

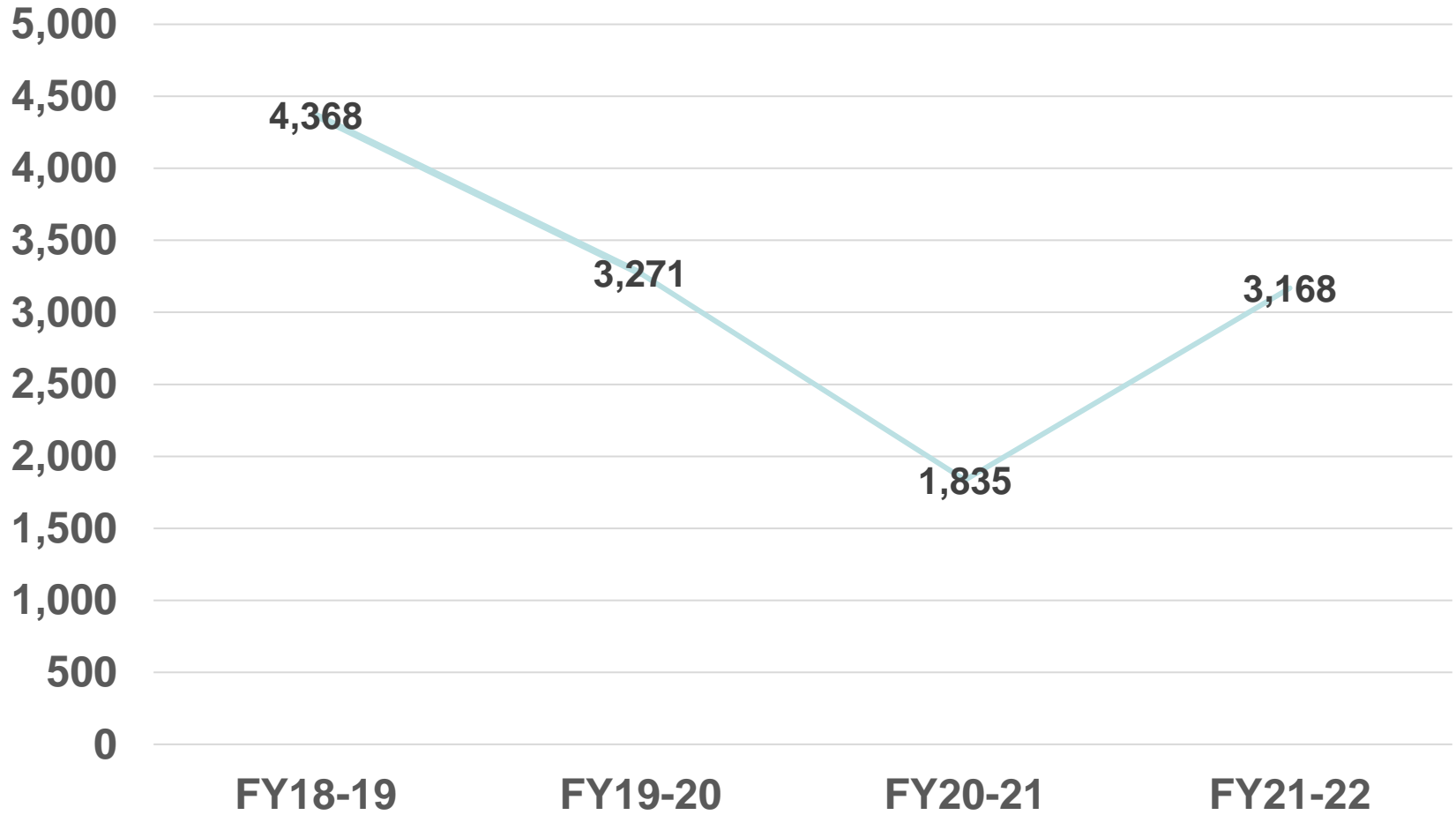
## Service Loss Review: CPS

- Reviewed claims by individual FY18-19 through FY21-22

Service Change – Utilized Units	Change FY18-19 to FY20-21		Change FY18-19 to FY21-22	
	# Ind.	% Ind	# Ind.	% Ind
People with >75% decrease in units of CPS*	4,650	40%	1,466	14%
People with >50% decrease in units of CPS*	7,427		2,958	
People with >25% decrease in units of CPS	9,647		4,871	
People with increase in CPS unit	860	7%	2,457	24%

*\*duplicate individuals from lower percentages included*

### CPS Utilized Units Per Person

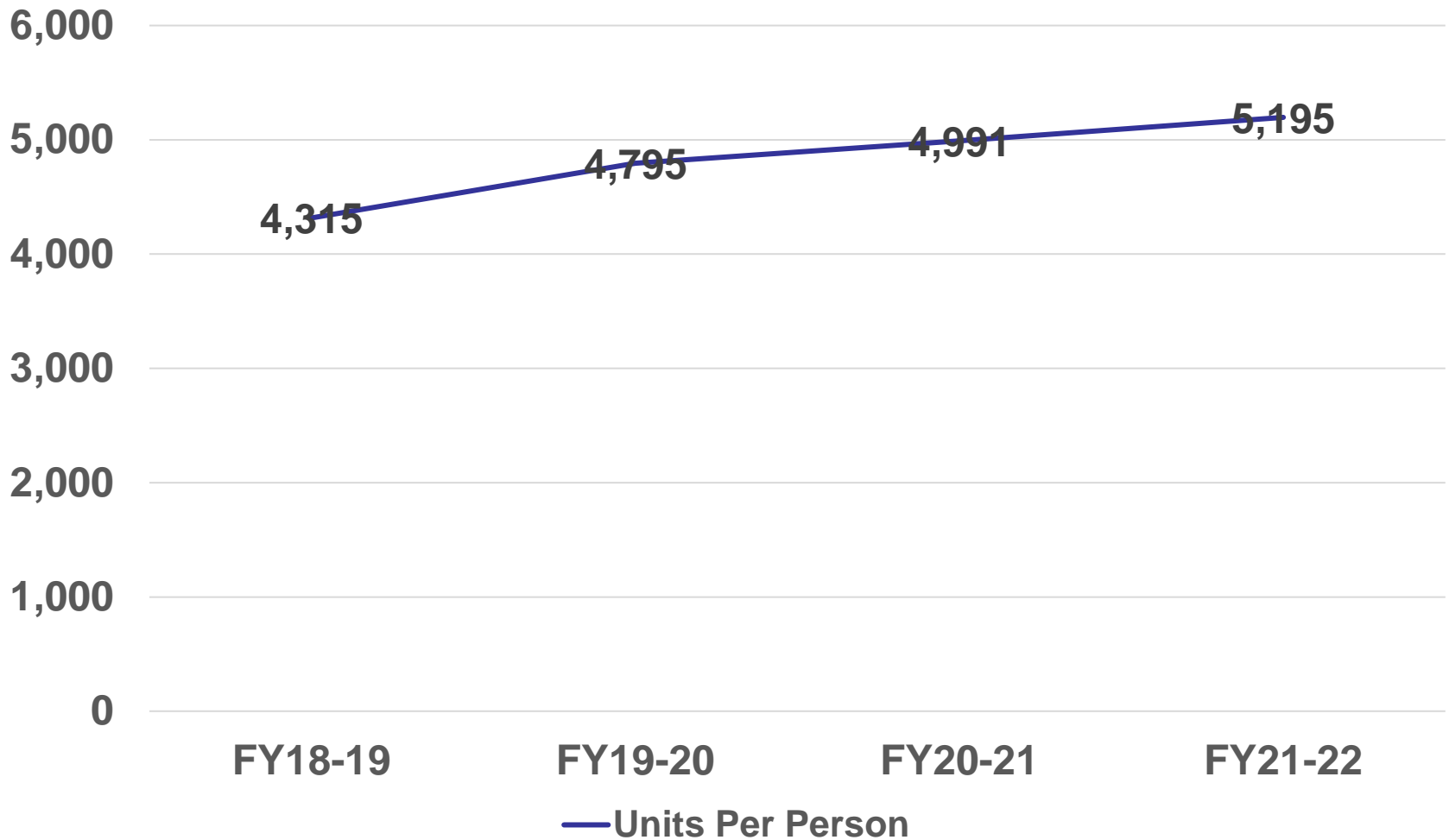


# Service Loss Review: In-Home and Community and Companion Services

Service Change - Utilized Units	Change FY18-19 to FY20-21		Change FY18-19 to FY21-22	
	# Ind.	% Ind	# Ind.	% Ind
People with >75% decrease in units of IHCS and Companion*	984	8%	601	5%
People with >50% decrease in units of IHCS and Companion*	1,999		1,460	
People with >25% decrease in units of IHCS and Companion	3,349		2,618	
People with increase in IHCS & Comp	6,257	51%	6,266	56%

*\*duplicate individuals from lower percentages included*

## IHCS & Comp. Utilized Units Per Person

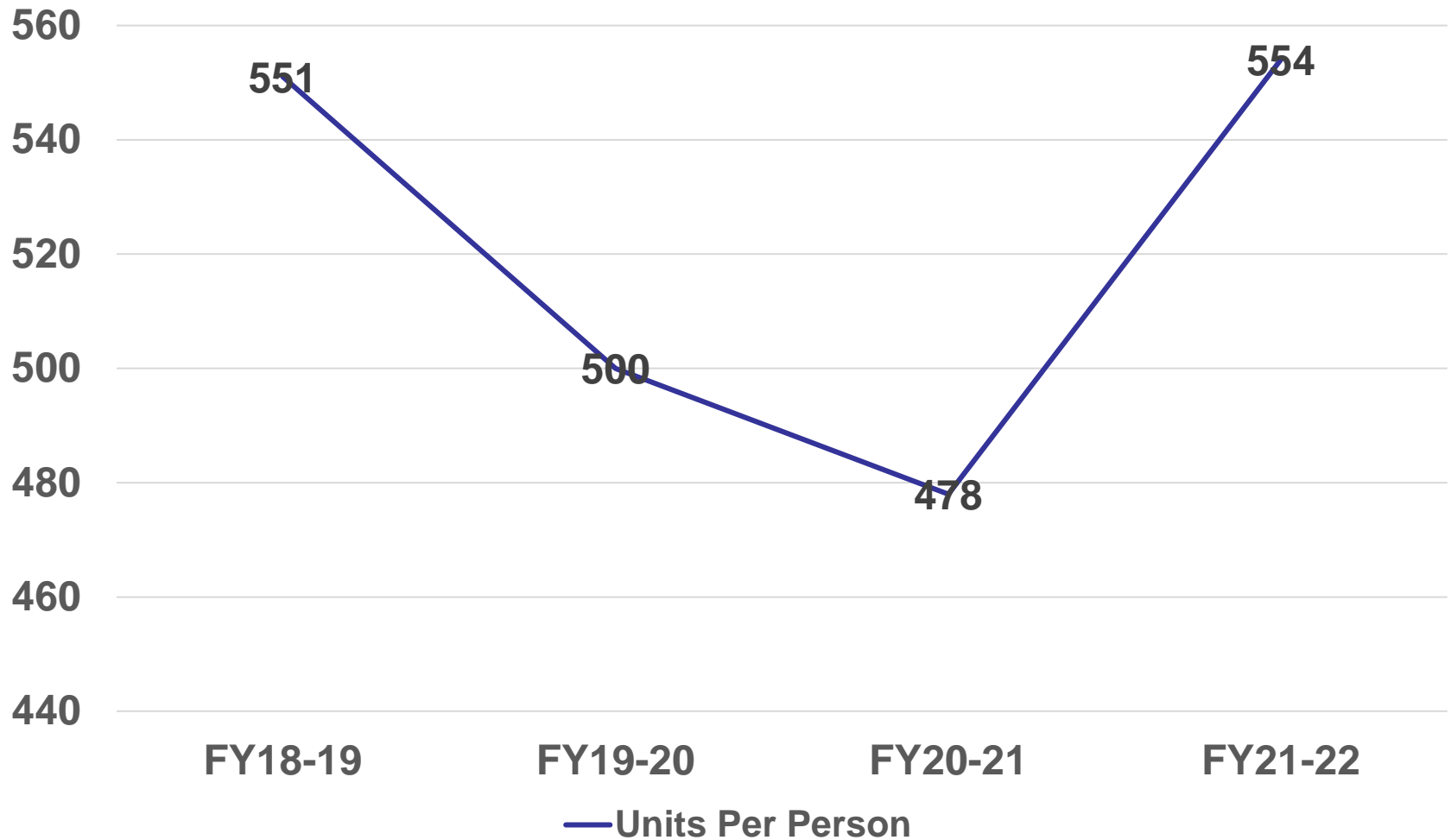


# Service Loss Review: Employment

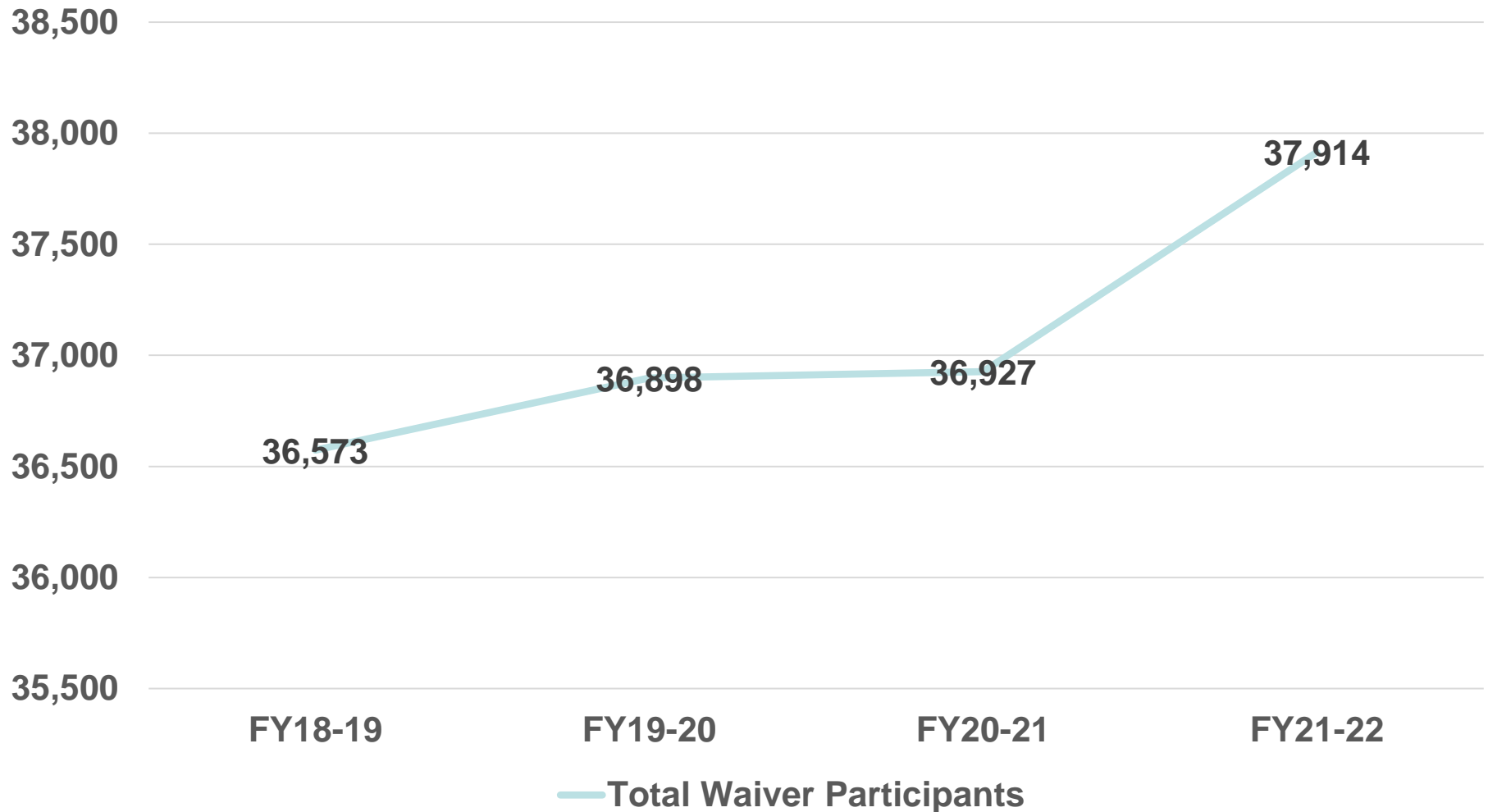
Service Change - Utilized Units	Change FY18-19 to FY20-21		Change FY18-19 to FY21-22	
	# Ind.	% Ind	# Ind.	% Ind
People with >75% decrease in units of Employment*	562	19%	343	13%
People with >50% decrease in units of Employment*	959		677	
People with >25% decrease in units of Employment	1,345		1,049	
People with increase in Employment	1,163	39%	1,162	44%

*\*duplicate individuals from lower percentages included*

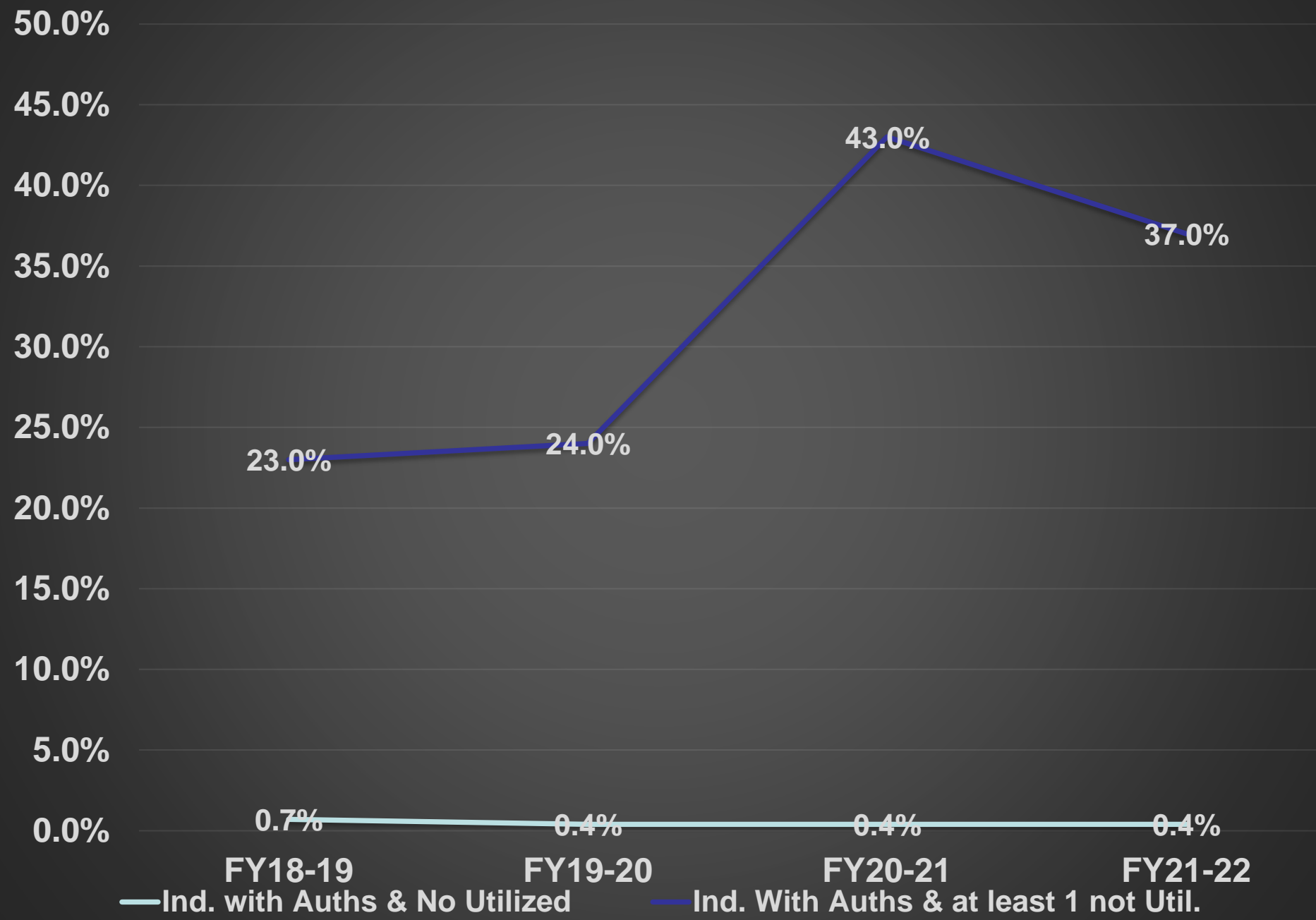
## Employment Utilized Units Per Person



## Total Waiver Participants



# Authorized V. Utilized by Individual





# CPS Survey 1

Conducted in Fall 2022

– Questions regarding:

- Open Status
- # of Individuals currently receiving services
- Limitations to supporting additional individuals
- # of Individuals, if any, currently waiting to receive services
- If discharge, of individuals who do not wish to return, has occurred
- Strategies being implemented to increase capacity
- Provider engagement with individuals and families to provide updates and discuss needs

## **CPS Survey 1 (cont.)**

As of 11/14/22:

- 392 respondents
  - NE **(100)**, SE **(94)**, C **(98)**, W **(100)**
- Representing 11,104 Individuals receiving services
  - NE **(2,771)**; SE **(2,786)**; C **(3,050)**; W **(2,497)**
- 1,970 Individuals waiting to receive services\*
  - NE **(500)**, SE **(722)**, C **(315)**, W **(433)**

*\*survey question did not distinguish between prior participants and new referrals*

<b>Q3: If open, are there currently limitations to supporting additional individuals?</b>	<b>Northeast</b>	<b>Southeast</b>	<b>Central</b>	<b>Western</b>	<b>Statewide</b>
<b>Yes</b>	59	62	57	65	243
<b>No</b>	39	26	36	31	132
<b>Total</b>	98	88	93	96	375

## **CPS Survey 1 (cont.)**

- Capacity Limitations – Top Responses
  - (1) Staffing
  - (2) Managing physical distancing
  - (3) Participants/family unwilling to return
- Strategies to Increase Capacity – Top Responses
  - (1) Recruitment/retention incentives for staff
  - (2) Individual/family outreach/education on safe reintegration
  - (3) Offering increased community-based activities

<b>Q7: Within the last six months have you engaged with individuals and families via town halls or other forums to provide regular status updates and/or discuss individual and family needs and reopening strategies?</b>	<b>Northeast</b>	<b>Southeast</b>	<b>Central</b>	<b>Western</b>	<b>Statewide</b>
<b>Yes</b>	62	57	52	48	219
<b>No</b>	38	37	46	52	173
<b>Total</b>	100	94	98	100	392

## **CPS Survey 2**

- Intended to be used to gather information on why individuals did not receive authorized CPS services in FY 21-22
- Questions regarding primary and secondary reasons for less than 5% utilization of authorized CPS services
- Over 2500 responses out of 3,137 identified MCIs



### Cumulative Responses

