2025

# PUBLIC LONG-TERM SERVICES AND SUPPORTS ELIGIBILITY INVENTORY AND SEARCHABLE TOOL MANUAL

**BRIDGING RESOURCES**
**WEST VIRGINIA**

Transforming the way West Virginians access long-term services and supports.

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# ELIGIBILITY INVENTORY

The eligibility inventory is a comprehensive list of publicly available long-term services and supports (LTSS) provided by Bridging Resources West Virginia (BRWV) partner and extended partner organizations. See **Table 1** for a list of organizations included in the inventory. The Lewin Group team (Lewin) used publicly available sources (e.g., agency websites, operational manuals, brochures) to compile a list of programs, services provided, cost share, geographic coverage, and eligibility criteria. Eligibility criteria include age, income and assets, functional needs, disabilities, medical conditions, military service, and caregiver status. Each organization reviewed the information collected on their program(s) and provided edits that Lewin incorporated into the final inventory.

> Email BRWV@metroaaa.com with questions about the tool or to update your organization's programs and services.

**Table 1: Organizations with LTSS Programs Included in the Inventory**

| Organization Name | |
|---|---|
| Appalachian Area Agency on Aging | Northwestern Area Agency on Aging |
| Appalachian Center for Independent Living | Olmstead Office |
| Behavioral Health Planning Council | U.S. Department of Labor |
| Bureau for Behavioral Health | U.S. Department of Veterans Affairs |
| Bureau for Medical Services | Upper Potomac Area Agency on Aging |
| Bureau of Senior Services | West Virginia Aging and Disability Resource Centers |
| Disability Rights of West Virginia | West Virginia Department of Veterans Assistance |
| Division of Rehabilitation Services | West Virginia Developmental Disabilities Council |
| Legal Aid of West Virginia | West Virginia Housing Development Fund |
| LiveAbility Center for Independent Living | West Virginia Senior Legal Aid |
| Marshall University | West Virginia State Treasurer's Office |
| Metro Area Agency on Aging | West Virginia Statewide Independent Living Council |
| Mountain State Center for Independent Living | West Virginia University Center for Excellence in Disabilities |

After incorporating edits, Lewin developed categories to encompass the eligibility criteria. For example, program-specific military service eligibility criteria were grouped into the following categories:

- Currently Serving
- Veteran
- Disabled Veteran
- Veteran enrolled in VA health system

Lewin then developed a filtering tool in Excel that allows the user to input age and make selections for service sought, county, and eligibility criteria. The tool then displays available LTSS programs that align with the criteria.

# HOW TO USE THE TOOL

The Excel tool is designed to help users quickly identify which of the over 1,400 LTSS programs offered in West Virginia match their needs. By answering at least one question, such as age, service type, or location, the tool will quickly generate a list of programs for which they may be eligible. **This tool is not intended to replace BRWV's Search Services, which has the most up-to-date program listings and contact information.** Access Search Services here: http://bridgingresourceswv.org/.

The Excel tool is organized into eight tabs to help users navigate programs across three user groups: general LTSS, caregivers, and military and Veterans. Separating these groups across tabs supports clarity and precision in calculating the program matches.

> **This tool only shows programs that an individual may be eligible for based on publicly available criteria. Each program will determine eligibility through their own procedures and processes. This tool is meant as an initial starting point.**

The *LTSS Programs* tab is intended to capture information on individuals seeking services using open text fields and drop-down menus. Information captured includes age, functional needs, disabilities and medical conditions. Responses in the *LTSS* Programs tab help identify which programs in the inventory will display on the *LTSS Matches* tab.

The *Caregiver Programs* tab is intended for individuals seeking services related to their role as a caregiver to a family member or friend. By using this tab, users narrow their eligibility results to programs that offer support specifically for caregivers. The response to the "Are You a Paid Caregiver?" question may affect eligibility for certain services and determines which programs are displayed in the **Caregiver Matches** tab.

The *Military & Veteran Programs* tab is intended for Veterans and individuals who are currently serving. Users are prompted to answer a brief set of drop-down options about their service affiliation and needs. Based on their responses, the *Military & Veteran Matches* tab displays a list of programs that align with the details provided.

The *Program Inventory* tab is a database of all programs included in the tool, inclusive of all three eligibility groups. This tab includes data that was reviewed by BRWV Advisory Council members in April and May 2025. The *Program Inventory* tab also houses the formulas and logic to calculate the match criteria for the three eligibility groups.

The *Drop-Down Options* tab stores the text for the *LTSS Programs*, *Caregiver Programs*, and *Military & Veteran Programs* tabs' drop-down menus.

**Exhibit 1: Screenshot of the Excel Tool's tabs**
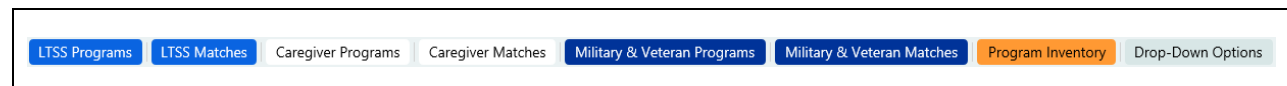
## LTSS Programs

**Exhibit 2** below is a screenshot of the **LTSS Programs** tab, which collects key information about the individual seeking services: age, county of residence, county willing to travel to for services, type of service, and functional needs, disabilities, and medical conditions. The **Program Inventory** tab captures this input as the user enters information and applies built-in formulas to filter and identify LTSS programs that best match the data provided. The resulting matches are then displayed on the **LTSS Matches** tab.

**Exhibit 2: Screenshot of the LTSS Programs tab**



For example, if a 55-year-old who lives in Kanawha county needs a wheelchair, the user would type "55" in the grey box to right of "Age," select "Assistive Technology/Home Modifications" from the dropdown menu in the gray box to the right of "Type of Service," and select "Kanawha" from the County of Residence dropdown menu. The user would leave the grey box to the right of "County Willing to Travel To" blank unless there is another nearby county they also want at the top of the results. After making the selections, the user would navigate to the **LTSS Matches** tab to see the programs that match the criteria entered (**Exhibit 3**). The list will include any cost share requirements and financial eligibility criteria. **Note: Selecting a *County of Residence* will not limit matches to only that county; it will prioritize the selected county and list programs available in that county first, followed by all other applicable programs in other counties.**

**Exhibit 3: Screenshot of the program matches on the LTSS Matches tab**

| Organization Name | Program | Type of Service | Functional Needs, Disabilities, and Medical Conditions | Cost Share | Income or Asset Eligibility |
|---|---|---|---|---|---|
| Appalachian CIL (ACIL) | Fee Based Services - Contractual Management Fee (Home Modifications) | Assistive Technology/Home Modifications | None | $40.00 per hour | None |
| Appalachian CIL (ACIL) | Fee Based Services - Wheelchair Ramp Construction | Assistive Technology/Home Modifications | None | $75.00 per running foot (ACIL only) NOTE: Cost for materials is based upon individual jobs | None |

As another example, if a user wanted to know what services and programs are available in Kanawha county for individuals who meet psychiatric facility level of care, the user would delete the age and type of service, and then select "Yes" from the dropdown menu next to "Meets Psychiatric Facility Level of Care." The **LTSS Matches** tab would then display all programs and services meeting that criteria (**Exhibit 4**).

**Exhibit 4: Second screenshot of the program matches on the LTSS Matches tab**



## Caregiver Programs

**Exhibit 5** below is a screenshot of the **Caregiver Programs** tab, designed for individuals seeking services related to their role as a caregiver. Users can select their county of residence, county they are willing to travel to, type of service needed, and whether they are a paid caregiver. Based on these selections, the **Caregiver Matches** tab will display program for which they may be eligible.

**Exhibit 5: Screenshot of the Caregiver Programs tab**

## Military & Veteran Programs

**Exhibit 6** below is a screenshot of the *Military & Veteran Programs* tab, which is intended for use by individuals who are currently serving or have served in the military and are looking for service and supports. The user may indicate Veteran status, disability status, enrollment in the VA Health System, county of residence, and county willing to travel to. Based on these selections, the *Military & Veterans Programs* tab will display programs for which they may be eligible. The tab also notes that <u>a Veteran's local Benefits Office has the most accurate information about program eligibility</u>.

### Exhibit 6: Screenshot of the Military & Veteran Programs tab



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**Is the person seeking services a veteran or currently serving?**

| Currently Serving? | | County of Residence *Required - Please Make a Selection* | |
| Veteran? | | County Willing to Travel To | |
| Disabled Veteran? | |
| Enrolled in VA Health System? | |
| Type of Service | |

*These are potentially available programs. To find out if you qualify, please contact your Veteran Service Officer at your local Benefits Office.*

Find your local Veteran Benefits Office:
https://veterans.wv.gov/facilities/Pages/BenefitsOffices.aspx

This tool filters long-term services and supports (LTSS) provided by Bridging Resources West Virginia (BRWV) partner organizations using common eligibility criteria (e.g., age, functional needs, medical diagnosis). The goal is to provide a listing of programs that match the selected eligibility criteria. A program match does not guarantee that a person will be eligible for the service provided by the program.

**This tool is not intended to replace BRWV's Search Services**, which has the most up-to-date program listings and contact information. Access Search Services here: http://bridgingresourceswv.org/

Email BRWV@metroaaa.com with questions about the tool or to update your organization's programs and services.

**Tips**

Selecting a *County of Residence* will not limit your matches to only that county. It will prioritize the selected county and list programs available in that county first.

If no programs are displayed on the *Military & Veteran Matches* tab, try modifying your selections.

## HOW TO EDIT THE TOOL

This tool uses a set of structured formulas to help assess whether program services align with the needs and circumstances of individuals seeking LTSS. Each formula evaluates a key eligibility criterion—such as the counties a program serves, the age range it supports, the functional or medical needs it addresses, and the specific services it provides. These evaluations return standardized outputs ("Yes", "No", or "N/A") to clearly indicate if each program matches user-defined inputs. The logic is designed to manage incomplete or optional information, ensuring the tool remains flexible and user-friendly.

To update or correct information for a program listed in the tool, follow these steps:

1. Go to the *Program Inventory* Tab
2. Understand the layout:
   a. Row 2 in the *Program Inventory* tab contains the intake criteria from the *LTSS Programs*, *Caregiver Programs*, and *Military & Veteran Programs* tabs.
   b. Rows 4 and below contain the program data, with each row representing a unique program offered in West Virginia by BRWV partners and extended partners.
3. Locate the program to edit starting in Row 4 or below. Do not edit the column headers as they align with the formulas.
4. Edit the program information as needed. You can update any details directly in the row; however, be mindful when editing columns referenced in **Table 2**: Columns used for Excel Tool Eligibility Matching and **Table 3**: Columns used for Excel Tool Match Dashboards, as they are used in either the matching formulas or the match dashboards.
5. Save your changes. Once edits are made, the tool's formulas will now reflect the updated information.

**Table 2: Columns used for Excel Tool Eligibility Matching**

| Columns that are used in the formulas for matching | | |
|---|---|---|
| **Eligibility Group** | **Column Name** | **Excel Column** |
| **General LTSS** | Age Min | M |
| | Age Max | N |
| | Developmental Disability | AM |
| | Intellectual Disability | AN |
| | Physical Disability | AO |
| | SSI/SSDI-Qualifying Disability | AP |
| | Mental, Behavioral, or Emotional Health | AQ |
| | Alzheimer's Disease and Related Dementias | AR |
| | Substance Use Disorder | AS |
| | Traumatic Brain Injury | AT |
| | Spinal Cord Injury | AU |
| | Blind or Visually Impaired | AV |
| | Deaf or Hard of Hearing | AW |

| Columns that are used in the formulas for matching | | |
|---|---|---|
| | Other Chronic Disabilities or Chronic Health Issues | AX |
| | Other Major Medical Conditions | AY |
| | Requires Assistive Technology | AZ |
| | Requires Assistance with Activities of Daily Living | BA |
| | Meets Hospital Level of Care | BB |
| | Meets Nursing Facility Level of Care | BC |
| | Meets Psychiatric Facility Level of Care | BD |
| | Meets Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) Level of Care | BE |
| | Currently in an Institution (e.g., Hospital, Nursing Home, Psychiatric Facility, Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID), Rehabilitation Facility, Assisted Living Residence | BF |
| | Receives Hospice Services | BG |
| | At Risk of Institutionalization | BH |
| | Eligible for Individualized Education Programs (IEPs) | BI |
| | Medical Necessity Determined through Prior Authorization | BJ |
| | Caregivers, Family Members, Advocates, or Practitioners of an Individual with Disabilities or Medical Conditions | BK |
| **Caregiver** | Program Includes Services for Caregivers | H |
| | Program May Require Caregiver to be Unpaid | I |
| **Military & Veteran** | Veteran? | BL |
| | Currently Serving? | BM |
| | Veteran Enrolled in VA Health System | BN |
| | Disabled Veteran? | BO |
| **ALL** | Type of Services | G |
| | Geographic Coverage | T |

**Table 3: Columns used for Excel Tool Match Dashboards**

| Columns Displayed on the Match Dashboards | |
|---|---|
| **Column Name** | **Excel Column** |
| Organization Name | C |
| Program | D |
| Type of Service | G |
| Functional Needs, Disabilities, and Medical Conditions | P |
| Cost Share | J |
| Income or Asset Eligibility | K |
| Geographic Coverage | T |

| Columns Displayed on the Match Dashboards | |
|---|---|
| Website | E |

## How to add a program

To add a new program, scroll to the bottom of the **Program Inventory** tab and begin entering the program's details in the first empty row beneath the existing entries. Because the inventory is formatted as an Excel table, the new row will automatically inherit the table's structure, formatting, and all embedded formulas.

## How to delete a program

To remove a program, select the entire row of the program you want to delete, right-click, and choose "Delete Table Row" to ensure it is removed from the formatted table. This action will cleanly eliminate the program from the inventory and prevent it from appearing in any match dashboards.

## How to edit drop down menus

To edit a drop-down menu linked to the **Drop-Down Options** tab, first update the list of values in the column(s). Then, go to the tab where the drop-down appears, select the cell with the drop-down, and click Data > Data Validation. In the popup box, confirm that the Source filed is referencing the correct column and cell range in the **Drop-Down Options** tab.

## How to troubleshoot any display issues

### #CALC ERROR

If you see a #CALC error in the **LTSS Matches, Caregiver Matches,** or **Military & Veteran Matches** tabs, it means that no programs in the inventory matched the criteria you entered. To fix this error, follow these steps:

1. Go back to the **LTSS Programs, Caregiver Programs,** or **Military & Veteran Programs** tab.
2. Review the information you entered. Try simplifying your criteria to increase the chances of finding an eligibility match.
3. Return to the **LTSS Matches, Caregiver Matches,** or **Military & Veteran Matches** tab to see if the error is resolved.
4. When in doubt, if you have not entered any information in the Programs tab, the Matches tab will display the full list of available programs for each eligibility group.
5. You can use the drop-down filter buttons in each column of the Matches tab to:
    a. Filter by type of service
    b. Narrow results by county of residence
    c. Search within specific sections like "Functional Needs, Disabilities, and Medical Conditions", "Cost Share", and "Income or Asset Eligibility"

### TEXT APPEARS CUT OFF IN THE MATCHES TABS

Some organizations and programs have detailed information in the "Functional Needs, Disabilities, and Medical Conditions", "Cost Share", and Income of Asset Eligibility" sections. If you're unable to view all the text in a cell, it's likely due to an issue in the "Wrap Text" setting. To make sure all content is visible in the columns, follow these steps:

1. Go to the **LTSS Matches, Caregiver Matches,** or **Military & Veteran Matches** tabs
2. Click the arrow at the top left of the spreadsheet, which will select all content in the sheet
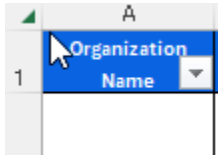


3. On the Home tab in the Excel ribbon, click "Wrap Text" button.