you know.

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00:15:38.820 --> 00:15:55.620

Jay Bulot: Almost from the inception of the concept of AAA and as as Congress updated the older Americans act created opportunities for for triple a's to develop additional funds sources but also or.

72

00:15:56.280 --> 00:16:03.780

Jay Bulot: Except funds but also the expectation around using the funds that are being generated at the AAA.

73

00:16:04.740 --> 00:16:14.580

Jay Bulot: For program expansion and Adam reference the program income, those of you who are familiar with turn pro program income, you probably know it more around either costs share.

74

00:16:15.030 --> 00:16:29.940

Jay Bulot: or voluntary donations and this has always been a source of revenue for triple a's, although not all triple a's and even states have the policies in place to really leverage the the impact of this to have.

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00:16:31.230 --> 00:16:37.140

Jay Bulot: But many of them over the last 1520 years have really invested in an infrastructure to.

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00:16:37.530 --> 00:16:46.590

Jay Bulot: to request to report to track to you know utilize the program income to really grow their their programs and to be able to serve more and more people.

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00:16:47.100 --> 00:16:59.850

Jay Bulot: And that kind of formed the seed for status on aging and the agent services network at large to look at other ways to expand the revenue coming into triple a's because of.

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00:17:01.560 --> 00:17:17.970

Jay Bulot: You know the we we know was the agent of the population and that the older Americans act funding was not increasing, to the extent that was necessary, in some cases of declining due to inflation to serve as many people who actually needed the services.

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00:17:20.100 --> 00:17:21.840

Jay Bulot: With the resources available.

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00:17:23.760 --> 00:17:39.510

Jay Bulot: Other AAA outside of the program income work with their local governments, sometimes their city and municipal governments to pass messages to pass taxes to generate additional revenue to serve people within their communities.

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00:17:40.800 --> 00:17:46.620

Jay Bulot: We saw this intermittently from the you know the early 80s into the MID 90s, where we saw.

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00:17:47.640 --> 00:17:56.040

Jay Bulot: counties and burrows and parishes across the country allocate you know, a one or 2% millage of.

83

00:17:56.730 --> 00:18:09.090

Jay Bulot: Point 01 point 00 1% millage to support the older adults in that Community which which really helped in some portions to establish a good infrastructure for growing the organization.

84

00:18:09.570 --> 00:18:19.920

Jay Bulot: To professionalize organization, but also to require them to be much more accountable than they may have ever been it needed to be in the past when newest of the reliant upon is that you don't need you, for funding.

85

00:18:25.320 --> 00:18:25.980

Jay Bulot: From.

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00:18:27.330 --> 00:18:43.800

Jay Bulot: The mid to late 2000s, we saw statements on aging, as well as in for a and triple a's start looking more critically at how they can systematically enter into different ways to generate more revenue.

87

00:18:44.970 --> 00:18:47.730

Jay Bulot: And this happened and lots of different ways.

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00:18:48.930 --> 00:19:03.030

Jay Bulot: And some states, the state, you know, an aging work the medicaid agency to create a role for the area agency on aging and waiver case management, so all of a sudden, we now had a path for.

89

00:19:04.140 --> 00:19:17.280

Jay Bulot: medicaid dollars to flow to triple a's and triple a's did various things that needs with this in this role central place where the case managers for the elderly waiver some triple a's with service providers, for the waiver.

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00:19:18.660 --> 00:19:21.960

Jay Bulot: And we saw a pretty consistent growth.

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00:19:22.980 --> 00:19:33.300

Jay Bulot: From the mental at once waivers were were President within states and you gotta remember the daily good day back until the early 80s, so the first medicaid waiver.

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00:19:35.520 --> 00:19:38.190

Jay Bulot: Until even today trailblazer still heavily involved.

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00:19:39.600 --> 00:19:43.620

Jay Bulot: With the medicaid program and delivering services through the medicaid.

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00:19:45.120 --> 00:19:45.960

Jay Bulot: source of funding.

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00:19:49.830 --> 00:20:07.110

Jay Bulot: And unfortunately, those of you who have been around long enough and and I had to I had the good fortune to enter into a state government and the start of the recession or right smack DAB in the middle of the recession of 2007 2009 I became a director in Louisiana.

96

00:20:08.250 --> 00:20:14.040

Jay Bulot: which saw a decline and state revenue taxes kind of across the board.

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00:20:15.090 --> 00:20:23.700

Jay Bulot: And many of our States and many of our triple a's experienced quite a bit of turmoil and restructuring, as a result of the recession.

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00:20:25.650 --> 00:20:37.260

Jay Bulot: State, you know status of aging were consolidated they were merged with other organizations, most of them across the country saw a single digit if I double digit budget reductions and state funds.

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00:20:38.580 --> 00:20:48.060

Jay Bulot: For really the first time, and quite a long time outside of some you know some events within a state that cause a reduction, this was really the first national reduction.

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00:20:48.660 --> 00:20:53.880

Jay Bulot: In resources entering into the agent service network AAA suffered dramatically as well.

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00:20:54.540 --> 00:21:06.390

Jay Bulot: We saw across the country, a reduction in the number of triple a's that that that we're operating we saw triple a's begin to merge those smaller county based triple a's merged with their partners.

102

00:21:06.960 --> 00:21:16.410

Jay Bulot: either voluntarily or through a D designation or through State laws that required a restructuring of the agent services.

103

00:21:17.910 --> 00:21:19.020

Jay Bulot: That work in the regions there.

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00:21:20.130 --> 00:21:23.820

Jay Bulot: What the recession also caused or accelerated.

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00:21:25.050 --> 00:21:31.620

Jay Bulot: was a move towards manage long term services support so you'll you'll you've heard the term mlt SS and.

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00:21:33.360 --> 00:21:43.860

Jay Bulot: mlt fs while it was a boon for some states and how they were administering the medicaid program at least from a from a budgeting perspective.

107

00:21:45.150 --> 00:21:53.670

Jay Bulot: It was a detriment to triple a's who had historically been working with the medicaid program to gym as a as a source of revenue to provide services.

108

00:21:54.720 --> 00:22:09.180

Jay Bulot: Just accelerated dramatically um you know in 2007 2008 2009 and we're still seeing some of it today, where states are still looking at moving towards mlt SS and triple a's that were involved we're losing those sources of revenue.

109

00:22:10.650 --> 00:22:21.240

Jay Bulot: Now, luckily, some of them were able to transition and work with the new mlt fs plans in some form or fashion other states, created a role for the triple a's in their communities.

110

00:22:21.930 --> 00:22:32.490

Jay Bulot: to play a part of but maybe not necessarily the same role that they did in the past, and today we see you know about half of the states in the country having melty SS.

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00:22:33.450 --> 00:22:42.930

Jay Bulot: A portion of the triple a's have some formal responsibilities and then more of them are still working in the medicaid program either under the context of an A, B or C.

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00:22:43.740 --> 00:22:53.880

Jay Bulot: They may have created a case management program that still operates portions of the Waiver Program or they may have transitioned into a more service delivery model for medicaid and other payers.

113

00:22:55.890 --> 00:22:56.850

Jay Bulot: And the healthcare arena.

114

00:22:57.900 --> 00:23:13.140

Jay Bulot: Now around that time is when we saw acl or a at a time really to begin and making investments in sustainability initiatives under the context of business acumen and grants were made to states grants from a triple a's or to say.

115

00:23:14.370 --> 00:23:24.690

Jay Bulot: For a place to to really begin to develop the attitude aptitude and the acquisition for operating more like a business or.

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00:23:26.430 --> 00:23:38.910

Jay Bulot: Or you know, maybe not a business, but is accountable and looks at resources differently than they did before, in order to grow and to expand and to establish some.

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00:23:39.420 --> 00:23:52.890

Jay Bulot: Some foundation of steady revenue that can accommodate the ebbs and flow or the feast and famine, as we began referring to it that we're seeing and federal funding for the agent services network.

118

00:23:55.530 --> 00:24:11.010

Jay Bulot: These variants were used differently states thinking as an agent also invested a lot of time and effort with triple a's kind of inconsistently but across the country to develop business acumen and encourage involvements and.

119

00:24:12.510 --> 00:24:19.560

Jay Bulot: What we look at now as kind of private key initiatives around case management geriatric case management service delivery.

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00:24:22.560 --> 00:24:30.900

Jay Bulot: acl encouraged other you know growth of the RC to serve you know other populations to serve health plans to serve many organizations.

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00:24:31.950 --> 00:24:39.780

Jay Bulot: With a revenue piece attached to it and, and we see various iterations of this today within the agent services network.

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00:24:44.910 --> 00:24:47.700

Jay Bulot: bell shortly after 2010.

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00:24:49.140 --> 00:24:53.250

Jay Bulot: You know, we had some stability with the sequestration.

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00:24:54.780 --> 00:25:08.850

Jay Bulot: Well i'm getting ahead of myself but 2010 saw the first update and 10 years of the census and some triple a's feasted as a result of the shifts the populations.

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00:25:10.440 --> 00:25:15.300

Jay Bulot: But a lot of them and usually it was those in the rural areas experienced the famine were.

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00:25:16.170 --> 00:25:35.280

Jay Bulot: More than 10 sometimes 20% of the funding they had for the past 10 years shifted to the urban areas, because that was where the older adults we're now living and the the impact that had on their ability to operate and in staff and have the resources necessary to succeed.

127

00:25:37.980 --> 00:25:48.240

Jay Bulot: hamper their abilities in other areas, so shortly after that was the frustration for those of you again, who were who were lucky enough to be in your agency or it's a government remember.

128

00:25:48.720 --> 00:25:57.840

Jay Bulot: The sequestration of 2013 which was really the first time, we saw the a real reduction and the funding come into states.

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00:25:58.800 --> 00:26:11.340

Jay Bulot: Of the older Americans act so we know that the older Americans act never kept up with inflation, we know it never kept up with the growth of the older adult population, but the dollars, you know, relatively speaking, remain somewhat static.

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00:26:12.360 --> 00:26:23.790

Jay Bulot: So we can at least plan on those dollars coming into the state sequence duration forced to reduction and several of those programs and say to accommodate that which was again kind of that you know that that famine.

131

00:26:24.960 --> 00:26:26.730

Jay Bulot: cycle that we were seeing.

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00:26:28.350 --> 00:26:38.850

Jay Bulot: And then you know we also saw some initiatives by acl as well as other federal agencies that we saw opportunities into look at sustainability and can these programs help.

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00:26:39.360 --> 00:26:54.210

Jay Bulot: Our agent services network develop new lines of business that might be attractive to other people and organizations and entities that would be willing to pay for those services and some of those sounds very familiar for you, you may lots of investments in it, some of this this is.

134

00:26:55.800 --> 00:27:10.530

Jay Bulot: The i'm the chronic disease self management program is funded through public health funds i'm a virtual plays adopted that and began providing services to health plans the hospital systems and others to help improve the health of older adults within their communities.

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00:27:11.790 --> 00:27:22.170

Jay Bulot: cms provided investments in community care transitions programs, which many times, these were being administered by triple a's to work with hospital systems.

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00:27:23.040 --> 00:27:33.480

Jay Bulot: To provide care transitions to hospitals to help reduce readmissions, for individual with third chronic conditions anywhere in some cases very successful at it.

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00:27:34.440 --> 00:27:46.890

Jay Bulot: And that P was leveraged in a number of states and major players participate in these programs that help transition individuals out of institutions again kind of building up that that case management acumen that.

138

00:27:47.370 --> 00:27:55.380

Jay Bulot: That transitions active in that would be of interest to the medicaid Agency but also others and mlt SS states who.

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00:27:57.060 --> 00:28:01.260

Jay Bulot: The ml the health plans of NGOs who are responsible for.

140

00:28:01.680 --> 00:28:10.170

Jay Bulot: Getting individuals out of institutions, as well as keeping individuals out of institutions and then just generally the evidence that investments in evidence based programs and Title three.

141

00:28:10.500 --> 00:28:17.550

Jay Bulot: we're also seeing as other initiatives that could be leveraged for sustainability for the agent services network.

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00:28:18.930 --> 00:28:27.660

Jay Bulot: and, more recently, just about three years ago we saw the passage of the chronic care act which, for the really the first time, is in the medicare Program.

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00:28:28.230 --> 00:28:38.070

Jay Bulot: allowed the types of services that triple a's have historically provided a niche communities to be paid for by medicare advantage plans, and this is the meals program this is.

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00:28:39.000 --> 00:28:48.570

Jay Bulot: Light housekeeping this is your your homemaker services, this is transportation, this is socialization that being provided through your senior centers and others.

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00:28:49.350 --> 00:28:59.970

Jay Bulot: as open as a potential revenue source for to blaze and we we have several triple a's in a country working with medicare advantage programs in their communities to help deliver some of those services.

146

00:29:00.990 --> 00:29:08.940

Jay Bulot: And then last summer acl released a strategic framework crashing for issue is a triple a's and this really was a good compendium of.

147

00:29:09.330 --> 00:29:16.590

Jay Bulot: successes that triple a's and SUVs have seen over the past 10 years around initiatives that have proven to be successful.

148

00:29:17.190 --> 00:29:29.430

Jay Bulot: And ways in which the States and a triple a's can work together to professionalize and operationalize some of the services that were being provided.

149

00:29:30.300 --> 00:29:40.080

Jay Bulot: To a completely different payer source, so it was new to the Agency services network, other than the medicaid program or the what you're providing through the older Americans act.

150

00:29:41.730 --> 00:29:50.370

Jay Bulot: And now we how with the coven we enter into a new era of feast as Adam was talking about, with the with with.

151

00:29:50.850 --> 00:30:04.140

Jay Bulot: All the federal funding is coming into the agent services network through the various parts of funding, with the related to coven many states many triple a's are struggling to try to identify ways in which to spend these resources.

152

00:30:05.280 --> 00:30:13.830

Jay Bulot: How do we allocate them and how do we, you know, create a an environment in which, if we spend these dollars in the forum today, tomorrow and the next day.

153

00:30:14.940 --> 00:30:22.950

Jay Bulot: It sets us in our organizations have success long term to use that infrastructure to use those services that were developed under coven.

154

00:30:23.580 --> 00:30:36.480

Jay Bulot: And a more person centered fashion to really deliver the services that older adults, that people with disabilities and just people within our communities really desire that was new and different and innovative.

155

00:30:37.440 --> 00:30:42.480

Jay Bulot: That we never really had to the chance to experiment with under the old structure of the older America.

156

00:30:43.680 --> 00:30:52.680

Jay Bulot: back with all the flexibility that acl is provided, those of us on this panel, as well as others who who aren't believe that this is a really an opportune.

157

00:30:53.280 --> 00:31:13.320

Jay Bulot: time to look at what you've done with replays and statements and agent have done over the last 18 months or so around innovation to really evaluate what's been successful, what are people really enjoying and what can we look at to continue.

158

00:31:14.370 --> 00:31:21.360

Jay Bulot: That might be a another source of funding for sustainability and growth for the agent services network.

159

00:31:22.410 --> 00:31:34.590

Jay Bulot: And with but with That being said, i'm going to hand it over to department from iowa to talk about some of the things that's been going on there over the last couple of year to the day off to you.

160

00:31:38.580 --> 00:31:39.390

Richard Harmon: Thank you Jay.

161

00:31:40.500 --> 00:31:53.340

Richard Harmon: i'm Carmen i'm with the state of iowa ad network, it says i'm the sky database administrator northeast iowa J apologize if I forget sometimes and I don't say well sky say seems whatever.

162

00:31:53.640 --> 00:31:54.270

Jay Bulot: More is.

163

00:31:54.450 --> 00:32:03.090

Richard Harmon: hardly ever maybe, but first of all, a bit of my background I actually was with our state united aging and set up the whole data collection system.

164

00:32:03.900 --> 00:32:14.940

Richard Harmon: And now I work for all six of our triple a's I just happened to be an employee of northeast iowa for fiscal purposes, but all six triple a's on our stage sharing my time, money and effort.

165

00:32:15.630 --> 00:32:20.130

Richard Harmon: And maybe dating some of you on this call, I have no clue because I don't have any demographics, but.

166

00:32:20.520 --> 00:32:29.580

Richard Harmon: Some of you may remember star track and and the whole concept of that was you know, go beyond where no one's gone before, and I think that's where we're at, especially with the pandemic.

167

00:32:30.000 --> 00:32:38.010

Richard Harmon: And coven and all those things that have gone on in the last year, we need to move beyond what we did in the past and go to somewhere we haven't been before.

168

00:32:40.080 --> 00:32:48.720

Richard Harmon: I don't seem to there we go what I hope to do is describe the Ad network and I are currently how we do things with our wealth, I system and then how we.

169

00:32:49.470 --> 00:33:02.250

Richard Harmon: Use plan to use it for future applications to obtain outside funding streams, how can we go beyond from what we've always been doing and I think that's one of the biggest concerns because change is hard for everyone and and we made it what we consider to be.

170

00:33:03.330 --> 00:33:13.500

Richard Harmon: A big change typically like most all states acl federal funds come down to a State Agency, the stadiums, he did his out to the triple a's what's interesting as Jay said before.

171

00:33:14.070 --> 00:33:23.820

Richard Harmon: I don't remember how long ago was at the stage where we used to have 13 triple a's and now we have six so we went from 13 triple a's to six in the last 10 years.

172

00:33:24.420 --> 00:33:32.970

Richard Harmon: And then typically those funds are passed down to the triple a's and then they pay providers for services pretty basic simple downhill money runs downhill, to the providers.

173

00:33:33.360 --> 00:33:37.890

Richard Harmon: And typically historically when I got into the agent network, a long time ago.

174

00:33:38.340 --> 00:33:45.930

Richard Harmon: Then those providers, but data backup to the triple a's to AAA gave that data back to the state and the State gave it to the acl through the state reporting system.

175

00:33:46.320 --> 00:33:52.830

Richard Harmon: And that's pretty much was everybody's goal just just get the data down money out deliver services get data back.

176

00:33:53.280 --> 00:34:05.070

Richard Harmon: And a lot of times they would have data gurus or somebody at a computer entering data doing all the things, and it was important to get those intake forms and apples forms and everything filled out so that the SPR was all good and so forth.

177

00:34:05.490 --> 00:34:17.970

Richard Harmon: And I was the same way and not to get too much detail, but we actually had three different reporting systems in our State before we move to the wall sky system that we currently have back when it was sam's.

178

00:34:19.860 --> 00:34:26.850

Richard Harmon: And that's where we considered what we did had nobody's gone before, and maybe other change that does that it this way, but at this point.

179

00:34:27.810 --> 00:34:43.620

Richard Harmon: At the State Agency they pretty much got out of the software business as it relates to triple a's and the six triple a's now have that software system and we end this triple a's have the contract with well sky northeast has the direct contract with well sky and then they have.

180

00:34:45.030 --> 00:34:51.600

Richard Harmon: All the agreements with the other six triple a's on how else guys use the data reporting all administrating of it.

181

00:34:52.080 --> 00:35:00.810

Richard Harmon: Just like star trek had a captain Kirk well i'm there Captain Kirk and I work for all six of the triple a's, even though I met northeast iowa.

182

00:35:01.290 --> 00:35:11.760

Richard Harmon: But what we did in that was along with that, then there's a State Agency still involved there's area plans there's report manuals all those things that are still required to the triple a's.

183

00:35:12.330 --> 00:35:18.960

Richard Harmon: But what we did was we've also purchased the harmony advanced reporting system it's still called that even though it's under well sky.

184

00:35:19.560 --> 00:35:32.100

Richard Harmon: But what we did was we created six share sites, one for each of the triple A and a sharepoint site for the State Agency and what happens is I create all the data.

185

00:35:32.880 --> 00:35:44.400

Richard Harmon: That needs to be created in Har to share with other six triple a's and the State Agency and then that data will then goes to that State Agency share site, and then they can do what they need with the data.

186

00:35:45.150 --> 00:35:51.360

Richard Harmon: we've always been an eye on maybe a little different I know some States use what was called used to be called the srt but now it's you know.

187

00:35:51.630 --> 00:36:01.320

Richard Harmon: they're switching to the new reporting system to the SPR and then we manually enter the data, but the hires us to submit the data to the state agencies.

188

00:36:01.830 --> 00:36:06.270

Richard Harmon: Then the State Agency I create the reports hard runners run those reports.

189

00:36:06.630 --> 00:36:17.790

Richard Harmon: IDA gets the data they need to meet any federal reporting requirements, a local requirements or State requirements that they need data reporting wise I just let me know what they need, and I create the report and they run it and get the data.

190

00:36:19.410 --> 00:36:23.550

Richard Harmon: And then due to budget cuts and so forth that's when it was decided that.

191

00:36:23.970 --> 00:36:32.670

Richard Harmon: The State was not going to get it stay in the software business and that that's how my role changed, and I was actually asked to leave the State Agency to work for the six triple a's.

192

00:36:33.150 --> 00:36:47.010

Richard Harmon: As a whole, to manage the software system through those budget cuts and the one thing we noticed was too it helped a little bit because, when a lot of the triple a's wanted to do things to collect data outside of area plan or outside of.

193

00:36:48.150 --> 00:36:53.760

Richard Harmon: Anything else some said about the slides going weird or something i'm not doing.

194

00:37:00.900 --> 00:37:03.510

Richard Harmon: Anyway, the budget cuts came and so.

195

00:37:04.890 --> 00:37:16.200

Richard Harmon: A lot of times when the State had the data system, the AAA is wanted to collect stuff within the data system that was outside of the purview of, say, the Federal reporting or acl and then it became a State issue with potentially.

196

00:37:17.130 --> 00:37:25.080

Richard Harmon: legal issues and confidentiality issues, and all this stuff so it was just decided it was much easier just have the database controlled by the triple a's.

197

00:37:25.620 --> 00:37:41.010

Richard Harmon: Get the data that the State wants when they want it, they share in the cars, they share in my time too, and we it works really well State Agency, we meet once a month, they tell me what they want data I get it to collect it and I submit it and then went budget cuts came along.

198

00:37:45.390 --> 00:37:54.360

Richard Harmon: It was no guarantee any more money wasn't a guarantee there that period of time as Jay said there's all kinds of money now because a coven, but if you think before koba this money stream.

199

00:37:55.020 --> 00:38:02.580

Richard Harmon: home, it can be a service is not a guarantee anymore, you know it's not a guarantee that there's going to be a triple later provide your mom and he services within your state.

200

00:38:03.060 --> 00:38:09.030

Richard Harmon: Things were drying up and things were becoming different so we had to come up with some different thoughts and different ways to do business.

201

00:38:11.910 --> 00:38:17.820

Richard Harmon: And we knew changes were ahead and we had to think about different ways to change, and how are we going to change.

202

00:38:19.560 --> 00:38:25.560

Richard Harmon: All of you know i'm from iowa if you know anything about baseball iowa has what's called desires know the field of dreams.

203

00:38:26.220 --> 00:38:32.970

Richard Harmon: Actually they're going to have their first big professional baseball game August 12 here in iowa they rebuilt stadiums around this field and so forth.

204

00:38:33.300 --> 00:38:38.280

Richard Harmon: But if you remember that movie the concept always was if you build it, they will come, well, I think there was a time period.

205

00:38:38.610 --> 00:38:48.150

Richard Harmon: where everybody thought well if you have a senior Center and open it people will come if you just tell them you're an ad network and you got money, people will come, and so we found that that over time.

206

00:38:48.570 --> 00:38:56.340

Richard Harmon: that's not necessarily the situation if you build it, he will come that's not true or she will come, or whoever it may be.

207

00:38:57.150 --> 00:39:03.750

Richard Harmon: Now i'm really going to date, you I mean I don't know how many on the slide remember wk rp but herb tarik was their big salesman at wk rp.

208

00:39:04.260 --> 00:39:15.600

Richard Harmon: And I think we're a lot of the triple a's in our state and and I think, where we need to get off the mindset is you need to start acting like a business and not and they're typically successful businesses have salesman.

209

00:39:16.050 --> 00:39:22.110

Richard Harmon: You have to start asking about acting like a salesman, in other words, how do we find consumers, how do we find customers.

210

00:39:22.530 --> 00:39:28.380

Richard Harmon: They are always just going to come anymore, we got to find ways we got to find ways to find customers to serve.

211

00:39:28.950 --> 00:39:37.830

Richard Harmon: Just like Jay mentioned that all this pots of money are coming, and I think some agencies and some states may be struggling with well, we got this money, but now I gotta go find people to serve.

212

00:39:38.730 --> 00:39:42.630

Richard Harmon: So you need to find that sales approach and find consumers and what we found to.

213

00:39:43.290 --> 00:39:53.370

Richard Harmon: Typically, that historical approach of well we just get data from the providers, we give it to the triple a's we provide it to the state, the state sends it up to the feds and we meet our SPR requirements.

214

00:39:53.970 --> 00:40:04.590

Richard Harmon: But I don't know how often people use that data, for example, how we looked at some of the data in our state, and it was interesting how many people with three or more at l's never were asked her approach to gain by a triple A.

215

00:40:05.040 --> 00:40:09.750

Richard Harmon: Where they're starting to look at some of these intake forms and saying look if they got 3am radios, we need to follow up.

216

00:40:10.290 --> 00:40:18.720

Richard Harmon: Just like we need to follow up a salesman would or make calls make direct calls to these people follow up with them asking if they have our services we can't just expect them to.

217

00:40:19.200 --> 00:40:24.000

Richard Harmon: be calling the AAA all the time, because a lot of them don't do that okay.

218

00:40:24.720 --> 00:40:34.890

Richard Harmon: And the other funding approach was how do we find money, how does a AAA find money, what are the different ways to find money and I just want to go over a couple of things that we use things in our House that we had.

219

00:40:35.370 --> 00:40:41.580

Richard Harmon: You know you have a lot of things, I think a lot of your disposal, that you can use now just over time was up reporting to the.

220

00:40:42.270 --> 00:40:51.480

Richard Harmon: State reporting system to find consumers, we have a lot of state agencies right now that are really getting into the contribution letters business and what happens is.

221

00:40:52.110 --> 00:41:01.350

Richard Harmon: We found out in well sky that when they're putting in service deliveries are putting in a lot of things they're putting in how many units, how many how much money it costs, all these things.

222

00:41:01.710 --> 00:41:08.010

Richard Harmon: That can easily be put out on a report to say this is how much expenditures are this is how much you're worth this you got from us.

223

00:41:08.730 --> 00:41:21.390

Richard Harmon: And what typically as Jay mentioned in his talk, you know that contribution concept, or I feel you know historically boy you just can't ask anybody for money now it's illegal ask people for money, no you can't charge for this you can't do that.

224

00:41:22.260 --> 00:41:29.430

Richard Harmon: And there was always this this shying away from asking for contributions or will ask but we're not going to push and those sorts of things well.

225

00:41:30.570 --> 00:41:36.870

Richard Harmon: nothing's free anymore, and I think that's a that's a trend in a culture that has to be changed, and is currently being changed.

226

00:41:37.320 --> 00:41:44.880

Richard Harmon: People just you know don't expect things to be free anymore they're just not, and so what we did was took that information.

227

00:41:45.420 --> 00:41:53.220

Richard Harmon: And with our current higher reporting system i'm able to create these reports, we call them contribution reports, well, it sums up the units types of fee to it.

228

00:41:53.580 --> 00:42:01.230

Richard Harmon: That then they can start putting some monies and dollars and figures to this and they get data out of our system and the create contribution letters.

229

00:42:01.740 --> 00:42:13.920

Richard Harmon: And, for example, it's not a bill it's not those things, but people were shocked when they finally were told how much they're getting how much they're not having having to pay for things cost money and be able to show someone.

230

00:42:14.670 --> 00:42:25.200

Richard Harmon: that the benefits you received from our services equate to this much money and we're just asking you to contribute asking you to be part of it, asking you to give what you can and so forth.

231

00:42:25.620 --> 00:42:30.870

Richard Harmon: And a lot of the triple a's a couple of them have been very successful and they've heard a lot of comments back wall.

232

00:42:31.140 --> 00:42:36.270

Richard Harmon: We never we just assumed no one's ever asked us we never assumed, we had to give money or could give money.

233

00:42:36.630 --> 00:42:44.610

Richard Harmon: And they were shocked that you know where they might ask for a $10 contribution and people are sending a $50 checks those kinds of things family members are sending money.

234

00:42:44.910 --> 00:42:51.600

Richard Harmon: So the concept of well we can't do it or never assume or whatever that they don't have the money or they're going to have the means.

235

00:42:52.080 --> 00:43:00.810

Richard Harmon: It doesn't hurt to ask, and so what our agencies are doing and some of them are doing and they're starting to do these contributions owners and they're they're getting some quite.

236

00:43:01.890 --> 00:43:12.150

Richard Harmon: Successful responses summon the thousands of dollars of contributions are getting back just by sending out these labels sending out these letters, the systems already the data is already there.

237

00:43:12.480 --> 00:43:22.170

Richard Harmon: they've already collecting and as part of the current system it's now just taking how we take that data and turn it into information to make it useful for them to request contributions easily.

238

00:43:22.620 --> 00:43:31.350

Richard Harmon: And like I said they created these word documents these mail merge documents they just spit out the our report merge it to the word document mail it out and it's pretty well.

239

00:43:33.870 --> 00:43:36.900

Richard Harmon: Simple easy task for the agencies to compute.

240

00:43:38.220 --> 00:43:39.330

Richard Harmon: The other thing is.

241

00:43:41.190 --> 00:43:49.470

Richard Harmon: Report timesheet verification typically what a couple agencies in our state have found that that their staff is doing, are doing things.

242

00:43:50.280 --> 00:44:01.680

Richard Harmon: But why is it that their timesheets, for example, might say they spent 30 hours of case management time but they only delivered so many hours of services to a consumer, so they really couldn't.

243

00:44:02.790 --> 00:44:10.680

Richard Harmon: Report in expenditures for that unit or absorb some of that money and sometimes we found some triple a's that that overtime had to get money back, because they didn't spend it.

244

00:44:11.280 --> 00:44:16.740

Richard Harmon: So we started using the activity part of wells guy and I started spitting out reports from triple a's.

245

00:44:17.070 --> 00:44:20.730

Richard Harmon: That are saying look, this is how much activity time and they're comparing it to their.

246

00:44:20.970 --> 00:44:35.160

Richard Harmon: units that are reporting and while sky and stuff there's some quite variations and some which boosted up their units and their units of recording units which allows them to spend the money they have instead of returning it so there's just simple little things like that.

247

00:44:36.330 --> 00:44:39.210

Richard Harmon: That, I think you can you can work on that don't either.

248

00:44:40.380 --> 00:44:49.410

Richard Harmon: provide real income or just provide more expenditures with your funds and not having to turn so many so many other funds back that has happened a lot historically.

249

00:44:50.760 --> 00:44:59.970

Richard Harmon: The other thing is there's also real time savings that you can find within your staff to save money and use it for services, we had some triple a's that.

250

00:45:01.110 --> 00:45:07.530

Richard Harmon: directors who found out that a lot of their their program staff were using excel or word or all kinds of different things.

251

00:45:07.830 --> 00:45:17.490

Richard Harmon: And somebody might be in six different software programs to collect data that someone wanted where it's already in our data collecting system and i'm not saying i'm the last guy sales but i'm just saying.

252

00:45:17.820 --> 00:45:26.280

Richard Harmon: Any system that you have probably has that same information in it it's just the ability to understand it's there or the ability to use it, so we have a lot of.

253

00:45:26.550 --> 00:45:37.800

Richard Harmon: agencies in our state where we're staff have eliminated six or seven worksheets and XL they got to do all the time, which then frees up some of their time and money to do other things that makes more cost effective.

254

00:45:39.120 --> 00:45:47.610

Richard Harmon: And so we did try to do as much as we could in electronic system and so forth, as we go down as we go through the future.

255

00:45:48.330 --> 00:45:56.340

Richard Harmon: As Jay said, and we just started doing a couple of things in the last month or two that I didn't put in my slide that I want to talk about one is Jay mentioned the care transitions.

256

00:45:56.700 --> 00:46:06.420

Richard Harmon: Are state unit on aging came up with what's called an I returned to Community grant program and we have for triple a's now that are starting to participate in that which is.

257

00:46:06.990 --> 00:46:17.100

Richard Harmon: pretty much what Jay talked about with care transitions where they're working with our hospitals and they're discharged people and they make referrals to them and we're using the care transition side of wells guy.

258

00:46:17.460 --> 00:46:32.160

Richard Harmon: And they're actually building these hospitals, for their time for some some extra time and money, and the other is with Kobe and with some of the new money when they started a new program called the our CAFE where they've gotten local restaurants, even some local.

259

00:46:33.420 --> 00:46:44.850

Richard Harmon: bar and grills involved where they're submitting menus to the State and they're being approved, and then because meal sites aren't opening or people aren't able to get the meal sites, because there isn't one.

260

00:46:45.330 --> 00:46:54.240

Richard Harmon: They can go into their little local restaurant in their town and eat there'll be there's a menu already set up and approved, they are swipe cards are working with an outside vendor that swipe cards, then.

261

00:46:55.050 --> 00:47:08.670

Richard Harmon: Import unit data into well sky those kinds of things not going into detail, but the point is there's a lot of other things that that needs to be done, that we can move on and move from to start creating more incomes and more funding streams within the triple A.

262

00:47:16.110 --> 00:47:18.840

Jay Bulot: So we're going to get into the time here.

263

00:47:19.860 --> 00:47:31.650

Jay Bulot: lakeland ears going to talk about some of the flexibilities and how can we use to explain expand service delivery option options within your state the back of my hand that off and then we'll go into some.

264

00:47:32.820 --> 00:47:35.940

Jay Bulot: brief of answer some of the questions we've gotten so far and then some Q amp a.

265

00:47:38.880 --> 00:47:41.010

J. Blake Lanier: fantastic job, thank you.

266

00:47:43.680 --> 00:47:50.760

J. Blake Lanier: let's so let's see okay there I go let's see if I have control here, no, no control yet.

267

00:47:57.810 --> 00:48:02.310

J. Blake Lanier: Okay i'll tell you what Emily if you're they are let's just go to the third slide please.

268

00:48:03.450 --> 00:48:04.800

J. Blake Lanier: Since I don't seem to have.

269

00:48:06.810 --> 00:48:09.150

J. Blake Lanier: Have control yeah one more.

270

00:48:13.380 --> 00:48:19.920

J. Blake Lanier: There you go oh early in the fall let's go well go backwards to the third slide.

271

00:48:34.710 --> 00:48:38.070

J. Blake Lanier: Number yeah you're you're deep down in the let's go to number three.

272

00:48:39.270 --> 00:48:41.580

J. Blake Lanier: And i'll go ahead and start there we go perfect.

273

00:48:44.070 --> 00:48:46.860

J. Blake Lanier: yeah Adam early in the presentation talk about.

274

00:48:47.880 --> 00:48:51.990

J. Blake Lanier: flexibilities that we're allowed under the various stimulus.

275

00:48:53.400 --> 00:48:59.550

J. Blake Lanier: X and some of those are really important ones are allowed under the Stafford act.

276

00:49:01.410 --> 00:49:07.410

J. Blake Lanier: Which as long as there is a presidential approved major disaster like declaration.

277

00:49:09.180 --> 00:49:16.980

J. Blake Lanier: we're able to bucket funds and services, meaning, we can use essentially any older Americans act funds to find any service.

278

00:49:18.300 --> 00:49:19.500

J. Blake Lanier: If we need to.

279

00:49:20.940 --> 00:49:28.620

J. Blake Lanier: be made grant extensions zone, they have why 1819 and 20 oh older Americans act funds.

280

00:49:29.700 --> 00:49:30.570

J. Blake Lanier: So that we have.

281

00:49:32.070 --> 00:49:40.260

J. Blake Lanier: With all of the changes in the in the scenery and ability to continue to spend those and keep from lapsing them.

282

00:49:41.520 --> 00:49:46.590

J. Blake Lanier: Now these things and 20 major disaster declarations.

283

00:49:49.710 --> 00:49:52.380

J. Blake Lanier: Anything is obligated at that point.

284

00:49:53.880 --> 00:50:01.080

J. Blake Lanier: can stay obligated and use the flexibility, but once you change that it'll go a.

285

00:50:02.910 --> 00:50:17.160

J. Blake Lanier: State plan and area plan match can be met with access, and I should say admin man should be can be met with access service match, meaning that if AAA is generate more match the necessary for services.

286

00:50:18.300 --> 00:50:23.190

J. Blake Lanier: We can the state unit can allow that to be used for for admin match.

287

00:50:25.140 --> 00:50:27.510

J. Blake Lanier: let's go to the next slide please.

288

00:50:32.970 --> 00:50:48.630

J. Blake Lanier: And now yeah their public health flexibilities to with public health emergency declared by the US Secretary for health and human services allows us to transfer up to 100% between home delivered and congregate meals under Title three.

289

00:50:50.340 --> 00:50:53.040

J. Blake Lanier: Normally, that that percentage is 40%.

290

00:50:54.570 --> 00:51:00.030

J. Blake Lanier: In Georgia, luckily, we have not needed to transfer that much, but particularly with.

291

00:51:01.800 --> 00:51:03.720

J. Blake Lanier: with Congress sites closing.

292

00:51:05.100 --> 00:51:10.680

J. Blake Lanier: it's been helpful across the country to be able to make that transfer let's go to the next slide please.

293

00:51:11.760 --> 00:51:13.440

J. Blake Lanier: Now, even though.

294

00:51:15.390 --> 00:51:26.340

J. Blake Lanier: Even though the stimulus or separate acts of Congress they're authorized under the older Americans act and they continue to follow older Americans act rules.

295

00:51:27.570 --> 00:51:28.770

J. Blake Lanier: Title three and seven.

296

00:51:31.290 --> 00:51:41.550

J. Blake Lanier: Unless the notice of grant award specifically changes the rules now you have to follow the normal normal rules.

297

00:51:42.690 --> 00:51:49.440

J. Blake Lanier: Some of those important ones are the prohibition on delivery of services directly by the State Agency and the triple a's.

298

00:51:50.280 --> 00:52:00.360

J. Blake Lanier: With the exceptions that are specified in the act and there's an exception for case management there's one Friday and the State Agency or what used to be called the state unit.

299

00:52:01.560 --> 00:52:02.430

J. Blake Lanier: may approve.

300

00:52:03.990 --> 00:52:12.570

J. Blake Lanier: Based on three criteria, one is that is part of the triple a's administrative function, another is that the services will not be available.

301

00:52:14.040 --> 00:52:16.110

J. Blake Lanier: and sufficient quantity or quality.

302

00:52:17.850 --> 00:52:25.650

J. Blake Lanier: To meet the needs and the third is that the cost would be lower when delivered directly.

303

00:52:27.360 --> 00:52:29.190

J. Blake Lanier: And that is actually a.

304

00:52:30.330 --> 00:52:33.510

J. Blake Lanier: Certification at AAA must make an area plan.

305

00:52:36.180 --> 00:52:45.420

J. Blake Lanier: There are also our requirements for case management and commercial relationships, where those have to be reported and monitored.

306

00:52:46.650 --> 00:52:49.980

J. Blake Lanier: eligibility requirements, the 60 plus the.

307

00:52:52.260 --> 00:52:55.650

J. Blake Lanier: The emphasis that the act places on rural and.

308

00:52:56.970 --> 00:53:01.110

J. Blake Lanier: Excuse me, rural and most in need.

309

00:53:02.220 --> 00:53:09.150

J. Blake Lanier: All those things are still in place distribution of funds according to the interstate funding formula, the formula has been approved.

310

00:53:11.010 --> 00:53:15.090

J. Blake Lanier: By cl and each of these has been now.

311

00:53:16.440 --> 00:53:24.630

J. Blake Lanier: has been issued with the stipulation that you use that formula and delivery of services, consistent with the approved state plan.

312

00:53:25.890 --> 00:53:29.490

J. Blake Lanier: Since they are issuing these funds, mostly as.

313

00:53:31.020 --> 00:53:38.280

J. Blake Lanier: extensions of various parts of Title three, then you have to follow what you said in your state plan.

314

00:53:39.570 --> 00:53:40.200

or.

315

00:53:41.730 --> 00:53:43.140

J. Blake Lanier: astral state plan amendment.

316

00:53:44.160 --> 00:53:48.510

J. Blake Lanier: And then the maintenance of effort stimulus funds don't count in that.

317

00:53:50.820 --> 00:53:58.080

J. Blake Lanier: And the Title three extensions don't alter the requirement, so if you stretch out your spending you're still required as a state.

318

00:53:59.220 --> 00:54:05.430

J. Blake Lanier: To spend no less than the average of the three prior years free prior fiscal years.

319

00:54:06.960 --> 00:54:08.220

J. Blake Lanier: As maintenance of effort.

320

00:54:10.380 --> 00:54:12.540

J. Blake Lanier: Well, and that would be.

321

00:54:13.560 --> 00:54:17.040

J. Blake Lanier: Non federal funding next slide please.

322

00:54:18.720 --> 00:54:21.390

J. Blake Lanier: So you've got to continue to follow those.

323

00:54:23.340 --> 00:54:27.810

J. Blake Lanier: There are some opportunities that with with there's a lot of money flowing out.

324

00:54:30.120 --> 00:54:33.840

J. Blake Lanier: In some cases, almost twice a normal years Title three.

325

00:54:34.950 --> 00:54:52.650

J. Blake Lanier: So you've had some opportunities to expand the existing services additional clients additional services for current clients alternate delivery methods are you got an opportunity to develop new services to meet special needs caused by the pandemic.

326

00:54:54.540 --> 00:54:55.470

J. Blake Lanier: For instance.

327

00:54:56.730 --> 00:55:00.720

J. Blake Lanier: you've got many clients that now can't make it to the grocery store that cut out the.

328

00:55:04.260 --> 00:55:06.570

J. Blake Lanier: Provision of groceries as material aid.

329

00:55:08.640 --> 00:55:09.960

J. Blake Lanier: has become a big issue.

330

00:55:12.120 --> 00:55:12.720

J. Blake Lanier: and

331

00:55:13.830 --> 00:55:16.890

J. Blake Lanier: Actually, is helping those clients from maine in their homes.

332

00:55:18.000 --> 00:55:26.760

J. Blake Lanier: you've got a chance to improve your administrative at RCA case management and other processes and really need to because many of those things.

333

00:55:27.780 --> 00:55:30.300

J. Blake Lanier: used to happen face to face and cannot now.

334

00:55:31.470 --> 00:55:40.590

J. Blake Lanier: Any kind of an opportunity to form partnerships to make client needs either commercial relationships partnerships with other triple a's partnerships with.

335

00:55:42.240 --> 00:55:50.850

J. Blake Lanier: vendors and ways that you could not Oh, or at least could not without pulling funding from other.

336

00:55:52.170 --> 00:55:54.720

J. Blake Lanier: from other sources let's go to the next slide.

337

00:55:56.340 --> 00:55:58.440

J. Blake Lanier: How do we make this stuff work.

338

00:55:59.460 --> 00:56:10.560

J. Blake Lanier: With the pandemic, particularly at the beginning, there was an emphasis on let's get it done fast let's get it out there let's get it done fast and what people found themselves.

339

00:56:11.580 --> 00:56:21.270

J. Blake Lanier: Was bogged down in the in the process, and that by doing it fast and skipping steps they set themselves up for failure.

340

00:56:22.470 --> 00:56:32.100

J. Blake Lanier: So you needed to use a deliberative process and planning is key in that process, I ask yourself questions you evaluate the need potential clients.

341

00:56:33.300 --> 00:56:37.200

J. Blake Lanier: Oh, you know really do a market analysis.

342

00:56:39.840 --> 00:56:57.360

J. Blake Lanier: You know you see something and say Oh, we need to do this, but do you really have any clients, will it impact what's the potential return on investment and are you getting the most bang for the buck, are you serving the clients in the way they need to be served.

343

00:56:58.500 --> 00:57:05.610

J. Blake Lanier: Developed credible costing you need to know what the service is going to cost if you don't have.

344

00:57:06.930 --> 00:57:07.890

J. Blake Lanier: A credible.

345

00:57:09.360 --> 00:57:13.950

J. Blake Lanier: idea of what the service is going to cost again you set yourself up for failure.

346

00:57:15.090 --> 00:57:17.940

J. Blake Lanier: Either under budget or over budget.

347

00:57:19.410 --> 00:57:30.420

J. Blake Lanier: You want up overspending because it costs more than you thought you did, if you have providers doing this, you wind up with them caught out without being reimbursed enough.

348

00:57:31.440 --> 00:57:44.280

J. Blake Lanier: Or you want to enrolling too many clients and not having the funds to cover, so this is a critical step and making the thing work doesn't matter, what kind of idea.

349

00:57:45.180 --> 00:58:00.600

J. Blake Lanier: establish how you're going to comply with applicable laws, regulations and policy that includes Title three of the older Americans act and Title seven, but it also includes the uniform grants guidance that's contained in two CFR 200.

350

00:58:01.800 --> 00:58:12.270

J. Blake Lanier: and other regulations and law that applies either to the state level need to even look at statewide aging policy.

351

00:58:13.980 --> 00:58:15.480

J. Blake Lanier: As it exists.

352

00:58:17.370 --> 00:58:18.480

J. Blake Lanier: With the state unit.

353

00:58:19.830 --> 00:58:37.290

J. Blake Lanier: Make sure that you have an answer because, believe me, next year, the auditors are going to be looking at how we use these funds, make sure you have an answer as to why you did what and how it complies or if it's your own policy why you set that aside.

354

00:58:38.640 --> 00:58:45.180

J. Blake Lanier: Oh, you plan, the application of funding which fund source when you're going to use that fund source and how much.

355

00:58:47.400 --> 00:59:00.420

J. Blake Lanier: we've got we've gone in complexity from having a tour a four lane highway that having a 16 lane highway with the multiple fun sources and.

356

00:59:02.520 --> 00:59:17.010

J. Blake Lanier: The slight changes and rules among those and the different time periods, the complexity older Americans act grants are complex, to begin with, and the added complexity.

357

00:59:18.540 --> 00:59:19.500

J. Blake Lanier: Really.

358

00:59:23.340 --> 00:59:25.350

J. Blake Lanier: you've really got to have some clarity.

359

00:59:26.550 --> 00:59:34.860

J. Blake Lanier: To be able to manage and not lapse funds and when he laughs fun you don't serve clients that's what it's about is is the focus on the clients.

360

00:59:36.060 --> 00:59:48.540

J. Blake Lanier: Establish expected outcomes, you need to really know what you're going to going to accomplish what do you expect to accomplish what data, do you need to, and how are you going to measure it monitor it.

361

00:59:50.430 --> 01:00:04.950

J. Blake Lanier: Go back to a quote from w edwards Deming who is one of the fathers of continuous process improvement and continuous quality improvement and he said and i'm loosely paraphrasing that you can't manage what you don't measure.

362

01:00:07.170 --> 01:00:16.650

J. Blake Lanier: So, are you going to measure it and manage it, according to the data are you going to flail around as you go and hope it all ends okay.

363

01:00:18.030 --> 01:00:27.180

J. Blake Lanier: develop a sustainability plan, there are a lot of good things coming in and and you know the pandemic is awful time in our history.

364

01:00:28.500 --> 01:00:35.490

J. Blake Lanier: But there are some good things coming out of it that are going to last for a long time.

365

01:00:36.570 --> 01:00:42.180

J. Blake Lanier: So how do you sustain the and you need to plan on that to begin with.

366

01:00:43.500 --> 01:00:48.180

J. Blake Lanier: Is this going to last more than a year, or do you just need this service for a year.

367

01:00:50.880 --> 01:00:57.060

J. Blake Lanier: So when when this stimulus funds run out how we're going to continue to make this work.

368

01:00:59.910 --> 01:01:08.190

J. Blake Lanier: And so you know I don't know you know Congress has stepped up and the President has stepped up and made.

369

01:01:09.810 --> 01:01:11.100

J. Blake Lanier: A huge investment.

370

01:01:12.540 --> 01:01:17.010

J. Blake Lanier: Much more funding than than the network has ever had across the country.

371

01:01:18.930 --> 01:01:35.160

J. Blake Lanier: But that may or may not last, as we go forward So how do you continue the good stuff and it may be a very hard decision and looking at well what resources do I have and happy why.

372

01:01:36.420 --> 01:01:43.320

J. Blake Lanier: reallocate those to continue the good stuff and maybe not do some things that weren't working so well.

373

01:01:44.310 --> 01:01:55.020

J. Blake Lanier: We all get set in our ways and want to continue to do the things we've always done, but there may be some better mouse traps that are coming out of the pandemic and then the last thing is to implement it.

374

01:01:56.070 --> 01:01:58.290

J. Blake Lanier: So that that's the basic model.

375

01:01:59.790 --> 01:02:00.960

J. Blake Lanier: let's go to the next slide.

376

01:02:03.390 --> 01:02:07.350

J. Blake Lanier: And then, as we're doing this let's talk about some considerations that we need to do.

377

01:02:09.210 --> 01:02:17.970

J. Blake Lanier: You know that this substantial funding can foster innovation but part of the price of being a State unit or being in an area agency.

378

01:02:18.630 --> 01:02:35.370

J. Blake Lanier: Is that we have to comply with the older Americans act, you know it's it's what we do and even though it's cumbersome and it can be challenging with enough effort, you can innovate and you can still comply with with with the requirements of the act.

379

01:02:37.320 --> 01:02:38.970

J. Blake Lanier: it's one of those things that.

380

01:02:41.910 --> 01:02:44.910

J. Blake Lanier: If you work hard enough, you can just about.

381

01:02:45.960 --> 01:02:49.470

J. Blake Lanier: find a way to do anything that you really need to do.

382

01:02:51.060 --> 01:02:57.810

J. Blake Lanier: If you find something that that you really can't do under the under the Act, then you probably have to go back and look at.

383

01:02:59.190 --> 01:03:02.100

J. Blake Lanier: It takes effort, but if you put the effort in.

384

01:03:03.810 --> 01:03:05.190

J. Blake Lanier: You can really do that.

385

01:03:06.540 --> 01:03:11.580

J. Blake Lanier: You carefully planned your expenditures various awards to make sure you don't lapse font.

386

01:03:13.050 --> 01:03:15.600

J. Blake Lanier: These awards overlap and periods of performance.

387

01:03:16.680 --> 01:03:19.560

J. Blake Lanier: They have common allowable costs.

388

01:03:20.580 --> 01:03:21.120

J. Blake Lanier: and

389

01:03:22.410 --> 01:03:30.420

J. Blake Lanier: So there are a lot of a lot of plug and play options as far as which dollar use which time.

390

01:03:31.830 --> 01:03:45.120

J. Blake Lanier: But you don't need to cut your throat by setting yourself up collapse dollars that you get otherwise used to serve clients and then Adam mentioned that earlier, the availability of match may prevent the expenditure of the art.

391

01:03:48.810 --> 01:03:51.780

J. Blake Lanier: That those awards represent.

392

01:03:52.950 --> 01:04:08.700

J. Blake Lanier: How well 60 to 70% of a normal title for a year that's a lot of match for states and for area agencies to come up with, even though it stretched out over over a period of time.

393

01:04:10.590 --> 01:04:15.240

J. Blake Lanier: You know matching funds just don't lay around there waiting to be used.

394

01:04:17.310 --> 01:04:19.770

J. Blake Lanier: So I understand that there's an effort.

395

01:04:20.820 --> 01:04:26.220

J. Blake Lanier: To have Congress fix that and waive the client services match.

396

01:04:27.240 --> 01:04:33.810

J. Blake Lanier: But we'll see if that's a possibility, or you know, right now, I might give it a 5050 chance.

397

01:04:34.920 --> 01:04:38.130

J. Blake Lanier: So we still need to be looking for matches in some cases, it means.

398

01:04:39.270 --> 01:04:42.090

J. Blake Lanier: going to your general assembly and your governor and said hey.

399

01:04:43.170 --> 01:04:49.800

J. Blake Lanier: We need these dollars we're going to get to spend three and a half dollars for every every dollar you put in.

400

01:04:51.570 --> 01:04:56.760

J. Blake Lanier: We got people that need help you know, help us out let's go to the next slide.

401

01:04:58.500 --> 01:05:09.990

J. Blake Lanier: Now, Adam had his chart and I kind of did a similar thing with fun sources and the end date some of those look like they wrap up i'm sorry that happened.

402

01:05:13.230 --> 01:05:23.190

J. Blake Lanier: But but anyway, you have funds ending is early September 30 of this year, and as late right now of Sep tember 30th of 2024.

403

01:05:23.910 --> 01:05:34.200

J. Blake Lanier: Plus, you have state funds which are not on here, I know that there are various models of state funding and Georgia, we have a one year budget cycle, where anything that's not spent by June 30.

404

01:05:35.340 --> 01:05:44.070

J. Blake Lanier: Any state dollars, that are not spent revert to the State Treasury and other states that have two year cycles and have various carry over provisions.

405

01:05:45.390 --> 01:05:49.980

J. Blake Lanier: But generally the match for the older Americans act.

406

01:05:52.110 --> 01:05:57.120

J. Blake Lanier: is gone at the end of the year and there's enough for the next year and the next year's budget.

407

01:05:58.140 --> 01:06:01.230

J. Blake Lanier: In Georgia, so you have to be very careful.

408

01:06:02.580 --> 01:06:08.700

J. Blake Lanier: That for something that requires match, which is the normal Title three, and the our funds at this point.

409

01:06:11.310 --> 01:06:14.640

J. Blake Lanier: That you preserve that and have it in place at the right time.

410

01:06:16.770 --> 01:06:20.100

J. Blake Lanier: Oh it's it's critical that you do that.

411

01:06:21.240 --> 01:06:32.400

J. Blake Lanier: Now it's also critical that you get funding obligated and spent by the end of the grant or liquidation period, so what it is, is a juggling act.

412

01:06:33.510 --> 01:06:45.450

J. Blake Lanier: Oh, so you spend the 2019 Title three first and state funds that are going to collapse now, whereas you might hold off on some of the.

413

01:06:46.590 --> 01:06:49.260

J. Blake Lanier: The other fun sources until.

414

01:06:51.570 --> 01:06:54.540

J. Blake Lanier: you're sure that you're not going to collapse, the first source.

415

01:06:56.550 --> 01:07:00.840

J. Blake Lanier: And you know, Sir bundles of services ffc era cares.

416

01:07:02.100 --> 01:07:03.090

J. Blake Lanier: fyi 20.

417

01:07:04.740 --> 01:07:08.190

J. Blake Lanier: Older Americans act that are ending of the same time.

418

01:07:09.390 --> 01:07:16.440

J. Blake Lanier: And you wind up admitting a lot of clients that you may not have otherwise been able to.

419

01:07:17.910 --> 01:07:23.340

J. Blake Lanier: But you also have to be careful about what do I do with those clients when the funding and.

420

01:07:25.020 --> 01:07:30.510

J. Blake Lanier: How do I continue to serve them how do I work them into the normal flow and.

421

01:07:32.910 --> 01:07:35.460

J. Blake Lanier: So that's one of the questions let's go to the next slide.

422

01:07:38.340 --> 01:07:41.370

J. Blake Lanier: and talk about sustainability for a few minutes.

423

01:07:43.050 --> 01:07:53.610

J. Blake Lanier: So well the newer modified activity spent how extend past the stimulus awards now there's some things that might be needed only for a short period of time.

424

01:07:54.660 --> 01:08:08.340

J. Blake Lanier: Because of the pandemic people can't get out they don't want people into their homes, they want don't want to go out and and go into a common facility and see people.

425

01:08:10.200 --> 01:08:13.170

J. Blake Lanier: You know they're concerned for their health, their concern for others health.

426

01:08:14.190 --> 01:08:18.960

J. Blake Lanier: So there are some some services that bridge that gap.

427

01:08:20.460 --> 01:08:33.540

J. Blake Lanier: But in the case that you do want to continue those paths that you need to ask really to two questions because we're client centric oh it's it's, how will they increase number of clients be normalized.

428

01:08:34.620 --> 01:08:41.460

J. Blake Lanier: Do you screen those and put them on a waitlist as appropriate or mainstream them into the normal services.

429

01:08:43.140 --> 01:08:45.660

J. Blake Lanier: What happens to the clients that are already there.

430

01:08:48.270 --> 01:08:52.590

J. Blake Lanier: How do you serve the clients in a meaningful way so that it improves their.

431

01:08:53.670 --> 01:09:00.540

J. Blake Lanier: their quality of life and extends their ability to live in their and their homes for a longer period of time.

432

01:09:01.890 --> 01:09:16.380

J. Blake Lanier: Then you need to have a question about staffing because to serve those clients and particularly with the large increase in funding and large increase in clients, how many triple a's and state units for having the staff up.

433

01:09:17.700 --> 01:09:21.000

J. Blake Lanier: There having to use the stimulus funds, the stimulus admin funds.

434

01:09:22.110 --> 01:09:23.550

J. Blake Lanier: to fund those positions.

435

01:09:24.570 --> 01:09:36.480

J. Blake Lanier: So what happens when the stimulus funds and are those temporary positions you may have quality people you might have things that they're doing that you don't want to lose so how, how do you.

436

01:09:37.590 --> 01:09:41.700

J. Blake Lanier: Continue those positions and have you set yourself up.

437

01:09:43.050 --> 01:09:59.220

J. Blake Lanier: To be a better organization, when you come out the other end let's go to the next one let's talk a minute about high performing plans and processes, there are some characteristics of high performing organizations processes and plans.

438

01:10:00.750 --> 01:10:03.510

J. Blake Lanier: And one of those first one performance based.

439

01:10:04.860 --> 01:10:10.350

J. Blake Lanier: Those outcomes a clearly defined and the processes are designed to achieve results.

440

01:10:11.820 --> 01:10:14.730

J. Blake Lanier: And then includes even do performance based contracting.

441

01:10:16.020 --> 01:10:16.890

J. Blake Lanier: So that.

442

01:10:18.180 --> 01:10:23.970

J. Blake Lanier: Either a provider contract or triple A contract from the state unit is based on performance.

443

01:10:27.150 --> 01:10:29.040

J. Blake Lanier: they're paid based on the.

444

01:10:30.240 --> 01:10:33.780

J. Blake Lanier: delivery of services, the client served.

445

01:10:35.340 --> 01:10:44.820

J. Blake Lanier: On the things on the measures that have been identified that are key to the success of those services and key to the.

446

01:10:46.350 --> 01:10:47.370

J. Blake Lanier: client outcomes.

447

01:10:50.490 --> 01:10:51.690

J. Blake Lanier: Those how.

448

01:10:53.100 --> 01:10:57.000

J. Blake Lanier: Those top performing organizations plans processes are data driven.

449

01:10:58.830 --> 01:11:01.170

J. Blake Lanier: You can't manage what you don't measure.

450

01:11:04.050 --> 01:11:09.930

J. Blake Lanier: Oh that's The bottom line, you have to have to identify what you need to collect.

451

01:11:11.460 --> 01:11:14.040

J. Blake Lanier: You need to turn it in the information as Derek said.

452

01:11:15.240 --> 01:11:34.470

J. Blake Lanier: to measure the progress toward, whatever your desired results are and to improve those processes you're always looking for a way to streamline the processes to make them more efficient to make them more accurate and achieving your desired results.

453

01:11:36.810 --> 01:11:42.690

J. Blake Lanier: And then, most of those high performing organizations use continuous process and continuous quality improvement.

454

01:11:43.980 --> 01:11:46.020

J. Blake Lanier: You continually monitor the performance.

455

01:11:47.250 --> 01:11:55.830

J. Blake Lanier: You do it in a timely manner, and then you adjust those processes, how to more effectively achieve the results.

456

01:11:56.340 --> 01:12:09.180

J. Blake Lanier: i'm not talking about doing it like Toyota does and as it goes down the assembly line you see one that's outside your little your lane, and you kick it out, but you also go back and you fix the machine.

457

01:12:09.990 --> 01:12:19.860

J. Blake Lanier: we're not talking about that we're talking about outcomes real people, and how the services affect their lives.

458

01:12:21.720 --> 01:12:31.920

J. Blake Lanier: So the better, you can do that not only the better the outcomes for clients, but also the more more clients you're likely to be able to serve.

459

01:12:33.450 --> 01:12:38.400

J. Blake Lanier: One of the ways of doing that, as a simple and i'll credit Deming again.

460

01:12:39.720 --> 01:12:43.860

J. Blake Lanier: for his very simple plan do check act process it's a little wheel.

461

01:12:45.840 --> 01:12:46.290

That.

462

01:12:48.060 --> 01:12:59.670

J. Blake Lanier: You plan your your action you do it, you check to see if it's doing what you wanted it to, and then you act to correct that and for every turn of that will you get better.

463

01:13:02.190 --> 01:13:05.160

J. Blake Lanier: So if you haven't seen that it's a very simple process.

464

01:13:06.420 --> 01:13:10.410

J. Blake Lanier: When you do it, and when you when you actually analyze those steps.

465

01:13:11.850 --> 01:13:13.620

J. Blake Lanier: You can get better pretty quickly.

466

01:13:14.490 --> 01:13:20.490

Jay Bulot: let's go the next one, and like we have a question real quick, we need to, we need to close it up a little bit, but there was a question around.

467

01:13:21.360 --> 01:13:22.500

Jay Bulot: For legal services.

468

01:13:23.880 --> 01:13:27.720

Jay Bulot: I imagine that because Title three and funding is coming through Title three.

469

01:13:28.920 --> 01:13:35.730

Jay Bulot: A portion of those funds can be used for legal services, or are you aware, or have you invested anymore absolutely.

470

01:13:37.470 --> 01:13:44.310

J. Blake Lanier: Well, we have not yet, but how those funds are authorized under Title three B.

471

01:13:45.330 --> 01:14:02.820

J. Blake Lanier: which does allow legal services and there's no exception that i've seen anywhere so that's true yeah, and so I was looking at time yeah i'm getting close I tell you what i'll how let's go to the next slide real quick, most of these things are just tools that you can use.

472

01:14:05.310 --> 01:14:10.920

J. Blake Lanier: And we've covered we kind of touched on them, so in order to leave enough time for.

473

01:14:12.930 --> 01:14:22.500

J. Blake Lanier: It or leave enough time for questions and answers we've got about 15 minutes so Jay let's let's let them read those other three or four slides and let's go on to the.

474

01:14:23.880 --> 01:14:24.990

J. Blake Lanier: To the discussion now i'm.

475

01:14:28.800 --> 01:14:35.580

Jay Bulot: Great i'm so to go over a couple of the questions that we received already.

476

01:14:36.720 --> 01:14:40.710

Jay Bulot: And when I was around the arc, on the other way around last year and I started to have to that.

477

01:14:41.940 --> 01:14:50.490

Jay Bulot: via the via the chat and I thought you know it's helpful to share different things to different things around cost years and voluntary contributions.

478

01:14:51.150 --> 01:14:59.670

Jay Bulot: The first thing is evaluating policies to determine whether it's actually clear what triple a's are expected to do and how States monitor the collection of those.

479

01:15:01.140 --> 01:15:17.460

Jay Bulot: Several States created clear guidelines around the clock shared based on income for programs that allow cost sharing and you should know that not every program with the neo a allows cost sharing that with voluntary donations come into play, and which was mentioned.

480

01:15:18.660 --> 01:15:28.290

Jay Bulot: So your cost shares make sure each replays understand what that is how it works and when when you look at that cost share consider 100% cost areas it's simply private pay.

481

01:15:28.680 --> 01:15:39.600

Jay Bulot: And do you have you know both state level policies, as well as to play policies on private pay services, and do you know those services cost about a price those out for individuals.

482

01:15:41.400 --> 01:15:42.600

Jay Bulot: And i'll just give one.

483

01:15:44.220 --> 01:16:01.080

Jay Bulot: Well, one example of the private pay, but also one example that they shared around transitions, and this is applicable to a lot of entrepreneurs in the country around what might be called case management wouldn't to blame my delete how we might deliver services and.

484

01:16:02.430 --> 01:16:11.430

Jay Bulot: As we move forward, you know the the the response when individuals are by case manager we can't be there to play to provide case management.

485

01:16:12.180 --> 01:16:21.030

Jay Bulot: This is a prime opportunity for you to evaluate your organization turman how you can begin delivering case management and what that means, to the larger public.

486

01:16:22.080 --> 01:16:29.580

Jay Bulot: i've been in conversations not well within the last three months, where the case man.

487

01:16:29.940 --> 01:16:39.480

Jay Bulot: AAA says it'll do case management, we just send the list the name so provider and they deliver services and that's where it ends and as we talked about the future of which are blaze do and how they.

488

01:16:39.990 --> 01:16:55.860

Jay Bulot: How they deliver services and more professionalized process in which different payers are willing to pay for there's got to be a lot more involved in to the list to an entity, because that's not a lot of value to to organizations.

489

01:16:57.630 --> 01:17:09.450

Jay Bulot: But there's you know there's the accountability part of it that needs to be considered and i'll just give a real quick example of of you know, the demand there and i'll use myself as an example.

490

01:17:10.620 --> 01:17:20.040

Jay Bulot: I called the AAA in another State not long ago about my grandmother wanting to pay for case management and wanting them wanting to pay for the services.

491

01:17:20.460 --> 01:17:29.790

Jay Bulot: That I wanted her to receive that I knew at AAA provided and the response was sorry we can't accept payments, we can only deliver services that are paid for by the older Americans act.

492

01:17:30.300 --> 01:17:40.740

Jay Bulot: And here, it was I was willing to pay a premium for some case management services for my grandmother, as well as the actual cost of delivering the services that she needed.

493

01:17:41.910 --> 01:17:53.430

Jay Bulot: And instead I had to refer to thumbtack to coordinate each one of those services individually for her where I would have much preferred to give that money to a triple A call and you how accountable, they would have been.

494

01:17:54.450 --> 01:17:58.440

Jay Bulot: And that's just one example that organizations, I think, need to look at internally.

495

01:17:59.130 --> 01:18:10.320

Jay Bulot: As a look at these resources to say what are we lacking to be successful and what can we build out now with the flux resources that are going to be necessary for us to be successful long term and.

496

01:18:11.190 --> 01:18:18.120

Jay Bulot: I know well over our time, right now, so i'll hand it off to to April and Emily to to close us out.

497

01:18:27.390 --> 01:18:27.930

ADvancing States: Thanks.

498

01:18:30.990 --> 01:18:33.180

ADvancing States: And thanks to all of our attendees.

499

01:18:34.200 --> 01:18:42.720

ADvancing States: Just one last reminder that the recording and the slides from today's webinar are ready to be posted on our website, you can find that link in the chat.

500

01:18:45.420 --> 01:18:47.490

ADvancing States: This also thanks everybody.

501

01:18:48.960 --> 01:18:49.710

ADvancing States: Have a nice night.