



Division of Aging and Adult Services Strategic Plan 2024-2025

Vision

To improve the quality of life of all Arkansans by protecting the vulnerable, fostering independence, and promoting better health.

Mission

The mission of the Division of Aging and Adult Services is to promote the well-being, safety, and independence of Arkansans who are aging, elderly or physically disabled adults through timely and accessible services.

Objectives

Strategic Objective 1

Promote self-determination and independence by ensuring access to HCBS in the continuum of care.

Action Plan

- Engage in the Hospital to Home pilot which seeks to reduce unnecessary use of hospitals, gives beneficiaries the ability to select where they want to receive their services and widens the menu of services to improve their overall quality of life and reduce usage of high-cost healthcare services. The goal is to give beneficiaries the option to remain in their homes and communities with immediate HCBS in place while the beneficiary applies for a long-term waiver program. After pilot evaluation, assist in efforts to incorporate Hospital to Home in the necessary federal vehicle.
- Evaluate and possibly expand Money Follows the Person (MFP) which is designed to support Medicaid long-term care beneficiaries who are moving out of institutionalized settings and returning to live in their home or community. MFP expansion seeks to increase referrals and access to housing resources through the development of an awareness campaign. MFP can also be utilized to remove barriers for clients living in the community. Evaluation of other state's use of MFP will assist with determining if additional funding should be requested for other usages.
- Evaluate and enhance the PACE program with the goal to increase enrollments and support new providers through the CMS approvals process.
- Collaborate with other Divisions to streamline eligibility determination processes for aging and physical disability HCBS waivers and State Plan Medicaid services.
- Evaluate and amend any aging and physical disability HCBS waiver programs or State Plan Medicaid services to ensure adequate and accessible HCBS.



Strategic Objective 2

Better connect older Arkansans and those with physical disabilities to the services that meet their individual needs by improving coordination with other Divisional programs and DAAS structure.

Action Plan

- Engage in the development of DHS' broader Customer Service Center, functioning as a statewide No Wrong Door System, to ensure it includes DAAS resources from the OAA team, ADRC, and Waiver/State Plan units.
- Design a Beneficiary Support Unit within DAAS that will take referred callers from the Customer Service Center for information and assistance.

Strategic Objective 3

Better serve Arkansans by improving the Division's ability to measure, track, and report data for all programs overseen by DAAS in order to increase transparency and promote informed programmatic decision-making.

Action Plan

- Utilize the DAAS Dashboard with key metrics that track overall spending, utilization vs. prior authorization, program attrition, and other selected outcomes.
- Establish a Quality Assurance section within DAAS to analyze dashboard results, trends, compare metrics/outcomes to other programs and conduct root cause analysis, and establish Key Performance Indicators that can be used to track and improve the performance of different functions.
- Evaluate the efficiency of program operations.
- Implement Money Follows the Person (MFP) Dashboard.

Strategic Objective 4

Proactively address recent Federal guidance outlining new state requirements on quality measures and program implementation and reporting.

Action Plan

- Review and evaluate state compliance with new mandates from CMS's Medicaid Access Rule and take action as necessary.
- Review and evaluate state compliance with new mandates from ACL's Older Americans Act Final Rule and take action as necessary.
- Review and evaluate state compliance with new mandates from the Notice of Proposed Rule Making for Adult Protective Services and take action as necessary.

Strategic Objective 5

Continue to support service improvement and physical plant upkeep at Skilled Nursing Facilities.



Action Plan

- Review and evaluate utilization and quality of facilities' A, B, and C beds.
- Research and evaluate Medicare Shared Savings model.