

First Assess: Planning for Transformation of the Long-Term Services & Supports Access System

August 30, 2017
HCBS Conference



Agenda

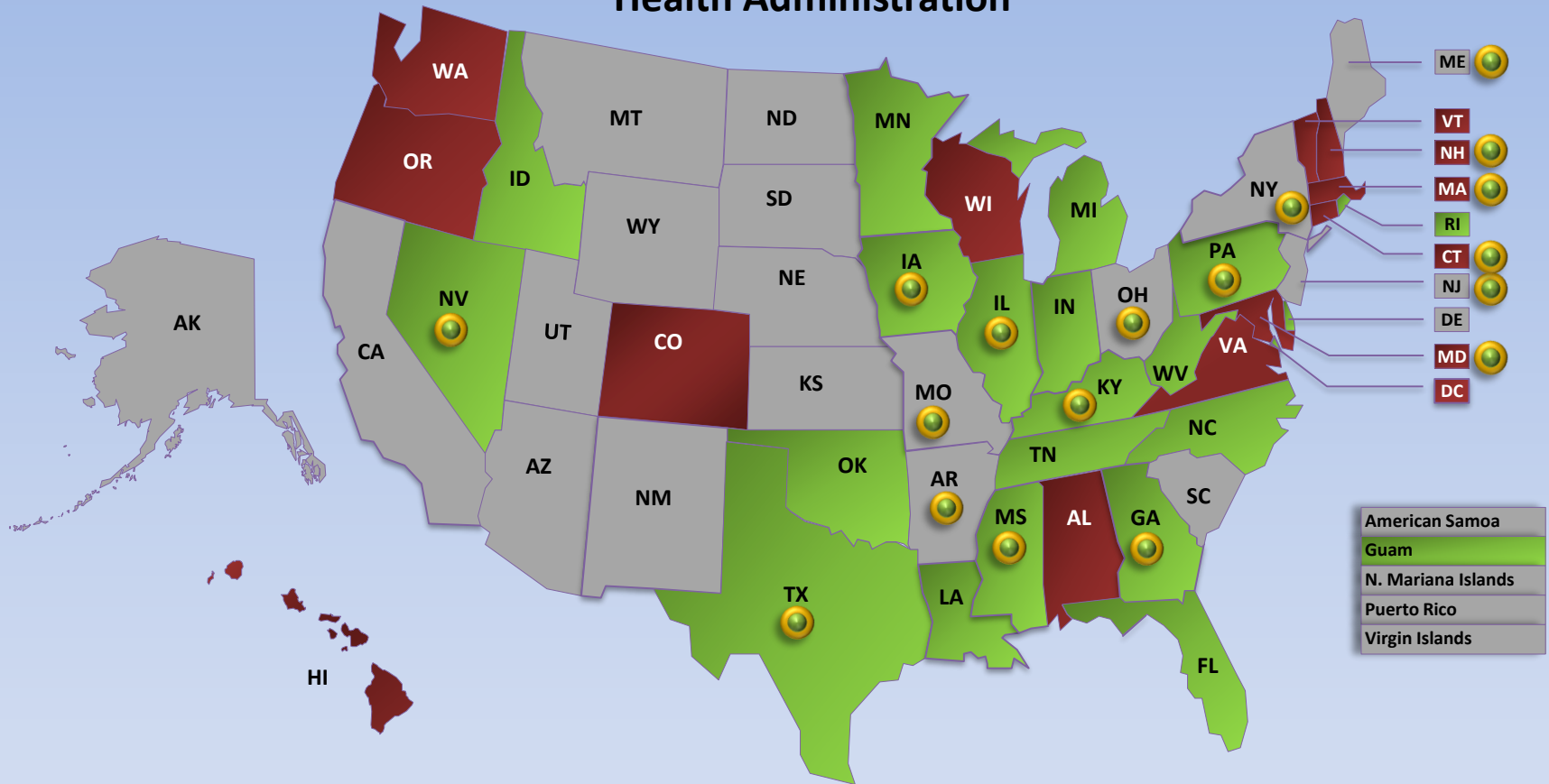
- No Wrong Door (NWD) Systems and Importance of Streamlined Access
- Georgia's NWD Assessment
- Colorado's NWD Assessment
- Updates from ACL, CMS & VHA

No Wrong Door Systems

- NWD systems put the focus on the person and provide infrastructure to support the collaboration of local service organizations to make access to critical services more efficient and person-centered. The four primary functions that drive and help build a NWD System include:
 - Public Outreach and Coordination with Key Referral Sources
 - Person Centered Counseling (PCC)
 - Streamlined Access to Public LTSS Programs
 - State Governance and Administration

No Wrong Door System Activity

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



- Indicates NWD System Planning Grant States (25)
- Indicates States & Territories Balancing Incentive Program (18)
- Indicates NWD System Implementation States (13)

*States participating in either BIP and/or NWD Implementation (35)

56 States and Territories
1,222+ Access Points

Importance of Streamlined Access

- Streamlined access includes ***all the processes and requirements*** associated with conducting formal assessments and/or determining an individual's eligibility that are required by state administered programs that provide LTSS to NWD System populations.
- Individuals are assessed once via a common or standardized data collection method that captures a core set of individual level data relevant for determining the range of necessary LTSS. Therefore, ***individuals are only asked to tell their story once.***

Cheryl Harris

Georgia Dept. of Human Services

Kristi Fuller

Georgia Health Policy Center

Georgia's No Wrong Door Assessment Process

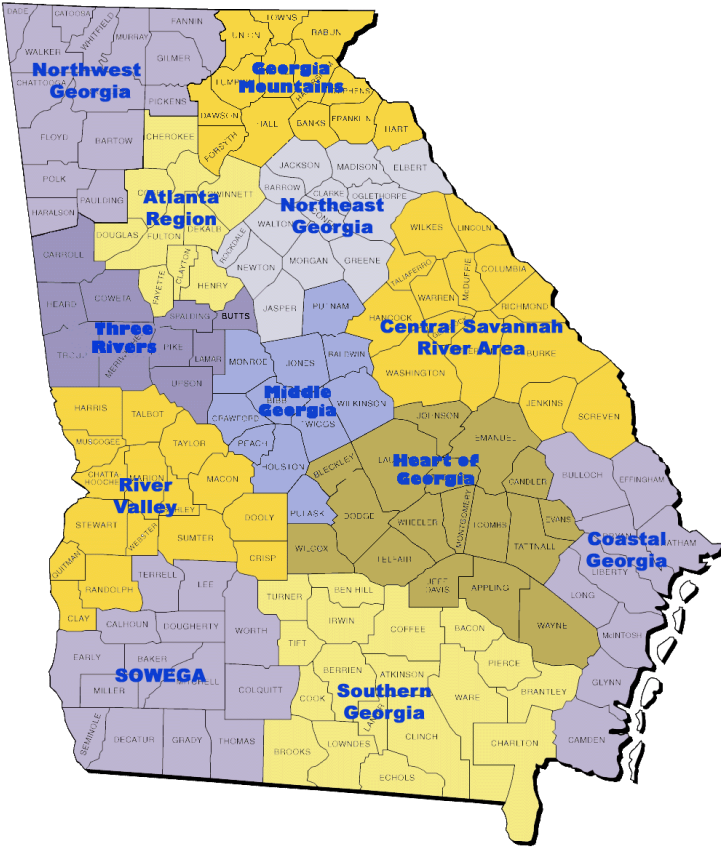


National Home & Community Based Services Conference
August 30, 2017

Cheryl Harris, Georgia Department of Human Services, Division of Aging Services
Kristi Fuller, Georgia Health Policy Center



Georgia's Background



Assessment Goals

- Involve a broad group of stakeholders
- Identify strengths, weaknesses, and opportunities
- Ensure that there is honesty, openness, and transparency
- Focus on improving the consumer experience



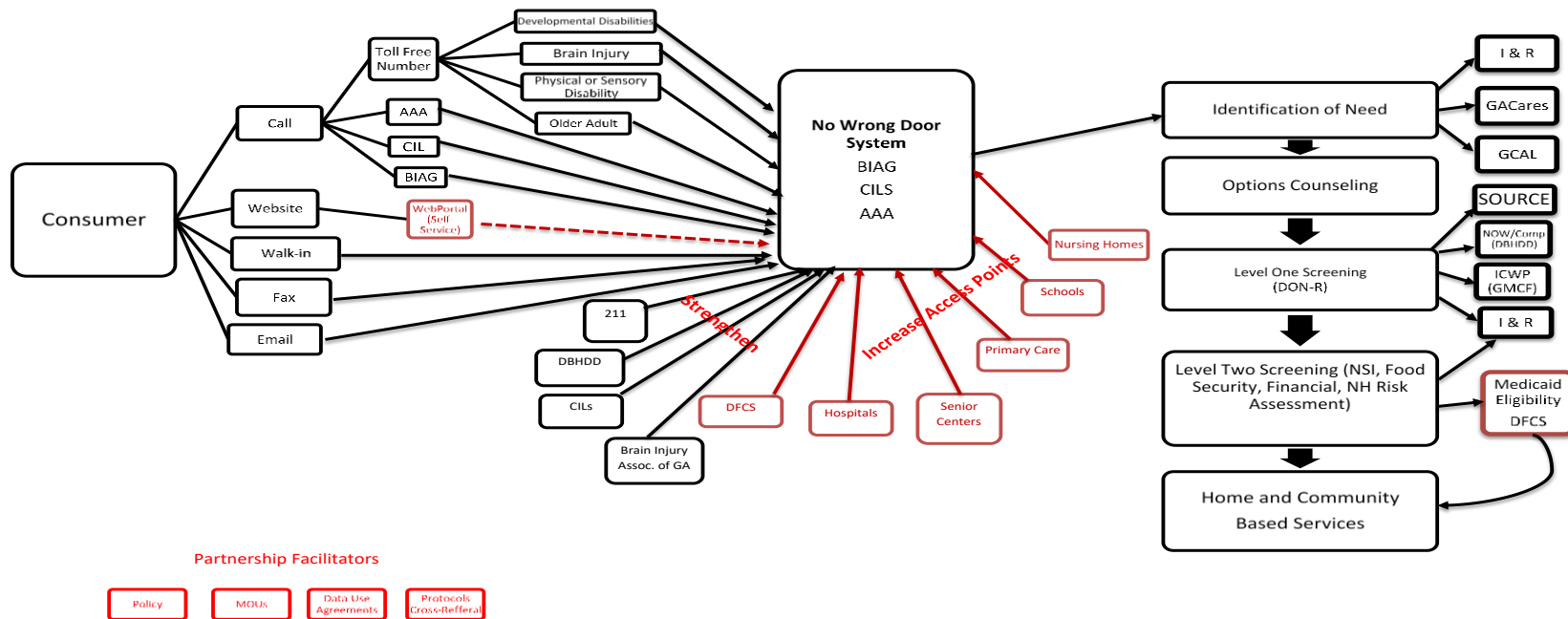
Assessment Process



No Wrong Door Stakeholder Advisory Committee



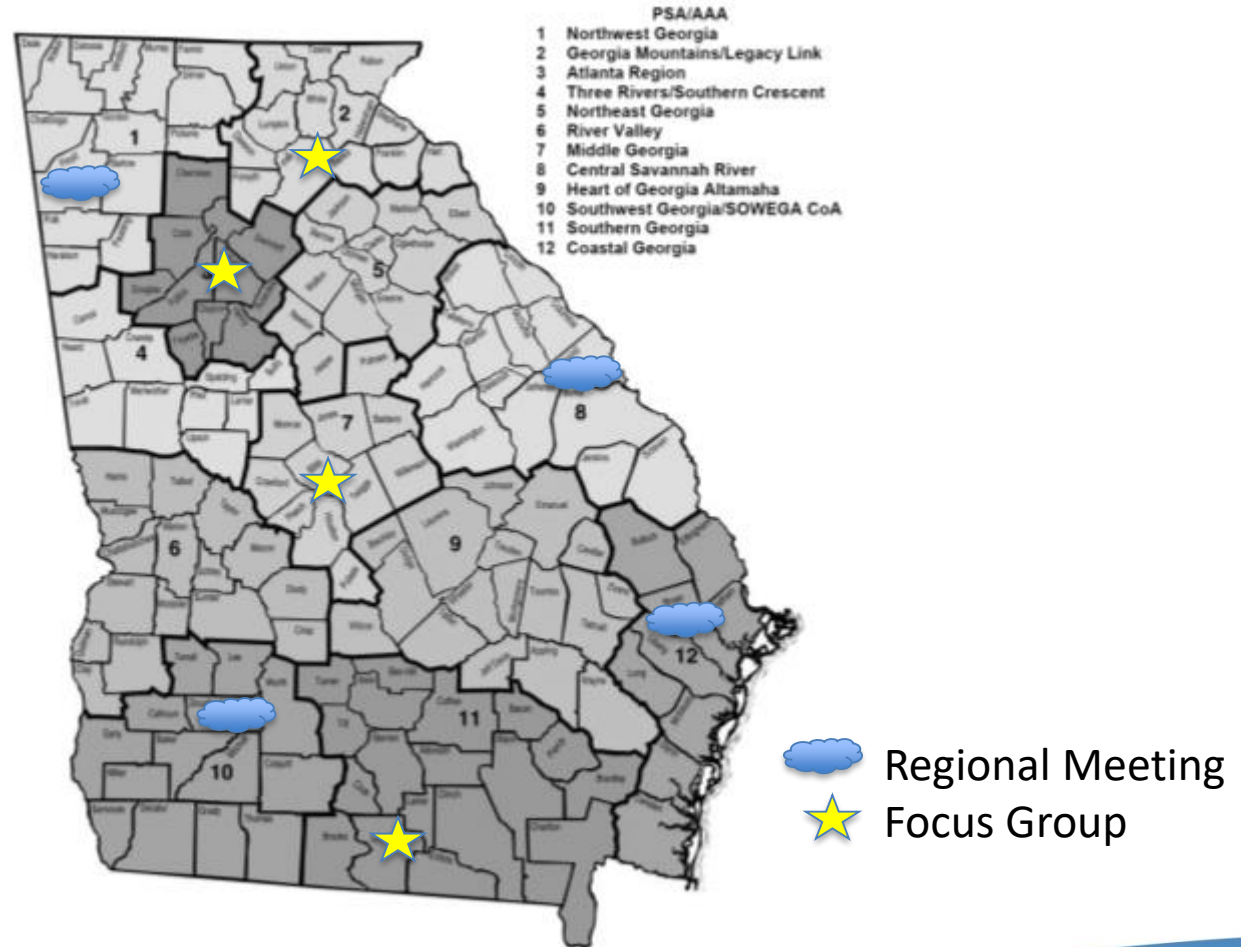
Process Map



No Wrong Door System of Access to LTSS for all Populations and all Payers Planning Grant
8/18/2015



Geographic Representation



Key Informant Interviews

Purpose: Gain understanding of the strengths, weaknesses, opportunities, and threats from a cross-sector of stakeholders

Timeline: April 2015

Method: Semi-structured telephone and in-person interviews



Key Informant Interviews

- Guiding Questions
 - What works well?
 - What could be better?
 - What are the opportunities?



Survey

Purpose: Gain understanding of the strengths, weaknesses, opportunities, and threats from informed professionals

Timeline: May 2015

Method: Findings from key informant interviews and core components and criteria on the functions of an ADRC were used to design the survey questions and response options. The survey was administered online using Qualtrics and was shared through direct email outreach, newsletters, and email blasts.



Focus Groups

Purpose: To learn about consumer experience with the No Wrong Door and hear their preferences for how to get information and assistance.

Timeline: October – November 2015

Method: Four groups, system users who contacted the program in the past six months

Locations: Stone Mountain, Macon, Gainesville, and Valdosta



Participant Demographic Profile

33 participants

Gender	Male	5
	Female	28
Age	20-35	1
	36-50	3
	51-65	11
	Over 65	18
Race/ Ethnicity	Caucasian	18
	African American	14
	Other	1

Education Level	Elementary	0
	Secondary	2
	High School	13
	College	12
Annual Family Income	Graduate	7
	Less than \$30,000	22
	\$30,000-\$50,000	8
	Over \$50,000	3



Focus Group Discussion Guide

- Consumer experience with the No Wrong Door system
 - How they used the service
 - Evaluation of service received
- Preferences for receiving information and assistance
- Suggestions for improving Georgia's No Wrong Door program



Focus Group Participant Feedback

“When you finally get one person, they don’t connect you to somebody else. They give you a phone number to call. ‘Well, call this person and then you call this person. Well no, you will need to call this person.’ So then you call that person.”

“You either sink or swim, and most of us sink.”

“Each agency should let the other one know what the other has available...They need a better networking system.”



Regional Meetings

Purpose: To develop and prioritize strategies for implementation of the No Wrong Door/ADRC's statewide, three-year plan informed by data collected through the grant.

Timeline: September – October 2015

Method: In-person meetings, professionals from organizations were invited by the local Aging and Disability Resource Connection and a statewide email invitation was shared with stakeholders.

Locations: Albany, Augusta, Rome, and Richmond Hill



Meeting Information

- The sessions were organized and facilitated by the Georgia Health Policy Center (GHPC) in partnership with the Division of Aging Services (DAS).
- The Regional meetings were attended by approximately 120 individuals including employees of the following:
 - Area Agencies on Aging
 - Government entities such as the Division of Adult Protective Services, the Department of Family and Children Services and the Department of Behavioral Health and Developmental Disabilities
 - Nonprofit organizations
 - Physician's offices
 - Centers for Independent Living
 - Hospice
 - Professional organizations that serve older adults and individuals with disabilities



Agenda Part I

- Introductions
- Presentation of data
- Feedback:
 - How does this resonate with you?
 - What surprised you?
 - As you think about the strategies, what information is missing that you need to add?



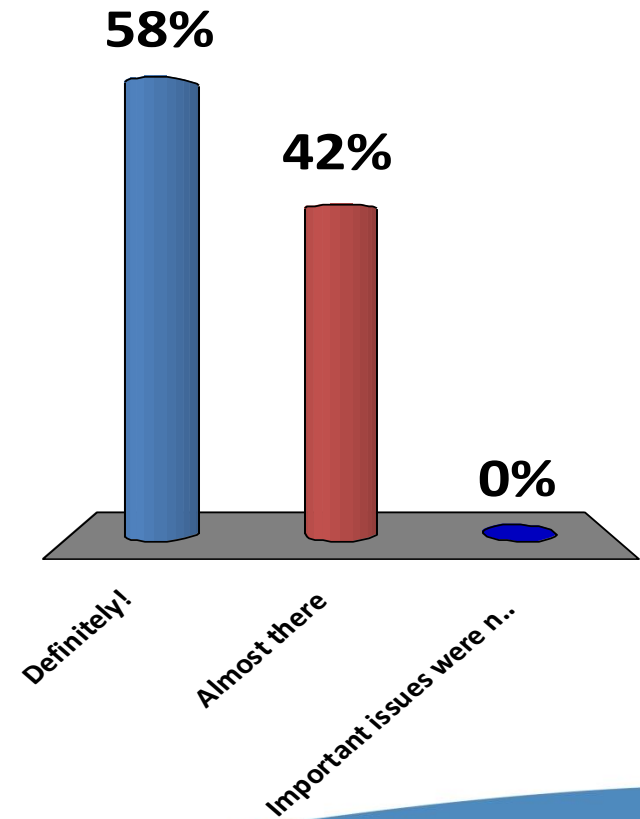
Agenda Part II

- Group Strategizing
 - Participants were then given an opportunity to select one of the following topics to work on to create strategies and goals in a group:
 - Marketing and communications
 - Streamlined access
 - Person-centered counseling
 - Public outreach and links to referrals
- Group Report Out
- Polling



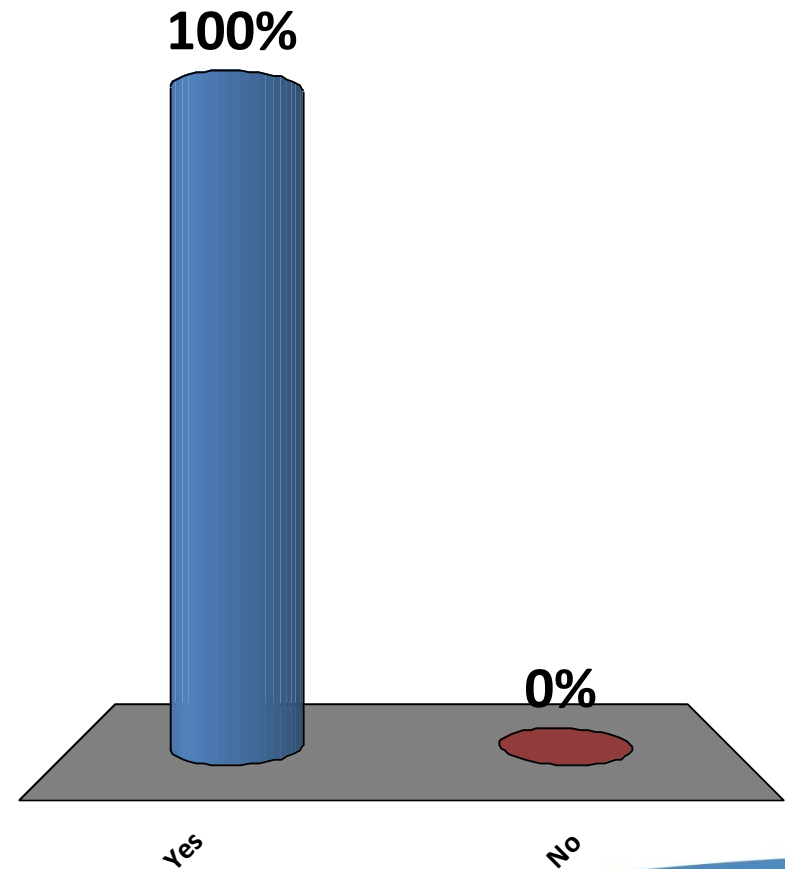
Will these strategies create a more effective NWD/ADRC system that will meet the needs of Georgians once the plan is implemented? Did we get it right?

- A. Definitely!
- B. Almost there
- C. Important issues were not included



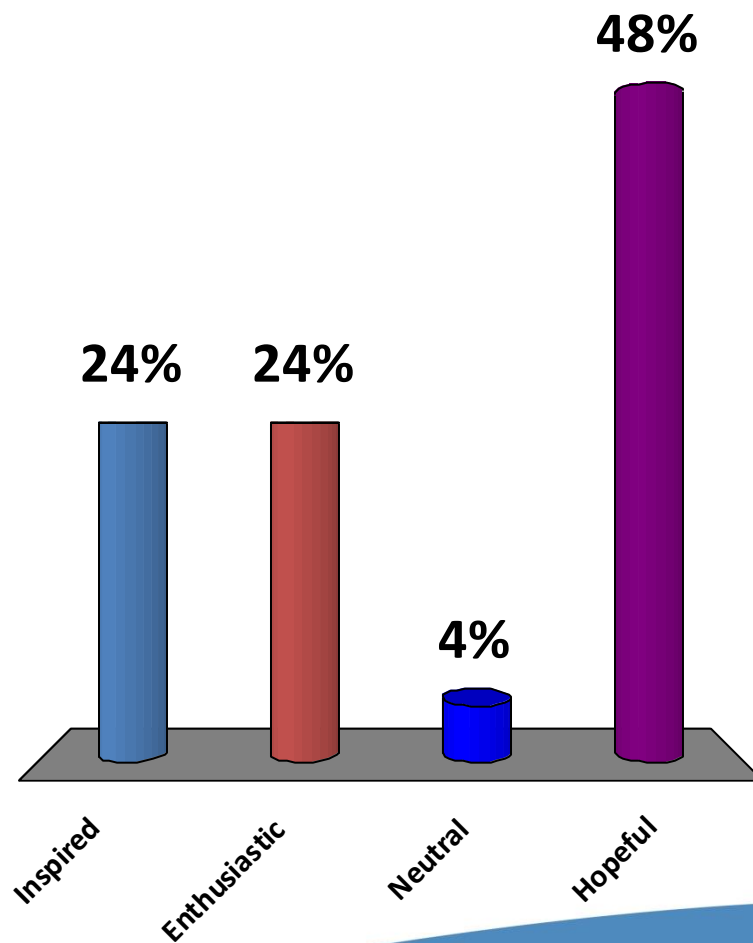
Hearing this information today, I would support this plan:

- A. Yes
- B. No



As I leave today I feel:

- A. Inspired
- B. Enthusiastic
- C. Neutral
- D. Hopeful



NO WRONG DOOR STRATEGIC PLAN UPDATE



Ruby Gonzalez

Colorado Department of Health Care
Policy & Financing

Our Mission

Improving health care access and outcomes for the **people** we serve while demonstrating sound stewardship of financial **resources**



COLORADO

Department of Health Care
Policy & Financing

Colorado's Background

- Colorado was one of the first states to adopt HCBS Waivers
 - Waiver for Individuals with Developmental Disabilities (1983)
 - Waiver for the Elderly, Blind, and People with Disabilities (1985)
 - Colorado currently has 12 Waivers
- Colorado established a Single Entry Point System (1991)
- ADRC grant awarded in 2005
- Executive Order establishing the Office of Community Living issued in 2012
- Legislation created the Strategic Action Planning Group on Aging in 2015



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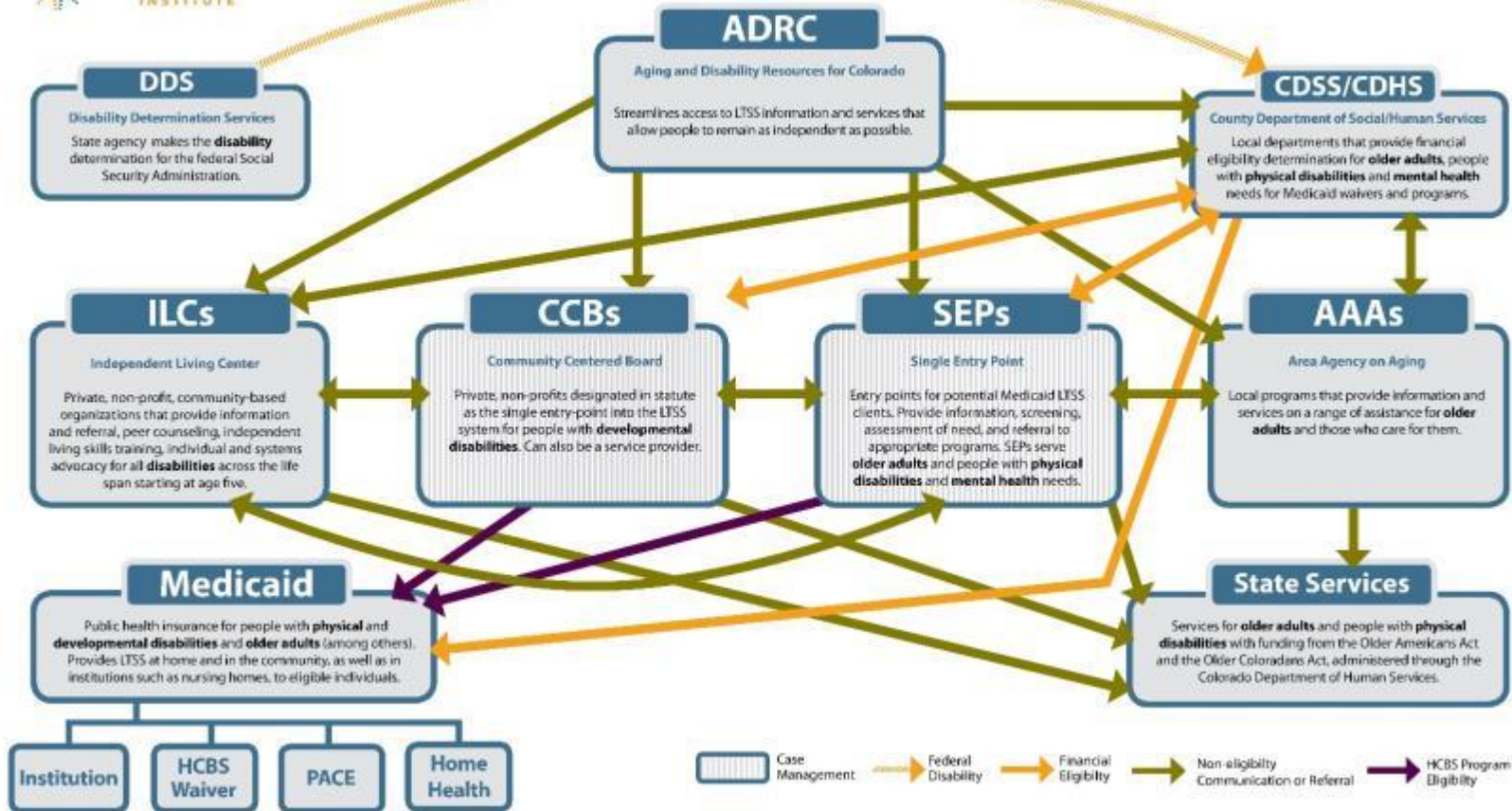
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Recent Recommendations

- **Community Living Advisory Group (CLAG)**
 - Create comprehensive access points for all LTSS
- **Colorado's Community Living Plan (CCLP)**
 - Improve communication among LTSS entry point organizations to provide accurate, timely and consistent information about service options in Colorado
 - Transition from long-term care facilities and hospitals
 - Diversion from long-term care facilities
- **Strategic Action Planning Group on Aging (SAPGA)**
 - Colorado seniors will be able to live and fully participate in their communities of choice for as long as possible.



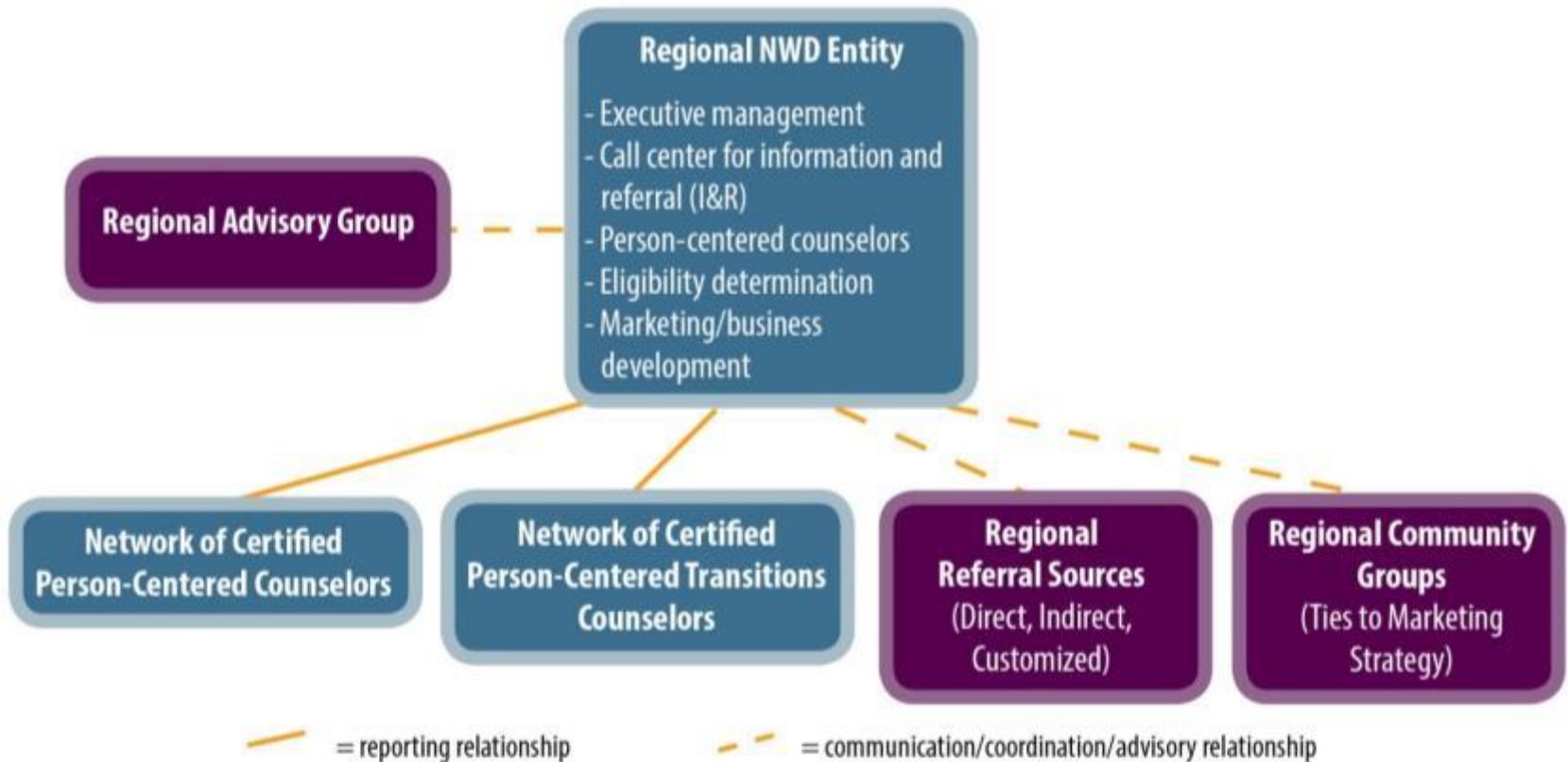
LTSS Puzzle: The Status Quo



SOURCE: Analysis by Tasia Stern, Senior Analyst, Colorado Health Institute



Proposed Solution: Regional NWD Entities



NWD Pilot Program

- November 2016, Request for proposal was posted
- March 2017, four proposals were selected to serve as regional pilot sites over a two-year period.
- Summer 2017 Pilot Sites launched and will help Colorado determine how to create a single NWD system
 - Pilot Sites will test and refine various tools and approaches to carry out the functions of a NWD system



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




COLORADO No Wrong Door

Department of Health Care Policy & Financing
Department of Human Services
Department of Labor and Employment

No Wrong Door Regional Pilot Site Service Areas



Pilot Site Service Area

-  Not a Service Area
-  Larimer County Pilot Service Area
-  Pueblo County Pilot Service Area
-  Denver Metro Pilot Service Area
-  San Juan Basin Pilot Service Area



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Denver Metro Regional Pilot

- Lead agency:
Colorado Access
- Will utilize a traveling team of person-centered counselors and individuals with lived experience who will travel throughout the region to help individuals navigate the region's LTSS system.



Larimer County Pilot

- Lead Agency:
Larimer County Department of Human Services



- Will rely on a Person-Centered Options Counselor position that will capitalize on a streamlined screening process for all referrals among partners and will act as a link to connect individuals with appropriate resources.

Pueblo Regional Pilot

- Lead Agency:
Senior Resource Developmental Agency
- Will utilize a call center and a database as resources for information on and referrals to all available LTSS across all partnering agencies.



San Juan Basin Regional Pilot



- Lead Agency:
San Juan Basin Area Agency on Aging
- Will develop a regional database, called Network of Care, that will provide a centralized hub for linking an individual's information, options counseling and referrals, as well as a care portal for linking the individual's information across all partners, through a secure system.

NWD Pilot Efforts

- Regional Pilot Site Intro calls
- Learning Community Kickoff
 - Ramp-up period
 - Start-up deliverables
 - NWD Share Point Site
 - NWD Project Team commitments
 - Technical assistance and evaluation processes
 - Check-in with pilot site partnering agencies and agencies outside of regional pilot sites





Pilot Needs Assessment

Pilot sites to complete a needs assessment that answers:

- Where they want to be by the end of the pilot
- Where are they now
- How do they get to where they want to be



Future Planning

Colorado's Three-Year NWD Implementation Plan identified a need for:

- NWD time study
- NWD Financial Model
- Governing Body
- Policy/Regulatory Action Plan
- Statewide Integrated System
- System design plan



Ami Patel
ACL

NWD System Recent Developments

I. Continued growth and buy-in of ADRC/NWD System framework from states

- *State legislation and Governor support of the No Wrong Door System or its principles.*

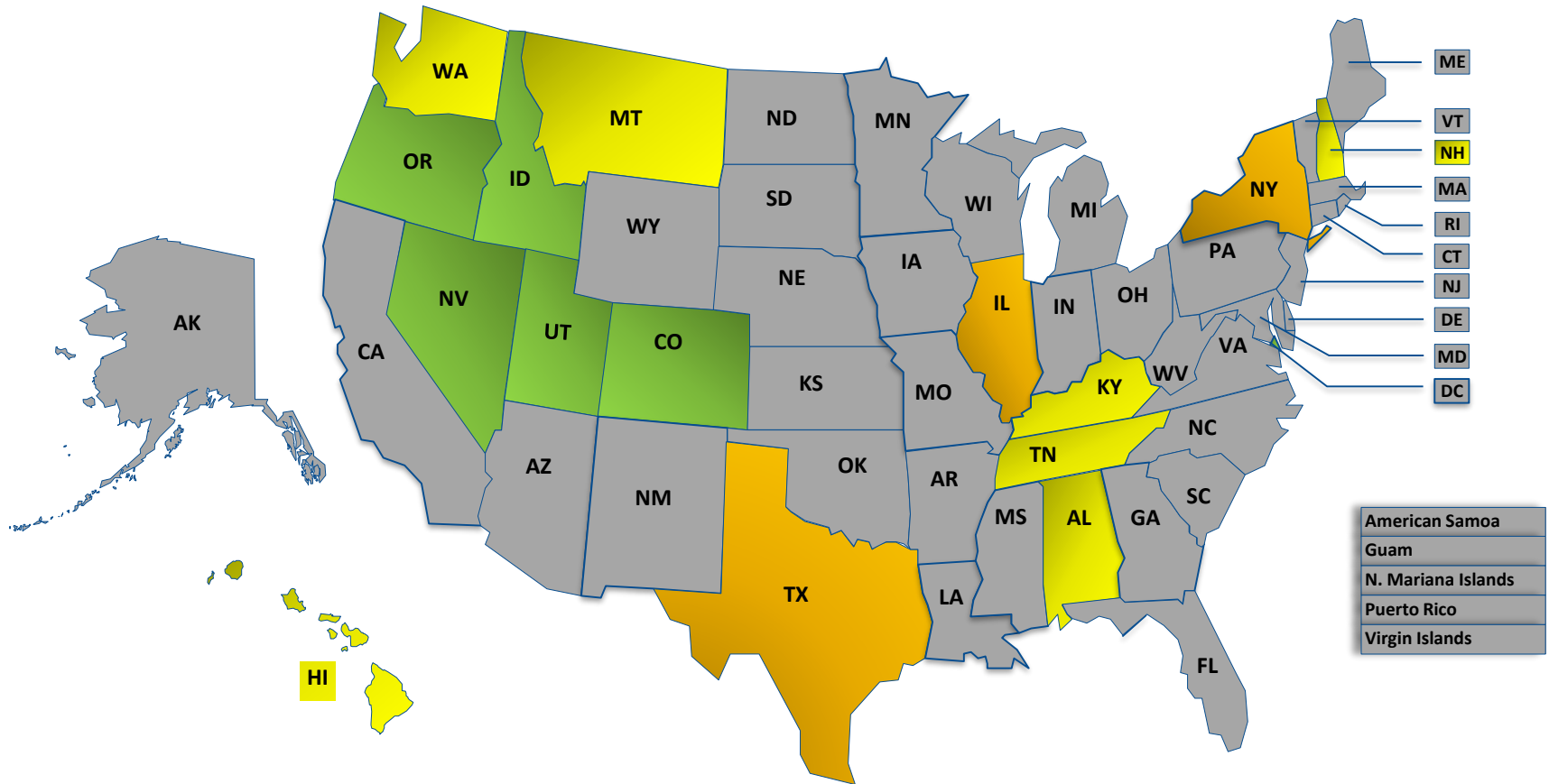
II. Release of 2017 AARP Scorecard

- *No Wrong Door: Person-and-Family Centered Practices in LTSS Promising Practices*

III. Launch of Person Centered Counseling Training

- *Currently 1,500 active learners across 13 states*

2017 COVER to COVER (C2C) State Level of Readiness



- Current Cover-2-Cover States
- States in Planning Stage
- States with Site Interest



Administration for Community Living



Utah
Aging & Disability
Resource Connection



Future Opportunities

- COVER – to- COVER and Veteran-Directed Programs
 - The Veterans Health Administration, Veterans Benefit Administration and the Administration for Community Living have been working together to develop strategies to roll out the C2C program nationwide.
- Medicaid Administrative Claiming
 - The Centers for Medicare and Medicaid Services has provided guidance on NWD Medicaid Administrative Claiming, an opportunity for ongoing funds to support NWD activities.
- NWD Outcomes Measurement
 - ACL is drafting a set of core measures that can be used to demonstrate NWD impact on the lives of individuals, families and the LTSS delivery system.



Questions and Discussion



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