Aging and Disability Services

APPROVED FY27 BUDGET	FULL TIME EQUIVALENTS
$78,761,551	209.75

JAMES BRIDGERS PH.D., MBA, DIRECTOR

FUNCTION

The staff of Aging and Disability Services shares the Montgomery County vision where seniors, persons with disabilities, and their families are fully participating members of the community. The mission of this service area is to affirm the dignity and value of seniors, persons with disabilities, and their families by offering a wide range of information, home and community-based support services, protections, and opportunities that promote choice, independence, and inclusion.

PROGRAM CONTACTS

Contact Patrice McGhee, DPA of the HHS - Aging and Disability Services at 240-773-1089 or Grace Pedersen of the Office of Management and Budget at 240-773-1088 for more information regarding this department's operating budget.

PROGRAM DESCRIPTIONS

Admin - Aging & Disability Services

This program provides leadership and direction for the administration of Aging and Disability Services.

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**541,468**	**3.00**
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	5,536	0.00
FY27 Approved	**547,004**	**3.00**

Adult Foster Care

This program provides subsidies and case management to low-income seniors and adults with disabilities residing in small, licensed Assisted Living Facilities and Project Homes.

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28
Number of ongoing clients in Adult Foster Care - unduplicated annual count [1]	105	99	109	114	120
Percent of clients remaining in community placement (i.e., small Assisted Living Facilities and Project Homes) and not entering institutional setting [2]	96%	92%	96%	96%	96%

[1] *There was a 6% decrease from FY24 to FY25. This is due in part to challenges in stabilizing Adult Protective Services (APS) clients who are experiencing high risk situations before they transfer to the Adult Foster Care (AFC) Program. The decrease is also due to the decrease in APS*

investigations this fiscal year, leading to fewer referrals to AFC.

2 *Adult Foster Care maintains the least restrictive alternative to institutionalization/nursing home admissions as a goal, and still remains successful in maintaining a very high percentage of clients remaining in the community, thereby reducing the higher cost of institutional care.*

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**2,686,644**	**8.00**
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(51,111)	0.00
FY27 Approved	**2,635,533**	**8.00**

Aging & Disability Resource Unit

This program assists seniors, persons with disabilities, and their families, in defining their needs, locating required services, and facilitating the application process to access services.

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28
Number of incoming calls - monthly average [1]	1,488	1,488	1,600	1,500	1,500

1 *The program is projecting higher call volume in FY26 due to a marketing campaign.*

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**1,834,485**	**9.00**
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(85,636)	0.00
FY27 Approved	**1,748,849**	**9.00**

Area Agency on Aging

The Area Agency on Aging offers programs and services that help seniors remain independent and connected to their communities. Connections via community "Villages," caregiver support, health promotions and activities, grocery shopping, transportation, nutritious senior meals, visits to isolated seniors, assisted living subsidies, legal representative payee, health insurance counseling, subsidized employment, and help resolving issues in nursing homes and assisted living facilities.

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28
Percent of complaints resolved and partially resolved by Ombudsman Services	93%	86%	90%	90%	90%

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**10,459,705**	**25.50**
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	281,440	(1.24)
FY27 Approved	**10,741,145**	**24.26**

Assessment & Continuing Care Management Services

This program provides multi-disciplinary assessments, care planning, and case management services to frail seniors and adults with disabilities to remedy and prevent abuse, neglect, self-neglect, financial exploitation, or inappropriate institutionalization. Services include Adult Protective Services, Social Services to Adults, and the Public Guardianship Program.

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28
New Adult Protective Services Investigations [1]	1,064	803	850	900	950
Percent of Adult Protective Services clients with another investigation within six months (reoccurrence) [2]	5%	9%	8%	7%	6%
Number of clients receiving case management services [3]	907	908	910	915	920
Percent of seniors and adults with disabilities that avoid institutional placement while receiving case management services [4]	95%	97%	97%	97%	97%

[1] *The 24% decrease in Adult Protective Services (APS) investigations in FY25 is unprecedented aside from COVID. The total APS referrals to the hotline are down by 22%, indicated a possible reluctance of the public to contact APS for assistance, despite an increase in community outreach efforts by A&D and the APS team. The program hopes to further increase outreach efforts in FY26 and hope to increase reporting to APS.*

[2] *Adult Protective Services investigations are voluntary for clients with capacity. Therefore, due to self-determination, some clients choose not to follow the program's recommendations, and, as such, rates of reoccurence may fluctuate. Six percent is the State's goal, and the program anticipates that the rate will remain at this level. This year the increase in reoccurence may be tied to the increase in cases of clinical complexity with more challenging situations such as evictions.*

[3] *Case management services has maintained approximately the same number of active clients in FY25. The program anticipates a modest increase in clients due to increased referrals to Social Services to Adults (SSTA), Home Care, and the Senior Care Program, and a lengthening waitlist for those programs.*

[4] *The percentage remained stable, with a slight increase in FY25. No change is anticipated in upcoming years as case management has been effective in assisting clients to remain in the community with supports such as personal care and medical coordination.*

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**15,708,419**	**61.75**
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(3,364,127)	0.00
FY27 Approved	**12,344,292**	**61.75**

Community Provider Support

This program provides financial support to the providers and agencies in the community that work with the entire spectrum of clients served by the department through Aging and Disability Services.

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28
Number of clients served by Developmental Disability and Medical Adult Day Care Providers [1]	5,499	5,681	5,957	6,133	6,276

[1] *The number of clients served increased 3% in FY25. Projections assume more modest increases in future years because of Developmental Disabilities Administration budget expectations and upcoming Medicaid reductions.*

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**22,689,300**	**0.50**
Increase Cost: Developmental Disability Provider Supplement (2.5 Percent Increase)	558,621	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	2,812,025	2.00
FY27 Approved	**26,059,946**	**2.50**

Community Support Network for People with Disabilities

Community Support Network for People with Disabilities (CSN) provides services that enable individuals to remain in their home or in the least restrictive environment and provides general support, guidance, and assistance to clients with developmental disabilities and their families. The My Turn program provides summer camp placements, support, and programmatic/financial assistance to families with children with developmental disabilities ages 3 to 18 years old. CSN also conducts site visits to group homes that serve clients with developmental disabilities in the County and monitors contracts that provide services to people with various disabilities, including visual and hearing impairments.

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28
Placements in Summer Camp Programs [1]	46	58	63	70	77

[1] *This program projects that the number of camp placements will increase every year due to increased outreach efforts.*

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**3,299,650**	**9.50**
Increase Cost: Adult Medical Day Care Provider Supplement (2.5 Percent Increase)	62,392	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(232,511)	(2.00)
FY27 Approved	**3,129,531**	**7.50**

Home Care Services

This program provides personal care assistance to seniors and eligible adults with disabilities who are unable to manage independently due to physical and/or mental impairments. Home Care Services prevents abuse, neglect, and exploitation of vulnerable adults, and enhances overall quality of life by providing personal care, chore assistance, therapeutic support, self-care education, and escorted transportation.

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28
Number of clients served annually	259	232	245	255	260
Percent of clients with no unmet personal care needs [1]	74%	75%	77%	80%	82%

[1] *170 surveys were distributed in April 2025 and 59 responded, a return rate of 34.7%. The results are consistent with FY24.*

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**6,199,969**	**15.00**
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(488,435)	0.74
FY27 Approved	**5,711,534**	**15.74**

Medicaid Funded Long-Term Care Services

This program administers and operates Maryland's Long-Term Care Medicaid program, Coordination of Community Services (CCS), and Community First Choice (CFC). CFC Supports Planners and Nurse Monitors provide a continuum of services designed to allow people of all ages and in need of long-term care to live in the community, rather than in institutions. Adult Evaluation and Review Services (AERS) provides mandatory medical evaluations for clients seeking these services and for those referred by Adult Protective Services. In addition, this program area provides service coordination to eligible young people funded under the Maryland Home and Community Based Services Waiver for Children with Autism Spectrum Disorder (Autism Waiver Program).

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28
Total number of clients currently served by Nurse Monitoring [1]	2,789	3,166	3,324	3,490	3,664

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28
Average number of Adult Evaluation and Review Service (AERS) assessments assigned per month [2]	313	355	390	430	472
Percent of person-centered plans in the Coordination of Community Services (CCS) program that are reviewed and updated within 365 days of the anniversary date [3]	83%	58%	65%	65%	70%

[1] *The enrollment for this program depends on the Maryland Department of Health (MDH) enrollment process, making it difficult to accurately predict the annual growth rate. However, based on the client count from FY25, the program estimates an approximate 5% increase.*

[2] *The increase in the number of assessments is due to four new nurses being hired and two additional Nurse Managers. The program projects an annual 10% increase in coming years.*

[3] *The reduction in compliance rate is primarily due to changes at the authorizing agency, Developmental Disabilities Administration (DDA),that impacted the timely review and update of person-centered plans (PCPs).*

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**13,583,041**	**78.00**
Enhance: Community First Choice Nurse Monitoring to Meet Increased Demand (Fully Revenue Offset)	73,167	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	222,187	0.00
FY27 Approved	**13,878,395**	**78.00**

Respite Care

This program area provides temporary occasional care of frail seniors, adults and children with disabilities, and children with severe behavioral and/or medical issues to give relief to families and other primary caregivers.

Program Performance Measures	Actual FY24	Actual FY25	Estimated FY26	Target FY27	Target FY28
Number of clients served in respite [1]	474	562	562	562	562
Percent of caregivers that report a reduction in stress/caregiver burden as a result of receiving respite services	95%	99%	98%	98%	98%

[1] *The number served increased in FY25 because the program was able to reallocate funding to serve more families. Projections are flatlined at FY25 level based on flatlined funding.*

FY27 Approved Changes	Expenditures	FTEs
FY26 Approved	**1,664,949**	**0.00**
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	300,373	0.00
FY27 Approved	**1,965,322**	**0.00**

PROGRAM SUMMARY

Program Name	FY26 APPR Expenditures	FY26 APPR FTEs	FY27 APPR Expenditures	FY27 APPR FTEs
Admin - Aging & Disability Services	541,468	3.00	547,004	3.00
Adult Foster Care	2,686,644	8.00	2,635,533	8.00
Aging & Disability Resource Unit	1,834,485	9.00	1,748,849	9.00
Area Agency on Aging	10,459,705	25.50	10,741,145	24.26
Assessment & Continuing Care Management Services	15,708,419	61.75	12,344,292	61.75
Community Provider Support	22,689,300	0.50	26,059,946	2.50
Community Support Network for People with Disabilities	3,299,650	9.50	3,129,531	7.50

PROGRAM SUMMARY

Program Name	FY26 APPR Expenditures	FY26 APPR FTEs	FY27 APPR Expenditures	FY27 APPR FTEs
Home Care Services	6,199,969	15.00	5,711,534	15.74
Medicaid Funded Long-Term Care Services	13,583,041	78.00	13,878,395	78.00
Respite Care	1,664,949	0.00	1,965,322	0.00
Total	**78,667,630**	**210.25**	**78,761,551**	**209.75**