No Wrong Door System Update

HCBS Conference

Wednesday, September 17, 2014
Introductions – Who Is In The Room

• Administration for Community Living
  – Joseph Lugo
  – Caroline Ryan

• Center for Medicare & Medicaid Services
  – Jeane Nitsch

• Veterans Health Administration
  – Dan Schoeps/Patrick O’Keefe
Objectives of Session

I. Share Vision of No Wrong Door System (ACL, CMS & VHA)
   - Who, What, When, Where & Why do we need a NWD System?

II. Describe and Discuss No Wrong Door System Management Tool
   - What is the Purpose of the Tool?
   - What Will it do?
   - How Can it Be Used?
Questions to Run On

• Governance
  – What is one thing I can bring back to the governance team to move the NWD system forward?

• NWD Tool
  – How can this tool be useful for my organization and state?
  – What would be useful to add?
  – What would my organization/state need to implement the tool?
Access System
To LTSS

Changing From a Walkman...
Access System
To LTSS

...To an Orchestra
A State Scorecard on Long-Term Services and Supports for Older Adults, People with Physical Disabilities, and Family Caregivers

_list of 26 indicators across 5 domains in a state scorecard on LTSS_

1) Affordability and Access
2) Choice of Setting and Provider
3) Quality of Life and Quality of Care
4) Support for Family Caregivers
5) Effective Transitions
What: This Is About Changing the Interface Between Public and LTSS

- How do I know if I need to go there?
- How do I get there?
- How much does it cost?
- How do I plan before I go?
- How do I customize my trip?
Some moments are more valuable than other moments
And to Think That I Saw It on MULBERRY STREET
by Dr. Seuss
Some moments are more valuable than other moments

- The ancient Greeks actually had two words when they referred to time but they imply different things.
  1) The first word used for time is *Chronos* – refers to minutes and seconds. It refers to time a measurable resource.
  2) The second word used for time called *Kairos*. It means an appointed time, an opportune moment, or a due season.
When - Milestones of ADRC Development

2003
- 12 states, 8 sites

2005
- Money Follows the Person
- 24 states, 42 sites

2007
- VHA Partnership: VD-HCBS
- 43 states, 147 sites

2009
- Affordable Care Act: $50 Million ADRCs, MDS Section Q
- 47 states, 300 sites

2010
- Affordable Care Act: CCTP, Balance Incentive Program
- 53 states, 525 sites

2012-2014
- ACL/CMS/VHA FoA NWD System
No Wrong Door System

NWD is a single statewide system of access to LTSS for all populations and all payers.

The NWD System functions include:

• Public Outreach and Coordination with Key Referral Sources;
• Person Centered Counseling;
• Streamlined Access to Public LTSS Programs; and,
• State Governance and Administration.
NWD System to Long Term Services and Supports
Examples of Organizations That Could Be Designated by the State to Perform NWD System Functions

- Area Agencies on Aging
- Developmental Disability Management Organizations
- Centers for Independent Living
- Vocational Rehabilitation Agencies
- Local Medicaid Agencies
- Behavioral Health Management Organizations
- Organizations serving Ethnic & Minority Populations
- School Districts
- Faith Based Organizations
- Organizations with Peer-to-Peer, including Family to Family models
- Other Organizations
- Alzheimer’s Chapters
Governance of the NWD System

• The state agencies, statewide organizations, and other stakeholders charged with providing governance and oversight of the NWD System.

• The NWD System governing body is responsible for coordinating the on-going development, implementation, financing, evaluation and continual improvement of the state's NWD System.
2014 NWD System Funding Opportunity

Opportunity for a Fresh Start
FOA Requirements

12-month Planning process to generate a 3-year implementation plan to transform the state LTSS access function into a No Wrong Door System for all populations and all payers.

<table>
<thead>
<tr>
<th>Required Full Partners</th>
<th>Required Agencies/Stakeholders</th>
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<tbody>
<tr>
<td>• State Medicaid Agency</td>
<td>• Consumers and their advocates</td>
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<td>• State Unit on Aging</td>
<td>• Area Agencies on Aging</td>
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<td>• State agencies that serve or represent the interests of the physically disabled population</td>
<td>• Centers for Independent Living</td>
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<tr>
<td>• State agencies that serve or represent the interests of the I/DD population</td>
<td>• Local Medicaid agencies</td>
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<tr>
<td>• State authorities administering mental health services</td>
<td>• Local organizations that serve or represent the interests of the physically disabled population</td>
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<td>• Local organizations that serve or represent the interests of individuals with mental/behavioral health needs</td>
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<td>• Veteran Service Organizations</td>
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<td>• Service providers</td>
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2014 No Wrong Door Funding Opportunity
Administration for Community Living, Centers for Medicare & Medicaid Services, Veterans Health Administration

Indicates Part A States
States & Territories Applied for FoA (25)
Indicates States & Territories Balance Incentive Program (10)

American Samoa
Guam
N. Mariana Islands
Puerto Rico
Virgin Islands
HHS Deliverables from ACA Grant Investment in the 8 Part A States

• National Standards for a No Wrong Door System of Access to LTSS for All Populations and All Payers
• National Training and Credentialing Program for NWD Person-Centered Counselors
• Measures and Tools for Documenting and Strengthening the Operational Capacity and Performance of NWD Systems
• Portfolio of Best Practices States Can Use to Develop or Strengthen Various Components of their NWD System
• Official Guidelines States Can Use in Claiming Medicaid Administrative Funding and VHA Funding to Support their NWD Infrastructure.
• 8 States with Leadership Experience in Developing NWD Systems for All Populations and All Payers that will be models for other states
No Wrong Door System Management Tool
NWD System to Long Term Services and Supports
What’s the Purpose of the Tool?

To make it easy for the NWD System to generate information that can be used:

► As a resource for states and their Governance Structure

► To help states strategically manage the statewide build out of their NWD System.
What types of questions will the tool enable states to answer:

- What agencies and organizations within a state are designated by the state to perform the various NWD functions?

- What is the capacity of a NWD organization to carry out its designated function(s) and to serve different LTSS populations?

- Does the system have the capacity to serve all LTSS populations? Are there gaps in capacity to serve particular segments of the LTSS population?

- How does capacity vary across different sub-state geographic areas and across organizations?
What types of questions will the tool enable states to answer:

• How many individuals are being served by the NWD System statewide, in different sub-state areas, and by specific organizations?

• What are the staffing ratios associated with each NWD function, and how do these ratios vary across the state and across different organizations?

• What are the different revenue streams supporting the NWD System?
What will the tool not do at this time?

► Document NWD system outcomes. NWD System outcome tools will be the focus of next phase.
How can the tool be used by State and Federal Partners?
Different Levels and Users

NWD Administration Level
(Statewide Governance and Management Tools)

Sub-state Coordination Level
(Data Entry and Aggregate Analysis)

Organization Level
(Data Entry and Aggregate Analysis)
How the Tool Works for NWD Administrators

NWD administrative teams will identify which organizations in their state are designated to perform which functions, track local organizations engagement and capacity across the state. Maps and graphs will illustrate strength and capacity in different regions across the state.

- Easy-to-use reports and graphics
- Data analyzed by counties/region
- Announcements & messaging capabilities
- Read and edit capabilities for all levels

NWD Administrator Level
How the Tool Works for Local Organizations in a NWD System

Organizations within NWD Systems that perform Person-Centered Planning and/or Streamlined Access Functions will be able to collect, report, and analyze data in real-time with this website. These organizations will be able to contribute to the larger NWD System and compare across the rest of the state.

- Easy to use data entry screens
- Analytic tools
- Read selected state and sub-state data, edit organization data

Organization Level
How will ACL, CMS and VA use it?

• Answer questions from OMB and Congress

• Develop strategic, evidence-based justifications for future funding requests for service dollars, research and demonstration

• Assess the degree of engagement by different networks, state agencies and local organizations in NWD systems across the country

• Track states’ progress toward achieving program goals
Activities to Date

- Established work plan *(ongoing)*
- Presented overview to Part A states *(Oct and Nov 2013)*
- Solicited feedback from three beta test states:
  - to identify access needs for the tool *(Jan 2014)*
  - to comment on draft elements *(Feb 2014)*
- Solicited feedback from all 8 states on draft elements *(Feb 2014)*
Activities to Date

- Drafted glossary (*Mar 2014*)
- Solicited feedback from two states to comment on draft glossary (*Apr 2014*)
- Meetings with ACL OIT staff to start designing and build the tool (*Jun 2014*)
- Beta Testing with 3 States (*Sept 2014*)
- Target Date – Initial Web Based Version (*Dec 2014*)
Questions to Run On

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