



COMMONWEALTH OF VIRGINIA
DEPARTMENT FOR AGING AND REHABILITATIVE SERVICES

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MEMORANDUM

TO: The Honorable Janet D. Howell
Chairwoman, Senate Finance and Appropriations Committee

The Honorable Luke E. Torian
Chairman, House Appropriations Committee

FROM: Kathryn A. Hayfield 
Commissioner, Department for Aging and Rehabilitative Services

SUBJECT: Annual Report on Dementia Case Management Program

Pursuant to Item 340 J of the 2021 Appropriation Act, the Department for Aging and Rehabilitative Services (DARS) is pleased to submit the report on the status of the Dementia Case Management Program. The document includes information on the initial development of the program with funding starting July 1, 2021. This program is building on work undertaken at the University of Virginia's (UVA) Memory and Aging Care Clinic since 2016 through a partnership with DARS. This document provides a brief description of this previous work and expectations for the program going forward.

If you have any questions about the report, please do not hesitate to contact me.

KH/gw

Enclosure



Dementia Case Management

Report to

**Chairman of the House Appropriations Committee
Chairwoman of the Senate Finance and Appropriations
Committee**

**Virginia Department for Aging
and Rehabilitative Services**

**Commonwealth of Virginia
Richmond
November 1, 2021**

Report on Dementia Case Management

A Report to the Virginia General Assembly

November 1, 2021

REPORT MANDATE

340 J: Out of this appropriation, ~~\$150,000 the first year~~ and \$150,000 the second year shall be provided for an interdisciplinary plan of care and dementia care management for 50 individuals diagnosed with dementia. This service shall be provided through a partnership between the Memory and Aging Care Clinic at the University of Virginia and the Alzheimer's Association. The Department for Aging and Rehabilitative Services shall report the status and provide an update on the results of the dementia case management program to the Chairs of the House Appropriations and Senate Finance and Appropriations Committees by November 1 of each year.

BACKGROUND

During the 2020 Special Session, the General Assembly appropriated funding for dementia case management starting July 1, 2021. This funding was appropriated to support the implementation of a pilot program for dementia case management at the University of Virginia's Memory and Aging Care Clinic (UVA MACC) in partnership with the Alzheimer's Association.

KEY ACCOMPLISHMENTS

- Memorandum of Agreement executed between the Department for Aging and Rehabilitative Services (DARS) and UVA MACC
- Program Implementation Plan approved
- Dementia Case Management Program in place starting July 1, 2021

DARS AND DEMENTIA

DARS' mission is to improve the employment, quality of life, security, and independence of older Virginians, Virginians with disabilities, and their families.

Under the Code of Virginia § 51.5-152, DARS has a number of powers and duties with respect to Alzheimer's disease and related disorders (ADRD). These include evaluating the needs of individuals with ADRD and their caregivers, and identifying the services, resources, and policies that may be needed to address such needs for individuals and their caregivers, and recommending policies, legislation and funding necessary to implement the state plan for meeting the needs of individuals with ADRD and their caregivers.

The most recent plan, the *Dementia State Plan 2020-2024: Building a Dementia-Capable Virginia*, was developed by the Alzheimer's Disease and Related Disorders Commission in consultation with stakeholders and citizens and includes five main goals. Goal Four is to provide access to quality coordinated care for individuals living with dementia in the most integrated setting.

The Dementia Services Coordinator, housed within the Division for Community Living at DARS, supports the Alzheimer's Disease and Related Disorders Commission, disseminates information on systems, services and related activities, and coordinates services and activities of state and local agencies, service providers, advocacy groups, first responders and law enforcement, as well as other entities throughout the state that engage with people with ADRD and their caregivers, specifically the Alzheimer's Association, Area Agencies on Aging and Adult Protective Services.

BRIEF HISTORY

Dementia Case Management began at UVA MACC in 2016 with support from a grant awarded to DARS by the federal Administration for Community Living under the Alzheimer’s Disease Initiative—Specialized Supportive Services program. UVA MACC collaborated with the Jefferson Area Board for Aging (JABA), the Area Agency on Aging serving the Charlottesville region, to jointly hire and manage two dementia care managers serving a total caseload of 100 families. Over the nearly three years that the program operated through August 2018, the program served a total of 220 people living with dementia and their caregivers.

The project reported on several measurable outcomes highlighting the benefits of care management. Among both people living with dementia and caregivers, these included: decreased depression, improved quality of life, reduced problematic behavioral symptoms and lower severity of dementia symptoms, and reduced health care utilization. In addition, caregivers reported a reduction in caregiver burden. Overwhelmingly, both people living with dementia and their caregivers felt the program was beneficial, helping prepare them for the future, improving clinical care and treatment, improving access to community resources and reducing stress.

These results help explain why dementia case management has maintained a high profile in Virginia’s Dementia State Plan since the first plan in 2011. The Alzheimer’s Disease and Related Disorders Commission has consistently advocated for state funding to support dementia case management with an ultimate goal of having these services available across the Commonwealth. Since the DARS supported grant projects ended in 2018, UVA’s two dementia care managers have continued to serve about 100 families annually with the support of additional grant funding from the Administration for Community Living and the Department of Defense. Under the former funding project, UVA successfully

incorporated the evidence-based Benjamin Rose Institute Care Consultation program. Through the COVID-19 pandemic, dementia care management continued to be provided virtually, with similar outcomes in terms of depression, quality of life, symptom management and health care utilization.

IMPLEMENTATION

Memorandum of Agreement (MOA)

DARS staff, including the Dementia Services Coordinator, negotiated an MOA with UVA MACC to provide dementia case management services for 50 families. The MOA was fully executed on June 29, 2021, with services set to begin on July 1, 2021. The MOA requires UVA MACC to coordinate an evidence-based, integrated care system for people living with dementia and their caregivers in collaboration with the Alzheimer’s Association.

UVA MACC is using one existing case manager to provide services to 25 families, and is subcontracting with the Alzheimer’s Association Greater Richmond/Central and Western Virginia chapter for one further case manager to provide services to an additional 25 families. Reflecting historical enrollment outcomes, 25 families are expected to be enrolled by December 31, 2021, and a full caseload of 50 families by June 30, 2022.

Program Implementation Plan approved

Under the MOA, UVA MACC was required to submit a Program Implementation Plan to DARS prior to providing services. The plan was received, reviewed, and approved by the DARS Dementia Services Coordinator and the Director of Aging Services. The plan provides for the use of the evidence-based Benjamin Rose Institute (BRI) Care Consultation program as the basis for dementia case management.

BRI Care Consultation is used by at least one other Memory Assessment Clinic in Virginia, the Riverside Center for Excellence in Aging and Lifelong Health in Williamsburg, and has demonstrated effectiveness in various settings including health systems and community-

based organizations, such as Area Agencies on Aging. This makes it an excellent candidate for expansion into other areas of the Commonwealth with varying circumstances.

Dementia case managers will work with newly enrolled families to help meet their needs identified through a person-centered process that includes initial and annual home visits and at least monthly telephone contact. Case managers are able to provide caregivers and people with dementia with services including:

- assistance in obtaining grants for home healthcare and respite services,
- access to funding for durable medical equipment,
- support in completing advance directives and accessing legal aid,
- receipt of Medicaid/Medicare counseling,
- access to safety/fall prevention resources,

- access to caregiver education conferences and support groups,
- assistance touring assisted living and senior center facilities,
- assistance in scheduling and coordinating neurology appointments,
- methods to increase medication compliance, and
- support facilitating productive conversations among family and/or social support network stakeholders.

Dementia Case Management begins

Dementia Case Management services began on July 1, 2021. With services only just launched, outcomes are not available at this time, but will start to be reported with the next report due to be delivered to the General Assembly by November 1, 2022, after the Dementia Case Management Program has been in operation for a full year.