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<b>Facilitator:</b>	Hina Shah - KHI	<b>Note taker:</b>	KHI
<b>Attendees:</b>	<b>Working Group Members:</b> Haely Ordoyne, Kansas Adult Care Executives; Camille Russell, Long-Term Care Ombudsman; Jamie Gideon, Alzheimer's Association; Ernest Kutzley, AARP; Lea Chaffee, Long Term Care Home Representative; Sheri Jurad, KDADS; Christina Rudacille, Johnson County Community College; Kelly Sommers, Kansas State Nurses Association; Linda Mowbray, Kansas Hospital Association; Debra Zehr, Leading Age Kansas; Jan Kimbrell, Silver Haired Legislature <b>Subject Matter Experts:</b> Pearl Barnett, Advancing States; Melody Dowling, United Healthcare; Jennifer Prunte, Aetna; Nan Perrin, Sunflower Health Plan <b>Other:</b> Harris Sheikh, Sean Marshall KLRD <b>KHI Staff:</b> Hina Shah, Emma Uridge		
<b>Reviewed Documents</b>	<ul style="list-style-type: none"><li>• Agenda</li><li>• Content Expert Presentations and Supporting Documents</li><li>• Google Jamboard - SWOT Matrix tool for recommendation development (sent via email)</li></ul>		
<b>Agenda:</b>	<b>9:00AM</b> <b>9:10AM</b>          <b>10:25AM</b> <b>10:30AM</b>	<b>Welcome and Introductions</b> <b>Topic Discussion with Experts</b> <i>Theme: Expanding Workforce Alternatives</i> <i>Pearl Barnett, Advancing States</i> <i>Melody Dowling, United Healthcare</i> <i>Jennifer Prunte, Aetna</i> <i>Nan Perrin, Sunflower Health Plan</i> <i>Legislative Update - Linda Mowbray and Debra Zehr</i> <b>Administrative Updates</b> <b>Adjourn</b>	

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**Minutes**

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**Agenda item:** Introductions / Opening Remarks / Review Agenda

**Discussion:**

Hina Shah provided a review of the agenda and outlined working group roles

- Ground Rules Reviewed
  - Come ready to discuss and compromise.
  - Keep remarks succinct and on topic.
  - Don't hesitate to ask clarifying questions.
  - Start and end on time.
- Group Introductions and Prompt: "What would you like to keep top of mind around the theme of expanding workforce alternatives?"
  - Haely: Our group is in the trenches, and we understand what is going on and the daily struggles. The most brilliant minds are assembled for a grassroots effort.
  - Lea: Encourage group to keep self-direction for care in mind and to be creative.
  - Ernie: When looking at expansion for workforce, we have safety in mind for those using these services.
  - Debra: Opportunity to be more creative to get work done.
  - Linda: Want to look at other options, we must make sure safety and quality of care are prioritized.
  - Jamie: Developing long-term solutions, and make sure those providing care are adequately trained and prepared.
  - Jan: Word get out that there are alternatives and look at why we are underutilizing Area Agencies on Aging.
  - Kelly: Knew we'd be in a staffing crisis by 2030, but COVID-19 exasperated that.
  - Christina: Look at education side of things for Certified Nurse Aides (CNAs), Certified Medical Assistants (CMAs), and Registered Nurses (RNs); and to partner with communities to ensure quality of care.
  - Camille: Look at how can we be creative, ways to grow workforce and ensure they are trained and respected, and to look at alternatives we have now to keep seniors in their homes longer.

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**Agenda item:** Subject Matter Expert Presentation and Discussion

**Discussion:**

**Pearl Barnett, ADvancing States**

- Presented on Connect2Care Jobs
  - Current Concept: Like Match.com, Auto-matching occurs when facility enters staffing needs into portal and website matches by people who have the skills
  - Future Concept & Enhancements: Assists with filling staffing gaps for providers, helps jobseekers connect with employers, and provides states with workforce needs data
  - Enhancements will include overall enhancement to Long Term Services & Supports workforce management tool by credential tracking, training courses, and a worker registry
  - Job Seekers will be able to create profile with certifications, credentials, and experience to be matched with providers
  - The cost to implement Connect2Care is \$250,000 for build year, and \$150,000 for maintenance years.
- ARPA Enhanced FMAP
  - Create flexible IT infrastructure for state workforce development and expansion
  - Connect2CareJobs.com enhancement funding will be provided to states as an HCBS Workforce Management Tool
- Overview of Discussion
  - Group members discussed other states currently utilizing Connect2Care, which includes Colorado, Alaska, Connecticut, Washington, and Oregon. Presenter indicated that statewide implementation and utilization requires collaboration with multiple state agencies including Department of Commerce, and state entities providing or overseeing Medicaid services, licensing, and credentialing,. States who signed on for enhancements include Colorado, Wisconsin, Texas, and Rhode Island with several states interested in seeking ways to procure services.
  - Group members inquired about this site being utilized across the continuum of care. Presenter indicated that many positions are available for matching on the site, including self-directed care.

- Group members asked if there is ability to know who is currently employed versus those who are not. Working group member gave an example of 10,000 LPNs in Kansas, but not all are working. Advancing States is collecting that specific data via the candidate profile, which follows the person and their current employment/non-employment history.
- Group member inquired about work with other state agencies across states, and if there is the capacity to tie in background checks and registries for candidates. Company currently works with LexisNexis for background screening for those on the site. Advancing states would need the state, or the employer, to determine if flagged individuals would be hired.
- Group members asked how data is inputted into Connect2Care. Many states who use Connect2Care have database of certified people, and state has credentialing information, so state would need to update that on the site. Different areas of the state will have data input responsibility.

#### **Melody Dowling, United Healthcare**

- Has alternative payment arrangements
  - Single Care Agreements
  - Extra Benefits for UnitedHealthcare Members
- CareBridge
  - Connects members on the FE, PD, and TA waivers with a care team through a tablet
  - Care team is available 24/7
  - Tablet is free to the member and delivered to the home
  - Member pushes red button to connect to a member of the care team
- Membercare Hub Pilot for Technology Support
  - Membercare Hub Pilot
  - HIPAA compliant; cellular Wi-Fi
  - Voice activated device
  - Video calls with Care Coordinator
  - Telehealth visits with Provider
  - Video calls with members of care team (including family)
- Additional Pilot Opportunity:
  - Program that addresses loneliness and social isolation through app technology
  - Outbound support to members who score as lonely, depressed, SDOH issues or just need companionship
- Value Added Benefits
  - Includes Home Helper Catalog to up to \$50 in items/year related to health and safety, vision benefits; meal planning after being discharged from a hospital, skilled nursing facility, or rehab facility and have mobility needs.
  - Internet Access: Person on the FE, PD, I/DD waivers may receive internet service as incentive completing health activity.

#### **Jennifer Prunte, Sunflower Health Plan**

- Enhanced Service Coordination
  - Providing education to each member on all service options, including self-direction, agency directed care, or a combination of both to meet the member's needs
  - Offering flexibilities under Appendix K to address care needs allowing family members to be paid to provide supports.
  - Assessing member access to supports and services and offer alternatives such as Remote Patient Monitoring and Home-delivered meals
- Improving Access – Network Adequacy Task Force
  - Provider Relation Team: identify and address workforce shortages and ensure our members have access to the care they need. Support providers with challenges, spot trends, and address barriers to improved member support
  - Exploring Out-of-Network provider alternatives, if necessary, in addition to leveraging Single Case Agreements for enhanced rates when appropriate.
- Proactive Member Support:
  - Look at service utilization
  - Alert when members go 30+ days with no utilization of HCBS services

#### **Nan Perrin, Aetna**

- Expanding Use of Technology
  - Two in-state providers and one out-of-state provider that offer a combination of smart home technology and 24/7 remote monitoring to support individuals in their home.
  - Aetna is currently determining a pilot to report the outcomes that can be achieved with expanded use of technology within HCBS waiver programs.
  - Will help "free up" caregivers who then can be hired to work with persons who need in-person care.
- Emergency Backup Pilot: Collaboration with National Centers for Independent Living to complete emergency backup plan for direct care workers.
- Family Caregivers: Aetna will evaluate the option of offering a flexible subsidy to natural support family caregivers who do not receive other pay.
  - Aetna plans to continue working with stakeholders to evaluate the need for future flexibility, with appropriate guardrails, and to make recommendations to KDADS for paid family caregivers.
- Shared Living: Sunflower has been supporting a workgroup to propose strategies for utilization of Shared Living.
- Self-Direction: Sunflower saw a slight increase in the percentage of members who self-direct their personal care services since the beginning of COVID.

#### **Overview of Discussion with Managed Care Organizations (MCOs)**

- Group members discussed access to technology, and how rural areas where broadband is not available are catered to. MCOs note that lack of broadband connectivity does continue to be a barrier in rural Kansas. United's Membercare pilot and CareBridge tablet is cellular Wi-Fi enabled, meaning members don't need broadband connection.
- Concern for the technology illiterate was raised by some group members. United's CareBridge tablet was created to be user-friendly, member only needs to push a red button to notify care person of needs. Technical team is also in place to address needs and concerns. MemberCare pilot is voice activated, and for testing the pilot, half of the members chosen was based on limited experience with technology-assisted care. The contracted company assured United that they can handle 105 counties and 100 members for technology assistance offerings. Group members note that group must support technology supports and support those who can't use technology.
- Dementia screening for people living in the community was discussed by working group chair, and how screening is done with limited face-to-face contact due to covid. There is concern that technology cannot always monitor safety, and asked MCOs how gaps are monitored before becoming a bigger issue. Sunflower saw a reduction in face-to-face visits during pandemic, so coordinators needed to be creative for those not utilizing supports. Sunflower indicated that members could present differently during 5-10 min technology interview than throughout their day. United stated that having a guardian on a care team and not just member is beneficial to fill gaps. United's CareBridge tablet is also available for caregivers and family to use, not just the member.

## Legislative Update

### Debra Zehr, Leading Age Kansas

- Debra Zehr provided overview and update on House Bill 2477, which reauthorizes the use of Temporary Aides (TAs) in Kansas. The purpose of TAs is to fill service gaps in long term care settings and is permitted under the 1135 federal waiver until end of the ongoing federal public health emergency. The use of TAs was first authorized via Emergency Order by Governor Kelly and will be in place until state of emergency has expired until beginning of 2023. If the federal government discontinues the Federal Public Health Emergency before 2023, the authorized use of TAs will be discontinued in Kansas with no stakeholders discussing using TAs past 2023. There is currently no requirement to keep track of TA utilization by facilities, and 24 states currently permit the use of TAs.
- Link to information on HB 2477: [http://www.kslegislature.org/li/b2021\\_22/measures/hb2477/](http://www.kslegislature.org/li/b2021_22/measures/hb2477/).

### Linda Mowbray, Kansas Hospital Association

- Linda Mowbray explained training and education requirements for TAs. When the 1135 waiver was implemented, American Healthcare Association (AHCA) and LeadingAge National developed courses for TAs, with KDADS approving the course material. KDADS required 8 hours of training, and an additional 2 hours of training taking place in a facility under RN supervision. The course covers basics in Activities of Daily Living Care, with a competency check and skills checklist administered by KDADS. Concerns around cheating required the TA online course to be updated with security parameters to ensure trainees take the full amount of time to complete the course.
- **AHCA Course Completion and Enrollment data:**
  - 1,289 took TA course in 2021
  - When reauthorized in 2022, 65 individuals completed TA course over the course of two weeks

## Overview of Discussion

- Working group discussed how to classify a TA compared to a CNA. Presenters noted that TAs are reported as a trainee, the same as a nurse aide candidate going through CNA course. A TA may be referred to as a hospitality aide while certified and licensed staff provide advanced care tasks. Facilities have ability to determine what tasks a TA will perform.
- Group member posed a hypothetical scenario where if only an RN and TA are present caring for a resident, then tasks usually delegated to a CNA will be delegated to a TA. Presenters clarified that yes, it is possible for a TA to fill in for a CNA, but the licensed nurse is supervising and may choose which tasks to delegate to the TA.

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**Agenda item:** Administrative Updates, and Adjourn

## Discussion:

### Next Steps

- **Next Meeting:** April 21, 2022
- **Next Themes:** Licensing and Funding
- **Complete Recommendation Development Survey:** *Expanding Workforce and Alternatives* by March 30, 2022
- **Tentative Task Force Meeting Date:** May 26, 2022

## Information Sharing

- Kelly Sommers, Kansas State Nurses Association, will share data collected on the use of technology for notes and charting across the continuum of care.

## Data Request

- AHCA Temporary Aide Course Completion and Enrollment data for 2022