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
Aaging and Disability Resource Center (ADRC)

What Do We Mean?

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
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.
Nebraska’s History of ADRC/NWD

- 2016 Legislature passes ADRC pilot
- 2016 DHHS Concept Paper includes goal of improving access to information and services
- 2016 ADRC pilots begin
- 2017 LTC Redesign Paper includes recommendation for NWD
- Listening sessions on NWD initiative
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

Key Elements of a NWD System of Access to LTSS for All Populations and Payers, Administration on Community Living
Examples of Referral Sources that Could Participate in NWD

<table>
<thead>
<tr>
<th>Area Agencies on Aging</th>
<th>Aging and Disability Resource Centers</th>
<th>Organizations serving Ethnic &amp; Minority Populations</th>
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</thead>
<tbody>
<tr>
<td>Alzheimer’s Chapters</td>
<td>Developmental Disability Management Organizations</td>
<td>Local Medicaid Agencies</td>
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<tr>
<td>School Districts</td>
<td>Organizations with Peer-to-Peer, including Family to Family models</td>
<td>Centers for Independent Living</td>
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<tr>
<td>Behavioral Health Management Organizations</td>
<td>Faith Based Organizations</td>
<td>Local Public Housing Agencies</td>
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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!

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!

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!

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!

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
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 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
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.