



# Consumer Experience of Long Term Services and Supports in California

Senate Select Committee on Aging and Long-Term Care, July 8, 2014



**Steven P. Wallace, PhD**

UCLA Center for Health Policy Research

UCLA Fielding School of Public Health



# Helping Older-adults Maintain independence (HOME) Research Team

- **Kathryn G. Kietzman, PhD, MSW (Project Director)**
- **Jacqueline M. Torres, PhD, MPH**
- **Charlene Chang, MA**
- **Duyen Tina Tran, MPH**
- **Anne Soon Choi, PhD, MPH**
- **Carolyn Mendez-Luck, PhD, MPH**
- **A.E. (Ted) Benjamin, PhD**



## Acknowledgments

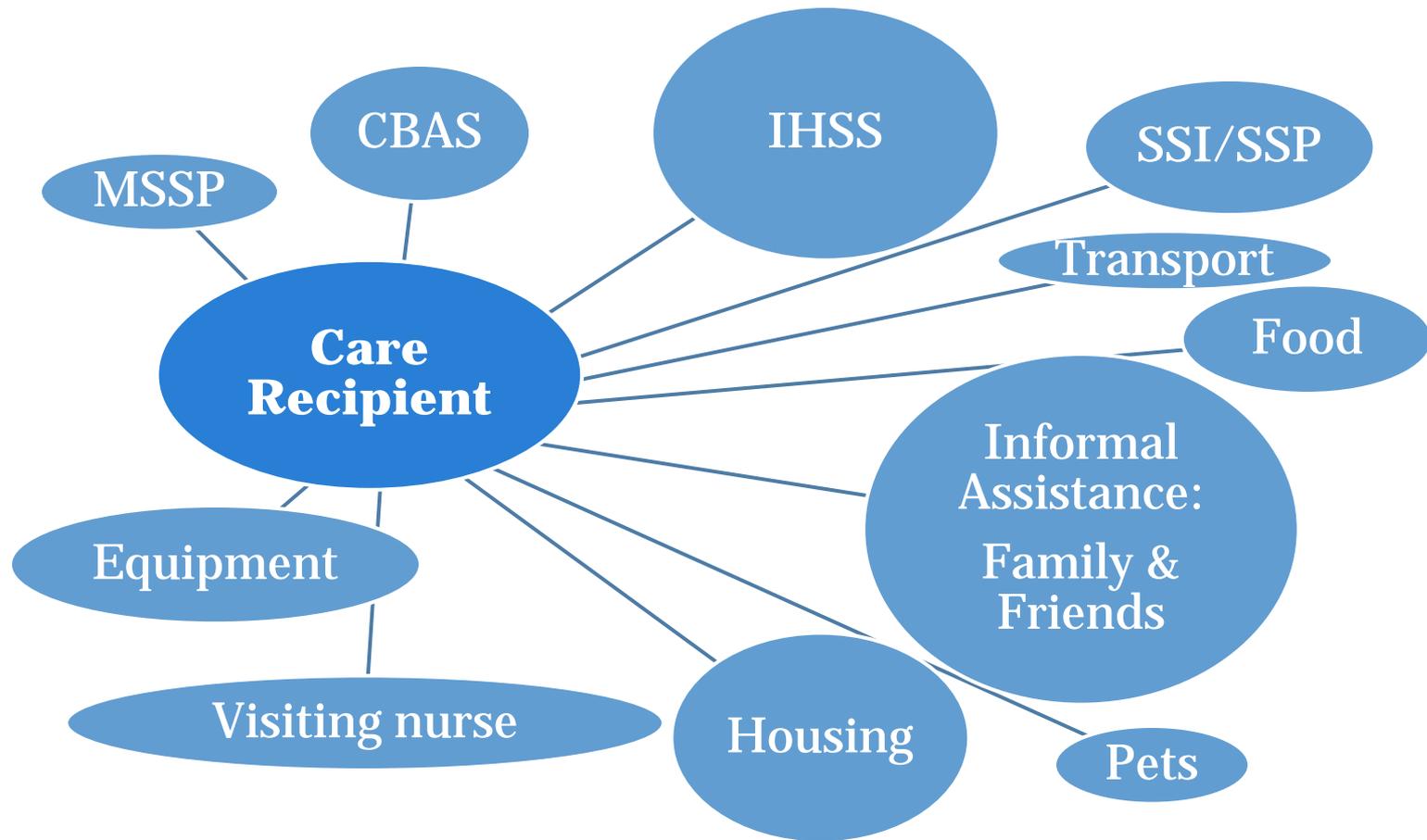
The **H**elping **O**lder adults **M**aintain independence  
(**HOME**) study

*Supported by a grant from **The SCAN Foundation** -  
advancing a coordinated and easily navigated  
system of high-quality services for older adults that  
preserve dignity and independence.*



For more information, visit [www.TheSCANFoundation.org](http://www.TheSCANFoundation.org).

# Long-Term Services and Supports (LTSS) in California



## Needs are Dynamic

*“Before I was able to bathe without help, and she’s helping me with bringing in the groceries... Every little thing that I was able to do around the home, she helps me with. **I need more help with everything.**”*

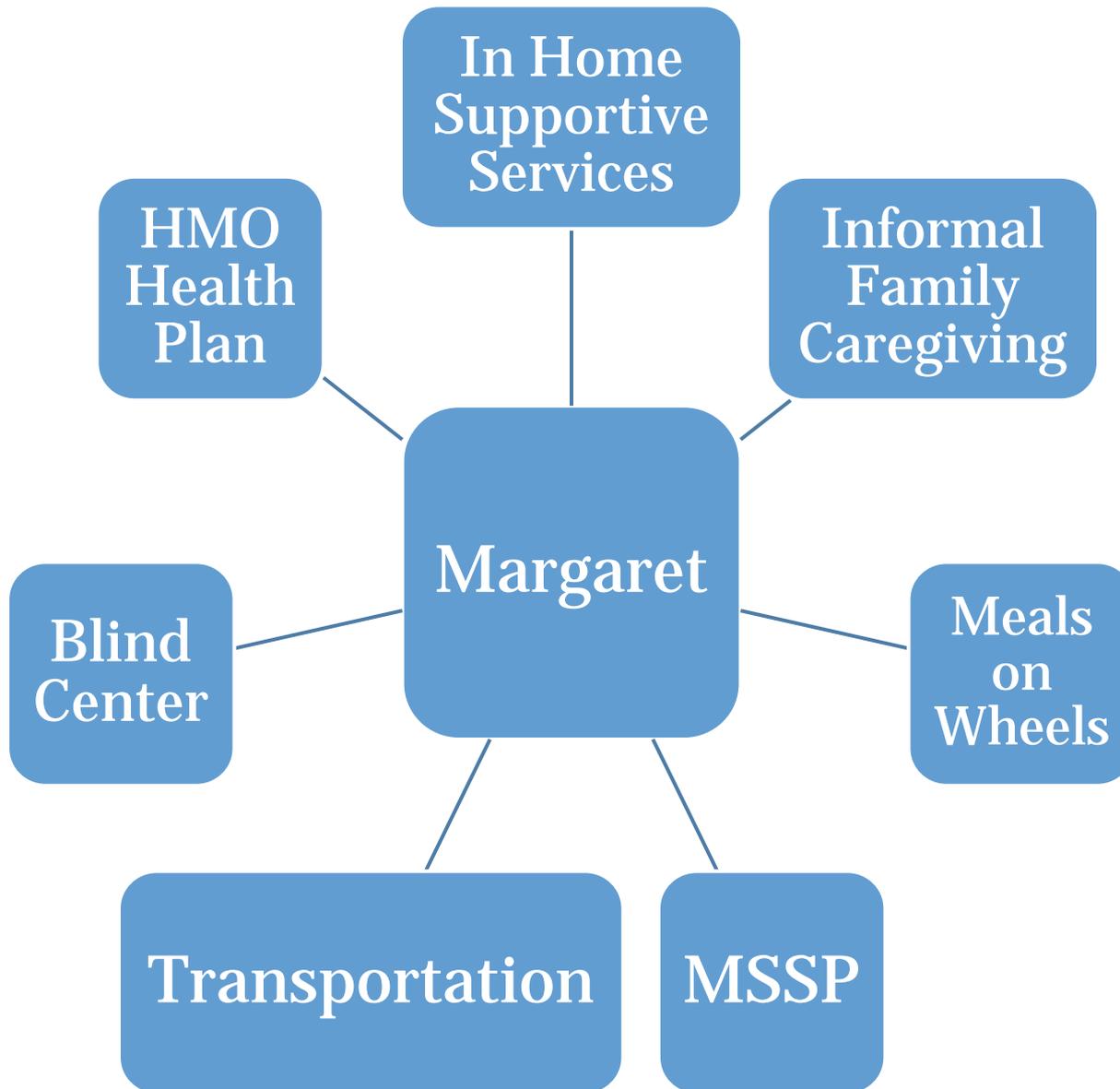
*- Gladys, 80*

*“I’m like a lot of people – on **good days**, I do too much, I wear myself out. On **bad days**, I don’t do anything. And so you really have to learn to pace yourself...It’s really hard for me, I need a day to recover...”*

*-Mitch, 65*

# Information

***“Medicare is always sending me paperwork on what group I want to go to and what drug store I want to deal with... I can call, HICAP, I think it is, and talk to someone there and get some information. But I haven’t been feeling good enough to do that...” -Wilma, 85***

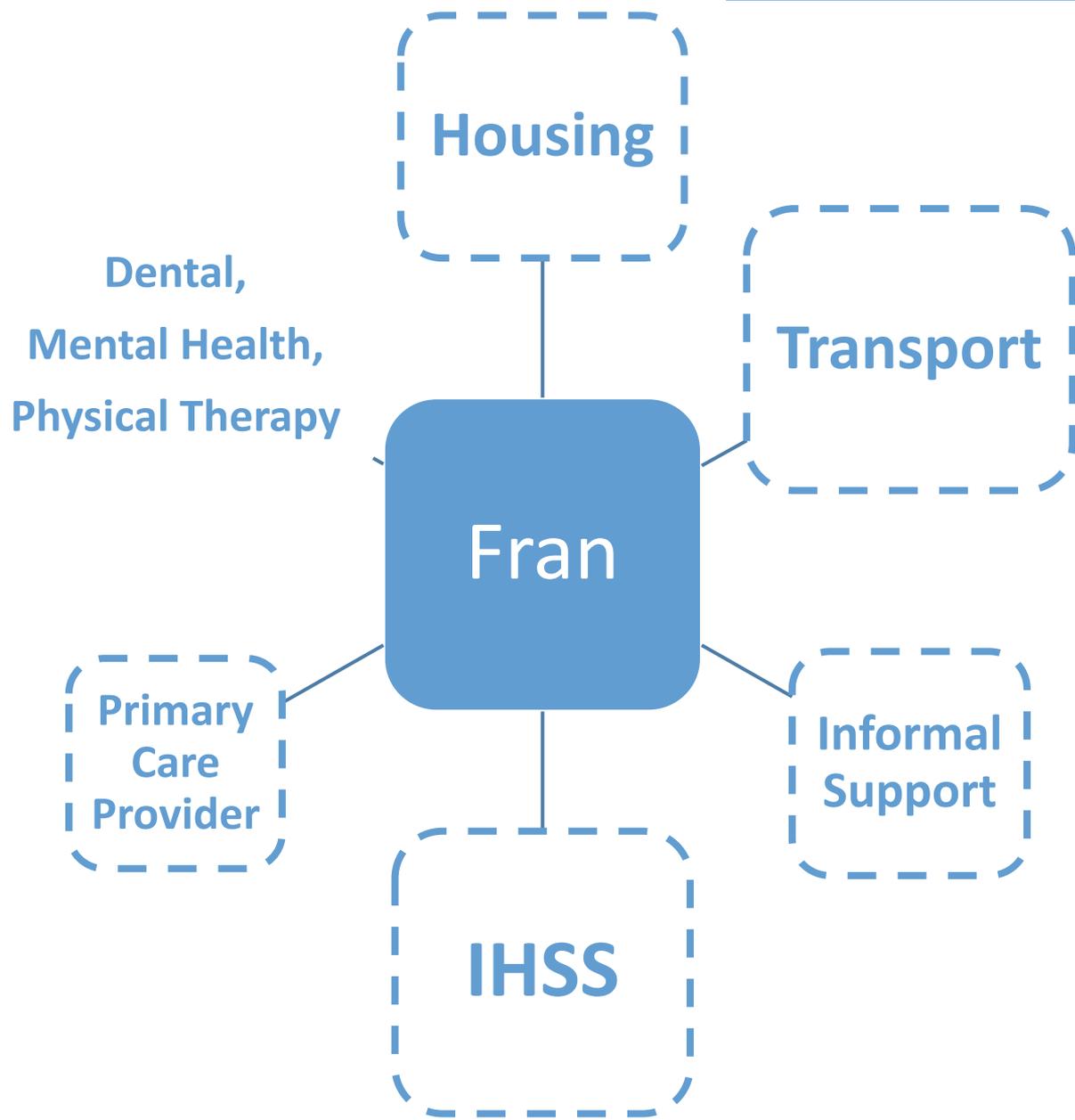


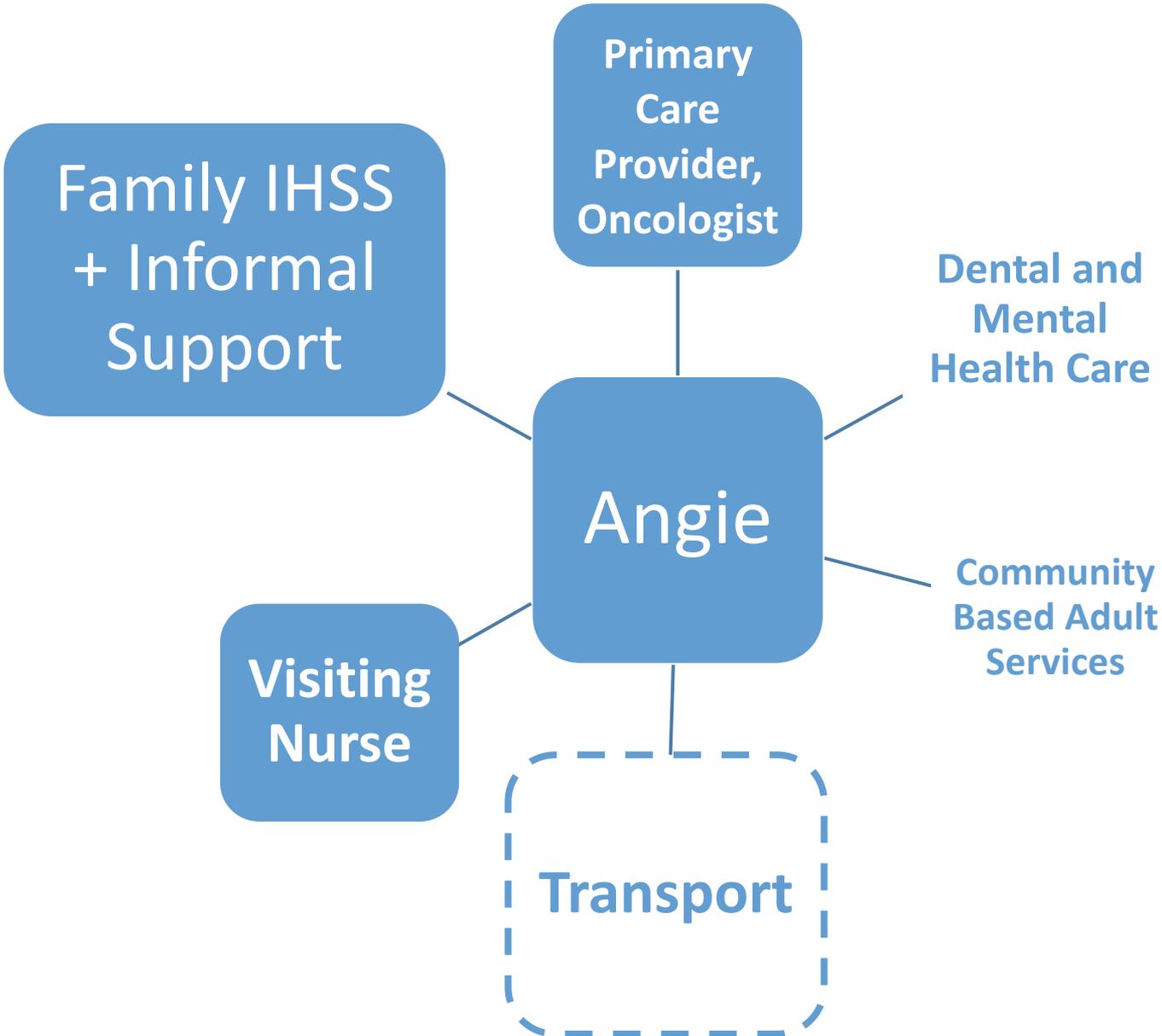


## Every Piece Counts

*“I do what I can but there’s a lot of things that I can’t do ... **I can’t think of any program that it wouldn’t hurt me if I lost it.**”*

*- Margaret, 81*





# Maintaining independence in the face of uncertainty

- Most are managing a complex and fragile web of formal and informal supports
- Many are experiencing increasing disability and unpredictable physical *and* mental health needs
- Some have unmet needs, especially mental health care and sufficient hours of in-home care
- When available, family caregivers struggle to fill the gaps in formal supports



# Policy Recommendations

- Advance truly “person-centered” care planning
- Maximize efforts to ensure consumers are well informed and supported to exercise real choice
- Develop “continuity of care” provisions that reflect consumer preferences



**For more information please visit the HOME project  
webpage at <http://healthpolicy.ucla.edu/HomeStudy>  
or contact Steven Wallace at  
[swallace@ucla.edu](mailto:swallace@ucla.edu)**

