



No Wrong Door Planning Advisory Group Meeting #2

Review and Updates

Ideal No Wrong Door Process

Consumer's Experience	Consumer's Emotions	Description
1. Place of Entry		
I talk with someone about my situation and they tell me I should contact NWD	Variety of possible emotions: stress, fear, anxiety; distrustful of "the system;" hesitant/embarrassed to be seeking help	Staff at schools, hospitals, crisis centers, law enforcement, etc. know about/refer to NWD
2. Initial Contact with NWD		
I tell my story (or fill out online assessment); I answer questions and fill in applications; I receive an overview of the process and am told what comes next; I get an appointment with a navigator	Feelings of being heard; being in control of their personal information; NWD interaction should serve to lessen feelings of anxiety, distrust, uncertainty	Some kind of "meeting" with NWD (in-person, online form, etc.); ascertain needs/wants; referrals/resources offered for any immediate/crisis issues; complete universal paperwork; integrated IT system
3. Person-Centered Options Counseling		
I meet with the navigator and they explain what services I might want to use and what my options are; I ask questions and they have	Similar feelings as previous step; negative feelings continue to lessen	Person-centered counseling session to discuss options based on eligibility AND personal desires/needs; information about timelines and next steps is shared



answers; I understand what my options are		
4. Choices		
I decide what services to use (or apply, pending eligibility) and meet with the navigator; they help me set goals/create a plan	Feelings of confidence in what comes next/what steps to take/what to expect	Make decisions within personal-centered and family-centered context; develop "plan" for care.
5. Referral		
I get an appointment with a case manager; they already know my story and plan; I can still call my navigator if I have questions	Similar feelings as previous step	Navigator makes a warm handoff to the case manager; follows up with client to ensure a smooth transition; connecting with peers

Ideal NWD System

- Common elements
 - Navigator/counselor (throughout process)
 - Common application/shared IT system
 - Follow up/quality assurance
 - Consistency/good customer service/experience
- Variances
 - Type/amount of technology
 - Structures

Planning vs. Other Processes

Process	Definition
Recommendations	Defines a specific problem and evaluates possible/ proposes specific solutions
Assessments	Compiles and analyzes information and data to answer a specific research question
Planning	Outlines clear steps to accomplish an agreed upon task or goal
Implementation	Coordinates the work and monitors progress to take steps outlined in plan; accomplish desired task



Recommended Guidelines

- Hats off – think for the state as a whole, across consumer groups, agencies, programs, and organizations
- Content experts sharing expertise
- Check assumptions and jargon
- Watch for miscommunication
- Consumer/caregiver priority #1
- All participants on equal footing

Underlying Assumptions

- Changes in funding and policies/procedures will be needed
- Counties control financial eligibility process
- The need for LTSS may exceed the capacity of LTSS providers
- *You are here as planners, not stakeholders*

March 10th End of Meeting Questions

Topic	Update
Presumptive eligibility?	Tim talked about this a bit at the 3/10 meeting – that NWD planning work will affect this topic; good chance we’ll touch on it during today’s discussions
What models from other states/countries should we be looking at?	The website will be updated to include documents on NWD initiatives in other states. The documents will be categorized by the six NWD functions. Models in other countries aren’t particularly applicable to NWD planning in Colorado.
Copy of grant and list of other 22 states	Available on website
Background information	Background info on entry point system, focus groups, and other relevant documents available on website
Budgetary constraints/opportunities	State staff is tracking these – most likely to come up during our fourth meeting
Knowing if Steering Committee has any other thoughts about how this should look like? What are the hard limits that we need to know about,	We are screening the content for each of our planning meetings and making adjustments to understand and work within those “hard limits;” in some cases, this group will be asked to weigh in on



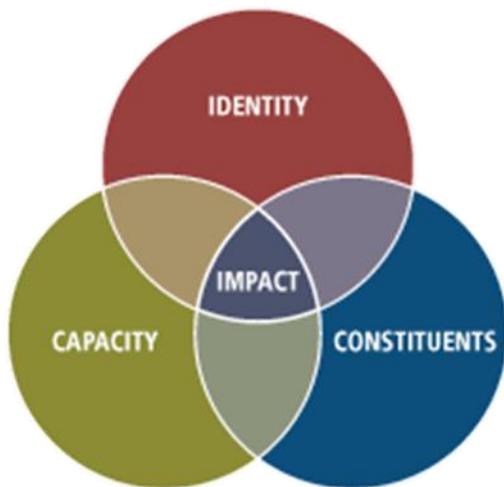
including legislative, statutory limitations?	some options already under consideration (i.e. rather than starting from scratch)
Steering Committee membership	Available on website
Planning Advisory Group membership	Available on website

Our Work in Context: Organizational Development 101

What is Organizational Development?

- “Planned effort to improve an organization’s operations through a more effective utilization of organizational resources.” (Ivancevich and Mattson)
- A multi-disciplinary systems approach
- A tool for bringing about and managing organizational change

Impact Model



Impact Model for Success and Sustainability
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Streamlined Access to Publicly Funded Programs

Streamlining the Consumer’s Experience

- Telling my story one time
- Receiving clear next steps (and one set of them)

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- Filling out fewer applications
- What else?

Streamlining Determinations

- Developmental disability determination
- Financial eligibility determination
- Functional eligibility determination

Afternoon Workgroups Overview

What?

- Defining system components
- Person-centered options counseling
- Person-centered transitions

How?

- Working in small groups by consumer segment and component

Segments
<ul style="list-style-type: none"> • Families/ children with disabilities • 17-21 year olds with disabilities • (Consider physical, intellectual, developmental, TBI, etc.)
<ul style="list-style-type: none"> • Adults with disabilities (aged 21+) • Parents of adult children with disabilities • (Consider physical, intellectual, developmental, TBI, etc.)
<ul style="list-style-type: none"> • Adults aged 60+ who are entering the system for the first time • Older adults, likely Medicaid eligible • Older adults, not Medicaid eligible • Adult children of older parents in need of support
<ul style="list-style-type: none"> • Adults with serious mental health illness • Families/ children serious mental health illness

- Use worksheets, resources and discussion to:
 - Define the component (results, quality, timeframes, etc.)
 - Explore the implications (for policy, IT, provider qualifications, etc.)

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Round	Focus
1	Define your component for your consumer segment (small groups)
2	Review definitions across all segments (large group)
3	Refine the workflow map
4	Explore implications; compile input for future meetings

Closing and Next Steps

Planning Advisory Group Meeting #3 in Alamosa

- Friday, April 24, 2015, 9:00 am – 5:00 pm
- Meeting will be held at the San Luis Valley Behavioral Health Group, located at 8745 CR 9 South, Alamosa 81101
- All Planning Advisory Group members are staying in the Holiday Inn Express & Suites Alamosa, located at 3418 Mariposa Street. For those of you who have requested assistance with your travel costs, the Department is paying for your hotel rooms ahead of time. Those of you who are paying on your own, please call the hotel at 719-589-4026 to reserve your room.

Planning Advisory Group Meeting #4 in Rifle

- **New Meeting Location!** Grand River Health Hospital and Medical Center, 501 Airport Road, Rifle 81650
- **Note:** Tools for your organization/agency



Appendix: No Wrong Door References

NWD Year-Long Overview

Month	Tasks	Who
Oct. – Dec.	Initial organizing and research tasks	Project Team
January	Stakeholder outreach and Planning Advisory Group recruitment	Project Team
	Complete NWD needs assessment	CHI
February	Planning Advisory Group meeting preparations	Project Team
	Conduct consumer and frontline staff focus groups	Nonprofit Impact
March	Series of 4 full-day Planning Advisory Group meetings	Planning Advisory Group
April		
May		
	2-3 Steering Committee meetings	Steering Comm.
June	Complete NWD plan draft	CHI
July	Regional public forums to vet draft	CHI/ Nonprofit Impact
August	Steering Committee meetings (budget)	Steering Comm.
September	Complete and submit final NWD plan	CHI

NWD Planning Advisory Group

Who	Role
Representatives from a wide variety of communities, agencies, advocacy groups, and consumers and caregivers	<ul style="list-style-type: none"> • Complete NWD planning • Fully participate in 4 full-day meetings between March – May 2015 • Think at the strategic/ systems level, across agency and stakeholder siloes • Provide input and expertise • Solicit input from stakeholders as requested

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Definitions

Term	Definition
No Wrong Door	<ul style="list-style-type: none"> • A philosophy and a process that supports state efforts to streamline access to long-term services and supports (LTSS) options for older adults and individuals with disabilities, regardless of pay source. NWD aims to help all consumers in need encounter only “right” doors as they journey to connect with LTSS • The goals of NWD include: <ul style="list-style-type: none"> ○ Creating a person-centered, community-based environment that promotes independence and dignity for individuals ○ Providing easy access to information and one-on-one counseling to assist consumers in exploring a full range of LTSS options ○ Providing resources and services that support the needs of family caregivers • Based on these goals, the Planning Advisory Group is charged with building Colorado’s NWD system
NWD Process	<ul style="list-style-type: none"> • What is experienced by the consumer and/ or caregiver as they interact with the NWD system
NWD System	<ul style="list-style-type: none"> • A statewide, coordinated system that provides the functions outlined below to connect consumers to LTSS: <ul style="list-style-type: none"> ○ Information, referrals, and awareness of LTSS ○ Person-centered counseling ○ Streamlined eligibility determination ○ Person-centered transition support ○ Consumer, partner, stakeholder involvement ○ Quality assurance/ continuous improvement
Long-Term Services and Supports (LTSS)	<p>A broad range of services and supports individuals may utilize to accomplish everyday tasks, such as (but not limited to) bathing, meal preparation, managing a home and dressing and to help individuals participate in everyday life.</p>



NWD vs. Case Management and Service Delivery

No Wrong Door	Case Management	LTSS Delivery
<p>Access points or agencies that provide information regarding the availability of LTSS, how to apply for LTSS, referral services for LTSS otherwise available in the community and determinations of financial and functional eligibility for LTSS, or assistance with assessment processes for financial and functional eligibility.</p>	<p>Assistance provided to individuals in arranging, coordinating, and monitoring delivery of LTSS.</p>	<p>A broad range of services and supports individuals may utilize to accomplish everyday tasks, such as (but not limited to) bathing, meal preparation, managing a home and dressing and to help individuals participate in everyday life.</p>
<p>The No Wrong Door system consists of six entry point functions:</p> <ul style="list-style-type: none"> ○ Information, referrals and awareness of LTSS ○ Person-centered counseling ○ Streamlined eligibility determination ○ Person-centered transition support ○ Consumer, partner and stakeholder involvement 	<p>Case Management consists of five functions:</p> <ul style="list-style-type: none"> ○ Needs assessment ○ Service plan development ○ Monitoring ○ Service brokering ○ Risk mitigation management 	<p>Provider agencies deliver LTSS in agreement with a plan of care in a fee-for-service system or through the Program for All-Inclusive Care for the Elderly (PACE).</p>

