CT Money Follows the Person Transition Challenges Report – 1st Quarter 2018

UConn Health, Center on Aging

Transition Coordinators (TCs) and Specialized Care Managers (SCMs) complete a standardized checklist of potential challenges to transition for each consumer. Challenges are recorded up until the consumer transitions, or if not transitioning, until the consumer’s case is closed. This report includes transition challenge data through March 31, 2018, obtained from Connecticut’s My Community Choices MFP Website. The data reported here are cumulative and reflect a combination of demonstration and non-demonstration consumers. Only referrals with signed informed consents are used in the data. Overall transition challenge data and comparisons of type of challenge by transition status and disability type are examined.

As of March 31, 2018, the CT MFP program had made 14,320 referrals to SCM Supervisors. Of these, 10,061 had signed informed consents. SCMs or TCs had completed challenges checklists for 9,683 (96%) of referrals with signed informed consents. Of those referrals with a completed checklist, 414 referrals (4%) had “no challenges” to transition marked.

Note: Percentages may not sum to exactly 100% due to rounding.
The checklist for potential transition challenges comprises 12 challenge categories, each with four to seven subcategories (not including the category “Other”). Excluding the referrals where the SCM or TC indicated “no challenges,” the 9,269 referrals with completed challenges checklists generated 59,491 separate challenges. Of these, the most frequently reported challenge was physical health (16.8%) followed by challenges related to services and supports (16.0%), housing (15.4%), mental health (12.9%), consumer engagement (10.3%), financial issues (7.6%), and waiver/home and community-based services (HCBS) program (5.6%).

**Transition challenge categories**

Note: Percentages may not sum to exactly 100% due to rounding
Types of Challenges

Physical health
- Current, new or undisclosed physical health problem
- Inability to manage physical disability or physical illness in community
- Medical testing issues or delays
- Missing or waiting for physical health documents
- Other physical health issues

Mental health
- Current or history of substance/alcohol abuse w/ risk of relapse
- Current, new or undisclosed mental health problem
- Dementia or cognitive issues
- Inability to manage mental health in community
- Other mental health issues

Housing
- Delays related to housing authority, agency or housing coordinator
- Delays related to lease, landlord, apartment manager, etc.
- Needs housing modifications before transition
- Ineligible or waiting for approval from RAP or other housing programs
- Lacks affordable, accessible community housing
- Housing related legal, criminal or credit issues, including evictions or unpaid rent
- Other housing related issues

Consumer engagement
- Disengagement or lack/loss of motivation
- Lack of awareness or unrealistic expectations
- Lack of independent living skills
- Language or communication skills
- Other consumer related issues

Services and supports
- Lack of alcohol, substance abuse, or addiction services
- Lack of AT or DME
- Lack of mental health services or supports
- Lack of PCA, home health, or other paid support staff
- Lack of transportation
- Lack of any other services or supports
- Lack of unpaid caregiver to provide care/informal support
- Other issues related to services or supports

Financial
- Consumer credit or unpaid bills
- Lack of or insufficient financial resources
- SSDI, SSI, SAGA, SSA, VA or other cash benefits
- Medicaid eligibility or insurance issues
- Other financial benefits or issues
- Other financial challenge
Data through 3/31/2018

**Waiver /HCBS**
- Current waivers or HCBS programs do not meet consumer needs: 48%
- Ineligible for or denial of HCBS program or waiver services: 11%
- Targeted waiver full: 15%
- Waiting for evaluation, application review from waiver or HCBS agency/contact: 15%
- Other HCBS or waiver program issues: 10%

**Other involved individual**
- Issues with spouse/partner, family or friends: 6%
- Physical health provider/doctor opposed, unsupportive, or unresponsive: 5%
- Mental health provider/doctor, unsupportive, or unresponsive: 6%
- Other provider or state agency opposed, unsupportive, or unresponsive: 6%
- Other issues related to involved individuals: 79%

**MFP Office or transition coordinator**
- Lack of time for TC to follow up: 58%
- Transition plan not approved: 12%
- Waiting for response/approval from MFP Office: 24%
- Other TC/MFP Office issues: 6%

**Facility**
- Facility staff or administration issues: 27%
- Waiting for, loss of or absence of discharge planning: 16%
- Evaluation of consumer by facility: 15%
- Nursing home or facility closure: 3%
- Level of care (ASCEND) issues: 15%
- Other facility related issues: 42%

**Legal**
- Consumer criminal history: 42%
- Probate court issues: 19%
- Legal representative issues: 6%
- Missing or waiting for identity, birth certificates, etc.: 25%
- Other court or legal issues: 9%
Type of Challenge by Transition Status

This analysis examines two groups of referrals with completed challenge checklists: those who transitioned and those who closed without transitioning (including recommend closure status), as of March 31, 2018. Of the 9,683 referrals with a completed transition challenges checklist, 8,663 (90%) had either transitioned or closed without transitioning. Of these, 4,966 (57%) had transitioned, while the remaining 3,697 (43%) had closed without transitioning.

### Transitioned vs. Closed Prior to Transition with Challenge Checklist Completed

<table>
<thead>
<tr>
<th>Status Transitioned or Closed without transitioning</th>
<th>8,663 (90%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(7,983 consumers; 680 with multiple referrals)</td>
<td></td>
</tr>
</tbody>
</table>

| Still in transition process | 1,020 (10%) |

- **Transferred**
  - 4,966 (57%)
- **Closed without transitioning**
  - 3,697 (43%)

Note: Percentages may not sum to exactly 100% due to rounding.
The transitioned versus closed before transitioning groups showed significant differences in nine of the twelve challenge categories. A significantly greater percentage of those referrals that closed before transitioning had potential transition challenges related to physical health, mental health, consumer engagement and skills, waiver/HCBS program, other involved individuals, legal concerns and other challenges. On the other hand, consumers who transitioned faced significantly greater financial and facility related challenges, although these did not prevent the consumer from transitioning. Housing challenges were very similar between the two groups of referrals – 60 and 61 percent faced challenges with housing. Challenges related to services and supports also had a slight difference, 45 percent for people who closed before transitioning and 44 percent for those who transitioned. Once again a significantly greater percentage of referrals that transitioned had no challenges to transition, compared to those who closed before transitioning (8% vs. 1%, respectively).

**Challenges by Transition Status**

![Chart showing challenges by transition status]

* indicates significance of p<0.05 using chi square tests
**Type of Challenge by Disability Type**

In this analysis, potential transition challenges faced by consumers were analyzed by the type of disability listed for each referral: physical health (n=7,601), mental health (n=3,400), cognitive (n=2,721), or sensory (n=880, includes visual or hearing). The following table shows the percent of each disability type that had that particular challenge. For example, physical health was a challenge to transition for 73 percent of referrals with a physical disability, 70 percent with a mental health disability, 69 percent with a cognitive disability, and 75 percent with a sensory disability. Each referral can have more than one disability type.

Five challenge categories, as well as those with no challenges, were a statistically significant problem for referrals in any of the four disability types: mental health (range 50-77%), services and supports (52-54%), consumer engagement (42-52%), MFP office/TC (20-26%), other involved individuals (18-23%) and no challenges (1-3%). Other types of challenges posed a significant problem for one or more disability types, but not for all four types.

Challenges related to physical health issues were a statistically significant problem for 75 percent with sensory disabilities, 73 percent of referrals with physical disabilities, and 70 percent with mental health disabilities and 69 percent with physical health issues. Seventy-seven percent of referrals with mental health disabilities faced challenges related to mental health issues, which is statistically significant. Mental health concerns were also a statistically significant challenge for 67 percent of referrals with cognitive disabilities, 56 percent with sensory disabilities and 50 percent of referrals with physical disabilities.

Housing was a significant challenge for just over two thirds of those with mental health or physical health disabilities. Housing was also a challenge for 63 percent of people with cognitive disabilities or sensory disabilities, although not statistically significant. Services and supports were a significant challenge for slightly more than half of all disability types. Consumer engagement, awareness, or skills also proved a significant challenge for about half of referrals in three of the four disability types: mental health, sensory, and cognitive, as well as, 42 percent of those with physical disabilities. Waiver or HCBS program challenges were a significant problem for about one third of referrals with cognitive or sensory disabilities. Waiver or HCBS program was also a challenge for 29 percent of people with either mental or physical health disabilities, although this was not statistically significant.

Other statistically significant challenges faced by those with physical disabilities ranged from 16%-35% and included financial, legal, MFP office or TC, other involved individuals, and facility related. Additional significant challenges for those with mental health disabilities ranged from 19%-34% and included financial, legal, MFP office or TC, other involved individuals, and facility related. Those with cognitive disabilities also faced significant challenges with respect to financial (27%), other involved individuals (21%), MFP office or TC (21%), and facility (16%). Consumers with sensory disabilities also faced significant challenges with respect to MFP office or TC (26%), other involved individuals (23%) and legal (20%).
# Challenges by Disability Type

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Physical (%)</th>
<th>Mental (%)</th>
<th>Cognitive (%)</th>
<th>Sensory (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical health</td>
<td>73.4*</td>
<td>70.2*</td>
<td>69.3*</td>
<td>74.5*</td>
</tr>
<tr>
<td>Consumer engagement, awareness, skills</td>
<td>41.8*</td>
<td>50.0*</td>
<td>52.4*</td>
<td>51.0*</td>
</tr>
<tr>
<td>Mental health</td>
<td>50.4*</td>
<td>77.1*</td>
<td>66.6*</td>
<td>56.1*</td>
</tr>
<tr>
<td>Waiver program</td>
<td>28.7</td>
<td>29.4</td>
<td>30.7*</td>
<td>33.6*</td>
</tr>
<tr>
<td>Housing</td>
<td>66.9*</td>
<td>68.9*</td>
<td>63.4</td>
<td>62.7</td>
</tr>
<tr>
<td>Services and supports</td>
<td>51.6*</td>
<td>51.9*</td>
<td>51.7*</td>
<td>54.3*</td>
</tr>
<tr>
<td>Financial issues or insurance benefits</td>
<td>34.7*</td>
<td>34.1*</td>
<td>26.6*</td>
<td>29.7</td>
</tr>
<tr>
<td>Other involved individuals</td>
<td>18.3*</td>
<td>20.3*</td>
<td>21.3*</td>
<td>22.6*</td>
</tr>
<tr>
<td>Legal or criminal</td>
<td>24.3*</td>
<td>28.5*</td>
<td>22.0</td>
<td>19.8*</td>
</tr>
<tr>
<td>MFP Office or transition coordinator</td>
<td>20.4*</td>
<td>21.4*</td>
<td>20.5*</td>
<td>26.4*</td>
</tr>
<tr>
<td>Facility related</td>
<td>16.0*</td>
<td>18.5*</td>
<td>16.2*</td>
<td>15.0</td>
</tr>
<tr>
<td>Other area</td>
<td>4.7</td>
<td>4.8</td>
<td>5.6*</td>
<td>6.1</td>
</tr>
<tr>
<td>No challenges</td>
<td>2.6*</td>
<td>1.2*</td>
<td>2.5*</td>
<td>1.5*</td>
</tr>
</tbody>
</table>

* indicates significance of p<0.05 using chi square tests