



No Wrong Door System Update

HCBS Conference

Wednesday, September 17, 2014



Introductions – Who Is In The Room

- Administration for Community Living
 - Joseph Lugo
 - Caroline Ryan
- Center for Medicare & Medicaid Services
 - Jeane Nitsch
- Veterans Health Administration
 - Dan Schoeps/Patrick O’Keefe

Objectives of Session

- I. Share Vision of No Wrong Door System (ACL, CMS & VHA)**
 - **Who, What, When, Where & Why do we need a NWD System?**

- II. Describe and Discuss No Wrong Door System Management Tool**
 - **What is the Purpose of the Tool?**
 - **What Will it do?**
 - **How Can it Be Used?**

Questions to Run On

- Governance
 - What is one thing I can bring back to the governance team to move the NWD system forward?
- NWD Tool
 - How can this tool be useful for my organization and state?
 - What would be useful to add?
 - What would my organization/state need to implement the tool?

Access System
To LTSS

Changing
From a
Walkman...



Access System
To LTSS

...To an
Orchestra



EXECUTIVE SUMMARY

RAISING EXPECTATIONS

2014
SECOND EDITION

A State Scorecard on Long-Term Services and Supports for Older Adults,
People with Physical Disabilities, and Family Caregivers

Susan C. Reinhard, Enid Kassner, Ari Houser, Kathleen Ujuvari, Robert Mollica, and Leslie Hendrickson



www.longtermcarecard.org

A State Scorecard on Long-Term Services and Supports for Older Adults, People with Physical Disabilities, and Family Caregivers

➤ List of 26 Indicators Across 5 Domains in a State Scorecard on LTSS

- 1) *Affordability and Access*
- 2) Choice of Setting and Provider
- 3) Quality of Life and Quality of Care
- 4) Support for Family Caregivers
- 5) Effective Transitions

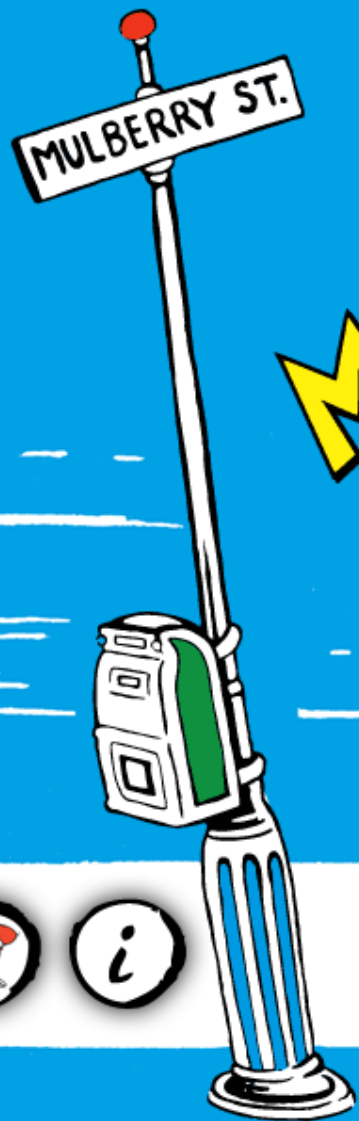
What: This Is About Changing the Interface Between Public and LTSS



- How do I know if I need I to go there?
- How do I get there?
- How much does it cost?
- How do I plan before I go?
- How do I customize my trip?

**Some moments are more
valuable than other
moments**





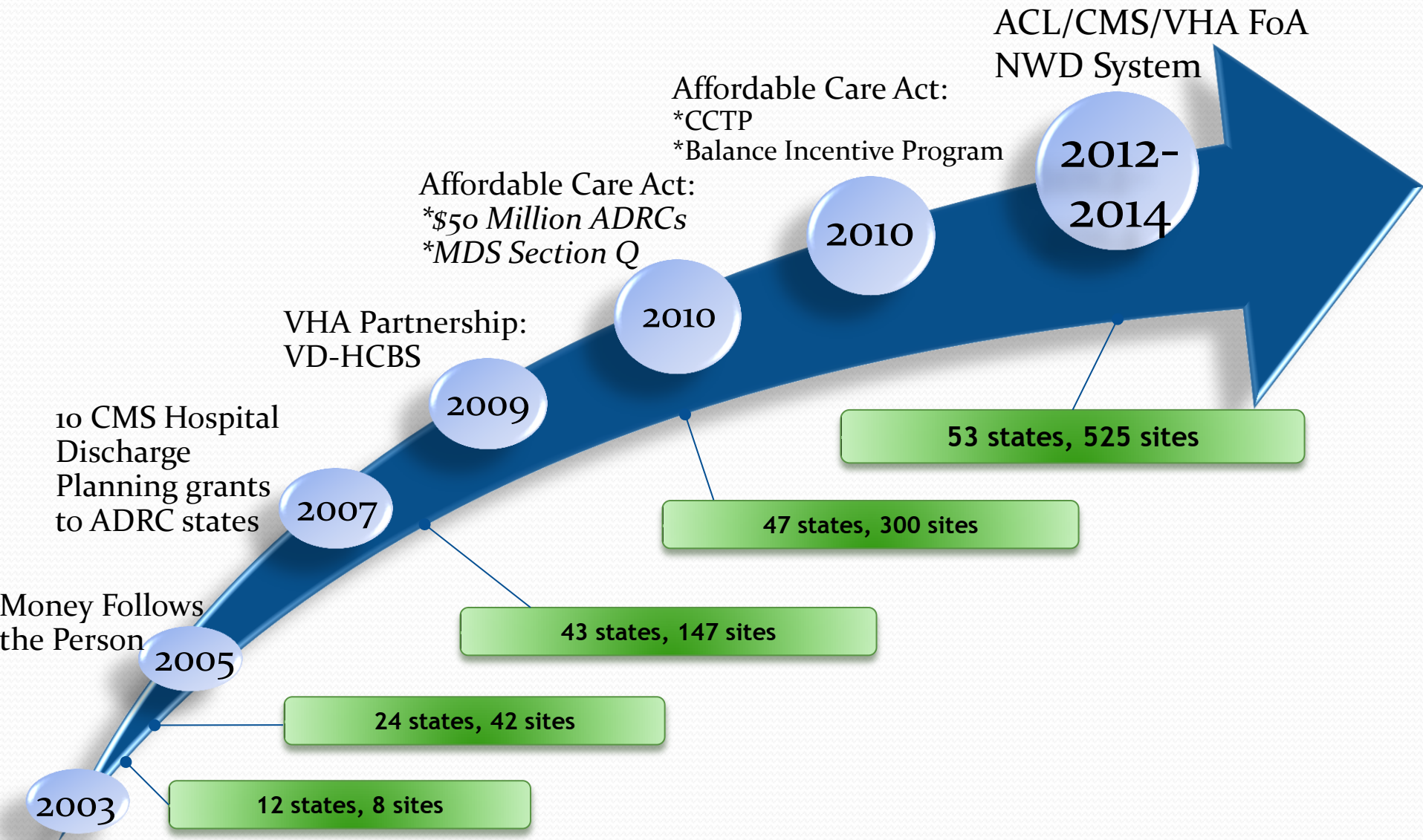
And to Think
That I Saw It on
MULBERRY STREET
By Dr. Seuss



Some moments are more valuable than other moments

- The ancient Greeks actually had two words when they referred to time but they imply different things.
 - 1) The first word used for time is **Chronos** – refers to minutes and seconds. It refers to time a measurable resource.
 - 2) The second word used for time called **Kairos**. It means an appointed time, an opportune moment, or a due season.

When - Milestones of ADRC Development



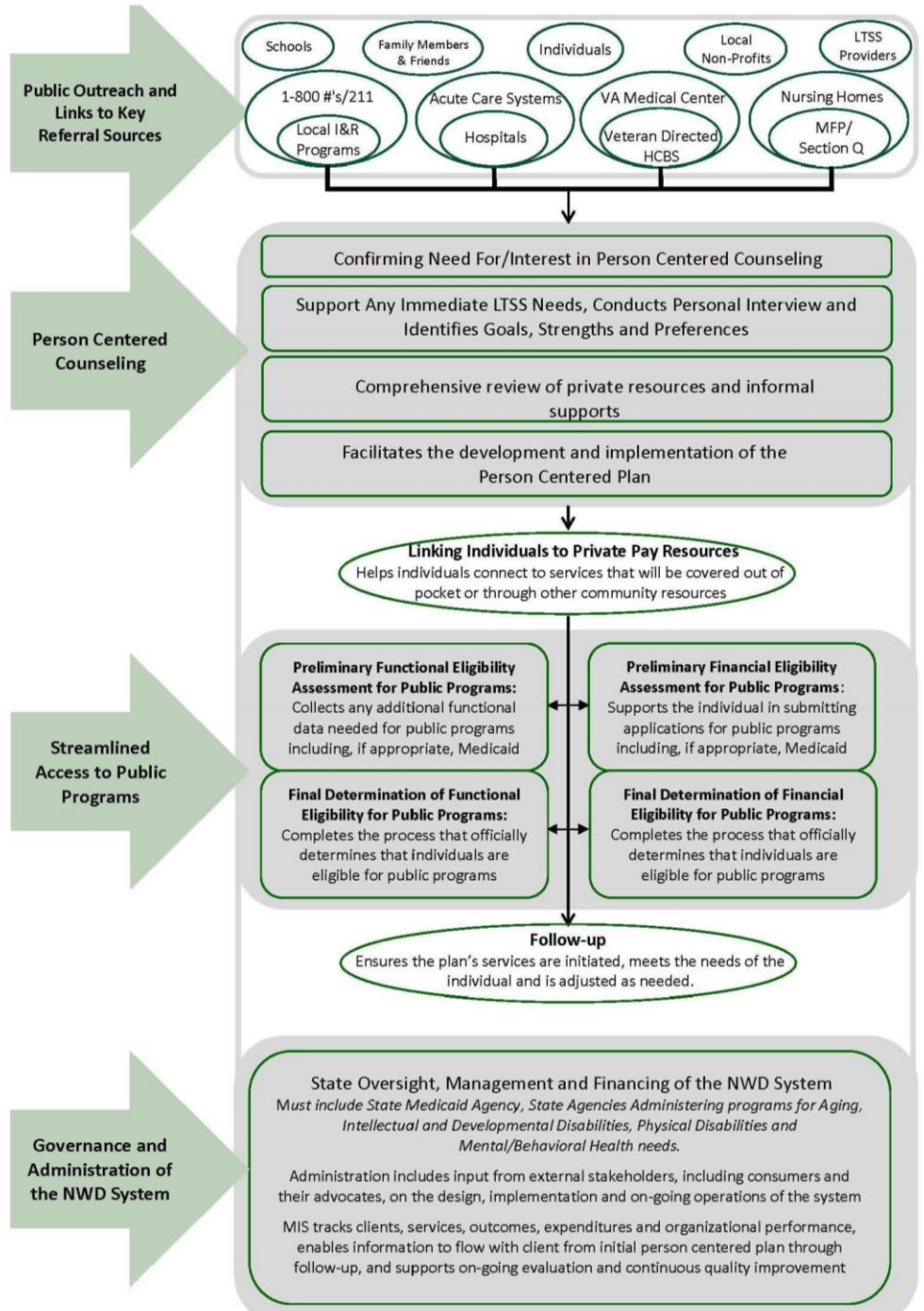
No Wrong Door System

NWD is a single statewide system of access to LTSS for all populations and all payers.

The NWD System functions include:

- Public Outreach and Coordination with Key Referral Sources;
- Person Centered Counseling;
- Streamlined Access to Public LTSS Programs;
and,
- State Governance and Administration.

NWD System to Long Term Services and Supports



Examples of Organizations That Could Be Designated by the State to Perform NWD System Functions

Area Agencies on Aging

Developmental Disability
Management Organizations

Centers for Independent
Living

Vocational Rehabilitation
Agencies

Local Medicaid Agencies

Behavioral Health Management
Organizations

Organizations serving
Ethnic & Minority
Populations

School Districts

Faith Based Organizations

Alzheimer's Chapters

Organizations with
Peer-to-Peer, including Family
to Family models

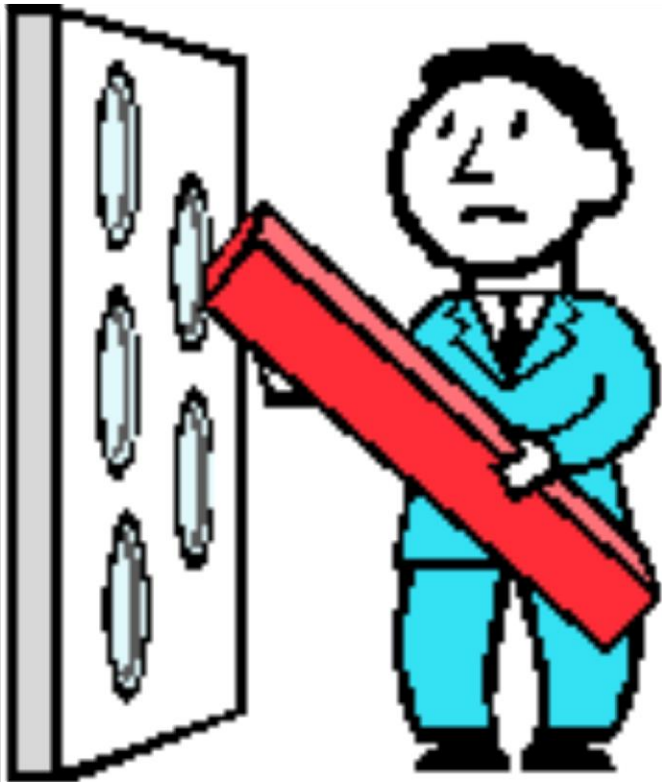
Other Organizations

Governance of the NWD System

- The state agencies, statewide organizations, and other stakeholders charged with providing governance and oversight of the NWD System.
- The NWD System governing body is responsible for coordinating the on-going development, implementation, financing, evaluation and continual improvement of the state's NWD System.

2014 NWD System Funding Opportunity

Opportunity for a Fresh Start



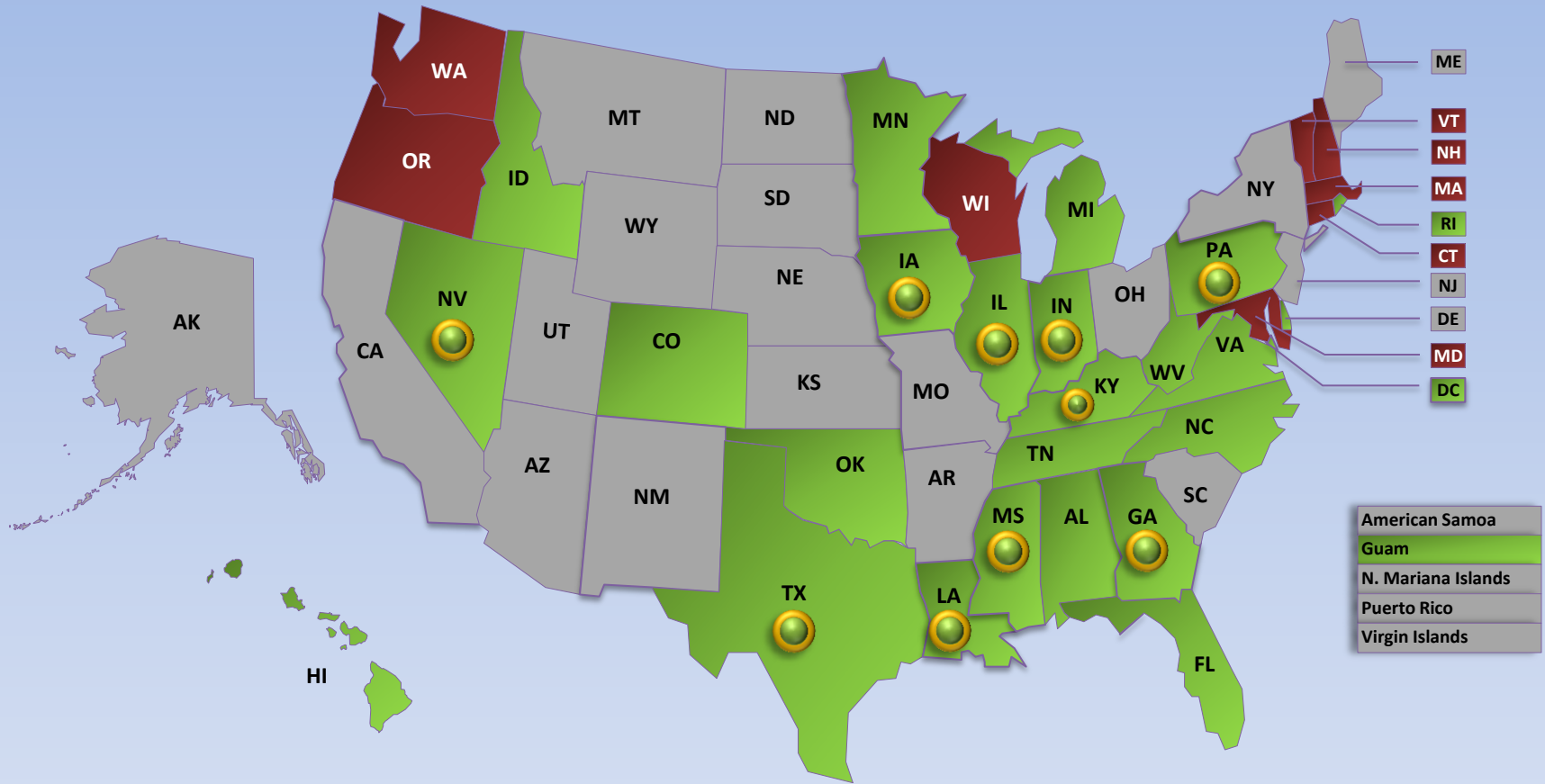
FOA Requirements

12-month Planning process to generate a 3-year implementation plan to transform the state LTSS access function into a No Wrong Door System for all populations and all payers.

Required Full Partners	Required Agencies/Stakeholders
<ul style="list-style-type: none">• State Medicaid Agency• State Unit on Aging• State agencies that serve or represent the interests of the physically disabled population• State agencies that serve or represent the interests of the I/DD population• State authorities administering mental health services	<ul style="list-style-type: none">• Consumers and their advocates• Area Agencies on Aging• Centers for Independent Living• Local Medicaid agencies• Local organizations that serve or represent the interests of the physically disabled population• Local organizations that serve or represent the interests of the I/DD population• Local organizations that serve or represent the interests of individuals with mental/behavioral health needs• Veteran Service Organizations• Service providers

2014 No Wrong Door Funding Opportunity

Administration for Community Living, Centers for Medicare & Medicaid Services, Veterans Health Administration



- States & Territories Applied for FoA (25)
- Indicates States & Territories Balance Incentive Program (10)
- Indicates Part A States

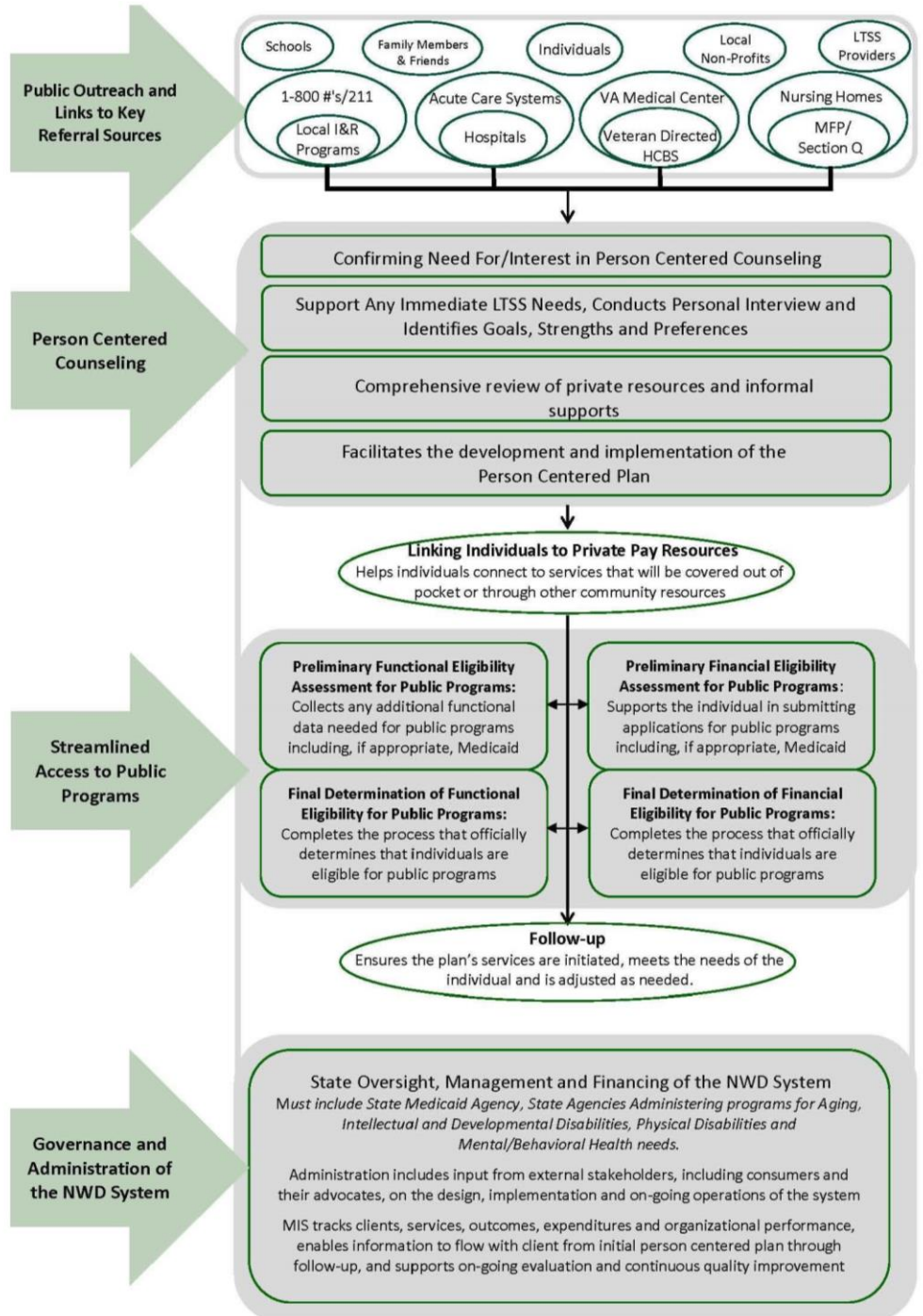


HHS Deliverables from ACA Grant Investment in the 8 Part A States

- National Standards for a No Wrong Door System of Access to LTSS for All Populations and All Payers
- National Training and Credentialing Program for NWD Person-Centered Counselors
- Measures and Tools for Documenting and Strengthening the Operational Capacity and Performance of NWD Systems
- Portfolio of Best Practices States Can Use to Develop or Strengthen Various Components of their NWD System
- Official Guidelines States Can Use in Claiming Medicaid Administrative Funding and VHA Funding to Support their NWD Infrastructure.
- 8 States with Leadership Experience in Developing NWD Systems for All Populations and All Payers that will be models for other states

No Wrong Door System Management Tool

NWD System to Long Term Services and Supports



What's the Purpose of the Tool?

To make it easy for the NWD System to generate information that can be used:

- ▶ As a resource for states and their Governance Structure
- ▶ To help states strategically manage the statewide build out of their NWD System.

What types of questions will the tool enable states to answer:

- What agencies and organizations within a state are designated by the state to perform the various NWD functions?
- What is the capacity of a NWD organization to carry out its designated function(s) and to serve different LTSS populations?
- Does the system have the capacity to serve all LTSS populations? Are there gaps in capacity to serve particular segments of the LTSS population?
- How does capacity vary across different sub-state geographic areas and across organizations?

What types of questions will the tool enable states to answer:

- How many individuals are being served by the NWD System statewide, in different sub-state areas, and by specific organizations?
- What are the staffing ratios associated with each NWD function, and how do these ratios vary across the state and across different organizations?
- What are the different revenue streams supporting the NWD System?

What will the tool not do at this time?

- ▶ Document NWD system outcomes. NWD System outcome tools will be the focus of next phase.

How can the tool be used by State and Federal Partners?

Different Levels and Users

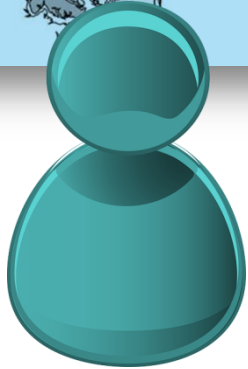
Meeting Demand for NWD Functions by Population

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Meeting Demand for NWD Functions by Population | Financial Capacity | NWD System Administration

Select one item from each menu below to generate regional map of staffing capacity to meet demand from populations for all NWD functions.

All Populations All Functions



My Region

View Edit

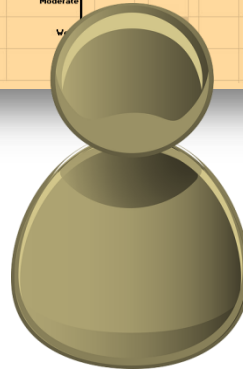
Funding

Person-Centered Planning Link People to Private Resources

Strong Moderate Weak Strong Coverage Strong Coverage

Staffing to Meet Demand Funding to Meet Demand Staffing to Meet Demand Funding to Meet Demand

Preliminary Functional Eligibility Preliminary Financial Eligibility



Our Data

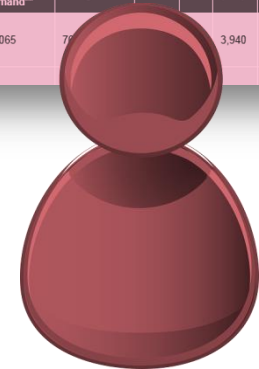
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Likely Demand for NWD System Functions and Services by Population

	Total Population Living in Service Area	Family Caregivers*	Aging*	Alz.*	PD (<60)*	ID/DD (<60)*	ID/DD (60+)*	MH/BH*	Vets*
Population Estimates:	1,576,000	6645	346,720	27,738	189,120	8,826	3,625	141,840	15,760

*Estimates by population automatically calculated based on state or national prevalence estimates, states or for each site if they have better data

	Total Monthly Demand**	Family Caregivers*	Aging	Alz.	PD (<60)	ID/DD (<60)	ID/DD (60+)	MH/BH	Vets*
# Individuals Likely Seeking Services Over 30 days									
#s Likely to Seek Person Centered Planning	16,065	7			3,940	184	76	2,955	328
#s Likely to Need									

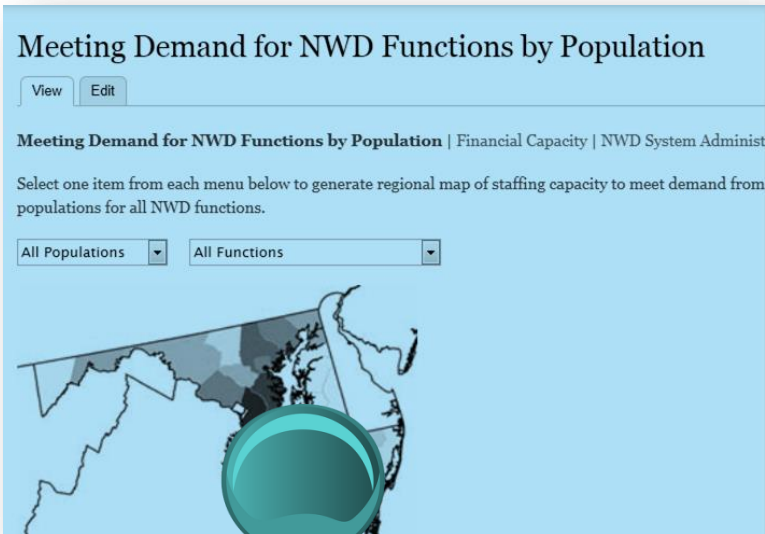


NWD Administration Level
(Statewide Governance and Management Tools)

Sub-state Coordination Level
(Data Entry and Aggregate Analysis)

Organization Level
(Data Entry and Aggregate Analysis)

How the Tool Works for NWD Administrators



NWD administrative teams will identify which organizations in their state are designated to perform which functions, track local organizations engagement and capacity across the state. Maps and graphs will illustrate strength and capacity in different regions across the state.

- Easy-to-use reports and graphics
- Data analyzed by counties/region
- Announcements & messaging capabilities
- Read and edit capabilities for all levels

NWD Administrator Level

How the Tool Works for Local Organizations in a NWD System

Organizations within NWD Systems that perform Person-Centered Planning and/or Streamlined Access Functions will be able to collect, report, and analyze data in real-time with this website. These organizations will be able to contribute to the larger NWD System and compare across the rest of the state.

- Easy to use data entry screens
- Analytic tools
- Read selected state and sub-state data, edit organization data

Our Data

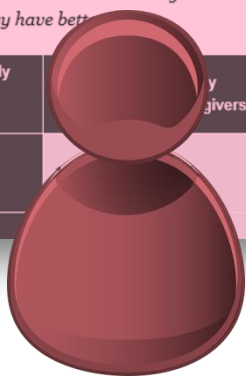
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# Individuals Likely Seeking Services Over 30 days	Family Caregivers*	Aging	Alz.	PD (<60)	ID/DD (<60)	ID/DD (60+)	MH/BH	Vets*
#s Likely to Seek Person Centered Planning		7,223	578	3,940	184	76	2,955	328
#s Likely to Need								



Organization Level

How will ACL, CMS and VA use it?

- Answer questions from OMB and Congress
- Develop strategic, evidence-based justifications for future funding requests for service dollars, research and demonstration
- Assess the degree of engagement by different networks, state agencies and local organizations in NWD systems across the country
- Track states' progress toward achieving program goals

Activities to Date

- Established work plan (*ongoing*)
- Presented overview to Part A states (*Oct and Nov 2013*)
- Solicited feedback from three beta test states:
 - ▶ to identify access needs for the tool (*Jan 2014*)
 - ▶ to comment on draft elements (*Feb 2014*)
- Solicited feedback from all 8 states on draft elements (*Feb 2014*)

Activities to Date

- Drafted glossary (*Mar 2014*)
- Solicited feedback from two states to comment on draft glossary (*Apr 2014*)
- Meetings with ACL OIT staff to start designing and build the tool (*Jun 2014*)
- Beta Testing with 3 States (*Sept 2014*)
- Target Date – Initial Web Based Version (*Dec 2014*)

Questions to Run On

•Governance

- ▶ What is one thing I can bring back to the governance team to move the NWD system forward?

•NWD Tool

- ▶ How can this tool be useful for my organization and state?
- ▶ What would be useful to add?
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