



No Wrong Door System of Access to LTSS for all Populations and all Payers

Final Webinar

NWD Planning Grantees Monthly Webinar
September 9, 2015, 3:00PM ET

Agenda

1. **Welcome and Agenda Overview**
2. Review of Pre-Work Responses
3. Sharing No Wrong Door Resources
4. Final and Fall Reporting
5. Next Steps and Closing

Reminders

- We want to capture your attendance—if you have others in the room with you, please send their name(s) or the total # of participants via WebEx's chat feature or to Chris.Ragsdale@acl.hhs.gov
- Use WebEx's chat feature if you have questions for federal partners or for other states.

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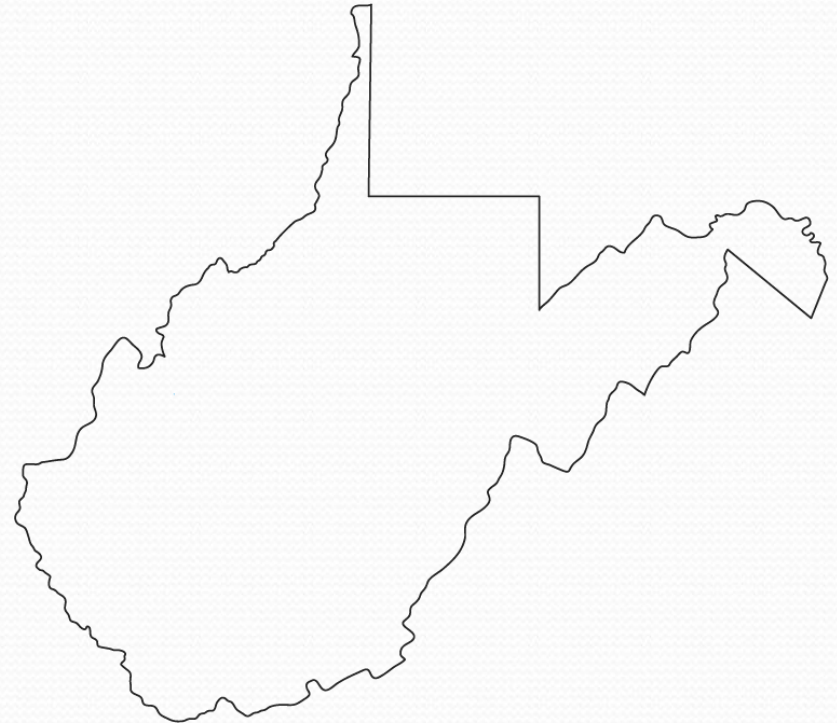
What is your team's greatest insight from this 12-month planning period?

Use the Webex Chat feature to share your response!

West Virginia

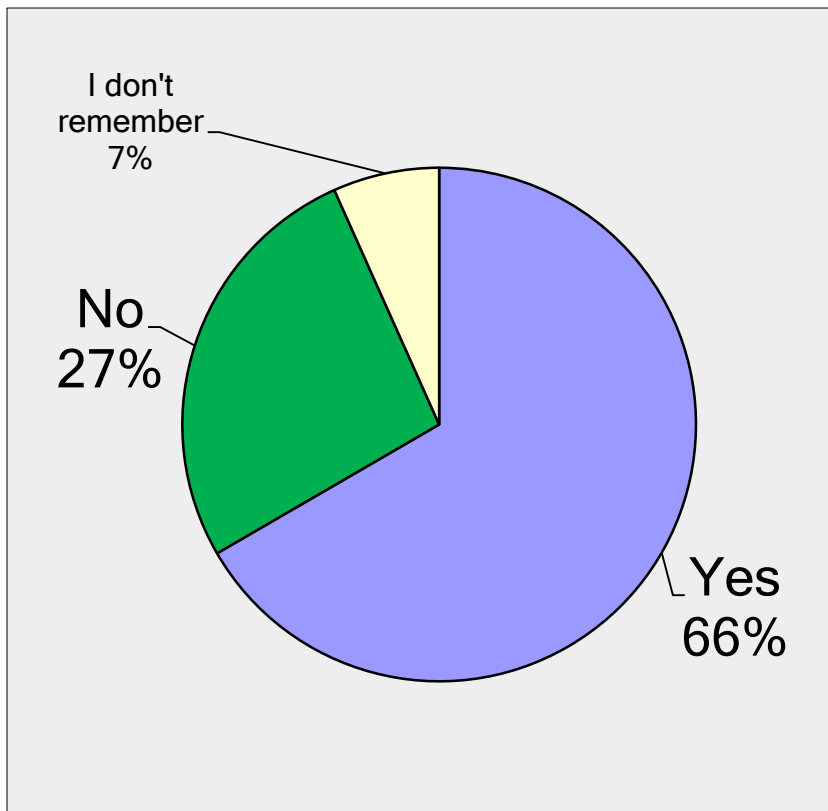
Public Perception of the LTSS System

Jenni Sutherland
Bureau of Senior Services



West Virginia No Wrong Door Listening Session Feedback

Did you know you could receive services in your home or community?



Did you think you might have to leave your home to receive LTSS?



What is your team's greatest accomplishment from this 12-month planning period?

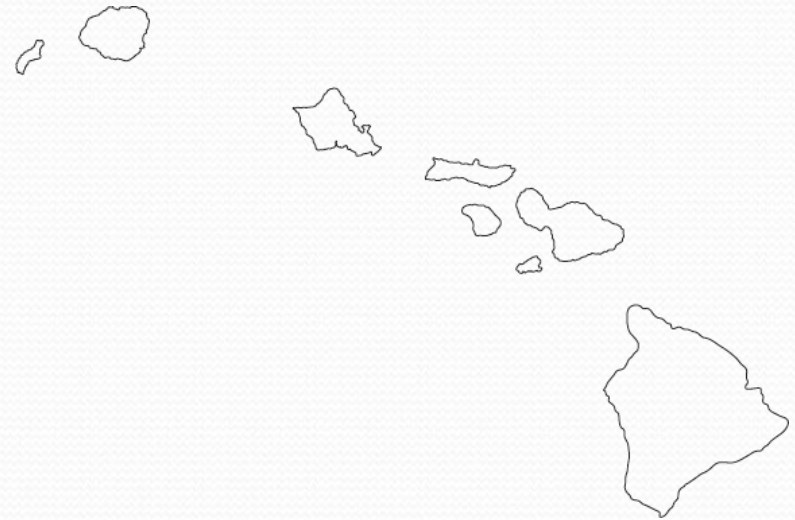
Use the Webex Chat feature to share your response!

Hawaii:

Engagement of Key Agencies and FFP Claiming

Debbie Shimizu

Executive Office on Aging



HAWAII'S KEYS TO SUCCESS



- 1) Supportive administration
 - Governor's office able to bring departments together
 - New Medicaid director- better communication & willingness to move forward on FFP
- 2) Commitment by all parties to work together
- 3) Positive relationships
- 4) Consultants

What is your team's greatest accomplishment from this 12-month planning period?

Use the Webex Chat feature to share your response!

Georgia:

Engagement of Disability Partners

Gloria Jackson-Mclean
Division of Aging Services
Department of Human
Services



Georgia Division of Aging Services

No Wrong Door Update



Georgia Department of Human Services

Engagement of Disability Partners

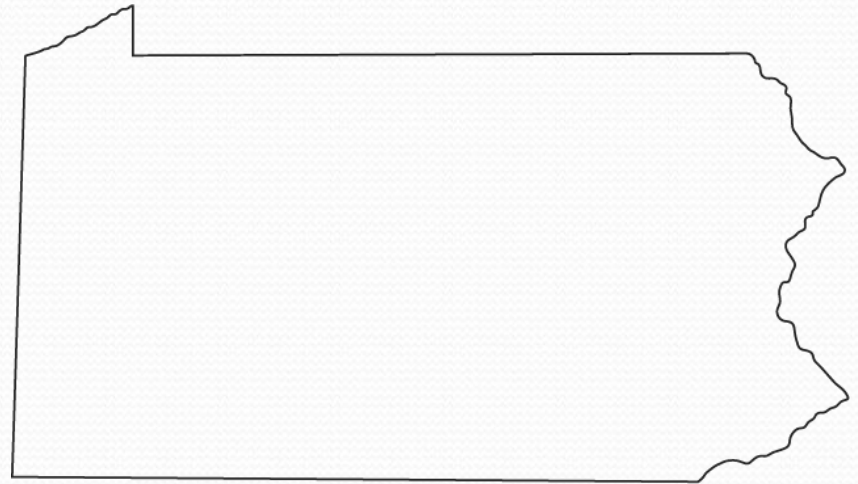
- ☐ **Building the Relationship**
- ☐ **Gaining Their Support**
- ☐ **The Importance**

What is your team's greatest accomplishment from this 12-month planning period?

Use the Webex Chat feature to share your response!

Pennsylvania: Visibility Among Partners and Executive Leadership

Dave Drezner
Department on Aging

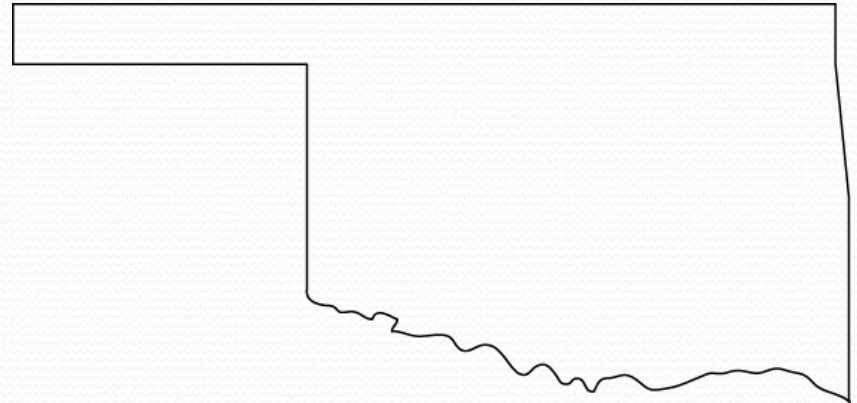


What does your state intend to do with the 3-year plan once it is complete?

Use the Webex Chat feature to share your response!

Oklahoma: Unified Budget Request

Karen Poteet
Department of Human
Services



Oklahoma's NWD Transformation Cabinet

Office of the Governor

Health and Human Services Cabinet Secretary

Health Care Authority

Department of Rehabilitation Services

Department of Mental Health and
Substance Abuse Services

Department of Human Services

Aging Services

Developmental Disability Services

Adult Protective Services



COMPREHENSIVE
UNIFIED
APPROACH
BUDGET REQUEST



What does your state intend to do with the 3-year plan once it is complete?

Use the Webex Chat feature to share your response!

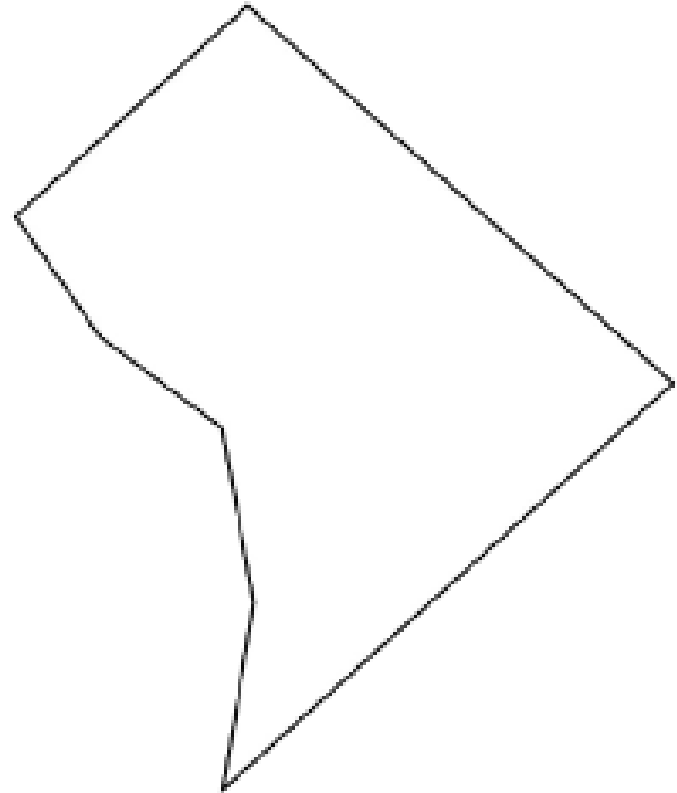
District of Columbia

Leveraging Existing Programs and Funding

Rebecca Salon

Erin Leveton

Department on Disability
Services



District of Columbia No Wrong Door Continuation Planning

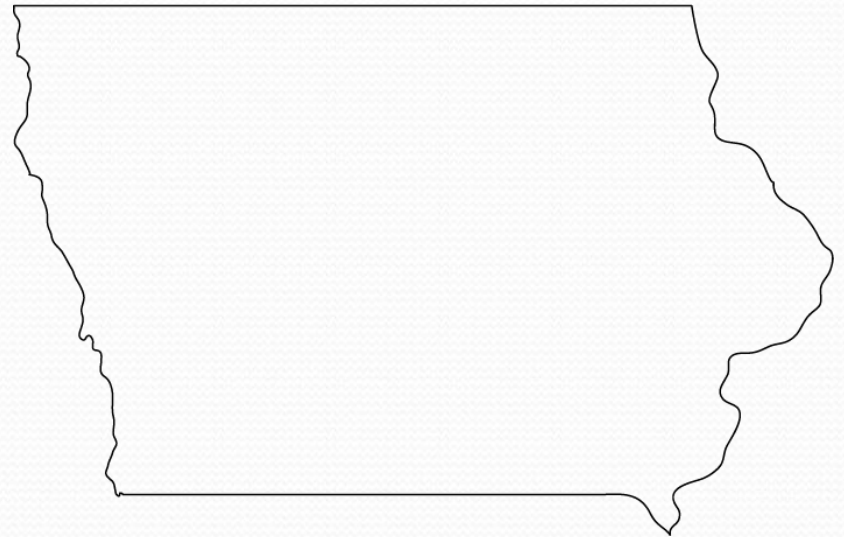
- ❑ DC's Leadership Council has committed to continuing to meet, plan together and leverage work already in process and funding already in place, including
 - Leveraging and coordinating initiatives already in progress within the Department on Disability Services, Department of Behavioral Health and Office on Aging/ADRC on person-centered practices & options counseling, including cross-training
 - Leveraging and coordinating IT initiatives to integrate resource portals and intake processes and protocol
 - Exploring funding to support NWD activities (e.g., upgraded shared management information system platform)
 - Continuing to engage the cross-disability Supporting Families Community of Practice, the Long-Term Care Coalition, and other stakeholder groups

What does your state intend to do with the 3-year plan once it is complete?

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Iowa: ADRC Sustainability

Ruth Thompson
Department on Aging

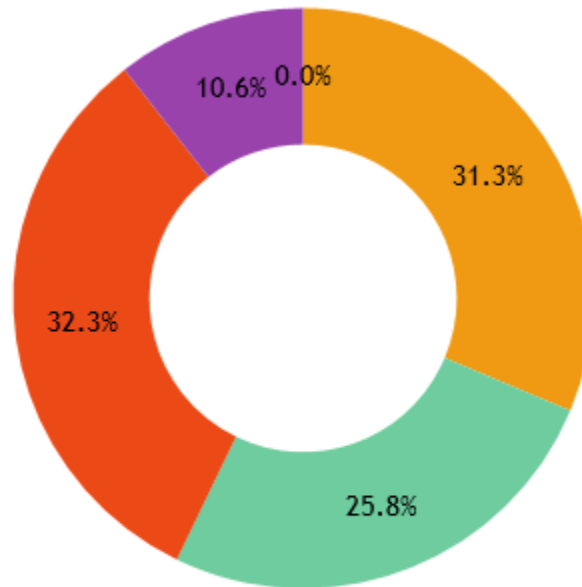


Funding for LifeLong Links

TOTAL funding:

\$2,882,001

- Fee-for-Service Revenue for LifeLong Links
- Designated State Funds for LifeLong Links
- Designated Contract Funds for LifeLong Links
- Designated Older Americans Act Funds for LifeLong Links
- Other Operating and Non-Operating Revenue for LifeLong Links



No fee-for-service revenue was reported in the FY2015 financial surveys.

Contract funds from:

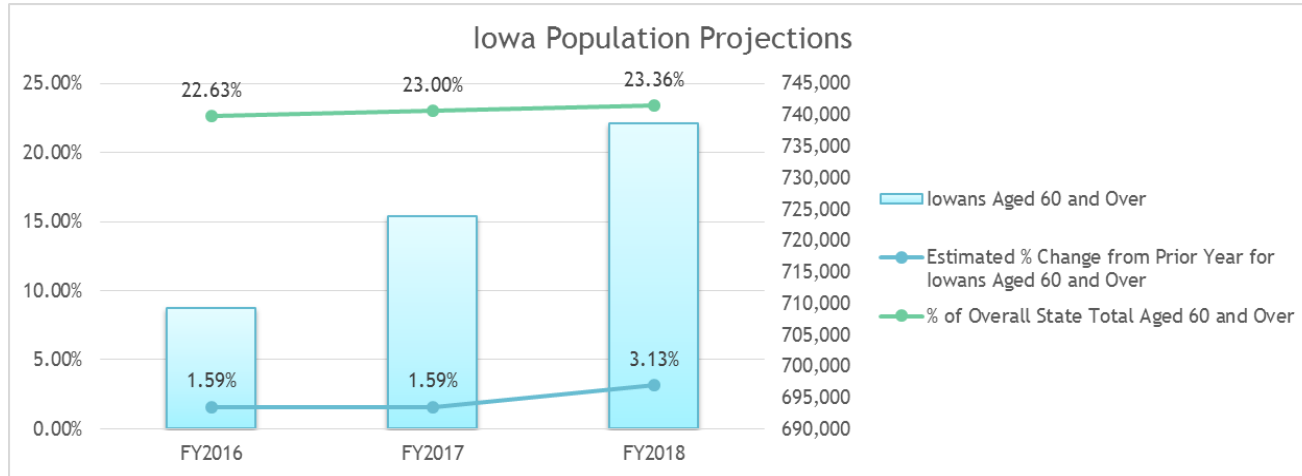
- Balancing Incentive Program (BIP)
- Mental Health Region Intake contract
- Section Q

The Older Americans Act funds included Title III-B and Title III-E.

Note: Information collected from the ADRC's via financial survey for FY2015 served as the basis for financial analysis of funding and program-related expenses and for development of 3-year LifeLong Links sustainability projections.

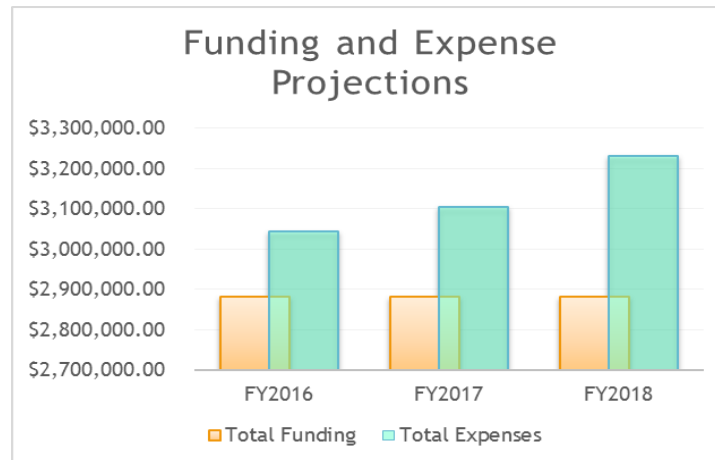


Population Projections



Notes:

- Projected population growth is shown based upon estimates by Woods & Poole Economics, Inc. published in 2014.
- Information collected from the ADRC's via financial survey for FY2015 served as the basis for financial analysis of funding and program-related expenses and for development of 3-year LifeLong Links sustainability projections.



What resources and/or technical assistance does your state need to successfully complete the 3-year plan?

- Use the Webex Chat feature to share your response!

From Pennsylvania:

“The main resource needed to address the high-priority planning goals in PA (technology and statewide gap analysis) is funding... We look for guidance from federal agencies (CMS/ACL/VHA) in providing information, tools and support for us to secure funding, develop effective policies and identify the best outcomes.”

From Mississippi:

“We are focusing on the administrative match available through CMS, conducting a time study, pursuing legislative support and identifying other grant opportunities to support the work completed by the MAC Centers. Any resources, best practices or policies that other states have developed in those areas would be greatly appreciated.”

Sustainability Resources

Posted to Planning Grants Webpage:

- VD-HCBS Business Model (Connecticut)
- FFP Time Study Pilot Guide and Training (Maryland)
- Schedule for Calculating the Total Dollar Expenditures (Maryland)
- August Monthly Webinar

Sustainability Resources

Coming Later this Month:

- Medicaid Claiming Guidance
- Money Follows the Person (MFP) Examples
- Key Healthcare Financial Concepts for Expanding Programs (CCTP)

Sustainability Resources

Posted to the Technical Assistance Exchange:

- Making the Business Case for a Comprehensive Long Term Services and Supports (LTSS) Strategy (Lewin Group_
- Issue Brief: Public and Private Partnerships (Lewin Group)
- ADRC Federal Funding Overview (Wisconsin)

From Colorado:

“Identifying and evaluating quality measures that are unique to NWD processes”

CQI Resources

Posted to Planning Grants Webpage:

- No Wrong Door Elements and Indicators
- ADRC Consumer Satisfaction Survey Scripts and Reports (Oregon)
- Options Counseling Quarterly Report Template (Massachusetts)
- Promising Practices: Continuous Quality Improvement (Oregon)

CQI Resources

Posted to the Technical Assistance Exchange:

- Evaluation Framework and Site Reporting Form (Oregon)
- Consumer Based Standards (Oregon)
- Stakeholder Experience Survey (Iowa)
- Options Counseling Training Surveys (Oregon)
- Pre- and Post-Training Tests and Findings (North Carolina)
- PCC Training Evaluation Survey (Maine)

CQI Resources

Posted to the Technical Assistance Exchange:

- Care Coordination Measures Atlas (AHRQ)
- Community Outreach Survey (Minnesota)
- Steps to Creating a Comprehensive Quality Improvement Plan
- Plan Do Study Act Framework

From Texas

“We would appreciate the opportunity to review other states’ plans as they become available, as well as be informed of best practices in webinars.”

Planning Resources

Posted to the Planning Grants Webpage:

- NWD Project Overview and Timeline (Pennsylvania)
- NWD System Overview (Massachusetts)

Are you willing to share your states draft or final plan?
Email us at NoWrongDoor@acl.hhs.gov.

From Virginia:

“We need to be connected to the 8 Part A states to learn from their successes and challenges.”

Promising Practices

Contact Information Listed on Each:

- Veteran Directed HCBS (Connecticut)
- Messaging, Branding, and Outreach (Maryland)
- Financial Eligibility (Massachusetts)
- Continuous Quality Improvement (Oregon)
- Stakeholder Engagement (Vermont)
- Management Information System (Washington)
- Streamlining Access to Public Programs (Wisconsin)

Additional topics coming soon include *PCC, Nursing Home Diversion & Transition, and Governance and Administration*

From Georgia:

“After the submission of our September report, any feedback from ACL will be beneficial to guide the successful completion of our plan.”

3-Year Plan Feedback from ACL

- Submit draft 3-Year Plan via the online template by September 30
- No Cost Extension States: Submit draft 3-Year Plan after December 31

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2 Groups of States

- Completing on Time
 - ▶ Optional: Submit Draft 3-Year Plan for ACL Feedback (September 30)
 - ▶ Required: Submit Final 3-Year Plan (December 31)
- No Cost Extension
 - ▶ Required: Draft 3-Year Plan and/or progress report due to Grant Solutions (September 30)
- Online 3-Year Plan Template is now open!

Next Steps

- Key Dates
 - ▶ Begin Submitting NCE requests: August 15, 2015
 - ▶ Online 3-Year Plan Template opens: September 1, 2015
 - ▶ Final Reporting Deadline: September 30, 2015
- Reach out to ACL regional offices or project officers if you need further support or have questions