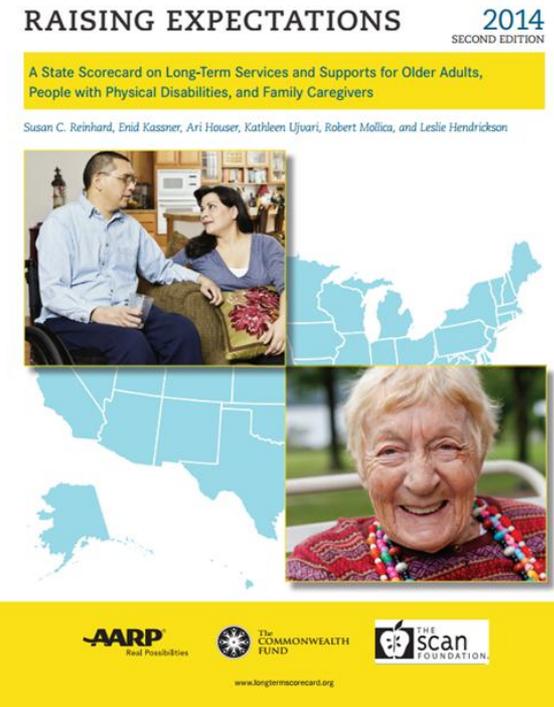


Raising Expectations: California's 2014 Long-Term Services and Supports Scorecard Results

Blanca Castro, Director of Advocacy
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The SCAN Foundation



What are Long-Term Services & Supports?

Non-medical
functional support

Help with ADLs
(e.g., bathing)
& IADLs
(e.g., shopping)

Received in a
home or
institutional setting

Provided by paid
&/or unpaid
caregivers

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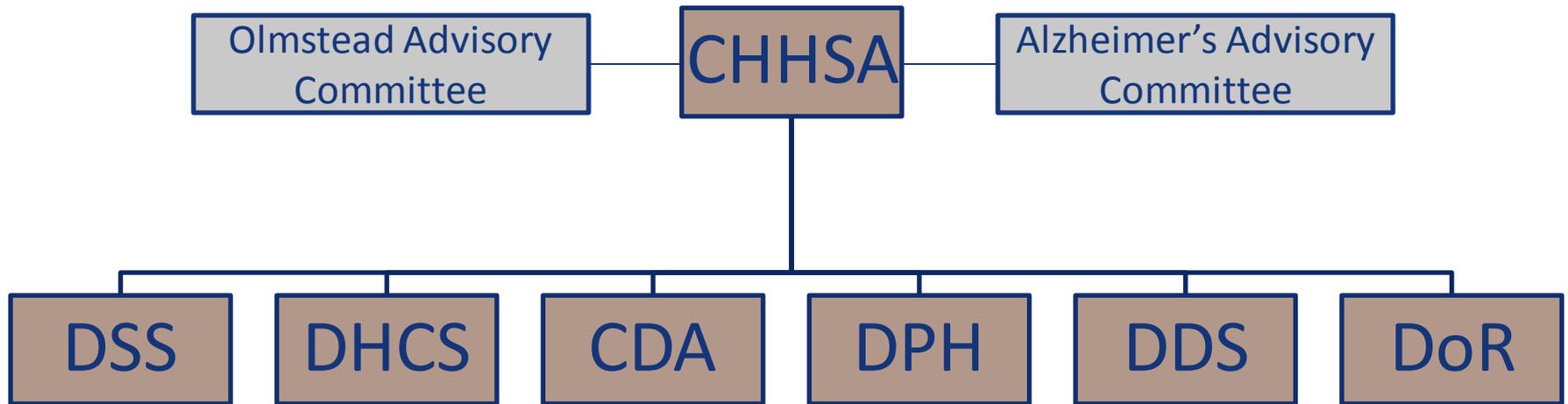
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Departments Involved in LTSS



Scorecard Goal

**Raise LTSS
system
performance**

RAISING EXPECTATIONS

2014
SECOND EDITION

A State Scorecard on Long-Term Services and Supports for Older Adults,
People with Physical Disabilities, and Family Caregivers

Susan C. Reinhard, Enid Kassner, Ari Houser, Kathleen Ujvari, Robert Mollica, and Leslie Hendrickson

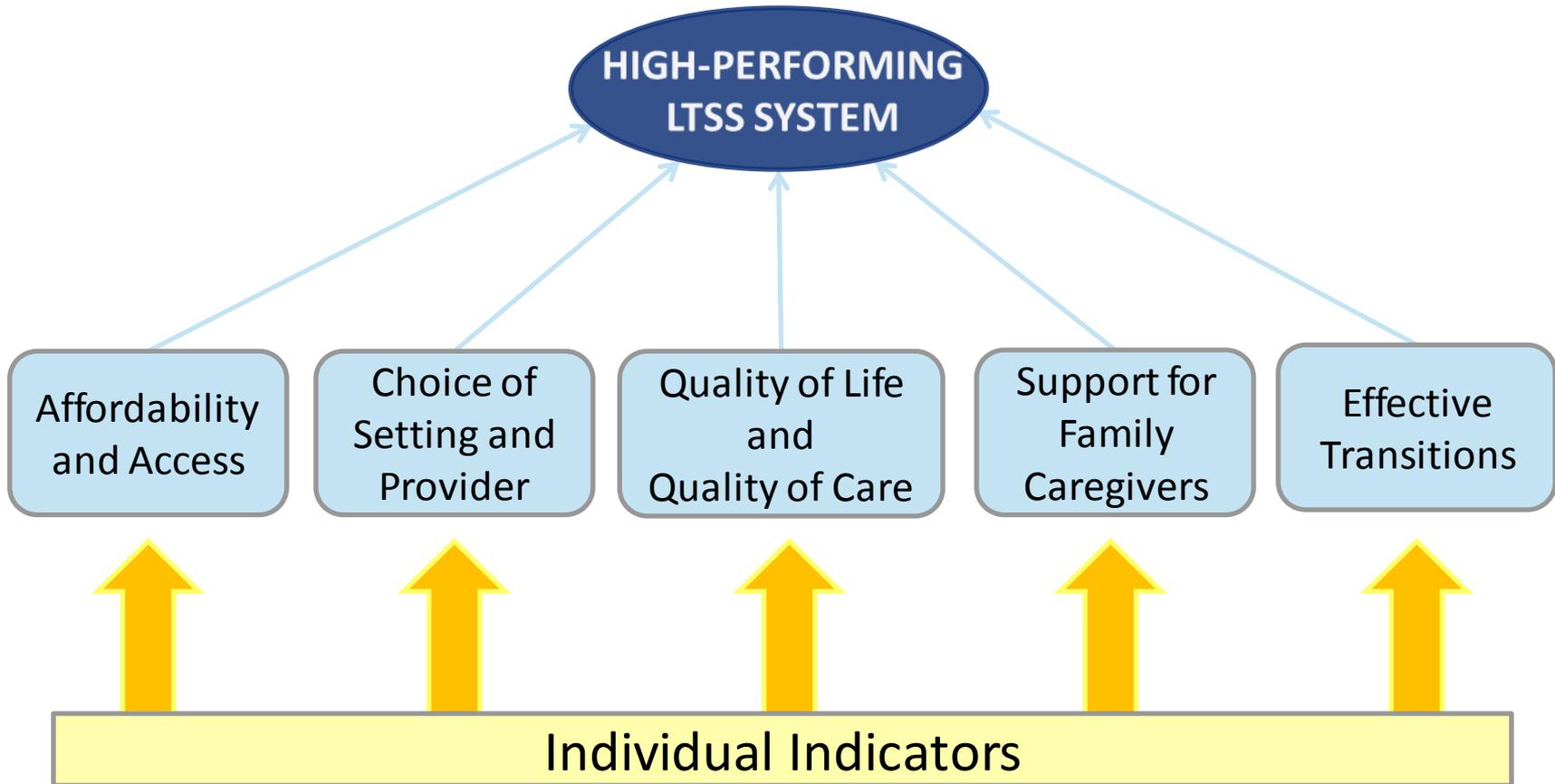


www.longtermscorecard.org

What is the Scorecard?

- Concise performance tool to put LTSS policies and programs in context and prompt dialogue.
- **Multidimensional** approach to comprehensively measure performance overall and across diverse areas of performance.
- Targets areas for improvement
- View from a consumer perspective
- Engages public and private sectors

Framework for Assessing LTSS System Performance



Source: State Long-Term Services and Support Scorecard, 2014

California's Ranking

Overall Rank	9
Affordability & Access	14
Choice of Setting & Provider	2
Quality of Life/Quality of Care	24
Support for Family Caregivers	24
Effective Transitions	22

Source: State Long-Term Services and Support Scorecard, 2014

How to Use the Scorecard to Improve LTSS

- Access data at www.longtermscorecard.org
- Use the Scorecard to tell your story
- Engage your members
- Engage local, state, and federal policymakers

What Does California's Ideal LTSS System Look Like?

Affordability and Access

In a high-performing LTSS system, consumers are able to easily find and afford the services they need and there is a safety net for those who cannot afford services.

Choice of Setting and Provider

In a high-performing LTSS system, a person- and family-centered approach to LTSS places high value on allowing consumers to exercise choice and control over where they receive services and who provides them.

What Does California's Ideal LTSS System Look Like?

Quality of Life and Quality of Care

In a high-performing LTSS system, services maximize positive outcomes and consumers are treated with respect. Personal preferences are honored when possible.

Support for Family Caregivers

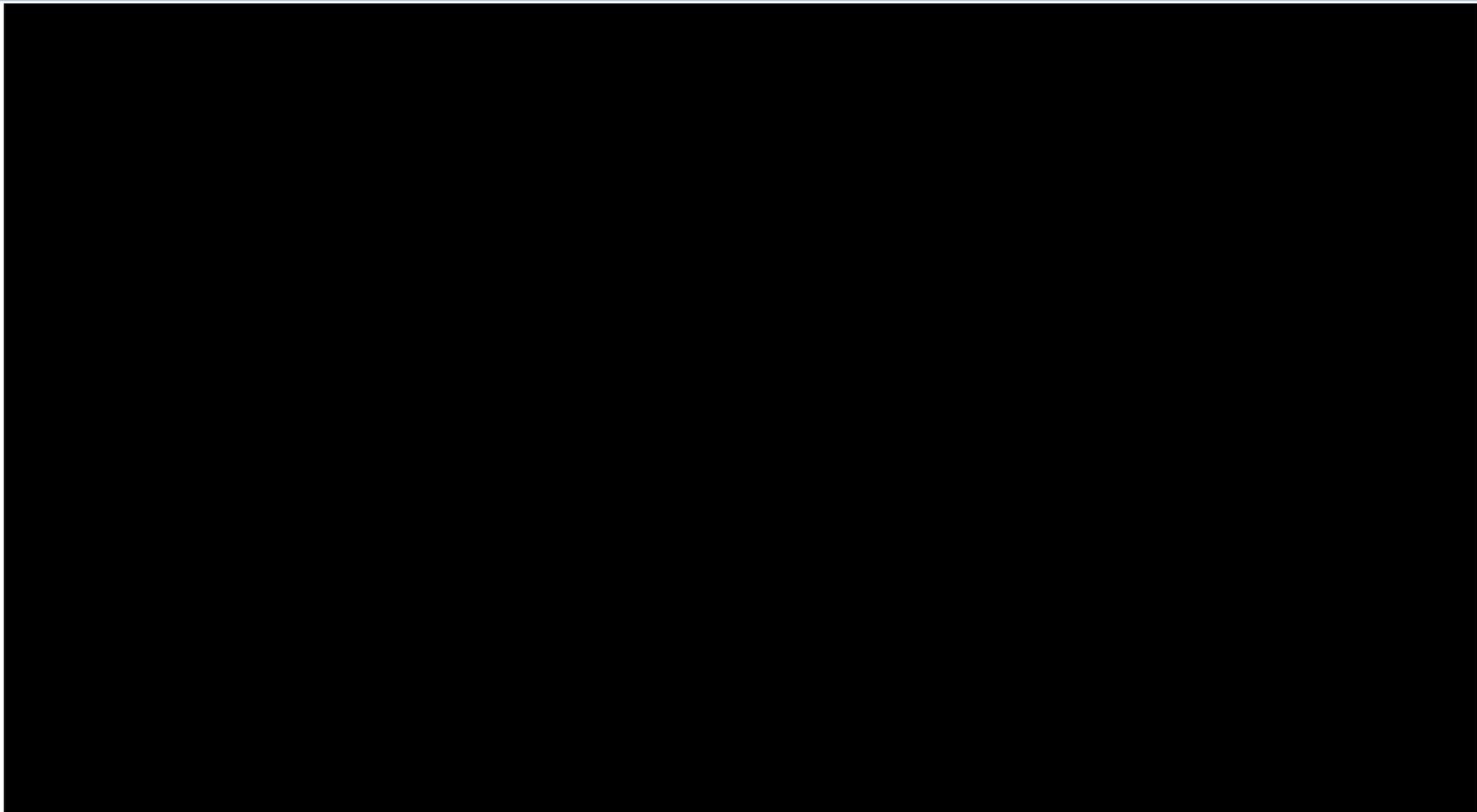
In a high-performing LTSS system, the needs of family caregivers are assessed and addressed so that they can continue in their caregiving role without being overburdened.

What Does California's Ideal LTSS System Look Like?

Effective Transitions

In a high-performing LTSS system, disruptive transitions between care settings are minimized, and people are successfully transitioned from nursing homes back to the community.

The Changing Face of Caregiving



Opportunities to Improve LTC in California

- Universal Assessment inclusive of Caregivers
- Care Coordination
- CCI Bill of Rights
- Support for California's 4 million unpaid Caregivers – Caregiver Task Force and CARE Act
- Improve Affordability

Resources

Raising Expectations: A State Scorecard on Long-Term Services and Supports (www.longtermscorecard.org)

Raising Expectations: California's 2014 Long-Term Services and Supports Scorecard Results (www.thescanfoundation.org)

AARP Caregiving Resource Center/Website: (www.aarp.org/home-family/caregiving/)

[A Shattered System: Reforming Long-Term Care in California](#)

Our Vision:

A society where older adults can access health and supportive services of their choosing to meet their needs.

Our Mission:

To advance a coordinated and easily navigated system of high-quality services for older adults that preserve dignity and independence.

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AARP's Vision

A society in which all people live with dignity and purpose, and fulfill their goals and dreams.

AARP's Mission

AARP enhances the quality of life for all as we age. We champion positive social change and deliver value through advocacy, information and service.

“To serve, not to be served.”, Dr. Ethel Percy Andrus, Founder



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