

PSA 5 Adult Day Care and Home Delivered Meals Waitlist Termination Analysis
July 1, 2017 to June 30, 2018

CIRTS waitlist termination codes were reviewed for both Home Delivered Meals and Adult Day Care for the period of July 1, 2017 to June 30, 2018. Terminations from the waitlist occur when either the AAAPP/ADRC or Older Americans Act provider are notified of a change, or during the annual rescreening process. Reasons for termination are as follows:

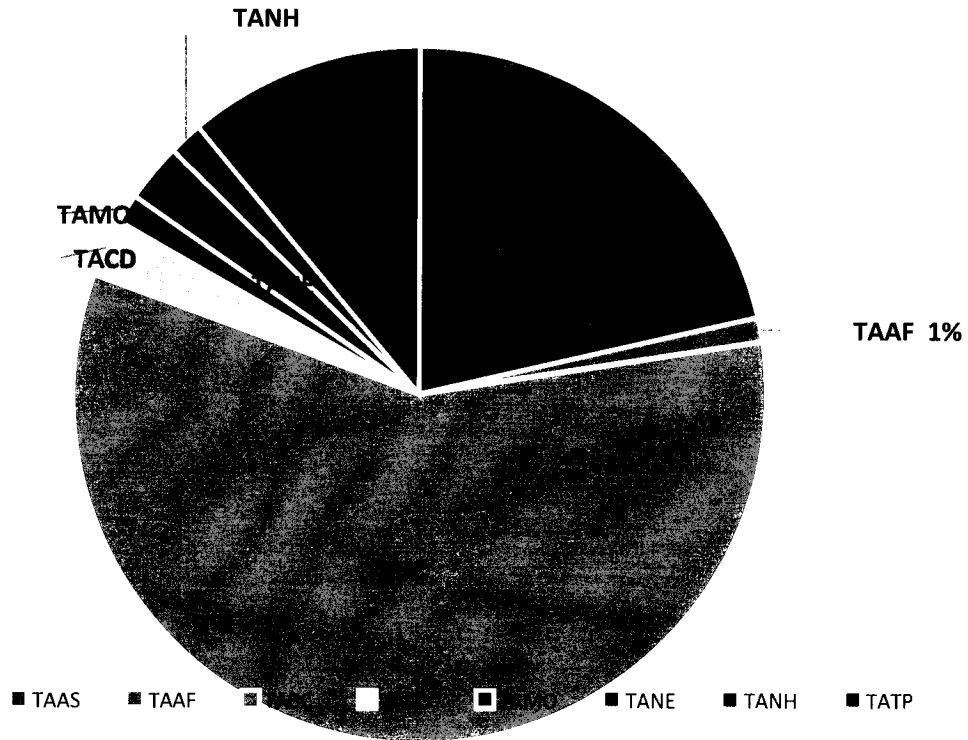
- TABC – Terminated by client
- TAAS – Terminated to active status
- TATP – Terminated to another program
- TAAF – Terminated to a facility
- TANH – Terminated to a nursing home
- TANE – Terminated not eligible
- TACD – Terminated client died
- TAML – Terminated to managed long term care
- TALO – Terminated lost contact

For Adult Day Care, the primary reason for termination from the waitlist is termination by client (TABC) at 58%. As funding becomes available and clients are contacted by the Older Americans Act, Adult Day Care providers to determine client status and continued interest in adult day services. Frequently clients are more interested in receiving in home services rather than receiving services in a community setting and request to be taken off the waitlist for adult day care. When clients are screened initially to be placed on the waitlist, clients are frequently added to all waitlists to facilitate access to any service that may assist improving in a client's situation, including adult day care. Once the client is offered services, and gains a better understanding of exactly what adult day care is, they choose to not opt for that service and wait for other programs.

The next highest adult day care waitlist termination reason is termination to active status (TAAS). This equates to 21% of the clients having waitlist terminations due to enrollment in the program. The third highest is termination to another program (TATP). Both TATP and TAAS correlate to positive outcomes for the client. The remaining

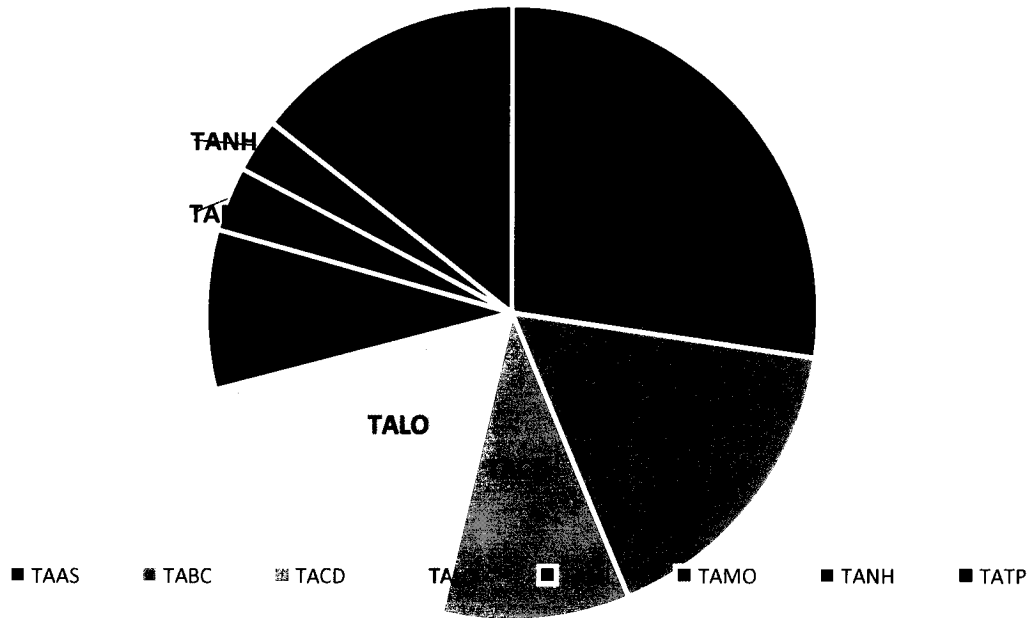
reasons, termination to nursing home, termination due to a move, terminated not eligible and terminated due to client death, correlate to a combined 9% of the total terminations.

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While the Home Delivered Meals waitlist terminations fall into some of the same categories as Adult Day Care, there are some differences. The highest reason for termination is termination to active status (TAAS) at 27% rather than terminated by client (TABC) which is only 16%. The 2nd highest termination reason is terminated lost contact (TALO) at 17%, followed by transfer to another program (TATP) and then termination due to client death (TACD) at 10%. The remaining reasons include termination to nursing home (TANH), client moved (TAMO) and transfer to managed care (TAML) for a combined percentage of 14%.

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Based on the analysis of waitlist terminations for Older Americans Act Adult Day Care and Home Delivered Meals, a large percentage of clients are terminated by client (TABC) or lost contact (TALO). Reasons for this may be clients understanding of the programs they are waiting for may be limited and failure by clients to contact the provider and/or AAAPP/ADRC to update their status including phone number when it changes. The positive result of this analysis is many clients are being terminated due to being made active or transferring to another program, which means services are being implemented. The analysis also reflected a small number of clients being terminated as a result of death or nursing home placement.