



House of Representatives

General Assembly

File No. 437

January Session, 2009

Substitute House Bill No. 5057

House of Representatives, April 2, 2009

The Committee on Human Services reported through REP. WALKER of the 93rd Dist., Chairperson of the Committee on the part of the House, that the substitute bill ought to pass.

AN ACT CONCERNING A SINGLE POINT OF ENTRY FOR LONG-TERM CARE.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (NEW) (*Effective July 1, 2009*) (a) The Department of Social
2 Services shall establish a state-wide single point of entry system for
3 individuals seeking long-term care. The goal of the single point of
4 entry system shall be to (1) permit any individual seeking long-term
5 care services in the state to obtain the same information on long-term
6 care services from any one of the entities designated as a single point
7 of entry agency pursuant to subsection (c) of this section, and (2)
8 promote consumer choice of long-term care options.

9 (b) Not later than January 1, 2010, the department shall incorporate
10 the use of the 2-1-1 telephone information system into the single point
11 of entry system to serve as an access point.

12 (c) The department, in consultation with the Long-Term Care
13 Advisory Council and members of the public, shall designate

14 geographical service areas for the establishment of single point of entry
15 agencies. The department shall select entities to serve as such single
16 point of entry agencies for each of the geographical service areas
17 through a request for proposals process.

18 (d) Each entity designated a single point of entry agency pursuant to
19 subsection (c) of this section shall be required to:

20 (1) Work collaboratively with each other to operate the single point
21 of entry system;

22 (2) Provide to all individuals seeking information on long-term care,
23 including individuals who pay privately for such care, with
24 information on all the long-term care options and services available in
25 the state, including community and home-based care and nursing
26 home care;

27 (3) Assess an individual's eligibility for long-term care services and
28 programs in the state, including Medicaid and other public programs
29 and services offered by private and nonprofit organizations, through a
30 comprehensive, uniform screening process;

31 (4) Assist individuals in obtaining a timely determination of
32 eligibility from the Department of Social Services for publicly funded
33 long-term care services and programs;

34 (5) Assist individuals in developing a long-term care support plan
35 that is person-centered throughout the planning process; and

36 (6) Implement quality assurance standards and procedures.

37 (e) In addition to the requirements established in subsection (d) of
38 this section, the Commissioner of Social Services may establish
39 additional requirements, criteria and standards for the operation of
40 agencies designated as single point of entry agencies. The
41 commissioner shall implement a quality assurance program to
42 measure the performance of such designated agencies. Any designated
43 entity that fails to meet the requirements and standards in subsection

44 (d) of this section, any additional criteria established under this
45 subsection or the commissioner's quality assurance measures may be
46 subject to termination as a single point of entry agency.

47 Sec. 2. Section 17b-367 of the general statutes is repealed and the
48 following is substituted in lieu thereof (*Effective July 1, 2009*):

49 The Office of Policy and Management, [within existing budgetary
50 resources and] in consultation with the [Select Committee on Aging,]
51 select committee of the General Assembly having cognizance of
52 matters relating to aging, the Commission on Aging, personnel
53 designated by the Commissioner of Social Services who administer the
54 CHOICES health insurance assistance program, personnel who
55 administer the single point of entry system established in section 1 of
56 this act and the Long-Term Care Advisory Council, shall develop and
57 maintain a single consumer-oriented Internet [website] web site that
58 provides comprehensive information on long-term care options that
59 are available in Connecticut and information on the single point of
60 entry system established pursuant to section 1 of this act. The [website]
61 web site shall also include direct links and referral information
62 regarding long-term care resources, including private and nonprofit
63 organizations offering advice, counseling and legal services.

64 Sec. 3. (NEW) (*Effective from passage*) Not later than January 1, 2010,
65 the Commissioner of Social Services, in collaboration with the
66 Commissioners of Children and Families, Mental Health and
67 Addiction Services, Public Health and Developmental Services, shall
68 develop, and implement the use of, a single, simplified application for
69 state residents to use in applying for programs and services
70 administered by the Department of Children and Families, the
71 Department of Social Services, the Department of Mental Health and
72 Addiction Services, the Department of Public Health or the
73 Department of Developmental Services.

This act shall take effect as follows and shall amend the following sections:

Section 1	<i>July 1, 2009</i>	New section
Sec. 2	<i>July 1, 2009</i>	17b-367
Sec. 3	<i>from passage</i>	New section

HS *Joint Favorable Subst.*

The following fiscal impact statement and bill analysis are prepared for the benefit of members of the General Assembly, solely for the purpose of information, summarization, and explanation, and do not represent the intent of the General Assembly or either House thereof for any purpose:

OFA Fiscal Note

State Impact:

Agency Affected	Fund-Effect	FY 10 \$	FY 11 \$
Various	GF - Cost	See Below	See Below

Municipal Impact: None

Explanation

This bill requires the Department of Social Services (DSS) to establish a statewide single point of entry system for long term care. Two such systems are currently being developed in the state utilizing federal grants. Based on the experience of these models, it would cost an additional \$1.5 million annually to implement the system statewide.

The bill further requires DSS to collaborate with the Departments of Children and Families, Mental Health and Addiction Services, Public Health and Developmental Services to develop and implement, by January 1, 2010, a single application for all programs and services administered by the departments. The development of such a form is likely to have significant administrative costs as the form would have to take into account the various missions, federal requirements, court mandates and other considerations of the disparate agencies. Coordinating the efforts would take considerable staff time, as well as incurring potential outside consultation costs. The agencies would also incur one-time costs in replacing all current applications with the newly developed form.

The Out Years

The annualized ongoing fiscal impact identified above would continue into the future subject to inflation.

Source: Public Testimony

OLR Bill Analysis**sHB 5057*****AN ACT CONCERNING A SINGLE-POINT-OF-ENTRY FOR LONG-TERM CARE.*****SUMMARY:**

This bill requires the Department of Social Services (DSS) commissioner to establish a statewide single-point-of-entry system to provide information, referral, and screening for individuals seeking long-term care. It also requires related changes to the state's long-term care website.

Finally, by January 1, 2010, the bill requires the DSS commissioner to collaborate with the commissioners of children and families, mental health and addiction services, public health, and developmental services to develop and implement a single, simplified application for residents to apply for programs and services administered by these departments.

EFFECTIVE DATE: July 1, 2009 except for the provision regarding a single application for certain state agency programs and services which takes effect upon passage.

SINGLE-POINT-OF-ENTRY SYSTEM***Structure and Goals***

Under the bill, DSS must consult with the Long-Term Care Advisory Council and the public to designate geographical service areas in which to establish single-point-of-entry agencies. DSS must select entities to service as single-point-of-entry agencies through a request for proposals process. The goal of the single-point-of-entry system is to allow an individual to obtain standardized information on long-term care services from each single-point-of-entry agency and to promote consumer choice of long-term care options.

By January 1, 2010, the bill requires DSS to incorporate use of the 2-1-1 telephone information system to serve as an access point to the single-point-of-entry system.

Agency Requirements

Each designated single-point-of-entry agency must:

1. work collaboratively with other such agencies;
2. provide information to all individuals on available long-term care options and services, including community and home-based care and nursing home care;
3. provide a comprehensive, uniform screening process to assess an individual's eligibility for long-term care services and programs, including Medicaid and other public programs and services offered by private and nonprofit organizations;
4. help individuals obtain a timely eligibility determination for public long-term care services and programs from DSS;
5. help individuals develop individualized long-term care support plans; and
6. implement quality assurance standards and procedures.

Quality Assurance

The bill also requires the DSS commissioner to implement a quality assurance program to measure agency performance. It authorizes him to establish additional agency requirements, criteria, and standards and to terminate a single-point-of-entry agency that fails to meet its requirements.

LONG TERM CARE WEBSITE

The bill requires the Office of Policy and Management (OPM), in collaboration with others, to maintain the state's long-term care website, which it developed in 2006. Current law requires OPM to develop the website. It also requires the website to include information

on the single-point-of-entry system, in addition to information on long-term care options, resources, and referrals.

The bill adds single-point-of-entry system personnel to the group charged with developing and maintaining the website. The other entities are the Aging Committee, Commission on Aging, CHOICES personnel designated by DSS, and the Long-Term Care Advisory Council. The bill also removes the requirement that OPM develop and maintain the website only within existing resources.

BACKGROUND

Nursing Home Diversion Modernization Grant

In 2007, Connecticut received a \$500,000 grant from the federal Administration on Aging’s Nursing Home Diversion Modernization Grant program. It authorizes DSS’s Aging Services Division, in partnership with the Agency on Aging of South Central Connecticut and community providers, to operate a “Choices at Home” project in South Central Connecticut. The goal of the project is to help individuals who are at high risk of nursing home placement but not yet eligible for Medicaid to remain in their own homes.

The 18-month project has several initiatives including the development and implementation of a pilot single-point-of-entry system in the South Central region of Connecticut. This system began operating in October, 2008.

The first Nursing Home Diversion Modernization Grant ended on March 31, 2009. The state received a second 18-month grant for \$649,398 in October, 2008. Part of these funds will be used to implement a second pilot single-point-of-entry system in the Western region of the state in May 2009.

COMMITTEE ACTION

Human Services Committee

Joint Favorable Substitute
Yea 19 Nay 0 (03/17/2009)

