

How Can the LTS-Coordinator Help Me?

What are long term services and supports (LTSS)?

LTSS is a term used to describe **home and community-based services** that **promote independent living**. This includes things like homemakers, personal care attendant (PCA) services, home-delivered meals, and laundry assistance. Your Long Term Supports Coordinator (LTS-C) can work with you to identify appropriate LTSS services that will meet your needs. They will check in with you regularly to see if you need additional or different supports or services.

What does a Long Term Supports Coordinator (LTS-C) do?

As a part of your Care Team, LTS-Cs can support members to identify and coordinate services to promote independent living – including in-home and community-based services.

LTS-Cs come from organizations in your community and get to know you as a whole person, beyond your medical needs, to help you develop and reach your personal wellness goals.

LTS-Cs promote your independence by:

- Learning about your interests and needs.
- Working with you to identify the best services in your community to meet your goals.
- Informing your Care Team about how LTSS, Recovery Services, and community resources fit into your care plan.

Would you benefit from help with grocery shopping, cleaning, cooking, or meal preparation – such as chopping vegetables – so you can cook your own meal?

These are things the LTS-C can help you with!

Examples of how LTS-Cs can work with you:

Advocate on your behalf to members of your Care Team. Advocating can look like:

- Making sure your viewpoints and concerns are raised to the Care Team, including your Care Coordinator.
- Working with your plan to identify potential community programs to meet your needs and goals, such as job training and social events.

- Identifying and advocating for services and programs that may better meet your needs than current ones you have in place.

Identify person-centered care plan goals with you and your Care Coordinator that meet your independent living and recovery needs, community interests, and cultural identity.

Coordinate LTSS and community-based services that you are interested in and meet your needs.

Examples of how the LTS-C can assist with coordinating services:

- Identify community resources, such as local art classes or volunteer opportunities at a community garden.
- Locate culturally appropriate recovery or social meetings.
- Work with you to brainstorm temporary services to fill your needs while waiting for a long-term solution. For example, providing grocery store delivery services while waiting for a PCA to do shopping and meal prep.

As a member of the care team, LTS-Cs will share their assessments on LTSS, independent living, and community engagement goals with your Care Coordinator. Your LTS-C can also contribute to portions of the Comprehensive Assessment. They can work with you on the LTSS, behavioral health, and community-based services parts of your care plan.

How can an LTS-C support me in my recovery?

Your LTS-C can support you with your recovery and mental health goals. This might include working with you to find resources in your community such as peer supports or Recovery Learning Centers.

LTS-Cs can learn about your interests and goals and assist you in identifying services and community resources to support you in your independent living and recovery needs.

How do I start working with an LTS-C?

You can ask for an LTS-C at any time by contacting your Care Coordinator or health plan. You decide how long you work with the LTS-C. Some members bring in the LTS-C for a short period while getting new LTSS services in place, while others choose to work with an LTS-C throughout their time in One Care.

LTS-Cs are often from Independent Living Centers (ILCs) or Aging Service Access Points (ASAPs). You can request a different LTS-C if your current LTS-C is not a good fit for you.

Even if you said NO to working with an LTS-C in the past, you can start working with one now. Call your Care Coordinator and ask for an LTS-C!

Differences between Plan Care Coordinators and LTS-Cs

Call your LTS-C if:	Call your Care Coordinator if:
You have a change in your LTSS, independent living, or recovery needs	You have a change in your health, behavioral health, or disability status
You want help with meal prep, home-delivered meals, or assistance with grocery shopping	You want help coordinating your medical appointments
You need help keeping your home clean, doing laundry, or paying your bills	You want to set up transportation to a medical appointment or a volunteer opportunity
You need help with bathing or personal care, and you want to explore available options for assistance with personal care	You have a change in your health condition and want to see if you are eligible to increase the amount the hours your PCA can assist you
You are interested in finding out about local volunteer opportunities	Your wheelchair, bed lift, or other Durable Medical Equipment needs to be repaired
Your homemakers or personal care workers did not show up for their scheduled hours	You need a refill on catheters, central line dressing kits, or other medical supplies

Independence. Care Coordinators are part of your health plan. LTS-Cs do not work for your health plan, they work for community-based organizations.

Some things LTS-Cs can help with include:

- Matching your personal interests and goals with activities in your area.
- Advocating for your choices in community-based services with your Care Team.
- Ensuring your services meet your goals and needs.
- Problem-solving when your needs aren't being met.

In-person meetings. Your plan will offer you an in-person assessment yearly. Not all Care Coordinators can do in-person meetings. In comparison, most LTS-Cs are available to meet with you in person, at your home. LTS-Cs prioritize in-person meetings to get to know you and to work with you to identify services that will meet your needs. Initial LTS-C assessments are also typically in person.

Care Coordination. Your LTS-C will recommend services based on discussions with you and your Care Team, that will support your independent living goals and LTSS needs. Your Plan Care Coordinator will work with your LTS-C to implement identified services to help you reach your goals.

Assignment. Every One Care member has a One Care Plan Care Coordinator assigned to them. The LTS-C is an optional community provider that you can choose to work with when you join One Care or at any time while you are a One Care member. You can request an LTS-C at any time.