I&R & No Wrong Door System Discussion Among Peers
Introductions

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Session Format

• Part I: Introduce You To The Panel
  – ACL Overview – NWD System
  – Context from Wisconsin
  – NCIL Background

• Part II: Pose a question or topic
  – Panelist response
  – Individually, Organization, System

• Part III: Open Forum - Questions from Audience
  – Engage in discussion
Icebreaker Question to Run On

In terms of providing I&R services, which Disney movie/character or theme park ride best reflects your thoughts regarding:

- Your database capabilities;
- Reporting and tracking requirements;
- The Training & Certification of staff;
- Your Relationship with other I&R Organizations; and
- The visibility and trust of your organization and services to serve all populations and all payers.
3 Takeaways

- You are the music makers and you are turning potential “collisions” into a “dance”

- Framework created for a national vision for access into LTSS through NWD System for all populations and all payers

- Attempting to “define the relationship” with our clients that is based on their terms, their goals and their desires.
Willy Wonka of Human Services
The NWD/ADRC System
To LTSS

Turn a potential collision...
The NWD/ADRC System
To LTSS

...Into a Dance
define THE RELATIONSHIP
Characteristics when the relationship could move to a more in-depth exchange?

- Request Specific Setting (Personal Interview)
- Risk of Institutional Placement
- Period of Transition
- Facilitate Participant Direction
- Requests/Requires Pre-Application Assistance
- Requests/Requires a Person Centered Plan
- Requests/Requires Follow-up
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Wisconsin - Aging & Disability Resource Centers

- Statistics - Wisconsin
  - Population Estimate 2010
    - 5,686,986
  - ADRC Contacts
    - 484,290 (2013)
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Set of Questions #1 – Individual Perspective

1) In your opinion, what is the #1 training need for I&R specialists right now?
2) What approaches have you used to identify that options counseling is a need/occurring? How did that work for you?
3) To what extent has your person-centered planning/options counseling been driven by the consumer?
4) What has your experience been using or training I&A/OC staff on Motivational Interviewing?
Set of Questions #2 – Organizational Perspective

1) In what ways does your organization help staff improve and polish their skills?

2) What do you do if you are unfamiliar with how to meet an individual's needs? Have you developed reliable partnerships among other organizations and partners in the NWD system?

3) How do you ensure that you are able to work with the diverse populations that are part of the NWD system?
1) What trends about the I&R field you find most exciting right now?
2) What trends about the I&R field concern you (keep you up at night)?
3) In 20 years, I&R services will continue to be critical to the general public because...
4) In 20 years, I&R services will be irrelevant to the general public because...
5) If I could make 1 change in how we do I&R within our state I would change...
Additional Thoughts/Wrap-up