

# Post-Briefing FACT SHEET

## SPEAKERS

June 16, 2022

**Susan Reinhard**

Senior Vice President  
and Director  
AARP Public Policy Institute

June 29, 2022

**Jennifer Carlson**

Assistant Director  
Ohio Department of Aging

**Dawn Lambert**

Co-leader  
Community Options Unite  
Connecticut Department of  
Social Services

Milbank Memorial Fund

# STATE LEADERSHIP NETWORK

## Putting the State Scorecard for Long-Term Services and Supports into Action

### Introduction

This two-part briefing focused on the *Long-Term Services and Supports*

*Scorecard for Older Adults, People with Disabilities and Family Caregivers*, which is a joint initiative of the AARP Foundation, The Commonwealth Fund, and the SCAN Foundation that aims to:

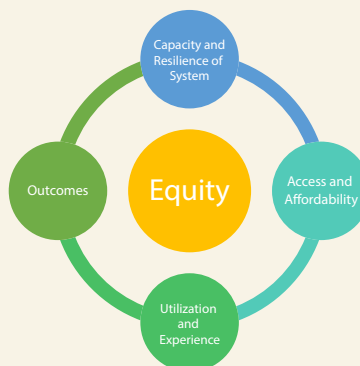
- Raise the national level of performance for LTSS
- Help states to:
  - Assess their LTSS systems across multiple dimensions of performance
  - Measure progress
  - Identify areas for improvement
  - Engage public and private sectors
  - Improve the lives of older adults, people with disabilities, and family caregivers

## Leveraging Performance Scorecards to Improve Health and Equity in Your State Series

State officials could improve their capacity to respond to complex population health issues if they routinely use national data scorecards to:

- examine their state's current performance
- benchmark against the performance of other states
- connect with best practice states around successful interventions
- establish administrative, policy and/or regulatory priorities
- increase public trust and engagement through transparency
- examine performance and course correct interventions, over time

State officials need a range of indicators covering the dimensions featured to the right to create a comprehensive picture of state health performance over the life span, from young children to older adults, and to examine equity of access, utilization, care experience, and outcomes.



“We have partnered within the front door and the network system, and they've assisted on so many levels with coordination, registration, transportation to our vaccine clinics and in addressing vaccine hesitancy through public outreach and activities statewide.”

— Jennifer Carlson,  
Assistant Director,  
Ohio Department of Aging

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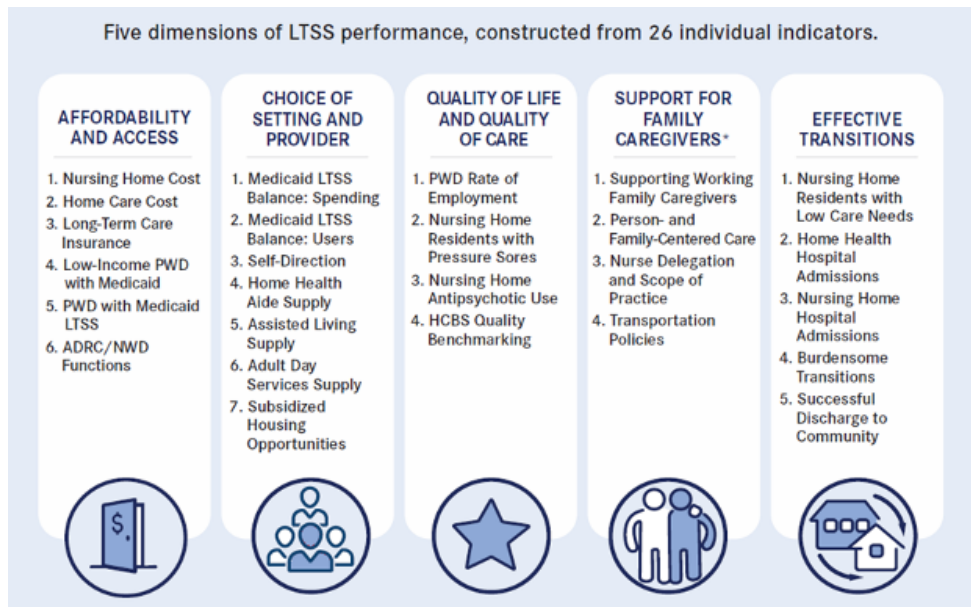
## Overview

As defined by the scorecard, LTSS consist of a broad range of day-to-day help needed by people with long-term conditions, disabilities, or frailty. In the first session, the AARP Policy Institute's Susan Reinhard explained that the LTSS scorecard measures state LTSS systems in the following dimensions:

Reinhard walked participants through the use of the associated state reports, using Connecticut and Ohio as examples. She previewed that areas of emphasis for the 2023 scorecard would include the LTSS workforce, disaster/emergency preparedness, and health equity.

"Scorecards have been an important part of our rebalancing plan for years. We use it for analysis based on indicators that can be compared across states."

— Dawn Lambert, Co-leader, Community Options Unite, Connecticut Department of Social Services.



## State LTSS Reports

In the second briefing, Dawn Lambert of Connecticut and Jennifer Carlson of Ohio responded to their respective state reports. Lambert pointed to the scorecard as an important source for 1) for raising awareness with stakeholders, 2) identifying replicable best practice strategies from other states, and 3) bringing the credibility of a third-party reviewer to state programming.

Lambert focused on what Connecticut is doing to improve an indicator—high rate of home health clients with hospital readmission—with which it has had challenges. She then outlined several related American Rescue Plan Act initiatives around training, value-based purchasing, and delegation of tasks.

In her review of the Ohio LTSS scorecard, Carlson first provided an overview of an area of strength for

Ohio—its work to promote the use of “no wrong door” entry points for people in need of services—and discussed how this work had evolved during the pandemic to encompass vaccination and related work.

She then outlined the work that Ohio is doing to improve its rate of self-directed services, including launching a task force to review the needs of the direct workforce.

### Resource:

1. [LTSS Scorecard](#)

