No Wrong Door Presentation (Text Only version)

No Wrong Door: Gaps and Opportunities in California

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Objectives

• Explore key elements of a high performing No Wrong Door (NWD) system of access for Long Term Services and Support (LTSS).

• Understand local best practices and gaps to implementing comprehensive NWD approach to LTSS in California.

• Leverage the value of the California Independent Living Centers and the Aging & Disability Resource Centers to perform NWD functions in California.

• Engage with communities to develop policy proposals toward a NWD system for California LTSS.

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Capacity Building Definition

Definitions:

No Wrong Door: If people contact any organization that is part of the NWD system, they are connected with the services and supports that they need, regardless of age, income, or disability.

NWD systems are identified as a critical component of a high-performing LTSS system by the LTSS Scorecard.

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Definitions:

Key Elements: Characteristics that shape a statewide system, embodying the NWD, person-centered practice to LTSS service delivery.

Based on cumulative experience of several years of federal partnership among ACL, CMS and the VHA to support States’ NWD development.
State Leadership-- Governance -Administration

Partnership of Key Referral Sources- Visible and Trusted Partners
Person-Centered Planning- Person and Family Directed
Shared Assessments and Data- Streamlined Eligibility

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**State Governance and Administration**

**Key Role of State Leadership:**

Design, implementation and oversight

Full support of Governor, Cabinet and multiple state agencies

Clear expectations for non-state organizations carrying out NWD

Ensures ongoing, meaningful involvement of stakeholders

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**Public Outreach and Coordination**

**Visible and Trusted Partners :**

- Recognized by citizens and referral sources
- Trusted source of unbiased and in-depth information
- Formal relationships where major transitions occur
- Proactive and planned statewide education and marketing
- Education of key referral sources
- Transition and diversion services
- Youth transition services
Person-Centered Counseling

Person and Family Directed:

- Statewide point of entry into the LTSS system for individuals and families
- Ensures that the person with LTSS needs directs the process
- Includes screening, assessment, goals and methods
- Inclusive of quality of life domains and attributes
- Consistent skills and with CMS HCBS Settings Rule
- Access to public and private services and supports

Streamlined Eligibility for Public Programs

Shared Assessments and Data:

- Optimize efficiency and effectiveness of eligibility determination processes across systems
- Seamless for consumers
- Minimize duplication and ensure priority attention
- Systematic and continuous improvement
- Relies on Person-Centered Counseling

Six Other States

State Leadership and Person-Centered Counseling:

- Connecticut – Current personnel competency exam
- Michigan – Cross-Agency Body
- New Hampshire – Statewide training and certification and peer support model
- Virginia – Expansion on Services for Persons with ID/DD and Statewide Council (CILs, AAAs, PWD, and older adults)
- Washington – State network adopted standards of practice
- Wisconsin – Leader in transition and diversion through options counseling and tools to guide conversations
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**ADRC of Nevada County**

**Vision**

All seniors and persons with disabilities in Nevada County have independence and autonomy and live full and healthy lives.

**Mission**

Provide easy access to a broad array of services, a continuum of help in accessing services and advocacy for individuals desiring long term support services and information.

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**Collaboration & Partnership**

**Core Partners:**

- FREED
- Agency on Aging Area4

**Extended Partners:**

- Nevada County Social Services
- Alta Regional
- 211 Nevada County
- Nevada County Transit Services
- Community Beyond Violence
- Chapa-De Health Clinic
- Falls Prevention Coalition
- Hospice of the Foothills
- Western Sierra Medical Clinic
- Gold Country Community Services
- Community Legal
- Sierra Nevada Memorial Hospital
- Community Recovery Resources
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**Nevada County Elements of LTSS NWD System**

No-- State Leadership- Governance/administration

Yes-- Partnership of Key Referral Sources - Visible and Trusted Partners

No—Streamlined eligibility- Shared Assessment/Data

Yes—Person Centered Planning- Person and Family Directed

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**Nevada County No Wrong Door**

- **Person Centered Planning & Shared Values**
  - Prevention of Institutionalization
  - Honoring individual/consumer rights
  - Consumer-directed approach

- **Key Referral Sources**
  - 211 Nevada County
  - FREED
  - Promotion of ADRC services and referrals
  - Warm Hand Offs

- **Participation on ADRC Advisory Committee**
  - Community Living Implementation Council

- **Cross-training**

- **Annual Aging & Disability Conference**

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**ADRC Core Services**

- Enhanced Information & Assistance – 211, FREED, other extended partner organizations

- Person Centered Counseling – FREED, 211, Alta Regional

- Hospital to Home – Care Transition Intervention, hospital navigators

- Institutional Transition – California Community Transition, DOR Transition, MDS 3.0

- Short-term Service Coordination
Where do we see additional NWD Systems needs in our local work?

- Homeless Coordinated Entry – HMIS System
- Whole Person Care Pilots

A NWD System for California, Independent Living and our LTSS partners?

- Six months ago, the California Foundation for Independent Centers, in partnership with the Department of Rehabilitation and the State Independent Living Council began discussing a strategies to expand the capacity of Independent Living Centers to provide NWD services. The draft objectives are as follows:
  - Invest in the **internal capacity** necessary to position Independent Living Centers to provide NWD services.
  - Position the Independent Living Network to be perceived as **professional, high performing, and high impact**.
  - Create conditions where California’s health care system sees value and invests in **models of care that include Independent Living Centers** and are integrated, person-centered, and cost effective NWD Services.
  - Secure at least **one or more new funding stream or revenue generating contract** with a statewide healthcare/LTSS entity to provide NWD services.

Proposed Strategies and Timeframe

**Years 1-2**

- Identify funders and partners to do this work
- Present need and objectives to potential funders
- Secure pilot funding and begin work.
- Assess baseline readiness for cross-sector partnership development (current status)
- Develop plan to address capacity need(s)
- Build understanding of healthcare trends, policies, and programs
- Promote new ways of thinking and ideating with an initial focus on service design
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Proposed Strategies and Timeframe

Year 3-5

- Incorporate learning into planning and design
- Implement statewide pilot for person centered NWD Independent Living Services.
- Track measurable objectives and outcomes
- At the conclusion of the pilot/new program design:
  - Produce evidence based report.
  - Distribute to potential payors.
  - Engage in a statewide campaign.

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Next Steps

- Convene/participate in a workgroup to refine our strategy
- Secure support and buy-in for this initiative from the California Collaborative
- Roll up our sleeves and get to work!

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Resources

- Key Elements of a NWD System of Access to LTSS for All Populations and Payers [Administration for Community Living](https://www.oberweis.org/)
- AARP Public Policy Institute: Person- and Family-Centered Checklist [AARP No Wrong Door Tips](https://www.aarp.org)
- CA State Independent Living Council [California State Independent Living Council](https://www.calsilc.org)
- CA Foundation of Independent Living Centers [California for Independent Living](https://www.ca-ilc.org)
- Aging and Disability Resource Centers Advisory Committee [California Department of Aging ADRC Meetings](https://www.agefriendlycalifornia.org)