



## Data-Driven Aging

# Navigating New Pathways at CICOA

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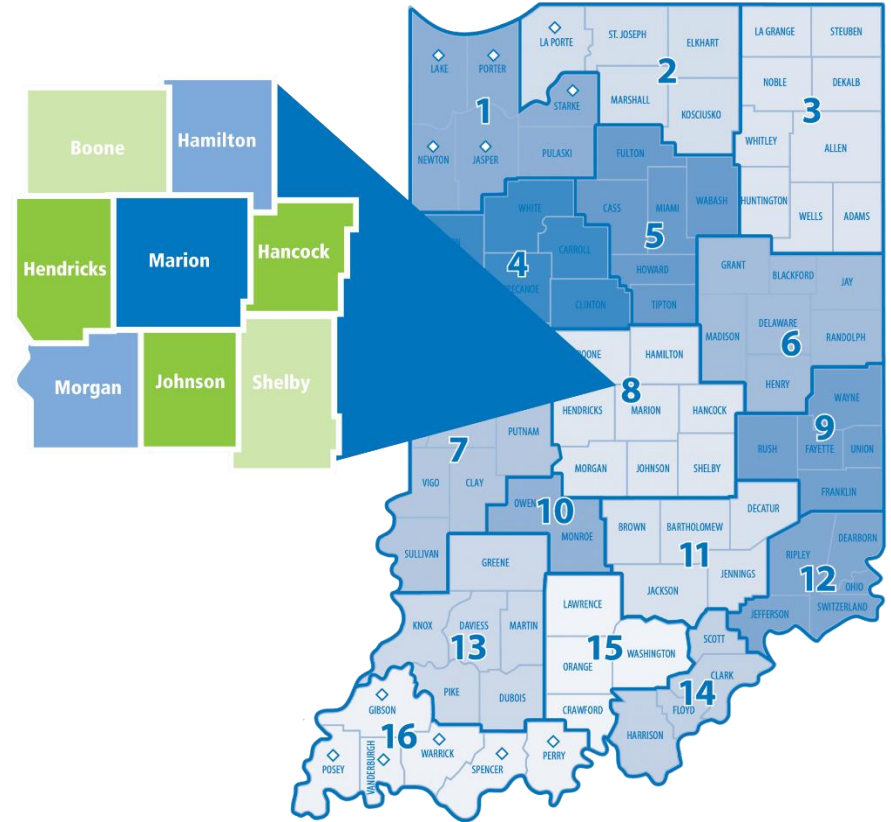
# Agenda

- About CICOA
- Current State of Home and Community Based Services (HCBS)
- Future Pathways
- Data at CICOA
- Using data to Navigate Pathways



# About CICOA

- Indiana's largest Area Agency on Aging (AAA)
- Not-for-profit organization
- Founded in 1974
- Serving 8 counties in Central Indiana (Area 8)






# Mission

CICOA Aging & In-Home Solutions empowers older adults, those of any age with a disability, and family caregivers by providing the innovative answers, services, and support they need to achieve the greatest possible independence, dignity, and quality of life.



# Client Service Data FY2023





Home and  
Community  
Based Services  
Current State

# Family Support and Services Administration

## Aging

Older Americans Act  
(OAA)

- Homebound
- 60 years of age or older

CHOICE

- Homebound
- 60 years of age; or
- Disabled

Medicaid Medical Model Waivers

Aged and Disabled  
(A&D)

- Homebound
- Nursing facility level of care (NFLOC)
- Medicaid recipient

Traumatic Brain  
Injury (TBI)

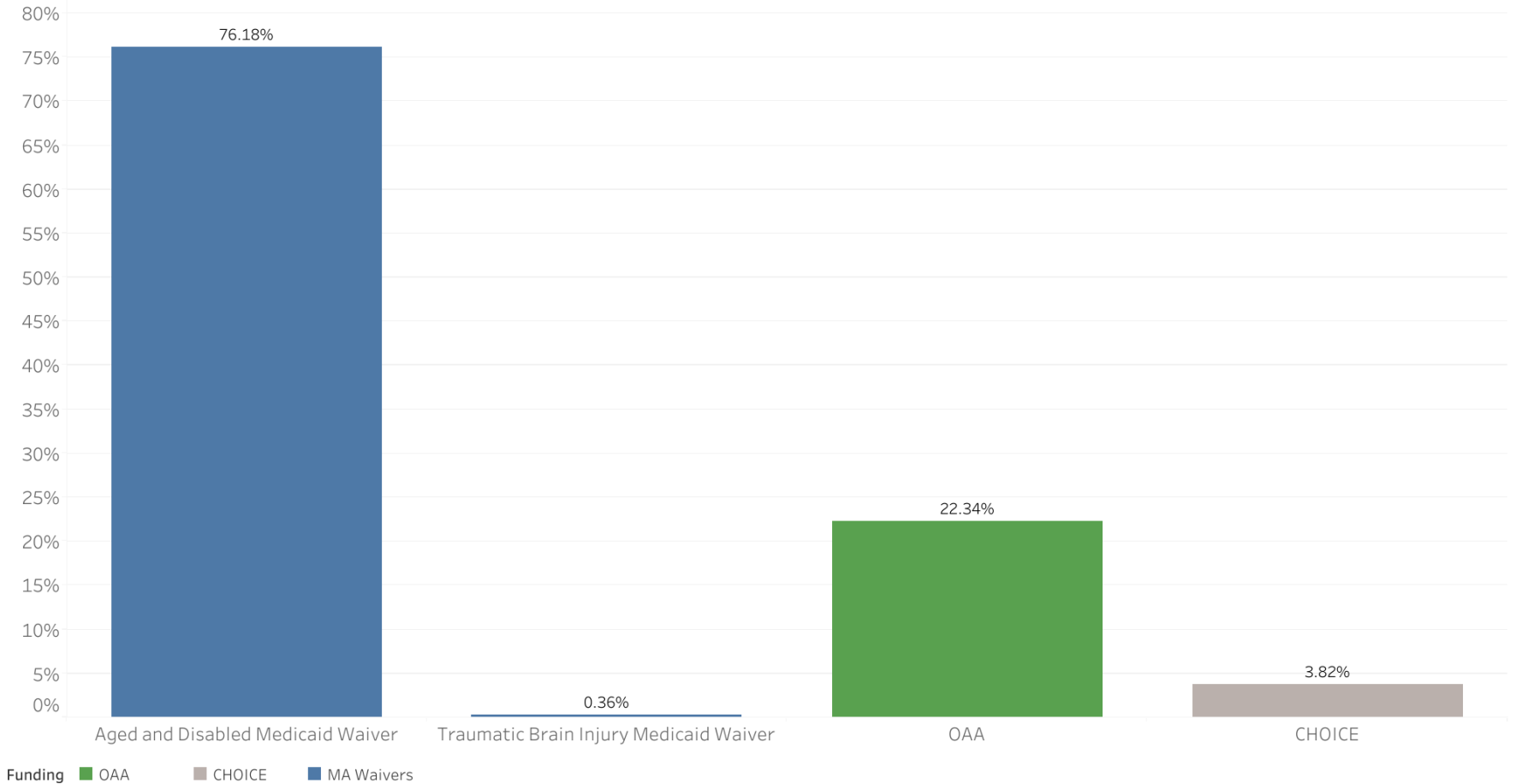
- Homebound
- NFLOC
- Medicaid recipient
- TBI diagnosis

## Area Agency on Aging (CICOA)

Meals  
Transportation  
Caregiver  
Support  
Information &  
Resources

Case Management

## Clients Served by Funding





# Pathways for Aging Future State

# Pathways for Aging



- For Hoosiers aged 60 and over who receive Medicaid (or both Medicaid and Medicare) benefits
- FSSA will partner with health plans to manage members' long-term services and supports (LTSS)

# Family Support and Services Administration

## Aging

## Bureau of Disability Services

## Office of Medicaid Policy and Planning

OAA

CHOICE

Health and Wellness Waiver

Pathways for Aging

- Homebound
- 60 years of age or older

- Homebound
- 60 years of age; or
- Disabled

- 59 years of age or younger; or
- TBI diagnosis of any age
- Homebound
- NFLOC
- Medicaid recipient

- 60 years of age or older
- Homebound
- NFLOC
- Medicaid recipient

Area Agency on Aging (CICOA)

Anthem

UHC

Humana

Case Management

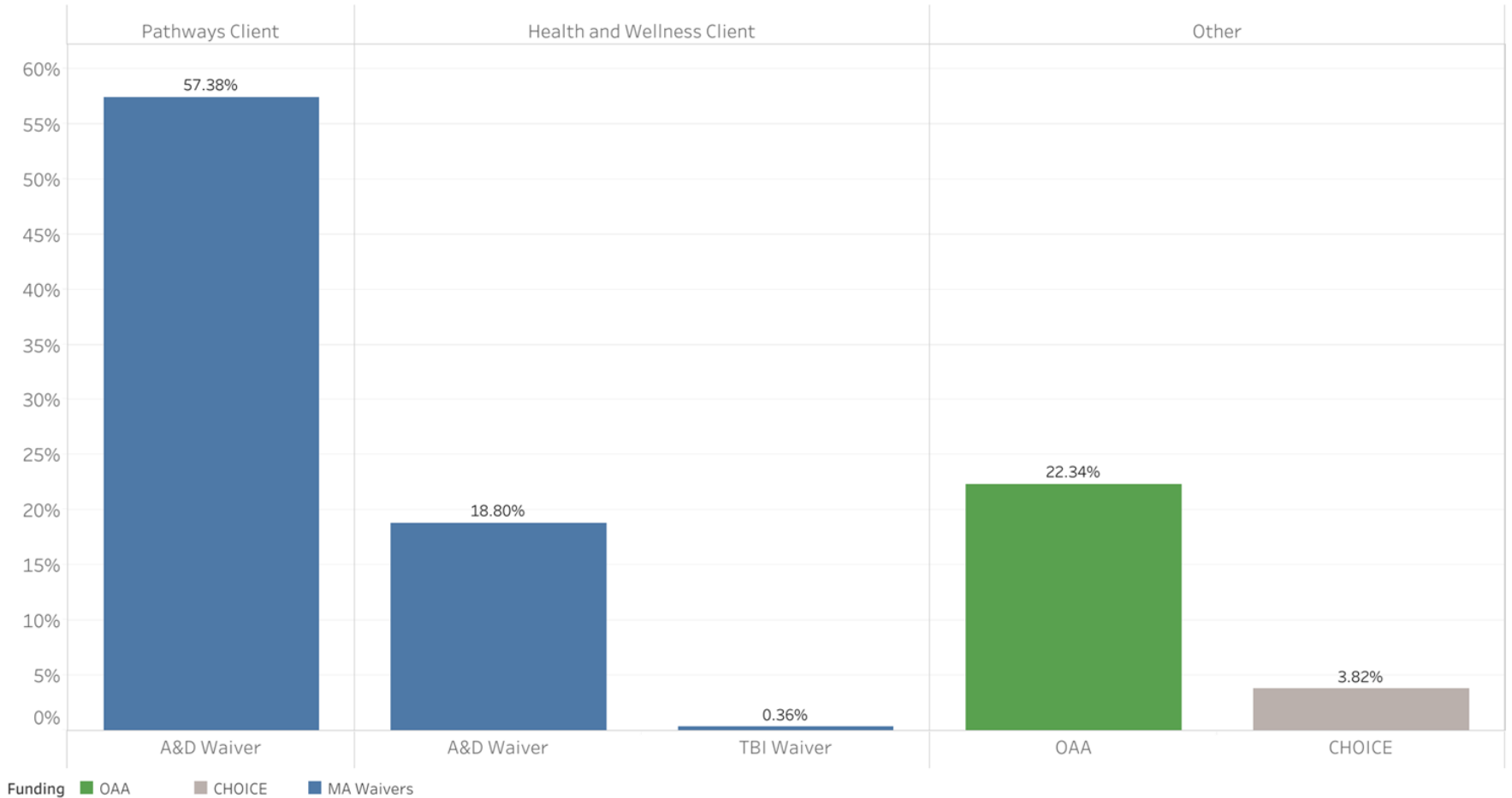
Care Coordination

Meals  
Transportation  
Caregiver Support  
Information &  
Resources

AAA\*

Service Coordination

## Clients Served by Funding - Future



# Changes for CICOA

## Service delivery

- Care Management to Service Coordination
- Reimbursement rate model

## Contractual partnerships

- Repositioning of FSSA divisional oversight

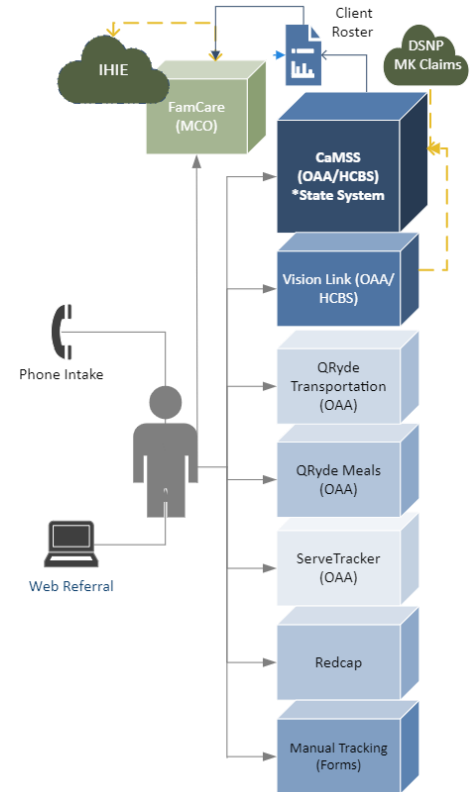
## Data

- New systems
- Unknown access level

# Data at CICOA

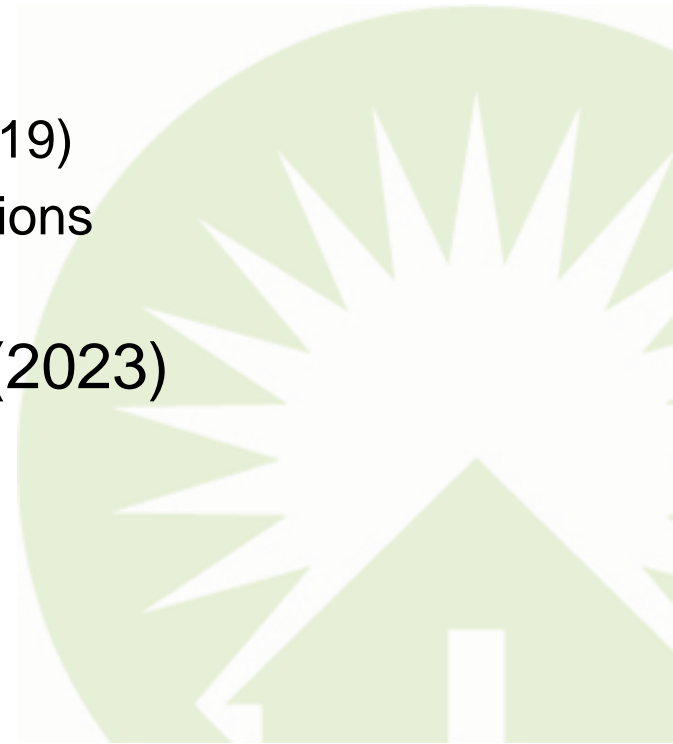
# CICOA's Data Environment

- Disparate systems
  - Duplicate data entry
  - Minimal interoperability
  - Inconsistent standards
- Data quality considerations
  - Accuracy, completeness, validity, consistency
- Resource constraints
  - Data tools
  - Team growth

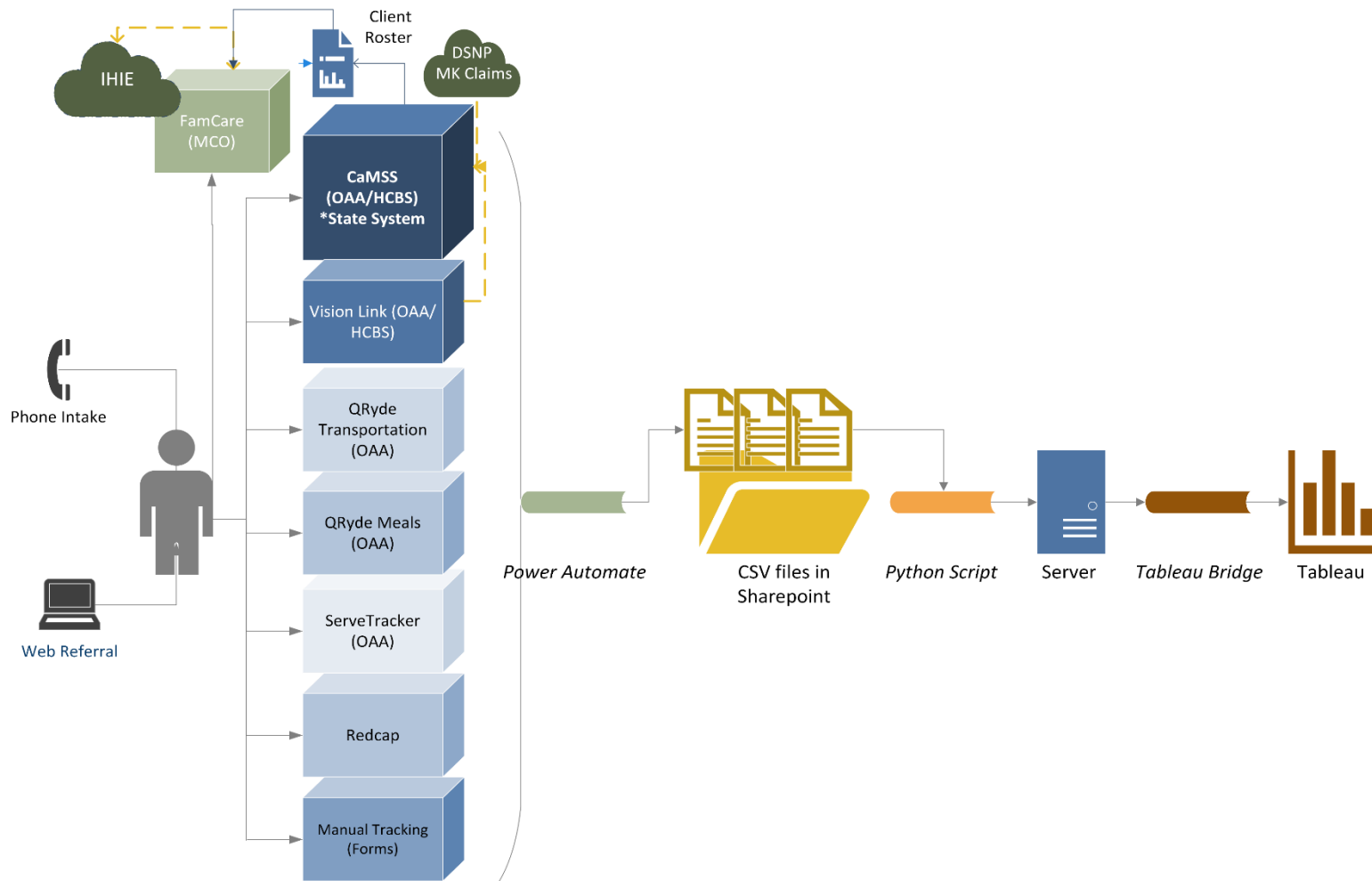


# CICOA's Data Team Transformation

- Secured additional funding (2022)
- Received vendor support
  - Managing initial Tableau environment (2019)
  - Data maturity assessment/ recommendations (2022)
- Transitioned to our own Tableau site (2023)
- Leveraging existing tools
- Building internal capacity







## Dashboards in Tableau

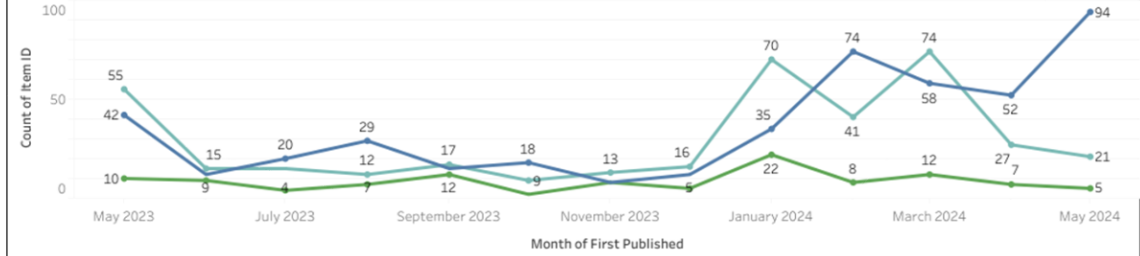
### Live Dashboards

55

### Live Dashboards and Views

186

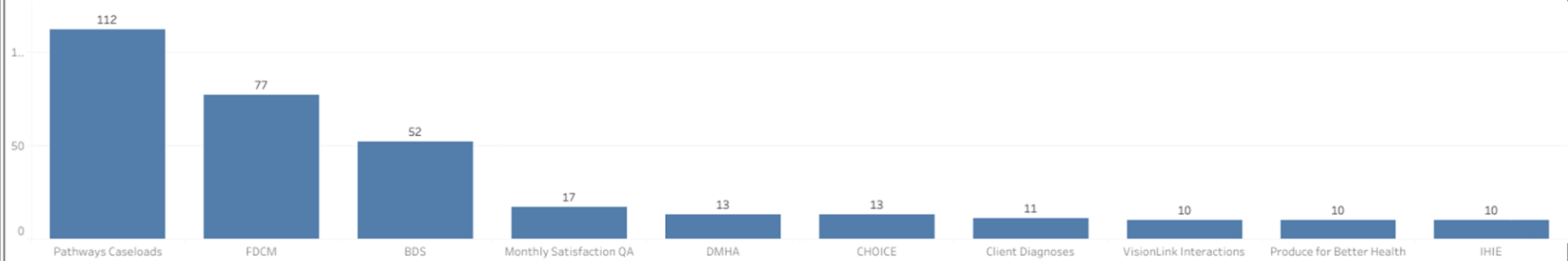
### Dashboard Creation Across Time



Item Type: Datasource, Flow, Metric, Metric Definition, Project, View, Workbook

Top N 10

### Most Viewed Dashboards



How we're  
using data to  
navigate this  
transition

# Organizational Changes

**Challenge:** transition thousands of clients to different teams and care managers

**Purpose of dashboards:** determine which areas and clients to focus on and to monitor the overall progress



# FDCM Transfer Status Dashboard

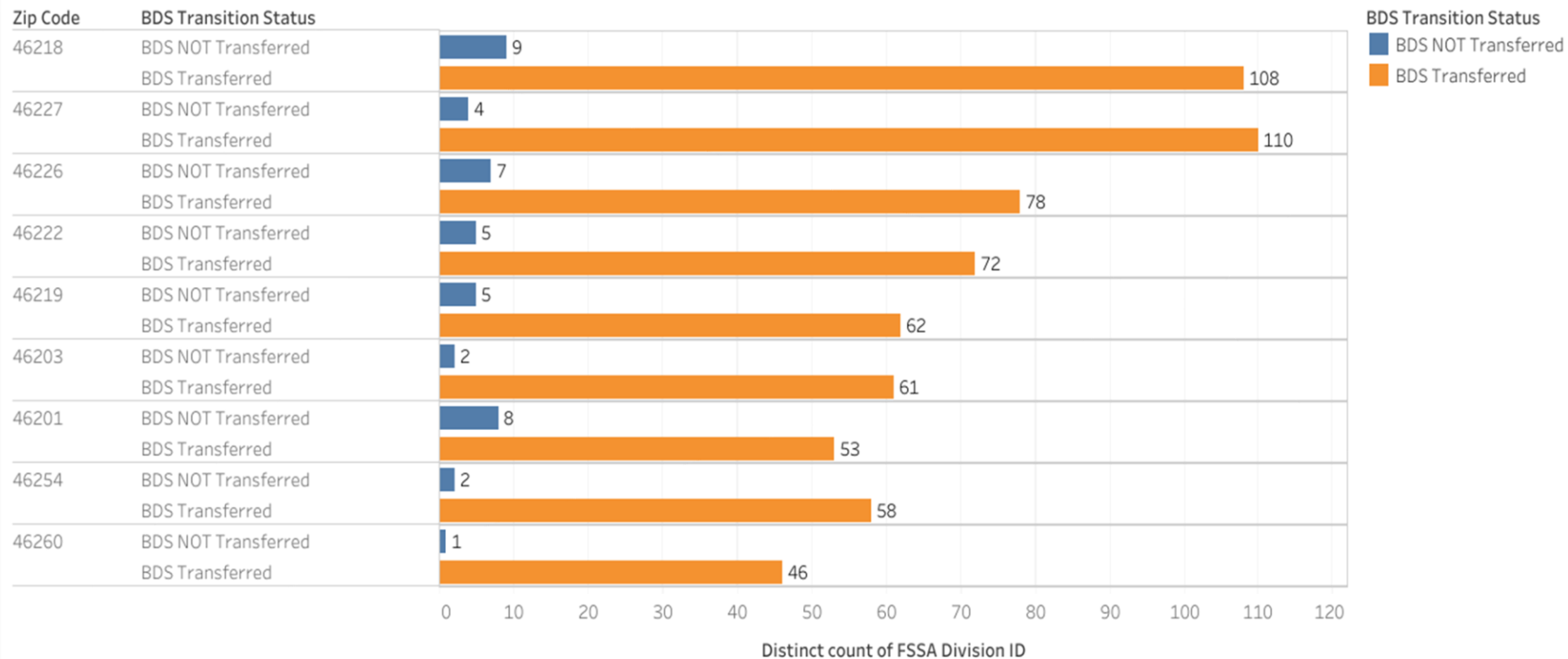
Zone All      Quad All      Manager-1 All      Care Mana.. All      Zip Code All



## Estimated Care Managers Needed

Zone	Quad	Distinct count of FSSA Division ID	Estimated Care Managers Needed (Count of Clients/65)
Null	Null	3	0
East	NE	591	9
	SE	759	12
West	NW	580	9
	SW	267	4
Grand Total		2,200	34

## FDCM Client Counts by Zip Code



# Team Growth

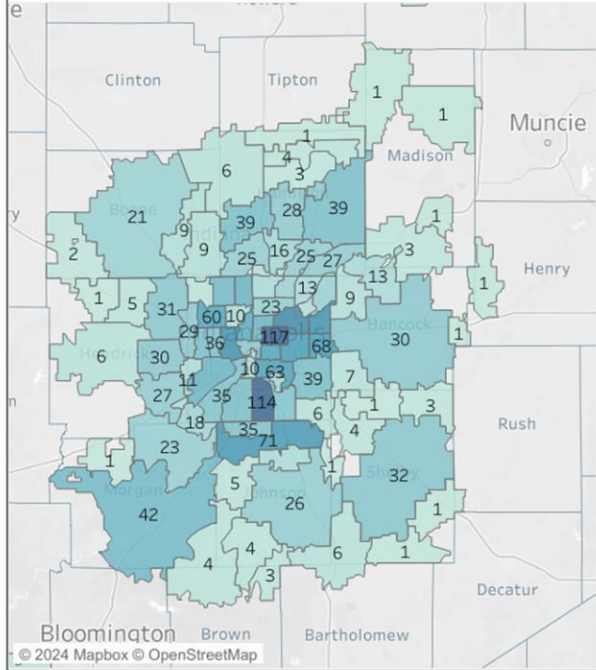
**Challenge:** determine where new teams should be located

**Purpose of dashboards:** visualize client counts based on where clients are located in the service area

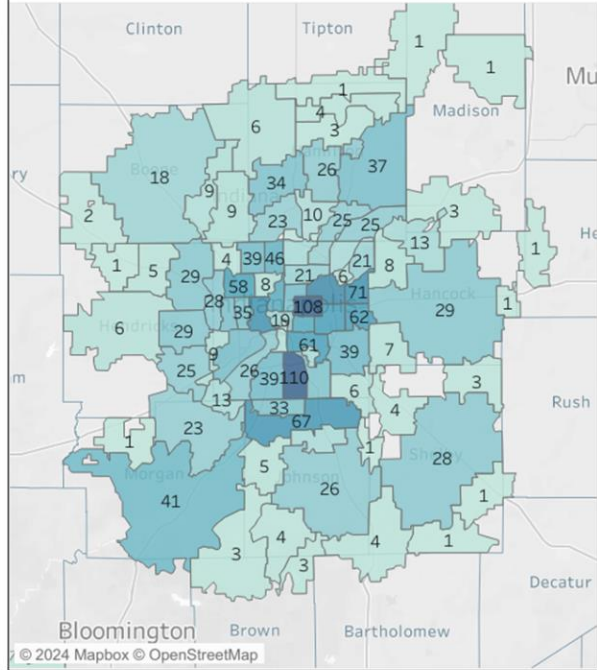


Zone All Quad All Manager-1 All Care Mana.. All Projected S.. All Zip Code All

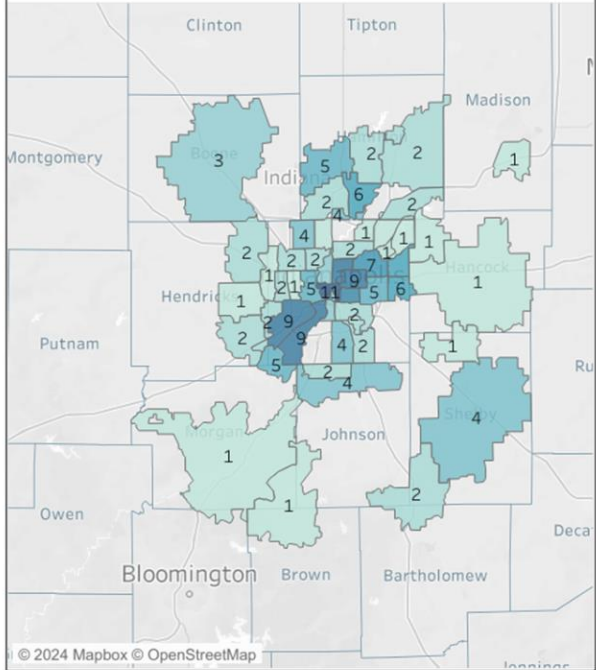
### ALL FDCM Clients



### FDCM Transferred



### FDCM Not Yet Transferred





# Recruitment

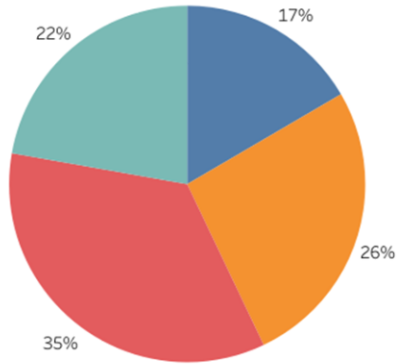
**Challenge:** identify the number of staff we'll need to meet pathways caseload requirements

**Purpose of dashboards:** understand the distribution of clients among the 3 health plans and estimate the number of service coordinators needed



Current Medicare Plan

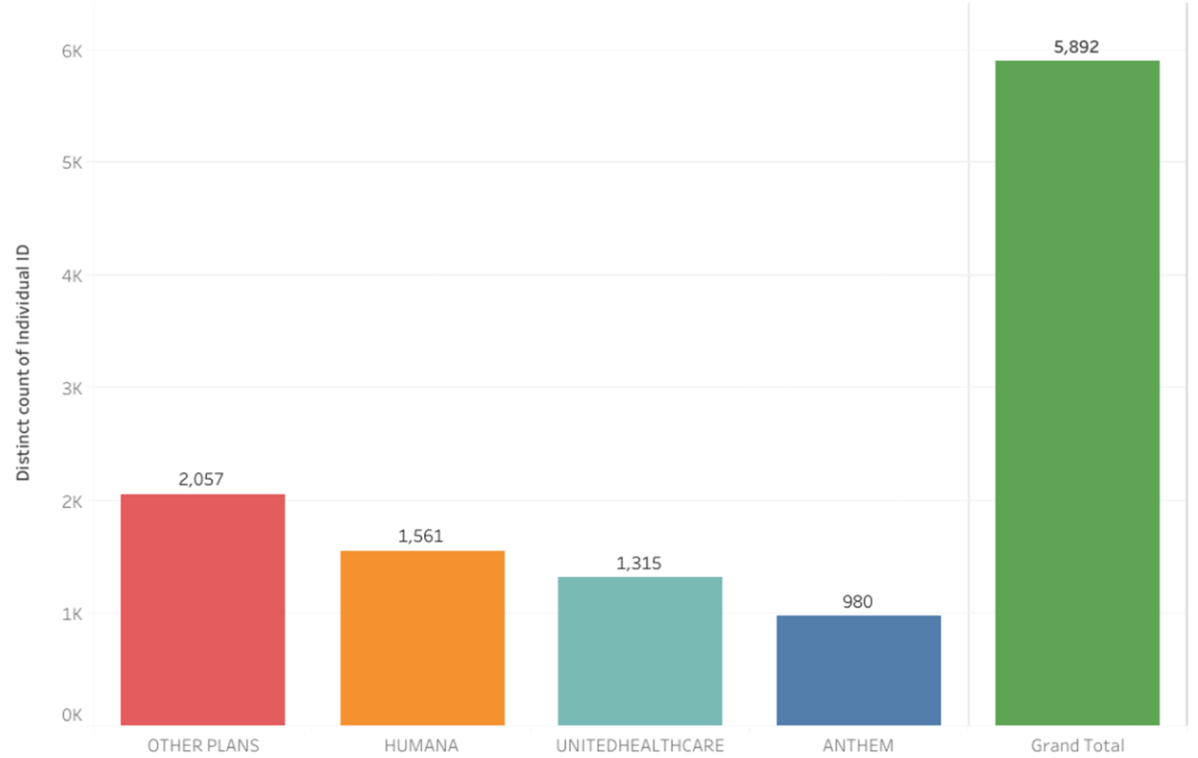
- ANTHEM
- HUMANA
- OTHER PLANS
- UNITEDHEALTHCARE



Data Last Updated: 5/22/2024

[Go to FAQ](#)

Current Medicare Plan



# Estimated Caseloads by Plan

Zip Code All

[Go to FAQ](#)

Clients over 60 with Waiver Funding as of May 22, 2024  <b>5,892</b>	Aligned Members  <b>3,856</b>	Non-Aligned Members  <b>2,057</b>
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Current Medicare Plan	Distinct count of Individu..	% of Clients by Current Plan	Estimated New Members (% Aligned * Non-Aligned)	Estimated Total Members (Current Members ..	Estimated Care Managers Needed
ANTHEM	980	25.4%	523	1,503	23
HUMANA	1,561	40.5%	833	2,394	37
UNITEDHEALTHCARE	1,315	34.1%	701	2,016	31

# Final Thoughts

## **Impact**

- Improved efficiency and accuracy managing the transition to Pathways
- Enabled leaders to make informed decisions based on real-time data

## **Looking Forward: Data Team**

- Continue refining dashboards to meet evolving needs
- Expand the use of tableau for other strategic initiatives

## **Looking Forward: Pathways**

- Partner with health plan(s) to provide service coordination under Pathways
- Continue to innovate with the programs and services offered

# Questions



# Thank you!

## **CICOA Aging & In-Home Solutions**

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Indianapolis, IN 46240-4359

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800.489.9550

## **Aging & Disability Resource Center**

317.803.6131  
317.254.3660  
800.432.2422

