

---

# FOSTERING PARTNERSHIPS FOR BETTER SERVICE DELIVERY



*AN OVERVIEW OF DELAWARE HEALTH AND SOCIAL SERVICES AND  
THE DIVISION OF SERVICES FOR AGING AND ADULTS WITH PHYSICAL DISABILITIES*

DAVA NEWNAM, DIRECTOR

DIVISION OF SERVICES FOR AGING AND ADULTS WITH PHYSICAL  
DISABILITIES (DSAAPD)

Join us online:

[www.dhss.delaware.gov/dsaapd](http://www.dhss.delaware.gov/dsaapd)

# OBJECTIVES

Participants will be able to:

- Understand the structure, purpose and key leaders of the DHSS
- Describe current challenges for DHSS and DSAAPD
- Describe initiatives to address challenges in a collaborative way

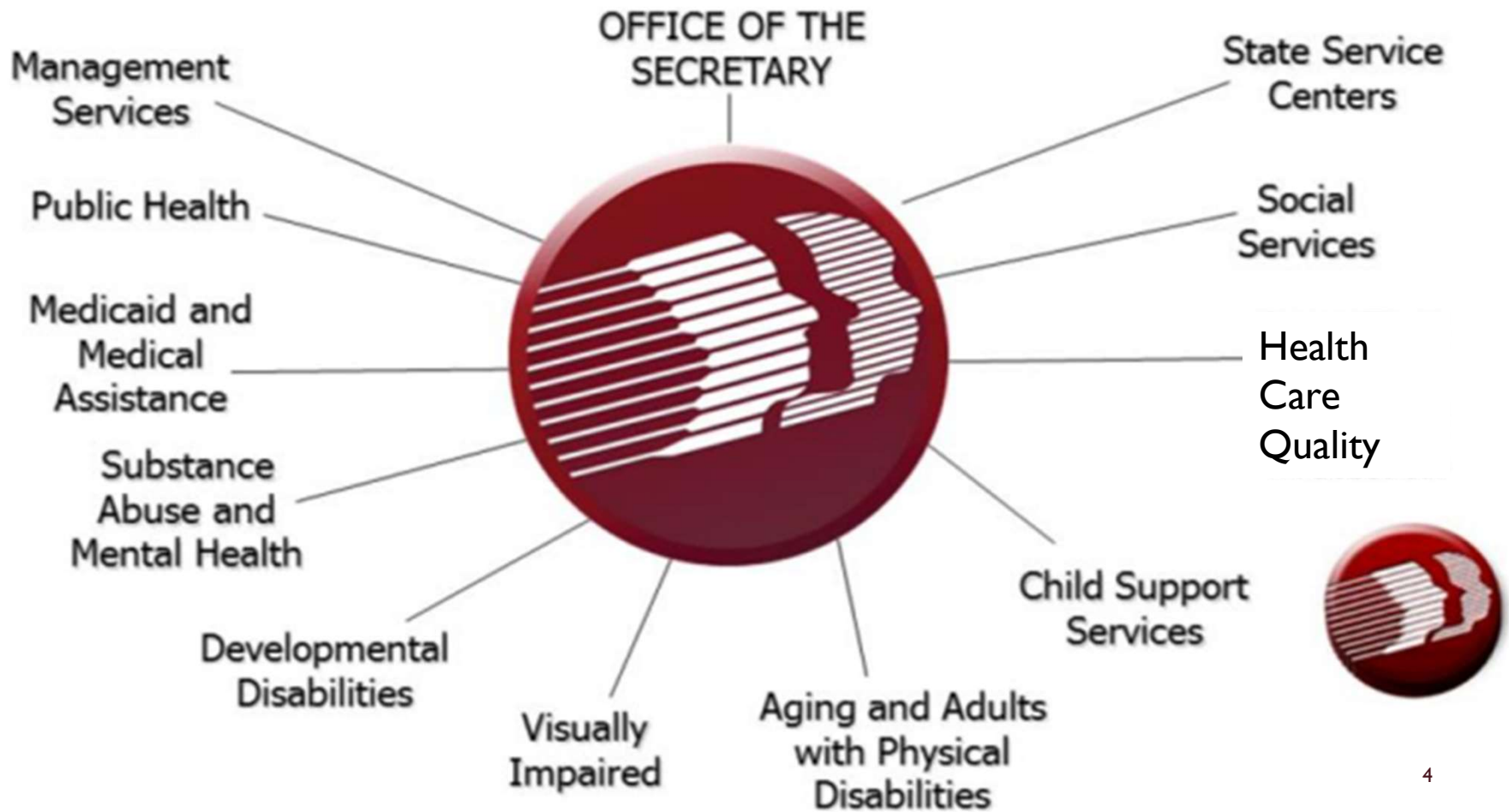




# DHSS OVERVIEW

*TO IMPROVE THE QUALITY OF LIFE FOR DELAWARE'S CITIZENS BY PROMOTING HEALTH AND WELL-BEING; FOSTERING SELF-SUFFICIENCY; AND PROTECTING VULNERABLE POPULATIONS.*

# DEPARTMENT OF HEALTH AND SOCIAL SERVICES






# DHSS PRIORITIES



# HEALTH CARE SPENDING AND QUALITY BENCHMARKS



GET UPDATES BY EMAIL/TEXT   

ABOUT CHOOSE HEALTH

INDIVIDUALS & FAMILIES

EMPLOYERS

HEALTH CARE PROVIDERS

LEGISLATORS

PUBLIC COMMENT OPPORTUNITIES

NEWS & EVENTS

## Delaware is establishing a health care spending benchmark.

Delaware's per-capita health care costs are more than 27 percent above the U.S. average. Although our costs are high, our overall health ranking is low. The health care spending benchmark will drive changes to make care better while controlling costs. The quality of care will be improved by:

- Paying for value
- Educating Delawareans on how to make better health care decisions
- Reinforcing healthy choices
- Supporting improvements in primary care practices

### Here's why change is needed:



Third-highest health care costs in the nation

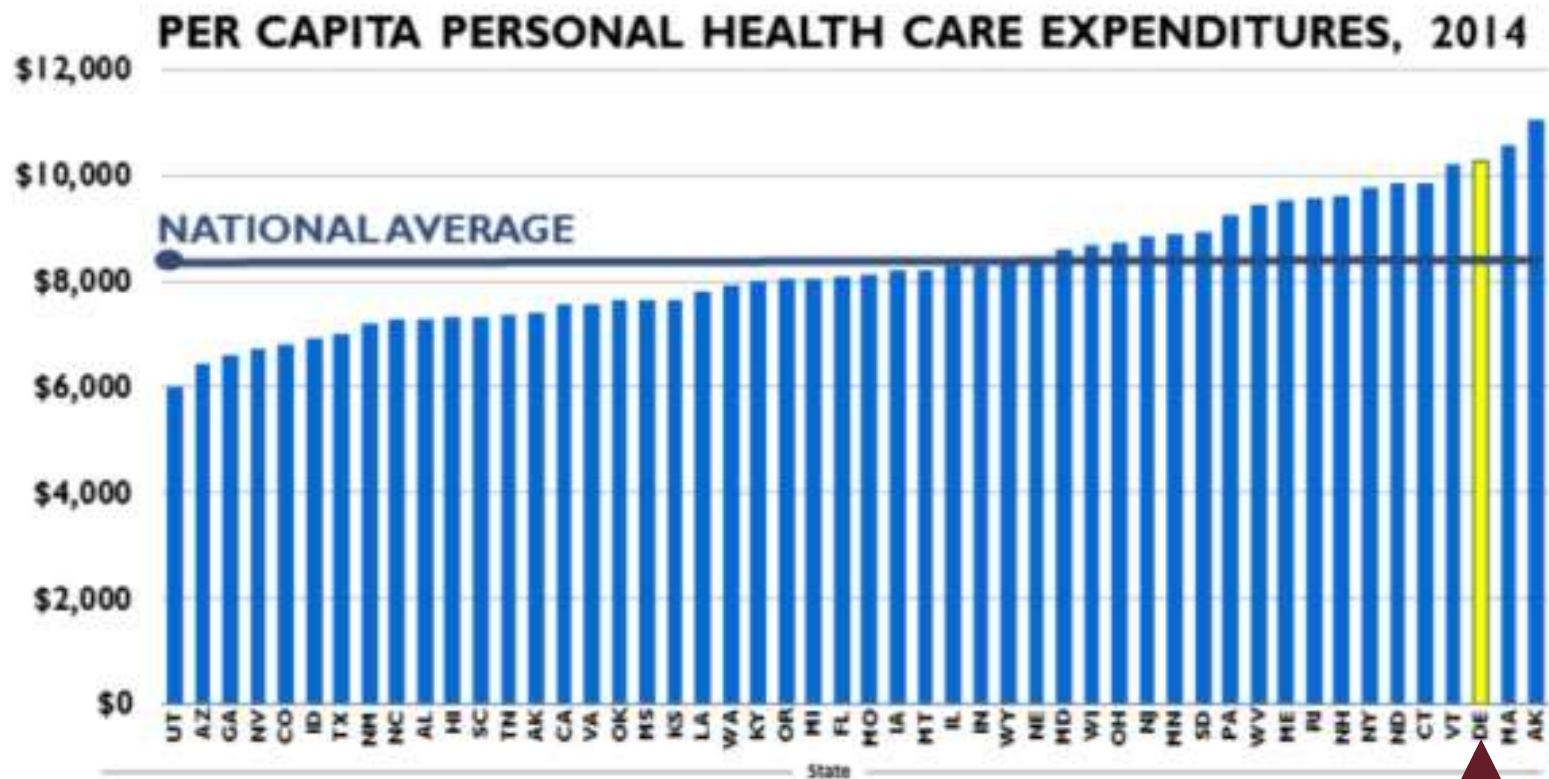


30 percent of state budget goes to health care



By 2025, cost for health care to double

# HEALTH CARE SPENDING BENCHMARK



NOTE: District of Columbia is not included.

SOURCE: Centers for Medicare & Medicaid Services, *Health Expenditures by State of Residence*, CMS, 2017.



# DELAWARE'S OVERALL HEALTH RANKING

- Our population is **older and aging** faster.
- We are **sicker** than the average state.
- Our investments have not led to better outcomes — we are **ranked 31<sup>st</sup>** in America's Health Rankings.

RANKED  
**31**





# DELAWARE'S TOTAL HEALTH SPENDING WILL DOUBLE FROM 2015 TO 2025

DELAWARE'S ACTUAL AND PROJECTED PERSONAL HEALTH CARE EXPENDITURES, 2007—2025  
(BILLIONS OF DOLLARS)



SOURCE: Centers for Medicare & Medicaid Services, [Health Expenditures by State of Residence](#), CMS, 2017;

# NEW MANAGED CARE ORGANIZATION CONTRACT UNDER MEDICAID



**Quality performance measures** and **value-based strategies** included in our Managed Care Organizations contract.

- Embracing Governor Carney's goal to **lower costs**
- While improving **patient outcomes**

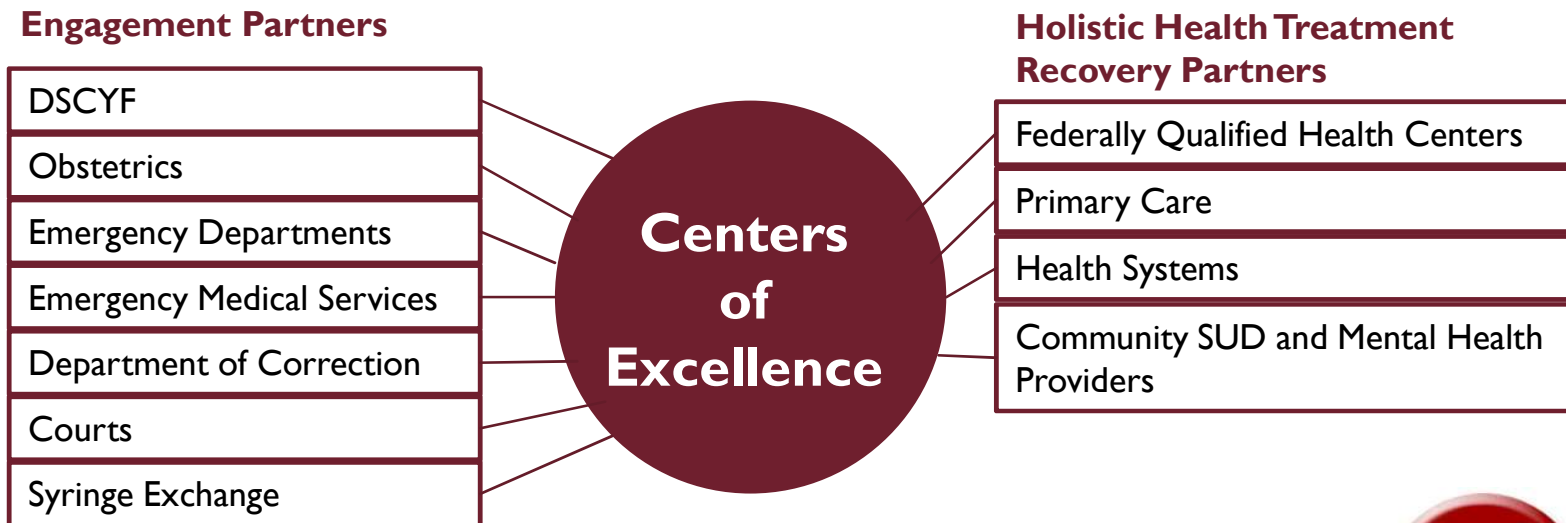


# DELAWARE'S TREATMENT LANDSCAPE

- **8,150 public treatment admissions** for addiction in 2016. Heroin was the most common primary drug listed at time of admission.
- Thousands more sought **private treatment**, in-state or out-of-state.
- In the past decade, the number of **Delawareans with Substance Use Disorder nearly doubled** from 6,000 to 11,000.
- During the same period, the number of people receiving SUD treatment increased by 500% from 1,000 to 5,000 – leaving a **gap of 6,000**.



# PARTNERSHIPS: COORDINATED SUBSTANCE USE DISORDER TREATMENT SYSTEM



# PARTNERSHIPS: OVERDOSE PREVENTION AND SUD TREATMENT

- **Naloxone Access:** Increased access without a prescription (SB 48)
- **Medical Changes:** Removed Barriers to Addiction treatment (SB 109)
- **Relaunched HelpsHereDE.com:** Relaunched the one-stop website for information and services related to addiction prevent, treatment and recovery
- **Strategic Vision for the Substance Use Disorder System:** Planning, visioning, programming under way to support family, caregivers and clients.



# VIOLENCE IN WILMINGTON: SITUATIONAL CONTEXT

- Wilmington's homicide rate ranked high again last year.
- Teen homicides are 60% higher than adults.
- Over half of all homicide victims are under age 25 years old.
- Potentially 200 youth at risk for gun violence based on CDC prediction algorithm.

Annual Total				
Year	Incidents	Homicide Incidents	Victims	Killed
2017	66	31	197	32
2016	127	21	145	21
2015	131	26	151	26
2014	114	23	124	23
2013	127	16	154	18
2012	96	23	118	25



Source: News Journal Tracker: <http://data.delawareonline.com/webapps/crime/>

# COMMUNITY PARTNERSHIPS: CITY OF WILMINGTON



- Created Community Partner Support Unit within Division of Social Services to meet the needs-employment, training and social services – in Wilmington.
- Collaborated with the Division of Libraries to put social workers in seven libraries across the state to bring services to people.



# COMMUNITY PARTNERSHIPS: DUAL GENERATION CENTERS

- As a member of Governor Carney's Family Services Cabinet Council, DHSS is partnering with various state agencies to develop innovative plans to address the needs of Delaware's families.
- The Department of Education, Department of Labor, and others are spearheading plans for Dual Generation Centers in the City of Wilmington to serve families in greatest need.
- Dual Generation Centers, still in the planning phase, would create community-school partnerships to support student learning, strong families, and healthy communities.
- The centers would combine early education, school-aged education and adult education with health and social services, employment skills training, and many other job-related supports.
- Current plans involve working with the Christina School District to identify a location and to carry out next steps in the development process.





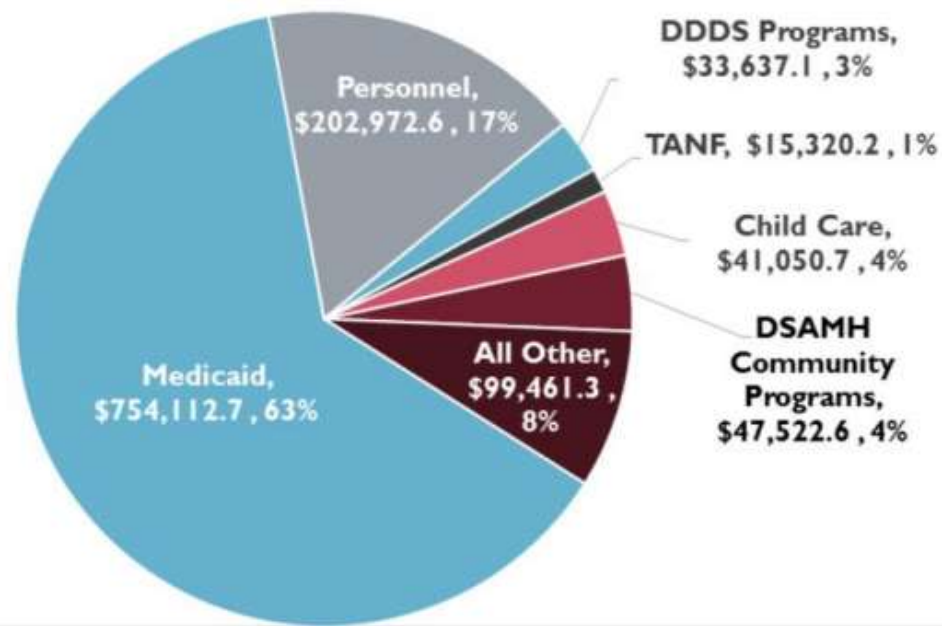
# LOOKING AHEAD: LEVERAGING DATA TO SUPPORT AT-RISK YOUTH AND THEIR FAMILIES

**New opportunities to leverage data:**

**Coordinate services** to better assist young people at risk for violence and their families.



# FY 2019 GOVERNOR'S RECOMMENDED BUDGET





# DSAAPD OVERVIEW

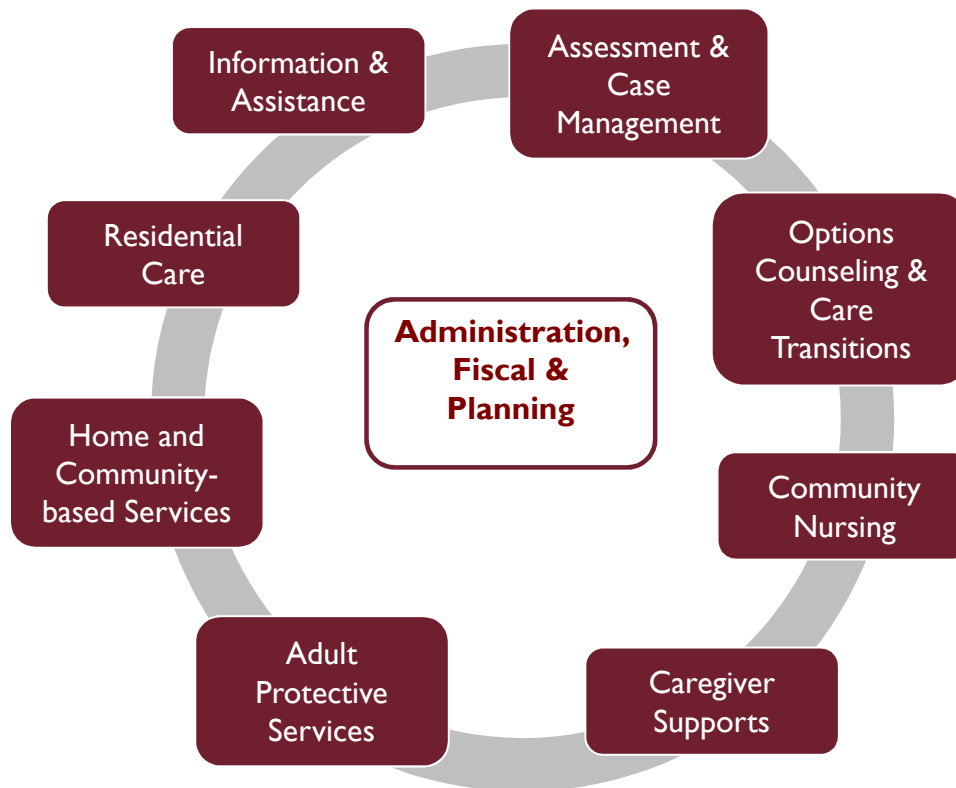
*PROMOTE DIGNITY, RESPECT, AND INCLUSION FOR OLDER ADULTS AND PEOPLE WITH DISABILITIES.*

## DIVISION OVERVIEW

- Located in all three Counties: New Castle, Kent and Sussex Counties.
- Manages two Long Term Care facilities: Governor Bacon and Delaware Hospital for the Chronically Ill.
- Operates one Adult Day Center: Smyrna Adult Day Center.
- Funds, administers &/or authorizes a wide range of *long term services and supports* (LTSS) for older adults, persons with disabilities and caregivers.
- Operates the *Delaware Aging and Disability Resource Center (ADRC): Front Door*; primary access point to the aging and disability service provider network.



# DIVISION OVERVIEW



# DSAAPD SERVICES AND PROGRAMS

## Information and Support

Delaware Aging and Disability Resource Center  
 Information & Assistance/Referral  
 Options OR Person-Centered Counseling  
 Care Transitions (Discharge Planning/Transition Support)

Assessments  
 (CAT Team)  
 Case Mgmt.

## Home and Community Based Services

- Attendant Services
- Assistive Technology
- Community Living
- Home Delivered Meals

Home Modifications  
 Personal Care  
 Personal ERS  
 Self-Management Programs

## Caregiving Support

- Adult Day Services
- Alzheimer's Day Treatment
- Caregiver Support/Caregiver Resource Centers
- Respite Care

## Rights and Protections

- Adult Protective Services
- Legal Services
- Senior Medicare Patrol Program

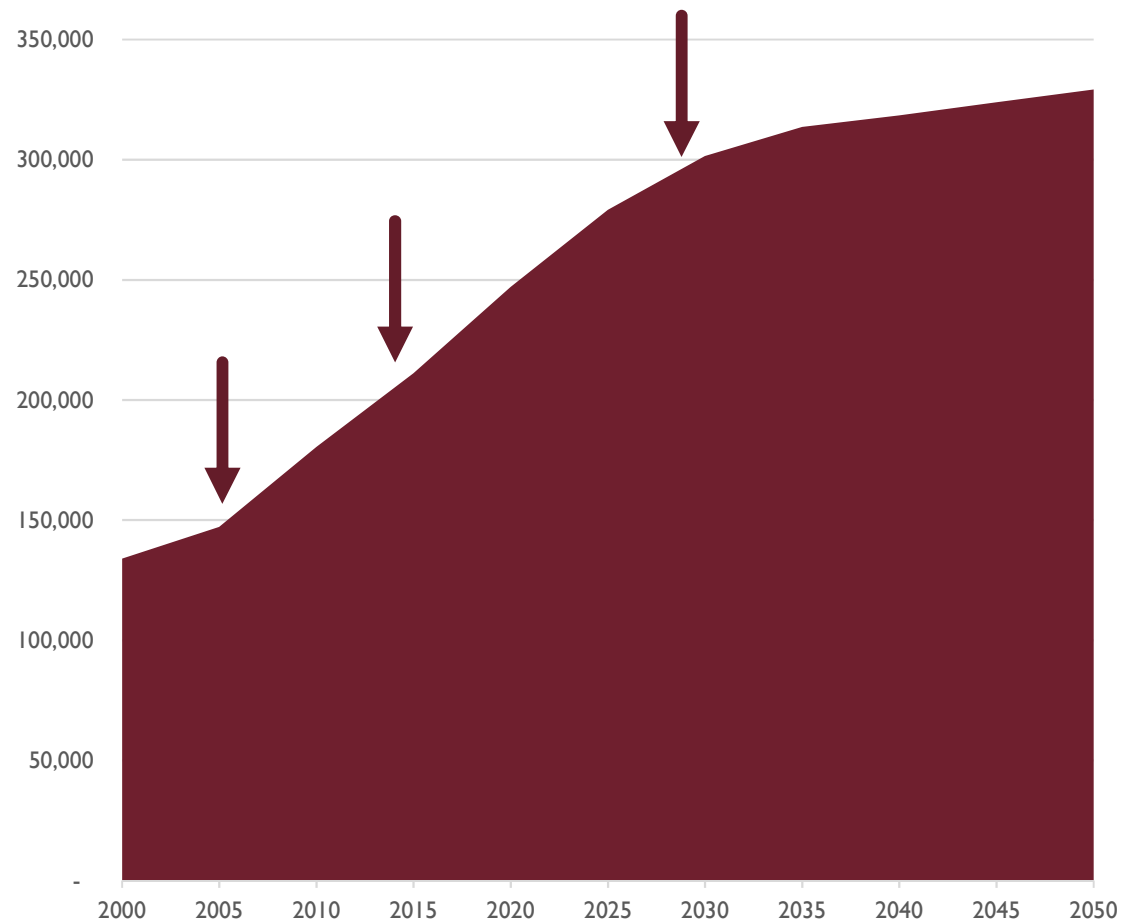
# THE CHANGING LANDSCAPE OF AGING AND DISABILITY

NASUAD & NCIL 2015 national survey of aging and disability I&R/A agencies

- Most frequent **service requests**: Housing, Transportation, Financial Assistance, Healthcare Assistance/Support
- Most frequent **unmet services**: Transportation, Dental Care, Financial Assistance, Housing Assistance, Home Modifications, Utility Assistance, Mental Health Services, Homemaker Services, Long-term care/Long term services and supports, and Respite Care



# IMPACT OF THE BABY BOOM AND BEYOND: GROWTH OF THE 60+ AGE GROUP IN DELAWARE





# PROJECTED GROWTH OF DELAWARE'S 85 AND OVER POPULATION

**2015**

19,378

Persons aged 85+

**2030**

33,873

(75% increase)

**2050**

60,755

(214% increase)



## FUNDING AND PARTNERSHIPS

DSAAPD services are made possible through multiple funding sources per legislative authority and State plans.

- **Federal and State funds:** used to provide most services and programs administered or authorized by State agency.
- **Funding Sources:** Older Americans Act, Social Services Block Grant, Discretionary Grants, Medicaid and other State and federal funds
- **Partnerships (public/private) and Innovation:** enable State agency to **leverage** limited resources to more effectively serve individuals, families and communities statewide.



# PARTNERSHIPS

- DSAAPD collaborates with diverse partners at all levels throughout the aging and disability network.
  - **National:** Administration for Community Living, Center for Medicare & Medical Services; AARP; SAMHSA; NCIL
  - **State:** DHSS agencies (all), State Housing Authority; DE Transit Corp.; Dept. of Labor and Div. of Vocational Rehabilitation; Dept. of Insurance; Dept. of Education; State Council for Persons with Disabilities, Brain Injury Committee; AARP Delaware; Alzheimer's Association DE Valley Chapter
  - **Community:** Delaware Aging Network, Easter Seals, Centers for Independent Living, United Cerebral Palsy, Brain Injury Assoc. of DE, Community Legal Aid, Veterans Community Partnership, DE Association of Home and Community Care etc.



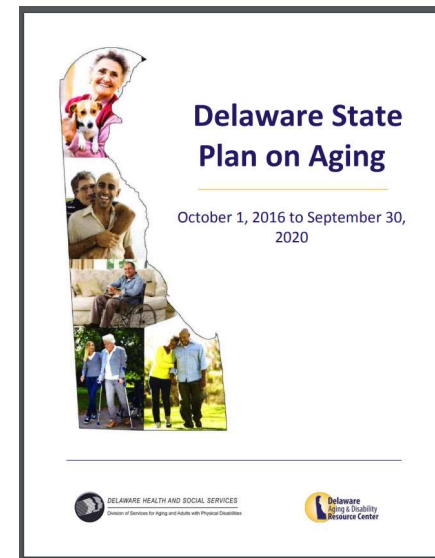
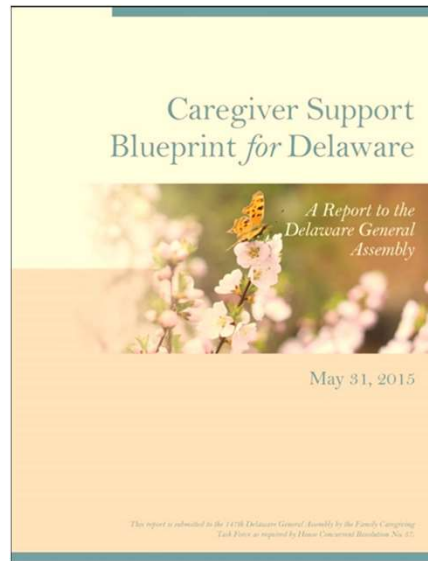
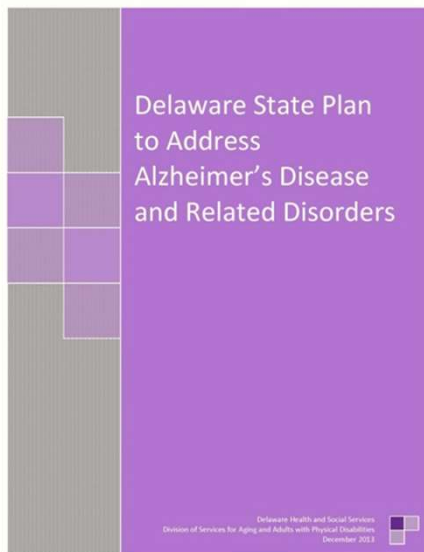
# PARTNERSHIPS AND INNOVATIVE PROGRAMS, PLANS AND STRATEGIES

## Examples:

- Alzheimer's Disease Initiative
- Caregiver Resource Centers
- Long Term Care Medicaid Managed Care
- Programs of All-Inclusive Care for the Elderly (PACE)
- Pathways to Employment
- State Housing Rental Assistance (SRAP) and 811 Housing
- Veterans Community Partnership
- Dementia Friendly America



# ADVOCACY, REPORTS, STATE PLANS



# AGING & DISABILITY RESOURCE CENTER

## Delaware Aging & Disability Resource Center (ADRC)

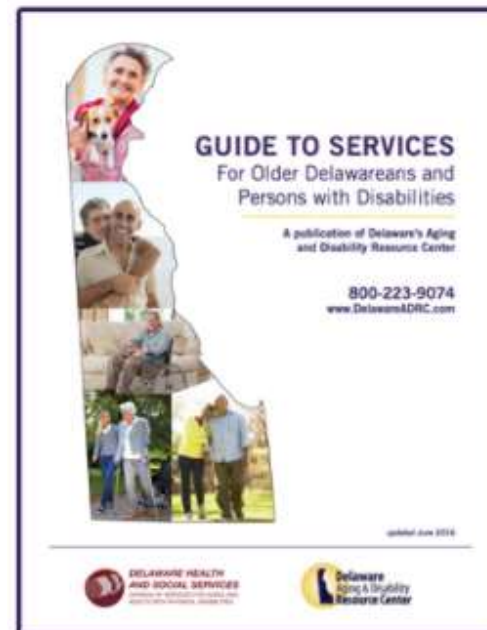
Phone: 1-800-223-9074 – 24/7 hours

Email: [delawareadrc@state.de.us](mailto:delawareadrc@state.de.us)

Website: [www.DelawareADRC.com](http://www.DelawareADRC.com)



Delaware  
Aging & Disability  
Resource Center



# CAREGIVER RESOURCES

- DSAAPD supports six *Caregiver Resource Centers* located throughout Delaware.
- Serve as community *access points* where caregivers can obtain information and assistance on a range of caregiver issues and concerns.
- Staffed by social service coordinators who help caregivers navigate and connect to relevant services and supports.
- Offer personal and group support, training and resources.
  - *Savvy Caregiver*
- Long-Distance Caregiving
  - *Elder Care Locator* at [www.eldercare.gov](http://www.eldercare.gov)
- *Delaware Cares* online newsletter



# HOME AND COMMUNITY BASED SERVICES

- Many home and community-based services are available for older persons and adults with physical disabilities in Delaware.
- These services provide various types of support to persons in their homes or in locations in their communities.
- In FY 2017, DSAAPD served 18,625 people in home and community-based services.





# ADULT PROTECTIVE SERVICES (APS)

- Adult Protective Services program responds to cases of suspected abuse, neglect, or exploitation of impaired adults.
- Serves persons who are age 18 or older, who have a physical or mental impairment, and who are not living in a long term care facility (for example, a nursing home).
- Staffed by trained social workers/nurses who provide assistance,
- To make an APS report via the APS Report Hotline, contact the Delaware ADRC by phone 24/7 at 1-800-223-9074
- Refer to DSAAPD website for more info about APS and Older American Act Title VII.



# DEMENTIA FRIENDLY AMERICA

- Multi-sector, national collaborative to foster dementia-friendly communities through partnerships and technical assistance.
- Initiative included people living with dementia, multiple sectors, adoption of national best-practices, and generous technical assistance.
- Allow for a continued focus on dementia once the Delaware State Plan to Address Alzheimer's Disease and Related Disorders end in fall 2018.
- Initiative kickoff planned for fall 2018.

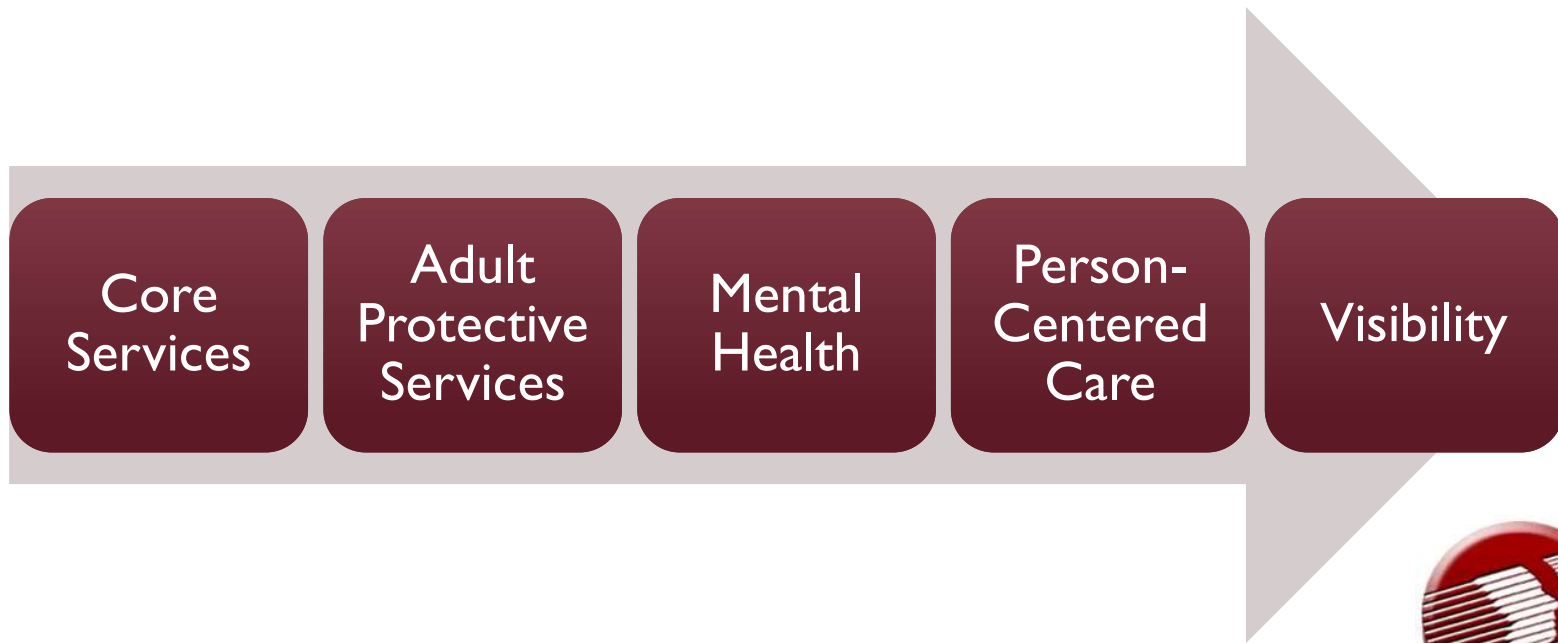


# INNOVATIONS AND EFFICIENCIES

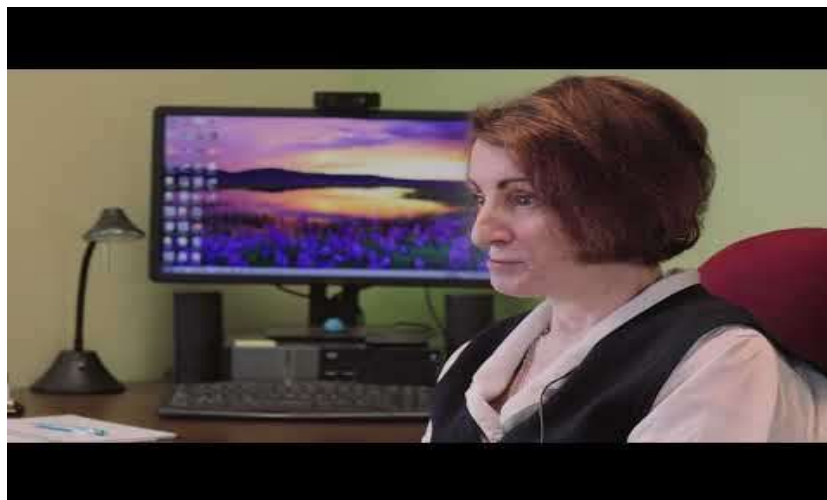
<b>Healthy Communities</b>	<b>Lower Costs</b>
Care Assessment Teams	New software systems
Alzheimer's disease initiative	Adult Protective Services transfer
Mental health and dementia training	Reduced pharmacy costs
Social dining	Georgetown office
Music and Memory Program	



# LOOKING AHEAD



# MUSIC AND MEMORY PROGRAM



## CONTACT INFORMATION

Division of Services for Aging and Adults with Physical Disabilities (DSAAPD)

Phone: 1-800-223-9074

Email: [DelawareADRC@state.de.us](mailto:DelawareADRC@state.de.us)

Web: [www.dhss.delaware.gov/dsaapd](http://www.dhss.delaware.gov/dsaapd)

Facebook: <https://www.facebook.com/DEaginganddisabilities/>

Dava Newnam, Director

[dava.newnam@state.de.us](mailto:dava.newnam@state.de.us)

