



## WYOMING LEGISLATIVE SERVICE OFFICE

# Research Memorandum

## LONG-TERM SUPPORT SERVICES FOR OLDER ADULTS, AREA AGENCIES ON AGING, AND CARE COORDINATION

September 2023

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This research memo was prepared in response to a request by the Labor, Health and Social Services Committee for information on Area Agencies on Aging, long-term services and supports provided by senior centers to older adults, and care coordination of those services.

### EXECUTIVE SUMMARY

As the 65+ population increases and continues to age, demand for community-based long-term services and supports to allow adults to remain in their homes and communities is expected to increase. Long-term services and supports include both home services, such as personal care, home health services, and home modification, and community supports, such as transportation, meal services, and adult day services.

Many older adults lack the resources to pay privately for long-term services and supports and must rely on federal or state programs. Two federally created programs provide community-based long-term services and supports: Medicaid Home and Community-Based Services waiver programs and programs established by the federal Older Americans Act. Medicaid Home and Community-Based Services waivers allow State Medicaid programs to furnish eligible adults with community-based long-term services and supports as an alternative to institutional care. The Older Americans Act provides funding to states for distribution to Area Agencies on Aging and local community providers such as senior centers. Wyoming also funds community-based services and supports via two state programs: the Wyoming Home Services program and the Wyoming Senior Services Board grant program. See **Table 1** for a summary of federal and State community-based long-term services and supports programs.

**Table 1. Federal and State Community Based Long-Term Services and Supports Programs**

<b>Program</b>	<b>Eligibility</b>	<b>Service Providers</b>	<b>Annual Program Cost</b>	<b>Funding Source</b>
Wyoming Community Choices Waiver (Medicaid Home and Community-Based Services waiver program)	Financially eligible adults 65+ or 19-64 with verified disability	Contracted waiver providers, including senior centers	\$52,390,415 (FY 2022)	50% Federal, 50% State
Older Americans Act Title III	Adults 60+	Primarily senior centers	\$8,173,106 (FY 2024)	75-100% Federal, 0-25% State/local match, depending upon Title III program.
Wyoming Home Services Program	Senior citizens and adults 18+ at risk of premature institutionalization	Senior center or other contracted county provider	\$3,849,645 (FY 2022)	65% State funds, 25% local matching funds, 10% participant contributions
Wyoming Senior Service Board grants	N/A	Senior centers that receive Title III-B Supportive Services or Title III-C Nutrition Services funds	\$5,286,696 (FY 2023)	100% State funds

*Source: Information compiled by LSO from Wyoming Department of Health sources.*

Because community-based services are provided by an array of agencies, programs and funding streams, accessing information and coordinating services can be challenging for older adults and their caregivers. To encourage states to streamline access to community long-term services and supports, the U.S. Health and Human Services Administration on Community Living, Veterans Health Administration, and Centers for Medicare and Medicaid have partnered over the past two decades to launch two initiatives: the Aging and Disability Resource Center (ADRC) initiative and the more recent No Wrong Door initiative. Federal planning grants have been awarded to 23 states to establish single statewide No Wrong Door systems to provide older adults and adults with disabilities with information, referral, and assistance with accessing long-term services and supports.

Among the 50 states and District of Columbia, Wyoming ranks last in No Wrong Door/ADRC functions according to a 2020 AARP long-term services and supports state scorecard. Wyoming has not been a recipient of federal No Wrong Door funding to develop a single statewide No Wrong Door system. Instead, Wyoming is currently using federal ARPA funds to fund two three-year No

Wrong Door projects: a pilot Aging and Disability Resource Center and a community Family Resource Center grant program. More information about the two Wyoming projects is provided below.

## FEDERAL PROGRAMS

Two federally created programs provide community-based services and supports to older adults: Medicaid Home and Community-Based Services waiver programs and programs established by the Older Americans Act.

### Medicaid Home and Community-Based Services<sup>1</sup>

The 1981 Omnibus Budget Reconciliation Act established the Medicaid Home and Community-Based Services (HCBS) waiver program, which was incorporated into the Social Security Act.<sup>2</sup> Under the HCBS waiver program, states can elect to furnish under Medicaid, as an alternative to institutional care, a broad array of services (excluding room and board) that are not otherwise covered under the Medicaid program.<sup>3</sup> Nearly all states offer HCBS waivers. States can operate as many waiver programs as they choose. Currently, approximately 257 Medicaid HCBS waiver programs are active nationwide and provide the primary source of funding for community-based long-term services and supports.<sup>4</sup> Like traditional Medicaid programs, Medicaid HCBS waiver programs are funded jointly by federal and state funds.<sup>5</sup>

The Wyoming Department of Health, Healthcare Financing Division administers three Medicaid HCBS waiver programs:<sup>6</sup>

- **Community Choices Waiver** – serves individuals 65 and older, or individuals aged 19-64 who have a disability that is verified as meeting Social Security Administration (SSA) disability determination criteria.
- **Supports Waiver** – provides supportive services to eligible individuals of all ages who have an intellectual or developmental disability, or an acquired brain injury.

<sup>1</sup> Medicaid.gov, Home & Community-Based Services 1915(c) webpage (last accessed Sept. 6, 2023), <https://www.medicaid.gov/medicaid/home-community-based-services/home-community-based-services-authorities/home-community-based-services-1915c/index.html>.

<sup>2</sup> Mary Jean Duckett & Mary R. Guy, *Home and Community-Based Services Waivers*, Health Care Financing Review, Vol. 22, No. 1, at 123 (Fall 2000), <https://www.cms.gov/Research-Statistics-Data-and-Systems/Research/HealthCareFinancingReview/downloads/00fallpg123.pdf>.

<sup>3</sup> *Ibid.*

<sup>4</sup> Kaiser Family Foundation, Medicaid Home & Community-Based Services: People Served and Spending During Covid-19 (March 4, 2022), <https://www.kff.org/report-section/medicaid-home-community-based-services-people-served-and-spending-during-covid-19-issue-brief/>.

<sup>5</sup> Medicaid.gov, Financial Management webpage (last accessed Sept. 6, 2023), [https://www.medicaid.gov/medicaid/financial-management/index.html#:~:text=The%20Medicaid%20program%20is%20jointly,Medical%20Assistance%20Percentage%20\(FMAP\).](https://www.medicaid.gov/medicaid/financial-management/index.html#:~:text=The%20Medicaid%20program%20is%20jointly,Medical%20Assistance%20Percentage%20(FMAP).)

<sup>6</sup> Wyoming Department of Health, Home and Community Based Services Section webpage (last accessed Aug. 30, 2023), <https://health.wyo.gov/healthcarefin/hcbs/>.

- **Comprehensive Waiver** – provides comprehensive services to eligible individuals of all ages who have an intellectual or developmental disability, or an acquired brain injury.

The Community Choices Waiver offers the following services to eligible adults:<sup>7</sup>

- Case Management
- Adult Day Services
- Assisted Living Facility
- Home Delivered Meals
- Home Health Aide
- Non-Medical Transportation
- Personal Emergency Response Systems
- Personal Support Services
- Respite
- Skilled Nursing

The Wyoming Department of Health contracts with approximately 120 providers across the state to provide Community Choices Waiver services.<sup>8</sup> Providers include both private and public entities. Currently a total of 22 Wyoming senior centers contract with the Department to provide one or more Community Choices Waiver services, such as home delivered meals or transportation, in 18 of the State's 23 counties.<sup>9</sup> See **Appendix A**.

In FY 2022, the Wyoming Medicaid Community Choices Waiver served 2945 individuals at a total program cost of \$52,390,415 or \$17,790 per person.<sup>10</sup> Program costs are covered by 50 percent federal funds and 50 percent State general funds.<sup>11</sup> Approximately \$4.7 million of the total program costs were paid to senior center providers as reimbursement for Community Choices waiver services.<sup>12</sup> See **Appendix B**.

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<sup>7</sup> Wyoming Medicaid Division of Healthcare Financing, Community Choices Waiver: Participant Handbook, October 2020, <https://health.wyo.gov/wp-content/uploads/2020/12/Participant-Handbook-Version-1.0.pdf>

<sup>8</sup> Wyoming Department of Health, Community Choices Waiver Provider Search webpage (last accessed Sept. 6, 2023), <https://wyoimprov.com/agingPublicProviderSearch.aspx>.

<sup>9</sup> Personal communication with Franz Fuchs, Senior Policy Analyst, Wyoming Department of Health (Sept. 6, 2023).

<sup>10</sup> Wyoming Department of Health, HealthStat 2022 Final Reports (Feb. 10, 2023) at 72, <https://health.wyo.gov/wp-content/uploads/2023/02/HealthStat-2022-Final-Report.pdf>.

<sup>11</sup> *Ibid*.

<sup>12</sup> Personal communication with Franz Fuchs, Senior Policy Analyst, Wyoming Department of Health (Sept. 6, 2023).

### Older Americans Act Programs<sup>13</sup>

In 1965, Congress enacted the Older Americans Act (OAA) establishing the Administration on Aging and grants to states for community planning and social services, research and development projects, and personnel training in the field of aging. In 1973, Congress passed comprehensive service amendments to the OAA, establishing Area Agencies of Aging as “on-the-ground” organizations charged with helping vulnerable older adults live with independence and dignity in their homes and communities. Agencies on Aging serve as the local leaders on aging by planning, developing, funding and implementing local systems of coordinated aging and other home and community-based services for consumers in their Planning and Service Areas.

The 1973 legislation provided states with the option to establish one or multiple planning and service areas for the coordination of OAA services. Some states chose to establish multiple planning and service areas while other states, including Wyoming, chose to form a single statewide planning and service area.<sup>14</sup> States with multiple planning and service areas contract with a local government entity or nonprofit in each area to function as an Area Agency on Aging. Each Area Agency, in turn, contracts with local providers to provide OAA-funded community services to older adults. As a single planning unit state, Wyoming’s State Unit on Aging functions as an Area Agency on Aging for the entire state.

Today, the OAA is considered a major vehicle for the organization and delivery of social and nutrition services to older adults and their caregivers. The OAA authorizes a wide array of service programs through a national network of 56 state and territorial agencies on aging, 618 area agencies on aging, nearly 20,000 service providers, 281 Tribal organizations, and one Native Hawaiian organization representing 400 Tribes.

The Wyoming Department of Health Aging Division is the designated State Unit on Aging under the Older Americans Act (OAA).<sup>15</sup> As noted previously, the Aging Division also functions as a statewide Area Agency on Aging and contracts with senior centers and other local providers in each of Wyoming’s 23 counties to provide OAA-funded services to adults over age 60. Title III of the OAA provides funding to states for four types of community-level services:

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<sup>13</sup> Administration for Community Living, Older Americans Act webpage (last accessed Aug. 24, 2023), <https://acl.gov/about-acl/authorizing-statutes/older-americans-act>; U.S. Aging, Area Agencies of Aging: Local Leaders in Aging Well at Home (2023), [https://www.usaging.org/Files/USAging\\_Local%20Leaders%2023\\_508.pdf](https://www.usaging.org/Files/USAging_Local%20Leaders%2023_508.pdf).

<sup>14</sup> Wyoming is one of six states in U.S. Health and Human Services Region 8. Of the six states, three states (CO, MT, UT) chose to establish multiple OAA planning and service areas. The other three states (ND, SD, WY) chose to establish a single OAA planning and service area.

<sup>15</sup> Wyoming OAA information was provided by Wyoming Department of Health Older Americans Act webpage (last accessed Aug. 25, 2023), <https://health.wyo.gov/aging/communityliving/older-americans-act-programs/>; Personal communication with Jeff Clark, Wyoming Department of Health Aging Division, Community Living Section Manager (Aug. 24, 2023).

- **Title III-B Supportive Services:** services to enrich and stabilize the lives of seniors and enable seniors to remain in their homes for as long as possible. May include information and assistance, health services, socialization, and transportation.
- **Title III-C Nutrition Services:** provides congregate and home-delivered meals.
- **Title III-D Disease Prevention and Health Promotion:** provides evidence-based programs, such as fall prevention classes, to promote healthy behaviors and lifestyles.
- **Title III-E National Family Caregiver Support Program:** provides respite and support group services to family caregivers.

The Department of Health receives federal funding each year to provide the four OAA Title III programs. Depending upon the program, state or local grant recipients are required to provide 15 to 25 percent matching funds.<sup>16</sup> Under OAA regulations, the State Unit on Aging is entitled to retain 10 percent of federal Title III funding to cover administrative costs. In states with multiple planning and service areas, each contracted Area Agency on Aging may retain 10 percent of the funds they receive from the state to cover administrative costs. Wyoming's decision to operate as a single planning and service area means fewer Title III funds are reserved for administrative costs and more monies flow to local providers to fund community-level services.

The Aging Division's Community Living Section administers the OAA Title III programs and distributes the federal and state funds to contracted senior centers and other local providers throughout the state. Providers must apply to receive funds for the programs based on the services they wish to provide. The Division currently contracts with 49 providers, including 36 senior centers, distributed across the State's 23 counties.

In 2024, the Aging Division distributed approximately \$8.2 million (\$7.7 million federal funds, \$475,000 state funds) to local providers to support OAA Title III services. Over 20,000 Wyoming residents benefit from OAA Title III services each year. See **Appendix C**.

## WYOMING STATE PROGRAMS

In addition to administering federally created Medicaid Home and Community-Based Services (HCBS) and Older American Act Title III programs, the Wyoming Department of Health oversees two State programs, the Wyoming Home Services program and the Wyoming Senior Services Board grant program, which provide funding for community-based supports and services to older adults.

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<sup>16</sup> Title III-B and Title III-C require a 15% match shared by state and local entities. Title III-D does not require a match. Title III-E requires a 25% match by local entities. Wyoming Department of Health, Aging Division 2023-2024 Biennium Budget Request, at 294-300, <https://drive.google.com/file/d/1IieTvExogN4mHJxheFns5wKrfeyJDggX/view>.

### Wyoming Home Services Program<sup>17</sup>

In 1987, the Legislature enacted SF 137 creating the Wyoming Home Services program to provide community-based in-home services to senior citizens and adults with disabilities at risk of premature institutionalization.<sup>18</sup> Generally, individuals served by the Wyoming Home Services program do not meet eligibility criteria for the Wyoming Medicaid Community Choices Waiver program.<sup>19</sup> The Wyoming Home Services program provides the following services:

- Care coordination
- Adult day care
- Chore services
- Home modification
- Homemaker services
- Hospice
- Medication set-up
- Personal care
- Personal Emergency Response Systems
- Respite care

The Wyoming Department of Health Aging Division, Community Living Section contracts with a single provider in each county to provide Wyoming Home Services Program services. Most county providers are senior centers but also include hospitals and nonprofit organizations.

In 2022, the Wyoming Home Services program served a total of 1,525 individuals for a total program cost of \$3,849,645 or \$1,654 per person.<sup>20</sup> The total program cost included the State allocation of \$2,559,954 (65%), local matching funds of \$955,573 (25%), and participant contributions of \$334,118 (10%).<sup>21</sup>

### Wyoming Senior Services Board grants<sup>22</sup>

In 2003, the Legislature enacted legislation creating the Wyoming Senior Services Board (WSSB) and a senior center grant program. The Act provides the Board with the authority to award grants to eligible senior centers throughout the State to supplement and enhance community services to Wyoming's senior citizens. To be eligible for a WSSB grant, a senior center must receive federal

<sup>17</sup> Wyoming Department of Health, Wyoming Home Services Program webpage (last accessed Sept. 8, 2023), <https://health.wyo.gov/aging/communityliving/community-living-section-programs/wyhs/>.

<sup>18</sup> 1987 SF 137 created W.S. 9-2-1208, Community based in-home services.

<sup>19</sup> Personal communication with Jeff Clark, Wyoming Department of Health Aging Division, Community Living Section Manager (Aug. 28, 2023).

<sup>20</sup> Wyoming Department of Health, HealthStat 2022 Final Reports, at 28 (February 2023), <https://health.wyo.gov/wp-content/uploads/2023/02/HealthStat-2022-Final-Report.pdf>.

<sup>21</sup> *Ibid.*

<sup>22</sup> 2003 HB 58.

Title III-B Supportive Services or Title III-C Nutrition Services funds.<sup>23</sup> Senior centers typically use the WSSB grant to cover personnel and operation costs.<sup>24</sup>

The WSSB program currently provides approximately \$5.3 million in annual funding to 39 senior centers across the State. Each senior center receives a basic grant of \$30,000. Remaining State funds are distributed as “formula grants” based on each center’s ability to provide congregate or home-delivered meals. See **Appendix D** for the SFY 2023 WSSB grant distribution.

## **CARE COORDINATION**<sup>25</sup>

As the above summary of community-based long-term services and supports demonstrates, the current system of care involves numerous funding streams and is administered by multiple federal, state, and local agencies. According to the U.S. Health and Human Services Administration for Community Living, individuals trying to access services and supports frequently find themselves confronted with a maze of agencies and organization, who utilize complex, fragmented, and often duplicative intake, assessment, and eligibility processes.

### **Federal Initiatives: ADRCs and No Wrong Door**<sup>26</sup>

To streamline access to community-based services, the Administration for Community Living, Centers for Medicare and Medicaid Services, and the Veterans Health Administration launched the Aging and Disability Resource Center (ADRC) initiative in 2003. Funding was provided to states to create ADRCs where older adults and individuals with disabilities could learn about and quickly access the long-term supports and services that best meet their needs.

The multi-agency ADRC initiative has gradually evolved into a broader No Wrong Door System initiative.<sup>27</sup> In 2014, federal grants were awarded to 23 states, including neighboring states Colorado and Idaho, to develop state plans to transform their multiple access functions to long-term services and supports into a single No Wrong Door (NWD) system for all populations and

<sup>23</sup> Per W.S. 9-2-1201(a)(iii), senior centers that use Title III-B supportive services funds exclusively for transportation are excluded from Wyoming Senior Service Board grant eligibility.

<sup>24</sup> Personal communication with Jeff Clark, Wyoming Department of Health Aging Division, Community Living Section Manager, Aug. 28, 2023.

<sup>25</sup> Administration for Community Living, Aging and Disability Resource Centers Program/No Wrong Door System webpage (last accessed Aug. 30, 2023), <https://acl.gov/programs/connecting-people-services/aging-and-disability-resource-centers-programno-wrong-door>.

<sup>26</sup> Administration for Community Living, Aging and Disability Resource Centers Program/No Wrong Door System webpage (last accessed Aug. 30, 2023), <https://acl.gov/programs/connecting-people-services/aging-and-disability-resource-centers-programno-wrong-door>; ACL, ACL “No Wrong Door” System Grants Help Streamline Access to Services and Supports, (October 8, 2015), <https://acl.gov/news-and-events/announcements-latest-news/acl-no-wrong-door-system-grants-help-streamline-access>.

<sup>27</sup> Administration for Community Living, Aging and Disability Resource Centers Program/No Wrong Door System webpage (last accessed Aug. 30, 2023), <https://acl.gov/programs/connecting-people-services/aging-and-disability-resource-centers-programno-wrong-door>.

payers.<sup>28</sup> Subsequent federal NWD competitive grants were awarded to selected states in 2015 and 2022.<sup>29</sup>

The No Wrong Door concept envisions a single statewide system in which the multiple state and community agencies which provide and fund long-term supports and services will coordinate to ensure that regardless of which agency individuals or their caregivers contact, they can access information and one-on-one counseling about the options available across all the agencies and in their communities. The goal is to enable people to make informed decisions based on the full range of available services. The No Wrong Door system would also provide assistance in accessing services, including help in completing applications for state and federal programs the individual may be eligible for, such as Medicaid, Older Americans Act Title III services, or Veterans Health Administration services.

To sustain No Wrong Door systems, the NWD initiative encourages states to blend a variety of funding sources, including federal Older Americans Act Title III funds for information and referral services, Medicaid, Medicare, Veterans Health Administration program funds, and state general funds.<sup>30</sup> One tool the NWD initiative is encouraging states to use to leverage federal funds is Medicaid Administrative Claiming. Medicaid Administrative Claiming allows states to draw down federal matching funds as reimbursement for Medicaid administrative activities performed through No Wrong Door systems on behalf of potential Medicaid enrollees, such as outreach, referral, assessment, and functional and financial eligibility determinations.<sup>31</sup> These Medicaid administrative activities may be performed either directly by the state Medicaid agency or by another entity through contract or interagency agreement.<sup>32</sup>

Currently, 24 states, including Colorado, Montana, Nebraska, New Mexico, and South Dakota, are performing Medicaid Administrative Claiming for No Wrong Door/ADRC activities, and an additional 15 states are in the planning phase for implementing Administrative Claiming. See

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<sup>28</sup> 2014 NWD grant awardees: Alabama, Colorado, D.C., Florida, Georgia, Guam, Hawaii, Idaho, Illinois, Indiana, Iowa, Kentucky, Louisiana, Michigan, Minnesota, Mississippi, Nevada, North Carolina, Oklahoma, Pennsylvania, Rhode Island, Tennessee, Texas, Virginia, and West Virginia.

<sup>29</sup> Administration for Community Living, ACL “No Wrong Door” System Grants Help streamline access to Services and Supports webpage (last accessed Sept. 7, 2023), <https://acl.gov/news-and-events/announcements/latest-news/acl-no-wrong-door-system-grants-help-streamline-access>; ACL, ACL Invites You to a No Wrong Door Funding Opportunity Informational Call (May 13, 2022), <https://acl.gov/news-and-events/announcements/acl-invites-you-no-wrong-door-funding-opportunity-informational-call>.

<sup>30</sup> No Wrong Door, Medicaid Administrative Claiming is one avenue for sustaining and supporting a NWD System webpage (last accessed Aug. 30, 2023), <https://nwd.acl.gov/sustaining-a-nwd-system.html>.

<sup>31</sup> Medicaid, No Wrong Door System and Medicaid Administrative Claiming Reimbursement Guidance webpage (last accessed Aug. 30, 2023), <https://www.medicaid.gov/medicaid/financial-management/medicaid-administrative-claiming/no-wrong-door-system-and-medicaid-administrative-claiming-reimbursement-guidance/index.html>.

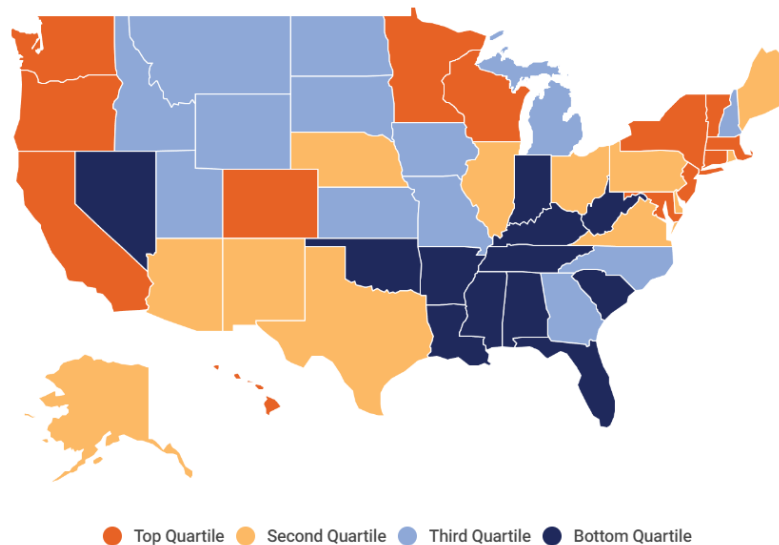
<sup>32</sup> *Id.*

**Appendix E** for more information on the No Wrong Door funding strategies and a map of Medicaid Administrative Claiming states.

### AARP Long-Term Services & Supports State Scorecard<sup>33</sup>

Every three years, the American Association of Retired Persons (AARP) compiles and analyzes data from the 50 states and District of Columbia to create a State Scorecard on long-term services and supports for older adults, people with physical disabilities and family caregivers (LTSS State Scorecard). The most recent 2020 LTSS State Scorecard ranks Wyoming 33<sup>rd</sup> in overall long-term services. See **Figure 1** for a national map illustrating the 2020 state scorecard summary of long-term services and supports system performance.

**Figure 1. 2020 State Scorecard Summary of LTSS System Performance**



*Source: AARP 2020 LTSS State Scorecard*

The LTSS State Scorecard ranks each state's long-term services and supports system performance across five dimensions:

- Affordability and access (Wyoming ranked 38)
- Choice of setting and provider (Wyoming ranked 41)
- Quality of life and quality of care (Wyoming ranked 13)
- Support for family caregivers (Wyoming ranked 29)
- Effective transitions (Wyoming ranked 13).

<sup>33</sup> AARP, 2020 Long-Term Services & Supports State Scorecard (September 24, 2020), <https://www.longtermscorecard.org/>.

An examination of the Wyoming data reveals Wyoming ranked last (51<sup>st</sup>) in ADRC/No Wrong Door functions based on 2019 data. See **Appendix F** for Wyoming 2020 LTSS State Scorecard data.

### **Wyoming ADRC and No Wrong Door Efforts**

Wyoming has not been a recipient of recent federal No Wrong Door grant funds and does not participate in Medicaid Administrative Claiming for No Wrong Door/ADRC activities. Rather, the State is currently using federal American Rescue Plan Act (ARPA) funds to support two three-year No Wrong Door programs: a pilot Aging and Disability Resource Center and community multi-generational Family Resource Centers.

### ***Wyoming Aging and Disability Resource Center***<sup>34</sup>

In 2012, Wyoming received a three-year federal grant to launch an Aging and Disability Resource Center (ADRC).<sup>35</sup> The Wyoming ADRC was staffed with “Navigators” who provided options counseling about services available to older adults and individuals with disabilities.<sup>36</sup> When the federal grant ended in 2015, the Wyoming ADRC was dissolved and the Wyoming Department of Health Aging Division partnered with the University of Wyoming Center on Aging to create a Wyoming ADRC website as a “self-service” resource for information on available State and local services.<sup>37</sup>

By 2022, the Governor’s office, Wyoming Center on Aging, Wyoming Department of Health, and Department of Family Services recognized the need to reestablish a Wyoming ADRC. The Department of Health partnered with the Department of Family Services to pool ARPA funds received by each agency to establish a three-year pilot ADRC program. In January 2023, the Departments contracted with Wyoming 211 to staff an ADRC call center with a Navigator who provides resource referral and coordination services to elderly, disabled or vulnerable adults and their caregivers. Wyoming 211 began providing statewide ADRC service in May 2023.

A total of \$428,610 in federal ARPA funds has been used to fund the ADRC pilot through September 2024. The Department of Family Services reports Wyoming 211 plans to continue funding the ADRC Navigator position beyond September 2024 with grants, fundraising, and corporate sponsorship.

<sup>34</sup> Department of Family Services, Wyoming 2-1-1-/Aging and Disability Resource Centers brief (September 1, 2023).

<sup>35</sup> Wyoming Department of Health, Wyoming State Plan on Aging: FFY 2011-2014, <https://health.wyo.gov/wp-content/uploads/2021/08/2011-2014-State-Plan-on-Aging.pdf>.

<sup>36</sup> Personal communication with Jeff Clark, Wyoming Department of Health Aging division, Community Living Section Manager, Aug 24, 2023.

<sup>37</sup> Wyoming Aging and Disability Resource Center website (last accessed Aug. 30, 2023), <https://adrcwyoming.org/about>.

***Wyoming Family Resource Center project***<sup>38</sup>

Family Resource Centers are community-based, flexible, family-focused, and culturally sensitive hubs of support and resources that provide referrals, resource, programs and targeted services based on the needs and interests of individuals and families, from birth to death. The Governor's Health Care Task Force has identified multi-generational Family Resource Centers as a means to address gaps in human service access for Wyoming citizens.

The Family Resource Centers project is being managed by the Wyoming Children's Trust. A total of \$4.85 million in federal funding has been allocated to the three-year project: \$2.75 million in ARPA funds appropriated by the Legislature in 2023,<sup>39</sup> \$2 million in Child Care ARPA funds received by the Department of Family Services, and a \$100,000 federal Preschool Development Grant.

The Family Resource Center project has two primary goals: (1) to provide grants to individual Wyoming communities to establish or strengthen Family Resource Centers; and (2) to create a statewide network, or Family Resource Center Collective, to provide technical assistance and best practices to communities. Beginning in September 2023, Wyoming counties and Tribes may apply for grants to establish community Family Resource Centers. Individual grant awards are limited to \$67,100 for one year and a maximum of \$159,420 over three years.

If you need further information, please contact the LSO Research/Evaluation Division at 307-777-7881.

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<sup>38</sup> Wyoming Children's Trust Fund, Wyoming Family Resource Center Project Update (Sept. 1, 2023); WCTF, Family Resource Centers Letter of Interest slideshow, (last accessed Sept. 7, 2023), <https://pcawy.org/frc>.

<sup>39</sup> 2023 HB 195 Section 3.

## Appendix A

### Wyoming Senior Centers that provide Medicaid Community Choices Waiver services.

County	Senior Center	Services Provided
Albany	Eppson Center for Seniors	Transportation, Home Delivered Meals
Big Horn	North Big Horn Senior Center	Home Delivered Meals
Campbell	Senior Activity Center of Campbell County	Transportation, Home Delivered Meals
Carbon	Carbon County Senior Services	Home Delivered Meals
Crook	Crook County Senior Services	Transportation, Personal Support Service, PERS, Home Delivered Meals
Fremont	Lander Senior Center	Transportation, Home Delivered Meals
Fremont	Riverton Senior Center	Transportation, Home Delivered Meals
Hot Springs	Hot Springs County Senior Center	Transportation, PERS, Home Delivered Meals
Johnson	Buffalo Senior Center	Transportation, Personal Support Services, Respite, Skilled Nursing, Home Health Aide, Home Delivered Meals
Laramie	Pine Bluffs Senior Center, Inc	Transportation, Personal Support Service, Home Delivered Meals
Lincoln	Salt River Center/Star Valley Senior Citizens, Inc	Transportation, Home Delivered Meals
Lincoln	Kemmerer Senior Center	Transportation, Home Delivered Meals
Niobrara	Niobrara Senior Center, Inc	Home Delivered Meals
Park	Cody Council on Aging	Transportation, Home Delivered Meals
Platte	Services for Seniors, Inc.	Transportation, Home Delivered Meals
Sheridan	Senior Citizen's Council (The Hub on Smith)	Transportation, Adult Day Service, Personal Support Service, Respite, Skilled Nursing, Home Health Aide, Home Delivered Meals
Sweetwater	Golden Hour Senior Citizens Center	Home Delivered Meals
Sweetwater	Rock Springs Young at Heart	Home Delivered Meals
Teton	Senior Center of Jackson	Personal Support Services, Respite, Home Health Aide, Home Delivered Meals
Washakie	Ten Sleep Senior Center	Home Delivered Meals
Washakie	Washakie County Senior Citizen Center	Transportation, PERS, Home Delivered Meals
Weston	Weston County Senior Services	Home Delivered Meals

Source: Information provided by the Wyoming Department of Health

## Appendix B

### FY 2022 Medicaid funds paid to Senior Centers for Community Choices Waiver services

Service	Paid	Units Delivered
Adult Day Services - Health Model	\$2,077.66	89
Adult Day Services - Social Model	\$2,496.18	112
Case Management - Agency Based	\$2,387.51	271
Case Management - Assisted Living	\$556.00	139
Case Management - Monitoring	\$25,252.46	122
Case Management - Service Plan Development/Annual Update	\$7,254.72	18
Home Delivered Meals - Frozen	\$405,966.44	70,758
Home Delivered Meals - Hot	\$2,312,324.10	324,602
Home Health Aide	\$1,337,021.13	157,282
Non-Medical Transportation - NonWheelchair Accessible Vehicle	\$52,279.13	4,446
Non-Medical Transportation - Public Transit Multipass	\$19,869.71	2,830
Non-Medical Transportation - Service Route	\$975.66	134
Non-Medical Transportation - Wheelchair Accessible Vehicle	\$5,814.45	620
Personal Emergency Response System (PERS) - Cellular Installation	\$2,266.79	27
Personal Emergency Response System (PERS) - Cellular Monitoring	\$190,039.03	1,201
Personal Emergency Response System (PERS) - Landline Installation	\$1,165.52	14
Personal Emergency Response System (PERS) - Landline Monitoring	\$40,301.58	302
Personal Support Services - Agency Based	\$58,116.40	7,157
Respite - In Home	\$14,211.33	1,371
Skilled Nursing Services - Assessment	\$2,260.24	4
Skilled Nursing Services - Care	\$13,953.04	172
Skilled Nursing Services - Registered Nurse (RN)	\$164,813.58	6,150
<b>Total</b>	<b>\$4,661,402.66</b>	<b>577,821</b>

**Appendix C**  
**Wyoming OAA program funding distributed to senior centers**  
**and other community providers**

Title III program	2024		2023		Total People Served		
	Federal	State	Federal	State	2022	2021	2020
III-B Supportive Services	\$1,826,550	\$121,744	\$1,783,201	\$121,744	16,825	15,816	19,463
III-C1 Congregate Nutrition	\$2,196,016	\$107,500	\$1,379,024	\$118,985	13,348	9,614	13,849
III-C2 Home-Delivered Meals	\$1,795,285	\$123,750	\$2,188,136	\$112,265	14,361	12,797	12,758
Nutrition Services Incentive Program (NSIP)	\$876,121	N/A	\$883,991	N/A	N/A*	N/A*	N/A*
III-D Evidence-Based Preventive Health	\$130,378	\$-	\$123,444	\$-	432	111	216
III-E Caregiver Support Program	\$872,888	\$122,874	\$864,473	\$122,875	355	389	350
<b>TOTAL</b>	<b>\$7,697,238</b>	<b>\$475,868</b>	<b>\$7,222,269</b>	<b>\$475,869</b>	<b>20,158**</b>	<b>17,605**</b>	<b>20,663**</b>

\* The NSIP program supports the Title III C1 and C2 programs, so WDH assumes each client in each of these programs benefited from NSIP services.

\*\* Unduplicated count.

*Source: Information provided by Wyoming Department of Health Aging Division, Community Living Section.*

**SFY2023 WSSB Funding - July 1, 2022 to June 30, 2023****AS APPROVED BY BOARD MEETING 3/28/22**

<b>Legal Name of Organization</b>	<b>County</b>	<b>BASIC</b>	<b>FORMULA</b>	<b>WAGE 1</b>	<b>TOTAL WSSB FUNDS</b>
Buffalo Senior Center, Inc.	Johnson	30,000	89,705	-	\$ 119,705
Campbell County Senior Citizens Association, Inc.	Campbell	30,000	149,405	-	\$ 179,405
Carbon County Senior Services, Inc.	Carbon	30,000	200,970	-	\$ 230,970
Central Wyoming Senior Services, Inc.	Natrona	30,000	103,217	-	\$ 133,217
Cheyenne Housing Authority (Laramie County Senior Services)	Laramie	30,000	181,646	-	\$ 211,646
Cody Council on Aging, Inc.	Park	30,000	94,769	-	\$ 124,769
Cokeville Senior Citizens Center, Inc.	Lincoln	30,000	15,483	-	\$ 45,483
Converse County Aging Services	Converse	30,000	113,515	-	\$ 143,515
Crook County Senior Services, Inc.	Crook	30,000	27,957	-	\$ 57,957
Eppson Center for Seniors, Inc.	Albany	30,000	72,581	-	\$ 102,581
Golden Hour Senior Center, Inc.	Sweetwater	30,000	93,189	-	\$ 123,189
Goshen County Senior Friendship Center	Goshen	30,000	234,313	-	\$ 264,313
High Country Senior Citizens	Fremont	30,000	59,139	-	\$ 89,139
Hot Springs County Senior Citizens Center, Inc.	Hot Springs	30,000	97,961	-	\$ 127,961
Kemmerer Senior Citizens Association	Lincoln	30,000	27,479	-	\$ 57,479
Lander Senior Citizens Center, Inc.	Fremont	30,000	102,919	-	\$ 132,919
Meals on Wheels of Cheyenne, Inc.	Laramie	30,000	168,692	-	\$ 198,692
Natrona County Meals on Wheels	Natrona	30,000	448,161	-	\$ 478,161
Niobrara Senior Center, Inc.	Niobrara	30,000	49,016	-	\$ 79,016
North Big Horn Senior Center, Inc.	Big Horn	30,000	76,736	-	\$ 106,736
Northern Arapahoe Tribe	Fremont	30,000	43,994	-	\$ 73,994
Pine Bluffs Senior Center, Inc.	Laramie	30,000	26,937	-	\$ 56,937
Powell Senior Citizens A-Go Go, Inc.	Park	30,000	88,568	-	\$ 118,568
Rendezvous Pointe	Sublette	30,000	27,736	-	\$ 57,736
Riverton Senior Citizens Center, Inc.	Fremont	30,000	98,135	-	\$ 128,135
Young At Heart Senior Citizens (Rock Springs )	Sweetwater	30,000	121,557	-	\$ 151,557
Senior Center of Jackson Hole, Inc.	Teton	30,000	65,945	-	\$ 95,945
Senior Citizens Council	Sheridan	30,000	310,141	-	\$ 340,141
Services for Seniors, Inc.	Platte	30,000	134,936	-	\$ 164,936
Shoshoni Senior Citizens Center	Fremont	30,000	18,071	-	\$ 48,071
South Big Horn Senior Citizens, Inc.	Big Horn	30,000	122,411	-	\$ 152,411
Southwest Sublette County Pioneers, Inc.	Sublette	30,000	22,839	-	\$ 52,839
Star Valley Senior Citizens, Inc. dba Salt River Center	Lincoln	30,000	55,331	-	\$ 85,331
Ten Sleep Senior Center	Washakie	30,000	18,215	-	\$ 48,215
Thayne Senior Center	Lincoln	30,000	57,540	-	\$ 87,540
Uinta Senior Citizens, Inc.	Uinta	30,000	279,537	-	\$ 309,537
Waskakie County Senior Citizens Center	Washakie	30,000	68,296	-	\$ 98,296
Weston County Senior Services	Weston	30,000	79,052	-	\$ 109,052
Wyoming Senior Citizens, Inc.	Fremont	30,000	70,605	-	\$ 100,605
<b>TOTAL</b>		<b>1,170,000</b>	<b>4,116,696</b>	<b>-</b>	<b>\$ 5,286,696</b>

Administration &amp; Other 600 Series: \$ 63,498

Grand Total: \$ 5,350,194

# STRATEGIES TO SUSTAIN A **NO WRONG DOOR** SYSTEM

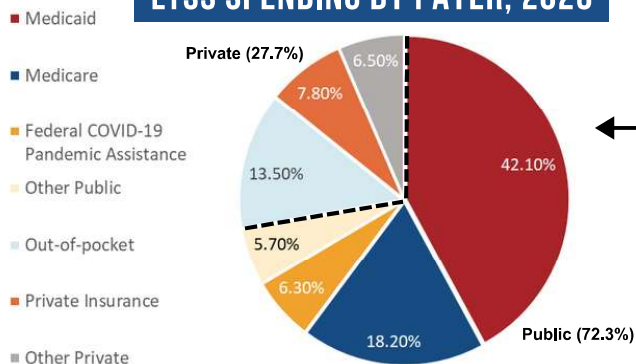


a partnership  
between...



and aging and disability network agencies

## LTSS SPENDING BY PAYER, 2020



## LTSS DEMAND IS **GROWING**

Nearly 11 million community residents in the United States need long term services and supports (LTSS), roughly half of them under the age of 65.

### MOST PEOPLE RECEIVE LTSS THROUGH MEDICAID

Medicaid covers nearly half of the LTSS spending. Together, Medicaid and Medicare make up 60.3% of the public funding which covers LTSS spending.

### MORE PEOPLE ARE CHOOSING HCBS

Home and community-based services (HCBS) comprised 58.6% of FY 2019 Medicaid LTSS expenditures for all populations; more than tripling from 17 percent in FY 1995.

## NWD SUPPORTS ACCESS AND CHOICE IN LTSS



NWD promotes HCBS by supporting states' efforts to develop coordinated systems of access to make it easier for individuals to learn about and access LTSS in their communities.

### Successful efforts to sustain NWD Systems include building partnerships to maximize existing funding including:

- Older Americans Act
- National Family Support Program
- Veteran Directed Care
- Care Transitions income
- Medicaid
- Medicare
- ADRC Grant
- Charitable Donations
- Consumer Fees and Cost-Sharing
- Grants
- State General Revenue
- Other Federal Funding

[Click here for state examples of NWD System funding](#)

State NWD systems need sustainable and diverse funding sources in order to keep up with rising LTSS demand.

NWD SYSTEMS OPERATE THROUGH A **DIVERSITY OF FUNDING SOURCES**

### KEY FUNCTIONS OF A **NO WRONG DOOR** SYSTEM

- State Governance and Administration
- Public Outreach and Coordination with Key Referral Sources
- Person-Centered Counseling (PCC)
- Streamlined Eligibility for Public Programs

## NWD SYSTEMS FACILITATE ACCESS TO MEDICAID

APRIL 2020 - SEPTEMBER 2022

**1,436,793**

INDIVIDUALS ASSISTED WITH APPLICATIONS FROM MEDICAID LTSS

**557,845**

INDIVIDUALS SUPPORTED WITH COMPLETING FINANCIAL ASSESSMENTS FROM MEDICAID-FUNDED PROGRAMS

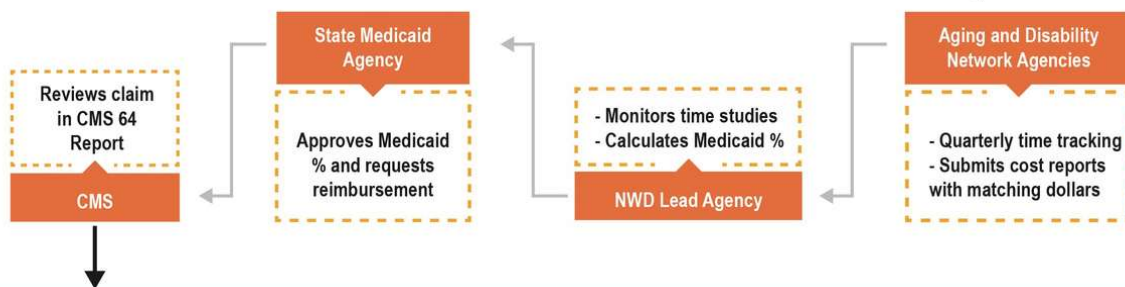
**1,856,694**

INDIVIDUALS SUPPORTED WITH COMPLETING FUNCTIONAL ASSESSMENTS FROM MEDICAID LTSS



# MEDICAID ADMINISTRATIVE CLAIMING PROVIDES A SOURCE OF FUNDING TO SUSTAIN THE NWD SYSTEM

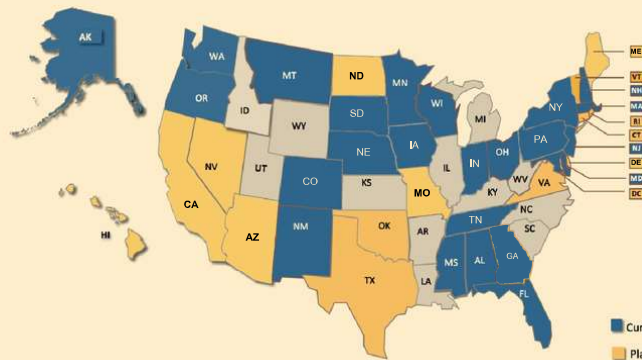
Medicaid Administrative Claiming supports efficient and effective administration of the Medicaid program.



## MANY STATES ARE ALREADY CLAIMING MEDICAID APPROVED ACTIVITIES. THEY INCLUDE:

- Conducting Outreach and Consumer Education about Medicaid
- Assisting Individuals to Complete Medicaid Applications
- Facilitating Person-Centered Counseling about Medicaid Options
- Screening for Medicaid Program
- Training about Medicaid
- Program Planning/Interagency Coordination about Medicaid

### MEDICAID CLAIMING EXPANSION



24  
STATES ARE  
CLAIMING

15  
STATES ARE  
IN  
PLANNING  
PHASE

CLAIMING AMOUNTS RANGE FROM  
**\$27,000-  
\$34,000,000**  
per year



**\$60 MILLION<sup>1</sup>**

Estimated Medicaid administrative funding supporting NWD System activities per year

## TOOLKIT

ACL and CMS partnered to produce the [NWD System Reference Document](#) for Medicaid Administrative Claiming.

### PHASE 1 TOOLS

Establish Costs And Document Medicaid Time

Project Work Plan

Presentation for State Level Partner Agencies

Presentation for Stakeholders

Cost Simulator

Code Development Guidance

### PHASE 2 TOOLS

Develop Agreements And Approvals

Cost Pool Guidance and Cost Pool Spreadsheet

Sample MOU Language

<sup>1</sup> Represents knowledge from Administration for Community Living informal communication with state NWD System personnel.



The  
COMMONWEALTH  
FUND



## ***Wyoming: 2020 Long-Term Services and Supports (LTSS) State Scorecard***

The fourth edition of the *LTSS State Scorecard*, released in fall 2020, takes a multi-dimensional approach to measure state-level performance of LTSS systems that assist older adults, people with physical disabilities, and family caregivers. Unlike many other rankings that focus on a particular aspect of LTSS system performance, the *Scorecard* compares state LTSS systems across multiple dimensions, reflecting the importance and interconnectedness each has on the overall LTSS system. The full report is available at [www.longtermscorecard.org](http://www.longtermscorecard.org)

Data used for this *Scorecard* was analyzed in 2019, prior to the COVID-19 outbreak. Therefore, performance on this *Scorecard* does not include the impact of the pandemic on the LTSS system, which is considerable. Nevertheless, the *Scorecard* indicators continue to be highly relevant, both in the current environment and in a future post-COVID world.

**Purpose:** The *Scorecard* aims to empower state and federal policy makers and consumers with information they need to effectively assess their state's performance across multiple dimensions and indicators, learn from other states, and improve the lives of older adults, people with physical disabilities, and their families.

**Results:** The *Scorecard* examines state performance, both overall and along five key dimensions. Each dimension comprises 4 to 7 data indicators, for a total of 26 indicators. The *Scorecard* also measures changes in performance over the previous three years wherever possible (reference data available for 21 of the 26 indicators). The table below summarizes current performance and change in performance at the dimension level. Indicator data appear on the next page.

Dimension	Rank	Number of indicators with trend*	Number of indicators showing:		
			Substantial improvement	Little or no change	Substantial decline
<b>OVERALL</b>	<b>33</b>	<b>19</b>	<b>4</b>	<b>11</b>	<b>4</b>
Affordability & Access	<b>38</b>	6	1	4	1
Choice of Setting & Provider	<b>41</b>	4	2	1	1
Quality of Life & Quality of Care	<b>13</b>	2	0	0	2
Support for Family Caregivers**	<b>29</b>	4	0	4	0
Effective Transitions	<b>13</b>	3	1	2	0

\* Trend cannot be shown if data are missing for either the current or baseline data year.

\*\* The support for family caregivers dimension comprises 12 policy areas, organized into four broad categories. Change is shown at the category level in the table above. Policy data are shown on the next page.

## Wyoming: 2020 Long-Term Services and Supports State Scorecard Data

Dimension and Indicator (Current Data Year)	Current Rate	Baseline Rate	Rank	Change	National Average	Top State Rate
<b>OVERALL RANK</b>	<b>33</b>					
<b>Affordability and Access</b>	<b>38</b>					
Nursing Home Cost (2018-19)	205%	197%	10	■	245%	168%
Home Care Cost (2018-19)	96%	92%	44	■	80%	51%
Long-Term Care Insurance (2018)	41	44	27	■	43	138
Low-Income PWD with Medicaid (2016-18)	54.4%	56.7%	28	■	56.7%	79.2%
PWD with Medicaid LTSS (2017)	43	35	20	✓	46	100
ADRC/NWD Functions (2019)	13%	21%	51	✗	66%	96%
<b>Choice of Setting and Provider</b>	<b>41</b>					
Medicaid LTSS Balance: Spending (2016)	27.5%	21.8%	37	✓	45.1%	73.5%
Medicaid LTSS Balance: Users (2017)	51.3%	45.8%	32	✓	64.2%	83.9%
Self-Direction (2019)	14.5	*	20	*	30.4	149.1
Home Health Aide Supply (2016-18)	20	27	23	✗	22	47
Assisted Living Supply (2016)	37	*	35	*	49	102
Adult Day Services Supply (2016)	*	*	*	*	61	171
Subsidized Housing Opportunities (2017-18)	4.5%	4.7%	47	■	6.2%	18.6%
<b>Quality of Life and Quality of Care</b>	<b>13</b>					
PWD Rate of Employment (2016-18)	29.2%	34.1%	7	✗	21.4%	38.1%
Nursing Home Residents with Pressure Sores (2018)	5.3%	*	3	*	7.3%	4.8%
Nursing Home Antipsychotic Use (2018)	14.4%	12.4%	24	✗	14.6%	7.8%
HCBS Quality Benchmarking (2015-19)	0	*	38	*	1.30	3.60
<b>Support for Family Caregivers</b>	<b>29</b>					
Supporting Working Family Caregivers (6 policies)	0	0	38	■	3.17	13.50
Family Responsibility Protected Classification (2019)	0	0			0.29	2.00
Exceeds Federal FMLA (2019)	0	0			0.29	3.00
Paid Family Leave (2019)	0	0			0.50	3.50
Mandatory Paid Sick Days (2019)	0	0			0.85	3.00
Flexible Sick Days (2019)	0	0			0.75	3.00
Unemployment Insurance for Family Caregivers (2019)	0	0			0.49	1.00
Person- and Family-Centered Care (3 policies)	4.30	4.30	5	■	3.04	5.50
Spousal Impoverishment Protections (2019)	2.00	2.00			0.90	2.00
Having Caregiver Assessment (2019)	1.30	1.30			1.34	2.50
CARE Act Legislation (2019)	1.00	1.00			0.80	1.00
Nurse Delegation and Scope of Practice (2 policies)	3.75	3.75	27	■	3.30	5.00
Nursing Tasks Able to be Delegated (2019)	2.75	2.75			2.69	4.00
Nurse Practitioner Scope of Practice (2019)	1.00	1.00			0.61	1.00
Transportation Policies (1 policy)	0	0	8	■	0.14	1.00
Volunteer Driver Protection (2019)	0	0			0.14	1.00
<b>Effective Transitions</b>	<b>13</b>					
Nursing Home Residents with Low Care Needs (2017)	12.8%	*	38	*	8.9%	2.1%
Home Health Hospital Admissions (2017)	15.1%	16.8%	12	✓	15.8%	13.8%
Nursing Home Hospital Admissions (2016)	15.1%	16.4%	24	■	16.8%	4.7%
Burdensome Transitions (2016)	19.3%	20.9%	4	■	28.6%	16.2%
Successful Discharge to Community (2017-18)	55.5%	*	22	*	53.9%	68.5%

\* Comparable data not available for baseline and/or current year. Rank cannot be calculated without current data. Change in performance cannot be calculated without both baseline and current data.  
 ADRC/NWD = Aging and Disability Resource Center/No Wrong Door  
 CARE Act = Caregiver Advise, Record, Enable Act  
 FMLA = Family and Medical Leave Act  
 HCBS = Home- and Community-Based Services  
 LTSS = Long-Term Services and Supports  
 PWD = People with Disabilities

### Key for Change:

✓	Performance improvement
■	Little or no change in performance
✗	Performance decline
*	No trend available