



Consumer Experience of Long Term Services and Supports in California

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Helping Older-adults Maintain independence (HOME) Research Team

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Acknowledgments

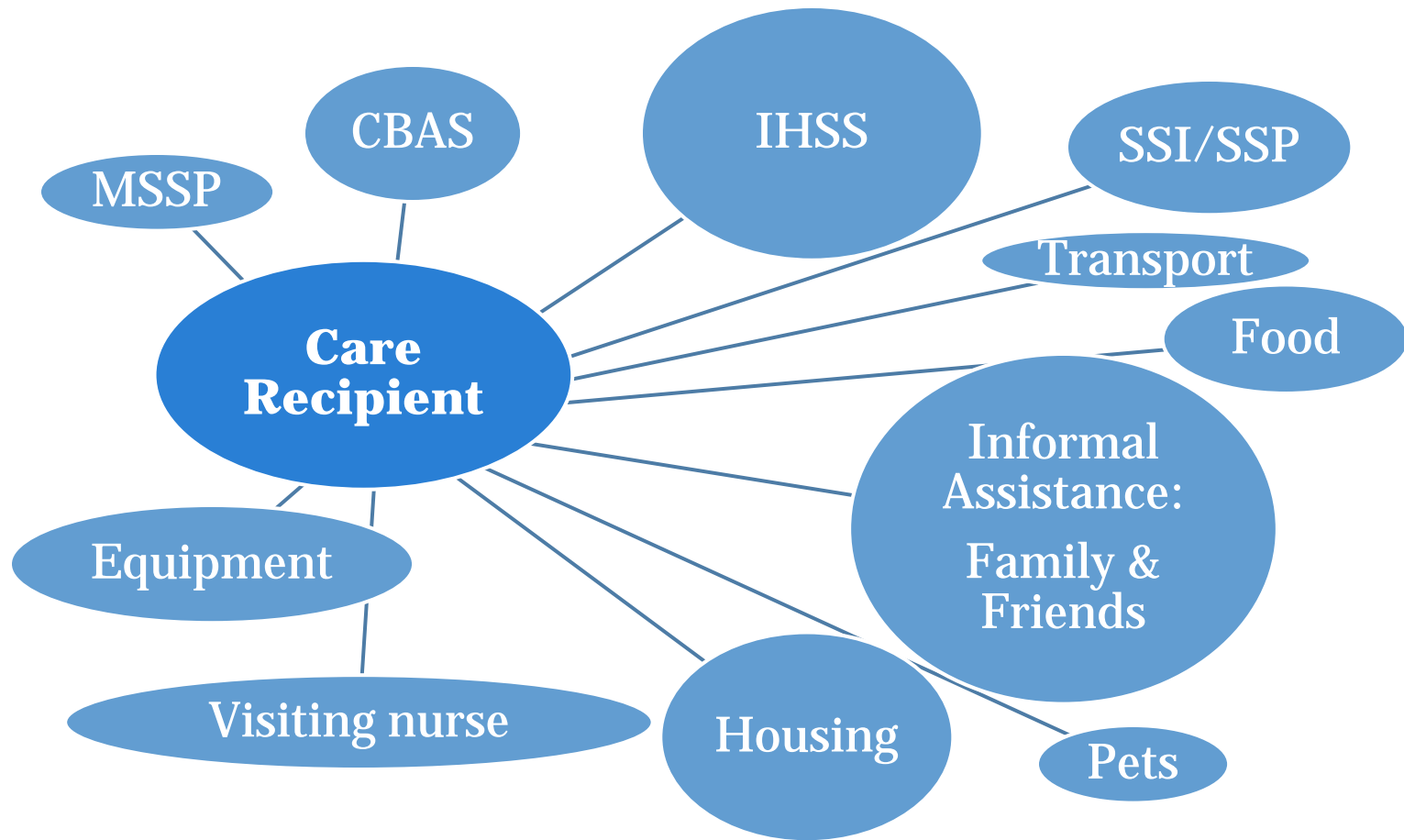
The **H**elping **O**lder adults **M**aintain independence
(**HOME**) study

*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.

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.**”*

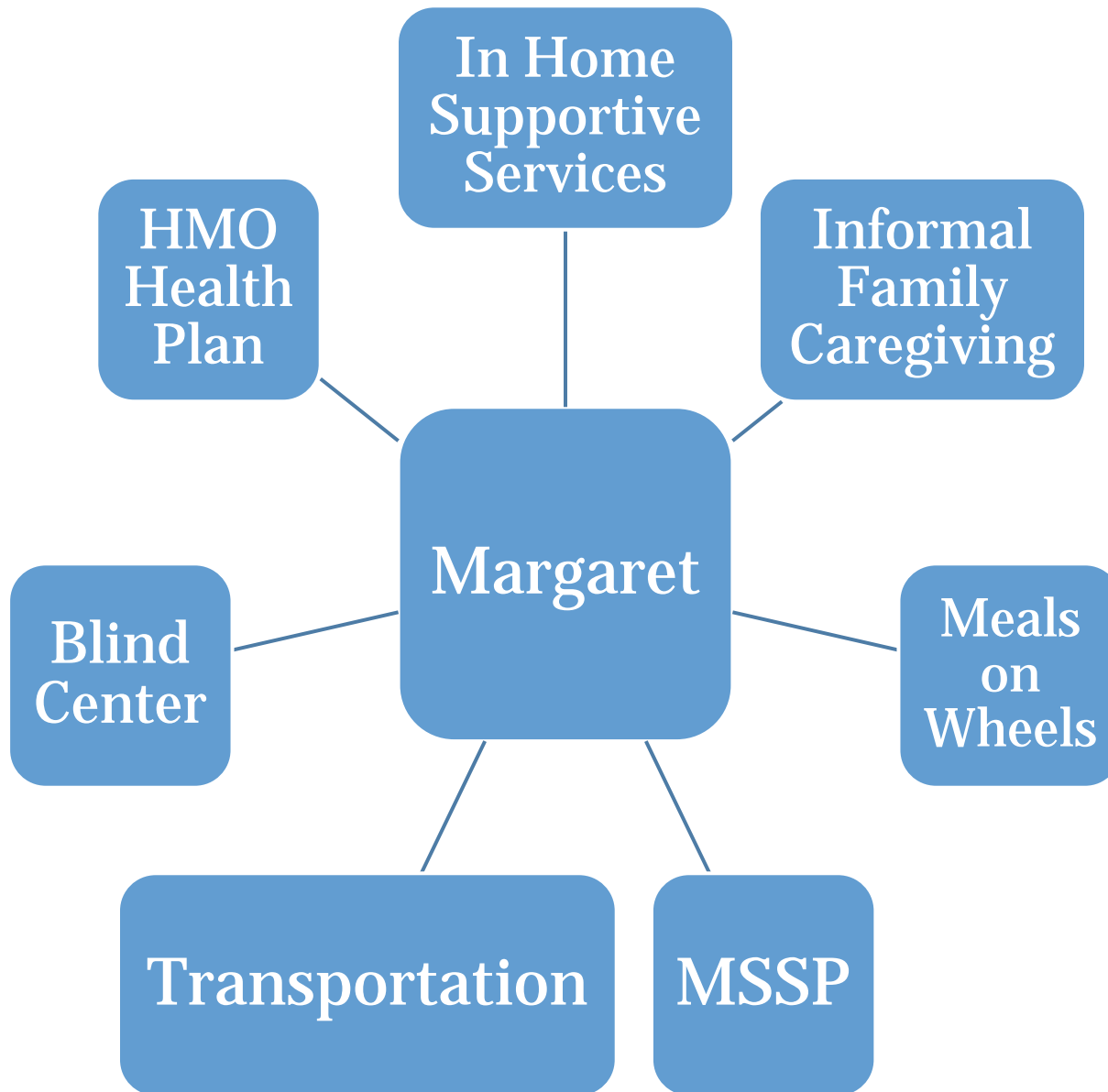
- Gladys, 80

*“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

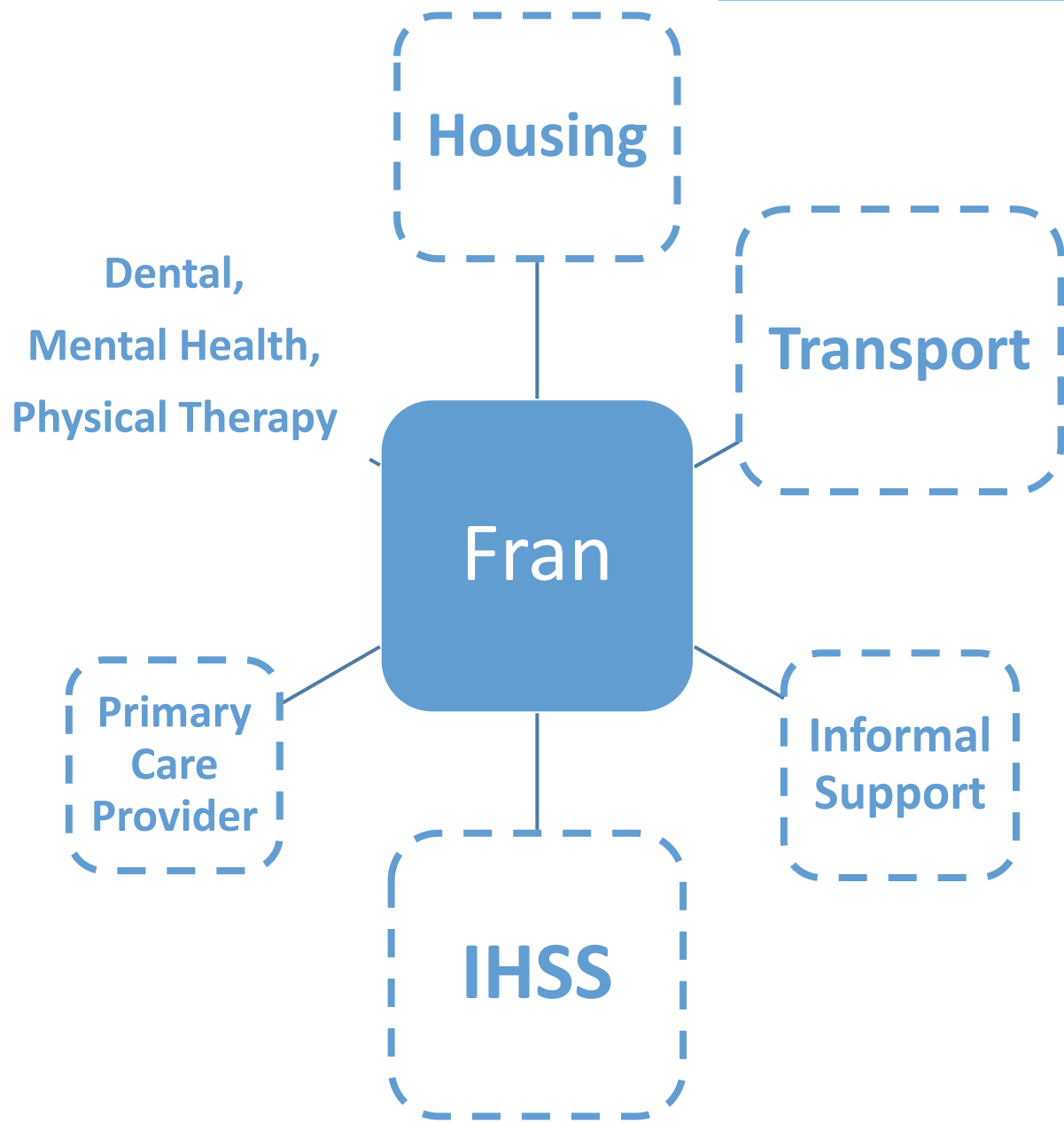


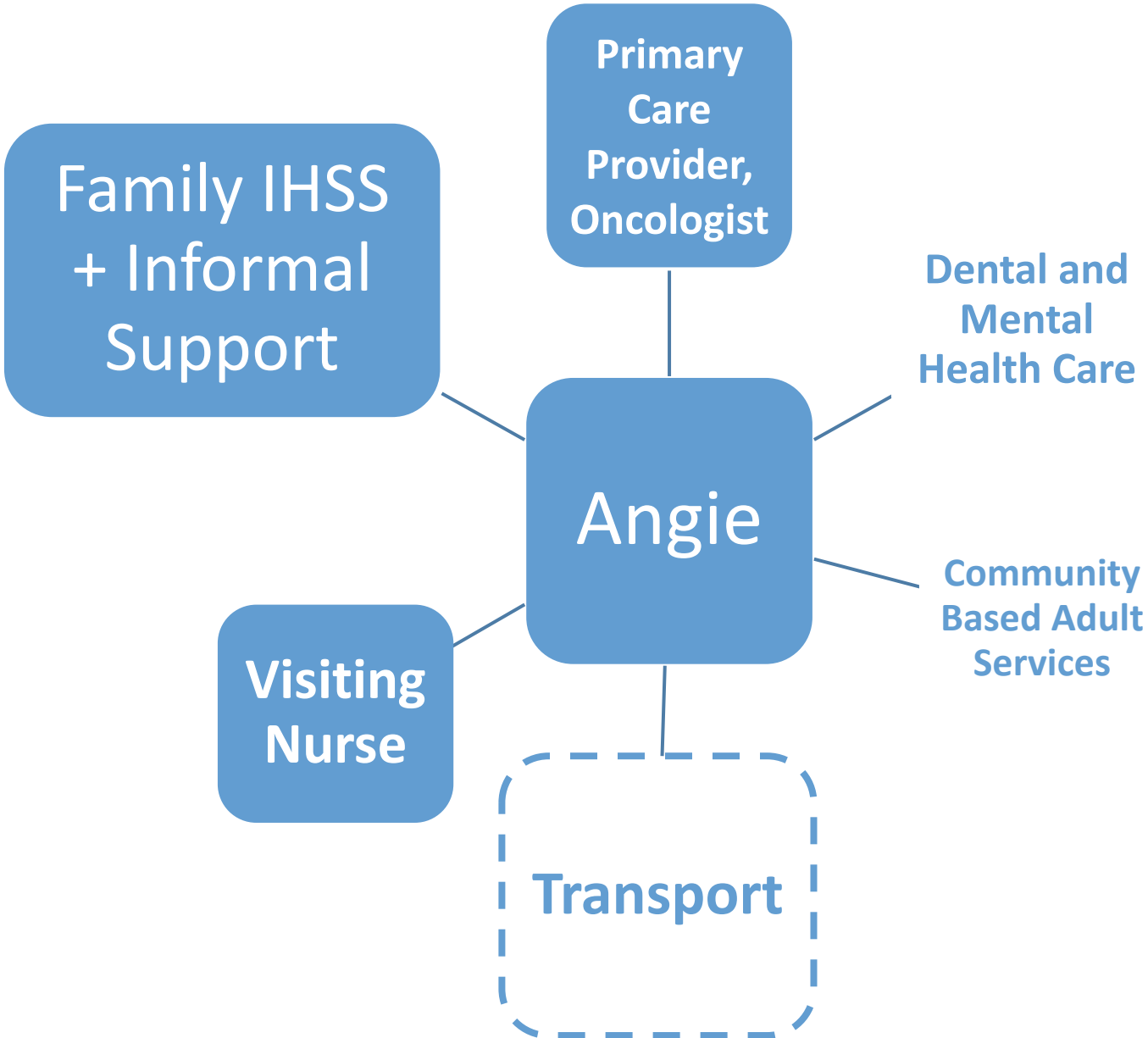


Every Piece Counts

*“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>
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