

# CENTER FOR THE ADVANCEMENT OF LONG-TERM LIVING (CALL)

PROVIDING STATES WITH  
TECHNICAL ASSISTANCE THROUGH  
THE COMMUNITY LIVING EXCHANGE  
(CLE)



**Rutgers** Center for  
State Health Policy

NATIONAL ACADEMY  
for STATE HEALTH POLICY

We welcome the opportunity to speak with you,  
discuss your needs, and describe how we can help  
guide you toward your specific goals.

For more information, please contact  
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## CENTER FOR THE ADVANCEMENT OF LONG-TERM LIVING (CALL)

WE ARE TECHNICAL ASSISTANCE EXPERTS  
PROVIDING GUIDANCE TO STATES THAT WANT  
TO CREATE A BALANCED LONG-TERM CARE  
SYSTEM THROUGH THE EXPANSION OF HOME  
AND COMMUNITY-BASED SERVICES.

CALL IS PART OF RUTGERS CENTER FOR  
STATE HEALTH POLICY, WHICH INFORMS,  
SUPPORTS AND STIMULATES  
SOUND AND CREATIVE STATE HEALTH POLICY  
IN NEW JERSEY AND AROUND THE NATION.

IN COLLABORATION WITH  
THE NATIONAL ACADEMY FOR  
STATE HEALTH POLICY, OUR TEAM IS  
COMPRISED OF NATIONAL EXPERTS, EACH WITH  
AT LEAST 15 YEARS OF EXPERIENCE. WE  
WORK WITH MULTIPLE STAKEHOLDERS IN ALL  
50 STATES AND THE DISTRICT OF COLUMBIA.

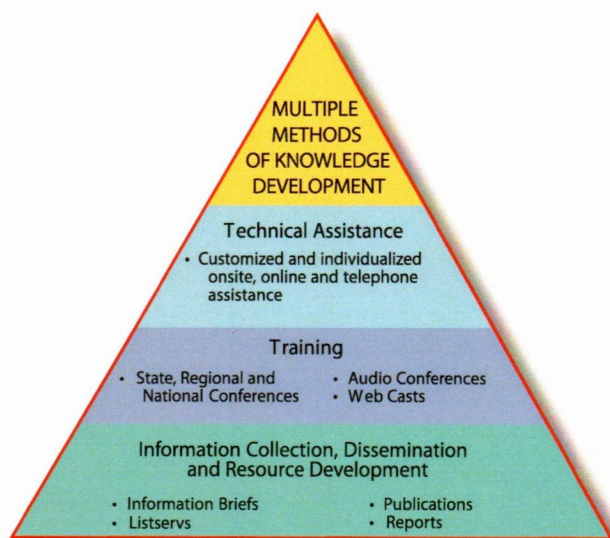
CALL is a change agent in long-term services and supports. Our extensive expertise includes:

- Program and policy development and evaluation
- Strategic planning
- Design of effective state organizational structure
- Consultation on federal requirements and state options
- Research and describe promising practices
- Bringing states together to strategize

## OUR PHILOSOPHY

CALL uses a three-fold strategy to help states learn from one another, generate new ideas, and offer concrete assistance.

1. Awareness, through information dissemination,
2. Understanding, through training, and
3. Utilization, through customized technical assistance.



The following pages highlight some key examples.

## LIVING IN YOUR OWN HOME

Over 50 million Americans have some level of disability, and over 20 million have severe disabilities. Almost all of these people want to live in their own homes. Our experience indicates the following:

- People of all ages with disabilities prefer to live in their own homes
- Long-term care is a major component of State Medicaid spending
- Medicaid has a strong institutional bias, spending 70% of its long-term care money on nursing homes and only 30% on community living arrangements
- It is still easier to qualify for nursing home care than it is to receive assistance in your own home

## CREATING A BALANCED SYSTEM

The CALL team works with states to balance their long-term services and supports systems by assisting in the following areas:

- Expansion of home and community-based services
- Reforms in the organization of states' responsibilities
- Information and assistance about long-term care options
- Eligibility and coverage
- Streamlined access
- Financing reform

## HELPING MONEY FOLLOW THE PERSON

Money Follows the Person was initially implemented to allow funds paid to nursing homes to “follow” the consumer to the community and pay for the home- and community-based services that consumers need to remain independent. We work with multiple stakeholders to:

- Offer more choices to individuals who need long-term services and supports
- Promote quality improvement
- Develop strategies that remove barriers to individual choice
- Implement Deficit Reduction Act demonstration program activities

## PROMOTING INSTITUTIONAL TRANSITION/DIVERSION

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Most people prefer to live in their own homes rather than in an institution. We provide technical assistance to states to develop programs and policies to move these individuals from institutions back to the community.

The CALL team helps develop:

- Methods to identify consumers interested in moving, assess their preferences and needs, and arrange access to a full range of community options
- Options Counseling to allow consumers to make informed choices
- Funding mechanisms that support consumer choice
- Diversion strategies to prevent unwanted institutional care

## SUPPORTING FAMILY CAREGIVING

More than 50 million family caregivers in this country provide care for a person who needs ongoing assistance. These caregivers often need support to continue their crucial role in helping their family members and friends live in the community.

We help establish:

- Policies and practices for assessing family caregiver needs
- Supportive services for family caregivers
- Respite programs, models and financing
- Communication with professionals

## SUPPORTING THE WORKFORCE

The workforce providing long-term supports and services needs policy attention and support in the following areas:

- Direct care workforce development
- Support for consumers in hiring their own caregivers
  - Worker registries
  - Back-up planning
- Nurse Practice Acts
  - Exemptions for unlicensed personnel to perform health maintenance tasks like medication administration and catheter care
  - Teaching and delegation of health maintenance tasks by nurses

*Our Team...***SUSAN REINHARD, RN, PhD**

Co-Director of Rutgers Center for State Health Policy and Director of the Community Living Exchange at Rutgers, providing Technical Assistance for the Real Choice Systems Change grantees since 2001. Has state executive-level experience working with three Governors and consumer advocates in New Jersey to redesign long-term care and supportive services, including access through a single entry/no wrong door system, consumer-directed programs and policies, financing/global budgeting, and workforce development. Providing direct Technical Assistance to 20 states in at least one of these areas, with a focus on "Connecting the Dots" across these areas through strategic planning.

**ROBERT L. MOLLICA, EdD**

Senior Program Director for the National Academy for State Health Policy (NASHP). Works with the University of Minnesota to analyze state efforts to balance long-term care systems. Has worked with state officials in several states to examine and improve long-term services and supports systems and served as consultant to the Balancing Long-Term Care Systems Fellows program at the University of Minnesota. Has co-authored five national studies on state-assisted living policy. He was the Assistant Secretary of Policy and Program Development in the Massachusetts Executive Office of Elder Affairs.

**ROGER AUERBACH, JD**

Consultant working with state governments and disability advocacy organizations to develop community alternatives to institutional care. Previously was Director of Oregon's Senior and Disabled Services Division and Senior Policy Advisor to the Governor for Health, Employment and Housing.

## ***Your Solution!***

### **MICHAEL MORRIS, JD**

Former national Executive Director of United Cerebral Palsy Associations and US Senate staff member. Facilitated coordination of housing and supportive services, access to technology, and other consumer-directed supports to advance social and economic independence in over ten states. Expertise in building cross-agency and public/private stakeholder involvement in strategic planning and policy development.

### **MAUREEN BOOTH, MRP**

Director of the Quality Management and Improvement Program at the Muskie School of Public Service Institute for Health Policy. Currently providing Technical Assistance to the 2003 CMS Quality grantees. Provided Technical Assistance to the Maine and New England States Consortium on design of Quality Management Systems for managed care programs. Served as a fellow at NASHP, working with CMS on the design of quality oversight systems for Medicare and Medicaid programs.

### **MARLENE WALSH, MPA**

Deputy Director for Technical Assistance at the Rutgers Center for State Health Policy. Is responsible for oversight of technical assistance on long-term care redesign to states and the Centers for Medicare & Medicaid Services. As the former Director of Waiver and Program Administration in the New Jersey Department of Health and Senior Services, was responsible for developing, implementing, assuring quality, and evaluating numerous home and community-based programs serving thousands of individuals of all ages with disabilities.

***Please find enclosed a CD of CALL publications from topic areas such as:***

- **Money Follows the Person**
- **Sustaining Home and Community-Based Services**
- **Deficit Reduction Act**
- **Managing and Using Home and Community-Based Services Data for Quality Improvement**
- **Nursing Home Transition**
- **Financing**
- **Long-Term Care Workforce**

**These publications can also be found at the following web sites:**

**Rutgers Center for State Health Policy  
[www.cshp.rutgers.edu](http://www.cshp.rutgers.edu)**

**The Community Living Exchange Collaborative  
[www.hcbs.org](http://www.hcbs.org)**

*The documents contained within the enclosed CD were developed under Grant Number P-91512/2 from the U.S. Department of Health and Human Services, Centers for Medicare & Medicaid Services. However, these contents do not necessarily represent the policy of the U.S. Department of Health and Human Services, and you should not assume endorsement by the Federal Government. Please include this disclaimer when copying or using all or any of this document in dissemination activities.*



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