

# DRAFT

## **Draft Report - Adult Day Care Program for the Loudoun Government Reform Commission. September 24, 2012 (submitted by Woodrow Turner)**

**Overview:** Adult Day Centers serve very frail seniors with Alzheimer's disease and other dementias as well as stroke victims and/or other persons suffering physical impairments such as Parkinson's disease. These individuals are unable to stay at home alone safely. The Adult Day Centers provide a safe, nurturing and supervised therapeutic environment for these citizens to stay during the day while their nighttime caregivers (usually family members) are at work. Participants are provided lunch, snacks, personal care and medication management, in addition to socialization opportunities and therapeutic activities. The Adult Day Centers provide an alternative to institutional care and are open from 7:30 a.m. - 5:30 p.m. A therapeutic coordinator manages the daily calendar of activities which includes cognitive games, field trips, speakers, art, music and pet therapy. Clients also socialize with other clients and staff.

There are three Adult Day Centers run by the County; they are located in Eastern Loudoun, Leesburg and Purcellville. There are no private Adult Day Centers available to the general public located in Loudoun County, and the closest alternatives are located in Winchester and Fairfax.

Day Care Centers in Virginia must be licensed and are regulated by the State. A copy of the regulations can be found online at:

[http://www.dss.virginia.gov/files/division/licensing/adcc/intro\\_page/code\\_regulations/regulations/032-05-342-5.pdf](http://www.dss.virginia.gov/files/division/licensing/adcc/intro_page/code_regulations/regulations/032-05-342-5.pdf)

The responsibility for the centers lies with Diane Ryburn, Director of Parks, Recreation and Community Services, and the centers are managed by Lynn Reid, Director of the Area Agency on Aging.

### **Revenues and Fees.**

The Adult Day Care Program currently has four basic revenue sources: user (participant) fees, federal and state grants, and charitable contributions, with the short fall from these

three sources coming from the County. Additional sources which could generate additional revenue are Medicaid and the Veterans Administration. This resource is discussed in the Recommendations section below.

Revenues have ranged at Carver Adult Day Center from 51% actual cost recovery in FY11 to 79% actual cost recovery in FY09. Revenues at Leesburg Adult Day Center have ranged from 60% actual cost recovery in FY12 to 64% actual cost recovery in FY09.

The Adult Day Center weekly fees are provided on a sliding scale based on the income of the participant. Fees range from \$11 per day to \$69 per day and, if at-home pick up and drop-off are requested, the transportation fee is \$2 per trip one way. The Fee schedule is attached to this report.

### **Operating Expenses.**

A full break out of the financial information is attached in an Excel spreadsheet; it will be updated, if possible, prior to September 27.

### **Promotion.**

The program is promoted via newspaper ads, brochures, information on the Loudoun website, open house events, Alzheimer support groups, and by word of mouth. The majority of clients are driven by family members to the centers and others commute via a County bus.

### **Conclusion/Overview.**

The Adult Day Care Program is well run and the steep increase in funding from the County for FY 2013 resulted from the opening of a new Center in Eastern Loudoun. The staff budgeted for the full cost of staffing and operating the facility, but budgeted for less than full occupancy during the ramp up period. There should be some leveling off going forward. Currently, only the Leesburg center is operating at optimal capacity.

### **Recommendations.**

The day care centers should continue to be supported by the County. A fragile, frail, elderly and infirm segment of the community which is most in need deserves the support

of the Board of Supervisors. However, additional sources of revenue should be aggressively pursued by staff in order to reduce the subsidy provided by the County, and marketing efforts should be ramped up significantly.

### **Revenue Enhancement.**

1. **Charitable Donations and Fundraising.** Fundraising could be a source of additional financial support. Families of participants who have used the program or are benefiting by it would be prime candidates for contributions. Fund raising could augment the program and provide for amenities that need to be continued and enhanced. The legal framework is in place; an existing support organization “Friends of the Adult Day Care Centers” has been in existence for years - it just needs to be reinvigorated. The County should take action to invigorate this organization and provide logistical support to the extent that the County can legally do so.
2. **Grants.** According to the staff, there are currently two grants for the program; however, cuts in the finance department personnel have reduced the resources available to do grant research and prepare applications for future grants. There may be sources of revenue that are not currently being tapped. This potential source of financial support should be reviewed carefully by the County and staff should be directed to explore other grant opportunities.
3. **Veterans Administration and Medicaid.** The County should explore the benefits and the costs of becoming VA and Medicaid provider. However, Jane Bauknecht, Director of the not-for-profit Adult Care Center of Northern Shenandoah Valley in Winchester says that they generally have several participants in both categories and says that the additional paperwork is not a problem. There are likely to be a number of current and future participants whose resources are minimal and who, as a result, are placed in the lowest end of the ADC’s fee scale. These same individuals would likely qualify for Medicaid or VA assistance which would increase the revenue to the Program. According to the fee schedule report which was provided to us in May, there were currently eight participants paying \$11 per day, six paying \$26 per day and five paying \$38 per day. The Medicaid and VA rate is currently \$46 per day. Conversely, there may be additional costs involved in the Centers to become qualified as a Medicaid

provider. However, these potential reimbursement sources should be explored fully by the County, and an objective cost benefit analysis should be undertaken.

4. **User fee/rate increases.** The County Staff is working on a new fee schedule. This effort should be a priority.
5. **Alternate fee structure.** Should user fees be based upon income of the family benefited in addition to the participant's resources? (To be discussed during the meeting.)
6. **Budgeting process.** (To be discussed during the meeting.)

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**22 VAC 40-60-692. Rights of participants.**

- A. The participant shall be treated as an adult with consideration, respect and dignity, including privacy in treatment and in care for personal needs.
- B. The participant shall be encouraged and supported to maintain the highest level of personal and functional independence that conditions and circumstances permit.
- C. The participant shall be encouraged to participate in planning for his care, in program planning, and in deciding to participate in a given activity, to the extent possible.
- D. The participant shall be involved in a program of services designed to promote a positive attitude about his usefulness and capabilities, and designed to encourage learning, growth, and awareness of constructive ways to develop talents and interests.
- E. The participant shall be cared for in an atmosphere of sincere interest and concern in which needed support and services are provided.
- F. The privacy and confidentiality of each participant shall be fully respected.
- G. The participant shall not be abused, exploited, punished, coerced or threatened in any way.
- H. The participant shall be protected from solicitation, harassment and unwanted visitors.
- I. Services provided shall meet acceptable standards of care. There shall be a good faith effort to provide care according to the plan of care. Satisfaction with care shall be routinely checked and concerns addressed.

J. The participant shall have the right to voice grievances about care or treatment without discrimination or reprisal.

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The County's visitor policy for the Centers is as follows:

Loudoun County Department of Parks, Recreation and Community Services

Area Agency on Aging

LOUDOUN COUNTY ADULT DAY CENTERS

Leesburg ADC  
16501 Meadowview Court  
Leesburg, Virginia 20175

Carver Center  
200 Willie Palmer Way  
Purcellville, VA 20132

Policies and Procedures

Visitor Policy

The Loudoun County Adult Day Program is highly structured. Visitors are allowed for brief visits for the benefit of clients, with prior permission, so as not to disrupt the program. The following also applies to visitors at the Center:

Visitors must call to schedule a visit ahead of time with the Manager or person in charge. The Manager will ask the participant if they want to see the visitor.

Visitors are not allowed to take a client from the Center unless they have received prior approval from the Manager. The Manager will contact the primary caregiver before allowing the client to be taken from the Center by another. In the event that a visitor insists on taking the participant from the building, the Manager will call 911.

Staff should never discuss information about participants with anyone or sign any document. Refer all requests for information to the Manager.

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Attachments: **Fee Schedule (2)**

**Excel Spread sheet re financial issues.**