



Long Term Services & Supports

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LTSS: Two Topics in Focus

1. Community & Social Services for Home & Community Living
2. Navigation

LTSS Services: Community and Social Supports

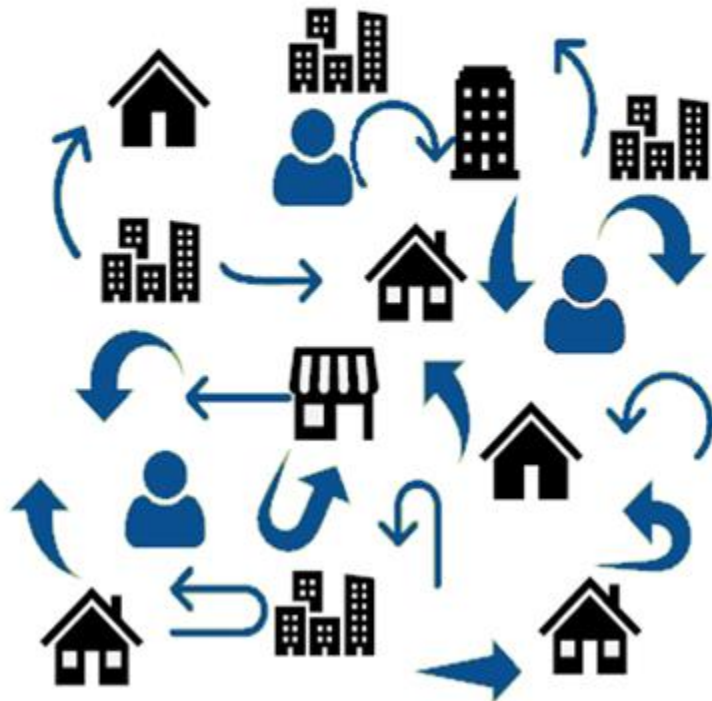


- Area Agencies on Aging/Older Americans Act Network (CDA - <https://aging.ca.gov/>)
 - Home Delivered Meals, Home Modifications, Family Caregiving Support, Digital Divide
- Independent Living Centers (DOR - <https://www.dor.ca.gov/>)
 - Transitions, Assistive Technology
- County Services (DSS - <https://www.cdss.ca.gov/>)
 - Adult Housing & Homelessness, Adult Protective Services, Cal-Fresh, Public Conservator, In Home Supportive Services
- Many aging and disability community-based organizations (CBOs) - including Regional Centers (DDS - <https://www.dds.ca.gov/>), Alzheimer's Associations, more
- Veterans Services (CalVet - <https://www.calvet.ca.gov/>)

These community supports are financed through various funding sources (federal, state, local, grants, etc.) and eligibility for services vary.

LTSS Navigation: No Wrong Door/ADRC

Before NWD System Implementation



After NWD System Implementation



LTSS Navigation: Aging and Disability Resource Connections (ADRC)



- "No Wrong Door System"
- The ADRC aims to minimize confusion by streamlining access to LTSS through a **single** reliable and trusted source in the community
- Connects to a highly **integrated network** of various community-based organizations and extended partners, including health plans
- Provides person-centered information, care planning, and care coordination to all ages, incomes, disabilities
- Now on path to statewide expansion (CDA with DOR, DHCS, more)

LTSS Navigation (Medicare): Health Insurance Counseling and Advocacy Program (HICAP)



HICAP ([Health Insurance Counseling and Advocacy Program](#)):

- Free, confidential one-on-one counseling, education, and assistance to individuals and their families on Medicare, Long-Term Care insurance, other health insurance related issues, and planning for Long-Term Care needs.
- Trained volunteer, peer counselors that provide objective counseling advice.

Opportunities, per new strategic assessment:

- Expanding overall reach and access
- Services to Medicare-Medicaid "duals", with California's new Office of Medicare Innovation and Integration (OMII)
- Revisiting Medicare Advantage and LTSS, with OMII