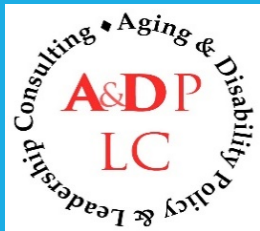


LISTENING SESSION

MOVING FORWARD WITH NO WRONG DOOR

April 2018



Agenda For Meeting

- Introductions
- Background Information
- Share Your Ideas! We Want to Hear From You!
- Next Steps

Aging and Disability Resource Center (ADRC)

A coordinated system for providing—

- Comprehensive information on available public and private long-term care programs and services
- Personal counseling to assist individuals in the development of a LTC plan
- Access to the range of publicly-supported long-term care programs for which consumers may be eligible.
- Serving as a convenient point of entry for such programs

What Do We Mean?



No Wrong Door (NWD)

A NWD System builds on the strength of existing entities such as Aging and Disability Resource Centers, Area Agencies on Aging, Centers for Independent Living, Developmental Disabilities Agencies and Brain Injury Alliance.

Provides a single, more coordinated system of information and access for all persons seeking long-term services and supports.

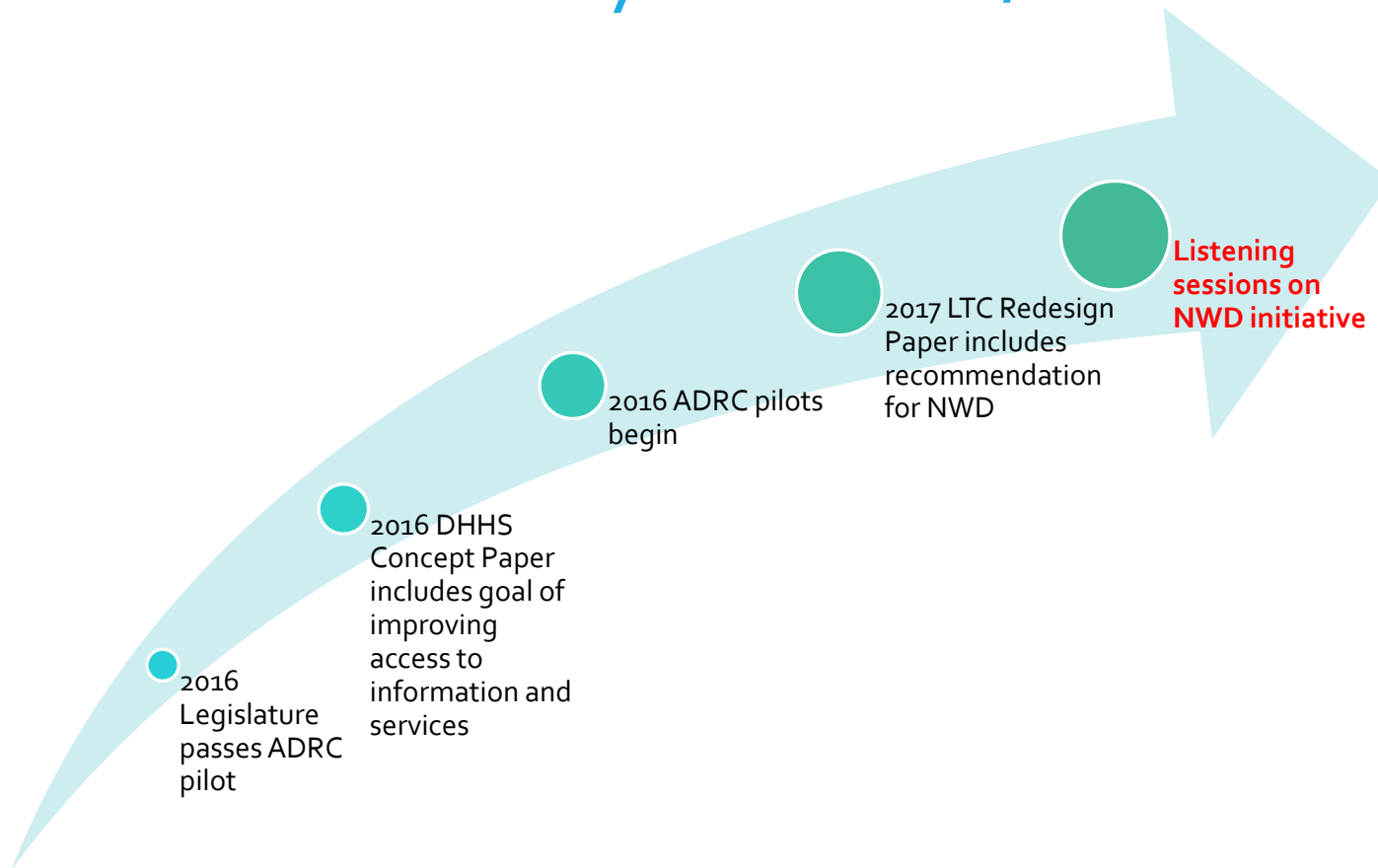
NWD System functions include:

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

What Do We Mean?



Nebraska's History of ADRC/NWD



Overview of Current ADRC Pilot

3 pilot sites that would provide one or more of the following activities:

- Information on available public and private long-term care programs, options, financing, service providers, and resources.
- Help in accessing and applying for public benefits programs.
- Options counseling.
- An easy point of entry to publicly-supported long-term care programs.

Overview of Current ADRC Pilot (cont.)

- A method for determining unmet service needs in communities and developing strategies to meet those needs.
- Assist with person-centered transition support.
- Assist with accessing public transportation.
- Maintain a home care provider registry to provide a person who needs home care with provider contact information as well as information about rights and responsibilities of the consumer.

2017 LTC Redesign NWD Recommendation

The Aging and Disability Resource Center (ADRC) pilot should become a part of the NWD system.

- Reduces confusion,
- Increases consumer choice,
- Supports informed decision making.

Nebraska should learn from states with more mature NWD programs including advances in:

- Person-centered planning,
- Options counseling,
- Use of technology; and
- Leveraging partnerships.

Key Elements in a No Wrong Door System (NWD)

Outreach &
Coordination
with Referral
Sources

Person-
Centered
Counseling

Streamlined
Access to
Public
Programs

State
Governance &
Administration

Examples of Referral Sources that Could Participate in NWD

Area Agencies on Aging	Aging and Disability Resource Centers	Organizations serving Ethnic & Minority Populations
Alzheimer's Chapters	Developmental Disability Management Organizations	Local Medicaid Agencies
School Districts	Organizations with Peer-to-Peer, including Family to Family models	Centers for Independent Living
Behavioral Health Management Organizations	Faith Based Organizations	Local Public Housing Agencies

Person-Centered Counseling

- Assists with any immediate LTC needs, conducts conversation to confirm who should be a part of process, and identifies goals, strengths, and preferences.
- Comprehensive review of private resources and informal supports.
- Facilitates informed choice of available options and the development of the person centered plan.
- Facilitates implementation of the plan by linking individuals to private pay resources, and if applicable, in applying for public LTC programs and follow up.
- Facilitates diversion from nursing homes, transition from nursing home to home, transition from hospital to home, and transition from post-secondary school to post-secondary life.

Streamlined Eligibility to Public Programs

- Uses information from the person-centered plan to help individuals complete applications to public LTC programs and help them through the entire eligibility process.
- Continually identifies ways to improve the efficiency and effectiveness of the eligibility determination processes across the multiple LTC programs, while also creating a more expeditious and seamless process for consumers and their families.

State Governance and Administration

- Support from the State Medicaid Agency, State agencies administering aging, intellectual and developmental disabilities, physical disabilities, and mental/behavioral health.
- Involve stakeholders, including consumers and their families on the design, implementation, and operation of the system.
- Responsible for designing the agencies and organizations that will play a formal role in carrying out the NWD system.
- Will use NWD system as a vehicle for making the overall LTC system more consumer-driven and cost-effective.

Share Your Ideas!



Key Referral Sources

Who do you ask for help with LTC?

Who are the key partners that should participate in the NWD System?

Is there anyone/group that you would not go to? Why?

How can we support caregivers in this process?

Share Your Ideas!



Person-Centered Counseling

Do you think it would be helpful to have person-centered counseling to assist with your LTC needs?

Who currently helps consumers with transitions from one setting to another?

Would you like the state to help connect you with private sector resources?

Share Your Ideas!

Streamlined
Access to
Public
Programs

What is your experience in enrolling in public LTC programs?

What would you do to improve the experience?

What could the state do to make the process easy for consumers?

Share Your Ideas!



State
Governance &
Administration

What state agencies should be involved in the NWD?

How would you like the state to keep in touch with you during the development of the NWD?

How do you like to look for help? Online? In-person? On the phone?

Your Opinions Matter!

Make Sure to Share Your Opinion!

April 9- 10

Key informant discussants

April 16-May 4

- Hold webinars
 - 3 daytime
 - 2 evening

April-May

- Respond to emails and phone calls

May

- Provide state with recommendations

June

- Host follow up webinar to share recommendations

More Opportunities to Provide Input!



Listening
Session
Webinars

ADPLC will be conducting 5 webinars in order to gather additional input from stakeholders.

Save the Dates! Spread the Word!

5 Stakeholder Webinars have been scheduled.

**Monday,
April 16**

1 – 3 pm (CT)

**Monday,
April 16**

7 – 9 pm (CT)

**Monday,
April 23**

10 am – 12
pm (CT)

**Tuesday,
May 1**

10 am – 12
pm (CT)

**Wednesday,
May 2**

7 – 9 pm (CT)

Register Now for the Webinars!



Four
Chances
to Attend

Each webinar has a unique registration links. Once registered, the attendee will receive an automatic email from WebEx confirming their registration with the audio dial-in information and link to join on the day.

Register for the Webinars!



Webinar Links

Monday, April 16th 1 – 3 pm CT

Event registration for attendees:

<https://nasuad.webex.com/nasuad/onstage/g.php?MTID=e5ab000b54d89121d29086ebabf63de22>

Monday, April 16th 7 – 9 pm CT

Event registration for attendees:

<https://nasuad.webex.com/nasuad/onstage/g.php?MTID=eb6796d6437e51151fb7203c8dd707b07>

Register for the Webinars! (con't)

Monday, April 23rd 10 am – 12 pm CT

Event registration for attendees:

<https://nasuad.webex.com/nasuad/onstage/g.php?MTID=eca1ffe68a65388a354fc4b5146570283>

Tuesday, May 1st 10 am – 12 pm CT

Event registration for attendees:

<https://nasuad.webex.com/nasuad/onstage/g.php?MTID=e90e514cb8d536366daaa35396525df36>



Webinar
Links

Register for the Webinars! (con't)



Webinar
Links

Wednesday, May 2nd 7 – 9 pm CT

Event registration for attendees:

<https://nasuad.webex.com/nasuad/onstage/g.php?MTID=ea23b32a92654f94753736714e5e0358b>

Send Questions and Comments to:

Lowell@aginganddisabilitypolicy.com

Or

Call: 267-422-6644

You can leave an anonymous voicemail message.