

PLANNING GRANT ON-LINE REPORTING TEMPLATE - CONTENT ONLY

Resource Link (in upper right corner) will contain the following;

- FOA
- NWD Schematic
- PCC Schematic
- NWD Standards (if available)
- PO/TA lead contact list
- Case studies of state promising practices by NWD function
- State Planning Grant Applications
- Planning Grant Toolbox with sub-links to;
 - Planning Grant Checklist
 - Retreat Planning Tips
 - Effective Stakeholder Engagement
 - Developing a Motivating Vision
 - Stakeholder Identification
 - Stakeholder Management
 - Meeting Agenda Template
 - Action Item Tracking Sheet
 - Charters and other Formal Stakeholder Engagement Tools
 - PDSA Worksheet
 - Recognition Tips
 - Process Mapping Tools
 - Cause-and-Effect Diagram
 - Fault Tree Analysis
 - Value Stream Mapping
 - 5-Whys

ALSO SUGGEST A PLANNING GRANT WEBPAGE WHERE THESE MATERIALS COULD ALSO BE LINKED ALONG WITH THE WEBINAR SCHEDULE

Report Link

- Include the ability for the state to enter and edit components of the plan at any time.
- Provide access to the plan to ACL, CMS, and the VA.
- Enable the state to print down a plan format that only includes their responses.
- Enable ACL, CMS, VA to collapse sections of the plan into one excel file across states.
- Require three reporting cycles; one in December 2014, one in April 2015 and one in September 2015. Include submit buttons under each section to enable the state to submit once all edits are in. Also enable ACL/CMS/VA/Lewin to release section(s) back to the state for edits.

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Due date	Reporting Sections Due
January 2015	NWD Mission and Vision Stakeholder Engagement
April 2015	NWD Assessment
September 2015	Executive Summary Overall NWD Plan Performance NWD Communication and Marketing Plan Public Outreach and Links to Key Referral Sources Person Centered Counseling Streamlined Access to Public Programs Governance and Administration NWD Governing Body (Full report due)
December 2015	Final report

<THE BELOW SECTION IS THE ACTUAL REPORTING TEMPLATE. THE GUIDANCE SECTION COULD BE BUILT INTO A REVIEW FORM/CHECKLIST FOR ACL AND TA LEADS TO USE TO MEASURE THE STATE'S RESPONSE.>

State: <drop down box>

Executive Summary

Guidance:

The Executive Summary should be completed last. This section summarizes each of the other sections of your plan. The summary is important since it will help your governing body (once formed), your stakeholders and key constituents to quickly understand and support your plan.

State Response:

NWD Mission and Vision

Guidance:

Questions to consider as you develop this section:

- 1.) Do you have a vision for your No Wrong Door system? Is this vision consistent with the national vision? Where do you see the NWD system in 3 to 5 years?
- 2.) Do you have a mission statement that clearly explains what you hope to achieve through your NWD system? Does your mission statement describe *what* you are going to do and *why* you are going to do it? Is the mission statement person-centered and outcomes-oriented?
- 3.) What is your state's NWD vision?
- 4.) Does your vision clearly specify the ideal NWD system for your state? How does the vision address the value of the NWD system to the state and its' citizens?
- 5.) What process (e.g. focus groups, public forums, listening sessions, retreats) did you use to confirm or construct your mission and vision?
- 6.) How were stakeholders engaged in the process? What process will you use to ensure that the vision is supported by stakeholders ongoing?

State Response:

NWD Assessment

Guidance:

Questions to consider as you develop this section:

- 1) What assessment process did you use to identify your NWD system's strengths, weaknesses, opportunities and barriers?
- 2) How were stakeholders involved in the assessment?
- 3) What are your assessed strengths, weaknesses, opportunities and barriers?

Why do a NWD assessment? Doing an assessment first, before developing the plan;

- Provides a foundation to a NWD system that fundable and measurable;
- Targets resources;
- Energizes existing efforts;
- Provides an opportunity for you to take a fresh look at the NWD system, identify strengths, weaknesses, opportunities for growth and barriers/threats to change; and
- Enables you to establish a positive and meaningful stakeholder engagement process that builds on stakeholder feedback and follows through to implementation and continuous quality improvement.

An assessment can involve;

- Collection and analysis of data;
- Survey information;
- Focus or discussion groups;
- A public policy review; and
- A review of current programs, activities and resources using tools like fault tree analysis, cause and effect diagrams, and value streaming.

State Response:

NWD Governing Body

Guidance:

Questions to consider as you develop this section:

- 1.) Does your strategy for the NWD governing body include at least the following?
 - a. State Medicaid Agency,
 - b. State Unit on Aging,
 - c. State agencies that serve or represent the interests of individuals with physical disabilities,
 - d. State agencies that serve or represent the interests of individuals with intellectual

- and developmental disabilities, and
- e. State authorities administering mental health services.
- 2.) Who else is included in the governing body?
- 3.) What are the shared interests of each member of the governing body? What unique resources does each member bring? What is the expected commitment of each member?
- 4.) What are the roles and responsibilities of the NWD governing body in your state?
- 5.) What role will the governing body play in developing your state’s NWD plan that includes a detailed strategy, work plan, and budget?
- 6.) What role will the governing body play in monitoring implementation of the NWD 3-Year plan?

State Response:

Proposed Members

Name	Title	Organization

NWD Stakeholder Engagement

Guidance:

Questions to consider as you develop this section:

- 1.) What process do you plan to use to meaningfully engage stakeholders in the ongoing development and implementation of your NWD system?
- 2.) Do you include?
 - a. Older adults
 - b. individuals with disabilities across the lifespan
 - c. advocates
 - d. Area Agencies on Aging
 - e. Centers for Independent Living
 - f. local Medicaid agencies
 - g. local organizations that serve or represent the interests of individuals with physical disabilities
 - h. local organizations that serve or represent the interests of individuals with intellectual and developmental disabilities
 - i. local organizations that serve or represent the interests of individuals with

- mental/behavioral health needs
 - j. Veteran Service Organizations
 - k. Service providers
 - l. Other relevant public and private entities.
- 3.) What are the roles and responsibilities of stakeholders in development of your plan?
- 4.) How will stakeholders provide feedback during development and implementation of the NWD system?

State Response:

Members

Name	Title	Organization

Goals and Action Items by NWD Function

Governance and Administration

Guidance:

A *goal* is setting an end result (what you hope for) that is observable and S.M.A.R.T. (specific, measurable, attainable, realistic, with a fixed time).

An *action item* is a discrete task necessary to meet the desired goal.

In this section, insert goals and action items and include the person or group responsible, the priority level (1 is most important), a target date for completion, the required budget amount necessary to implement the action, any potential barriers that may impede progress, and metrics for how you plan to measure progress toward attainment of the action item.

When developing your action plan for Governance and Administration, do you include steps to address;

- 1.) A collaborative effort among multiple state agencies with governance and oversight lodged in a Cabinet level body and part of the state's oversight of its LTSS System?
- 2.) The set-up of a process that will ensure key stakeholders have meaningful input into the ongoing development and implementation of the states' NWD System?
- 3.) The development of criteria and/or process to determine what organizations at the state

- and local level should play a formal role in carrying out NWD system functions?
- 4.) The development of criteria and/or process to determine what (if any) sub-state regions and/or substate entities would be used to support the state's administration and oversight of the local entities carrying out NWD System functions?
 - 5.) The designation and development of formal agreements and funding arrangements with the state and local organizations that are selected to carry out NWD System functions?
 - 6.) The development of a communications strategy and process that will facilitate on-going communication among the many different agencies and organizations playing formal roles in the NWD System?
 - 7.) The identification of the existing public resources currently being used to support access functions across the multiple state administered programs that provide LTSS, and determining how these resources can best be coordinated and integrated to align their operation and performance with the NWD System functions?
 - 8.) Access to Medicaid funding or for NWD activities?
 - 9.) Any Medicaid funds that are not already being matched?
 - 10.) The need to make recommendations to the Governor on key aspects of the NWD System's design, development, financing, and on-going administration?
 - 11.) A robust Management Information System (MIS) that builds on and leverages existing state MIS systems essential for a state to be able to effectively and efficiently gather and manage information from the many entities that will be carrying out NWD System functions, as well as from individuals who use the NWD System?
 - 12.) A Continuous Quality Improvement (CQI) process which includes getting input and feedback from the many different customers who use or interact with the NWD System, including individuals and their families, system partners, advocates, providers and professionals in the health and LTSS systems, on the responsiveness of the NWD System to their varying needs?
 - 13.) A CQI process that includes performance goals and indicators related to the NWD System's key aims; visibility, trust, ease of access, responsiveness, efficiency and effectiveness?

State Response:

Goal #1:

Action Items	Responsible	Priority	Target Date	Budget	Potential Barriers	Metrics

Goal #2:

Action Items	Responsible	Priority	Target Date	Budget	Potential Barriers	Metrics

<INSERT ABILITY TO ADD MORE GOALS AND ACTION ITEMS IF NEEDED.>

Public Outreach and Links to Key Referral Sources

Guidance:

A *goal* is setting an end result (what you hope for) that is observable and S.M.A.R.T. (specific, measureable, attainable, realistic, with a fixed time).

An *action item* is a discrete task necessary to meet the desired goal.

In this section, insert goals and action items and include the person or group responsible, the priority level (1 is most important), a target date for completion, the required budget amount necessary to implement the action, any potential barriers that may impede progress, and metrics for how you plan to measure progress toward attainment of the action item.

When developing your action plan for Public Outreach and Links to Key Referral Sources, do you include steps to address:

- 1.) How the NWD system will have formal linkages with:
 - a. Information and Referral Entities?
 - b. Nursing Homes and other Institutions?
 - c. Acute Care Systems?
 - d. VA Medical Centers?

State Response:

Goal #1:

Action Items	Responsible	Priority	Target Date	Budget	Potential Barriers	Metrics

Goal #2:

Action Items	Responsible	Priority	Target Date	Budget	Potential Barriers	Metrics

<INSERT ABILITY TO ADD MORE GOALS AND ACTION ITEMS IF NEEDED.>

Person Centered Counseling

Guidance:

In this section, insert goals and action items and include the person or group responsible, the priority level (1 is most important), a target date for completion, the required budget amount necessary to implement the action, any potential barriers that may impede progress, and metrics for how you plan to measure progress toward attainment of the action item.

When developing your action plan for Person Centered Counseling, do you include steps to address;

- 1.) To what extent the workforce within your NWD system performs these activities?
- 2.) How PCC is provided to specialized populations such as youth in transition or veterans to name a few?
- 3.) Any competencies of counselors in your state? Training and credentialing? Performance measurement and monitoring?
- 4.) Access to Medicaid funding or other funds for PCC activities?
- 5.) What process will be used to establish performance indicators including a detailed definition of each performance indicator, source of data, methods, frequency, schedule of data collection, and person responsible?

State Response:

Goal #1:

Action Items	Responsible	Priority	Target Date	Budget	Potential Barriers	Metrics

Goal #2:

Action Items	Responsible	Priority	Target Date	Budget	Potential Barriers	Metrics

<INSERT ABILITY TO ADD MORE GOALS AND ACTION ITEMS IF NEEDED.>

Streamlined Access to Public Programs

Guidance:

A *goal* is setting an end result (what you hope for) that is observable and S.M.A.R.T. (specific, measurable, attainable, realistic, with a fixed time).

An *action item* is a discrete task necessary to meet the desired goal.

In this section, insert goals and action items and include the person or group responsible, the priority level (1 is most important), a target date for completion, the required budget amount necessary to implement the action, any potential barriers that may impede progress, and metrics for how you plan to measure progress toward attainment of the action item.

When developing your action plan for Streamlined Access to Public Programs, do you include steps to address;

- 1.) How the NWD system includes all the processes and requirements associated with conducting formal assessments and/or determining an individual's eligibility that are required by any of the state administered programs that provide LTSS to any of the NWD System population?
- 2.) How public access processes and requirements are integrated into the state's NWD System's streamlined access function, so states can use their NWD System as a vehicle for

optimally coordinating and integrating these processes to make them more efficient and effective, and more seamless and responsive for individuals?

- 3.) The process for conducting a preliminary and then a final functional and financial assessment?
- 4.) Access to Medicaid funding for streamlined access activities?
- 5.) How PCC interfaces with streamlined access?
- 6.) What process will be used to establish performance indicators including a detailed definition of each performance indicator, source of data, methods, frequency, schedule of data collection, and person responsible?

State Response:

Goal #1:

Action Items	Responsible	Priority	Target Date	Budget	Potential Barriers	Metrics

Goal #2:

Action Items	Responsible	Priority	Target Date	Budget	Potential Barriers	Metrics

<INSERT ABILITY TO ADD MORE GOALS AND ACTION ITEMS IF NEEDED.>

Overall NWD Plan Performance

Guidance:
Questions to consider as you develop this section:

- 1.) How will the governing body monitor progress toward NWD goals established in this 3-Year plan?
- 2.) What process will the governing body use to establish performance indicators including a detailed definition of each performance indicator, source of data, methods, frequency, schedule of data collection, and person responsible?

3.) How does the governing body plan to analyze performance data and report, review and use this information to make informed decisions about the NWD 3-year plan?

State Response:

NWD Communication and Marketing Plan

Guidance:

Questions to consider as you develop this section:

- 1.) How will the governing body establish a communication plan to market NWD goals to key constituents and the general public?
- 2.) What are the expected components of your state's NWD communication plan including;
 - Branding?
 - Identification of target audiences and messaging specific to audience understanding of the NWD system?
 - Methods and Materials (e.g. fact sheet, press kit, brochures, website, videos, social media, slides, newsletter, radio, television, newspaper)?
 - Evaluation to check understanding of the NWD vision and make improvements over time?

State Response: