



NH Care Path: Opening Doors to Community Long-Term Services & Supports

An all-day conference for long-term care
professionals

*Funded by the NH Department of Health and Human Services Balancing
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Enhanced Options Counseling for Community Living

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Goals for Today

- Learn about ACL's vision for Options Counseling, training and certification.
- An overview of NH's progress in developing state standards and training for Options Counseling.
- Understand how Options Counseling can assist military members, their families, and their caregivers.

Definition



Options Counseling is a relationship-centered (person-centered), interactive, decision-support process whereby individuals receive assistance in their deliberations to make informed long-term support choices **in the context of their own preferences, strengths, and values.**

Person-Centered Planning: The Foundation of Options Counseling



- ▶ Person-centered planning means a process to develop an individual support plan that is directed by the participant and/or their representative and is intended **to identify their preferences, strengths, capacities, needs, and desired outcomes or goals.**

Goals of Options Counseling

- To provide people with the information they need to make informed choices
- To provide guidance by matching people's needs and preferences with available services and supports
- To help plan for the future
- To help improve the quality of life of people receiving long term services and supports

Target Population

- All payers and all populations,
- Persons 60 and over and adults over the age of 18 who are chronically, physically ill or have a disability and who may need long term services and supports,
- Family members, caregivers, advocates, providers, and any person who requests or requires current long term support services, and/or
- Persons who are planning for the future regarding long term support

Applying Options Counseling Across NWD Partners

Function/ Role	Intake and Assessment/ Information and Referral Specialist	Eligibility Coordinators, Benefits Counselors, etc.	Case Managers, Long Term Support Counselors; Family/Caregiver Specialists	Organization Managers and Leadership
Options Counseling Approach	Person-Centered Approach and Questioning; Triggers for OC referral	Person-Centered Inquiry; Decision Support Assistance; Application and Enrollment Assistance	Person-Centered Inquiry & Assessment; Decision Support around LTC Options; person-centered care planning	Establish and reinforce person-centered “culture” of the organization; Promote person-centered approaches

What Are Some of the Distinguishing Characteristics of Options Counseling



- Takes more time than I & R and involves more than providing a list of options
- Is a person-centered process that can occur in one contact or over a period of time
- Often involves multiple conversations
- May occur in person and involves the family, as appropriate and feasible
- Encourages future planning
- Provides decision support and the development of a plan
- Requires documentation, follow-up and tracking

Options Counseling Key Components

The participant drives decisions



Explore preferences



Who can help?
Family? Friend?



Proposed National Training Curriculum

- Six national courses, some online, some combination of in-person and online:
 - Who We Serve: A Look at Disability and Aging Groups
 - Coordination of Long-term Services and Supports (LTSS) Across Programs and Settings:
 - Part A- Overview of service and support needs
 - Part B -Overview of financing and eligibility of HCBS
 - Person-Centered Planning Development and Implementation
 - Person Centered Thinking and Practice
 - Protection and Advocacy

Further Questions?

- If you have additional questions, you can e-mail them to NHBIP@dhhs.state.nh.us.
- Answers will be posted to the NH DHHS Balancing Incentive Program website:
<http://www.dhhs.state.nh.us/dcbcs/bip/bip.htm>