

# Evaluation of No Wrong Door

- Evaluation Design Overview-  
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Center on Network Science

SCHOOL OF PUBLIC AFFAIRS

UNIVERSITY OF COLORADO **DENVER**



**METROPOLITAN**  
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# Purpose of Today's Call

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- Present an overview of the NWD Evaluation Framework and Methodology Plan
- Get feedback, comments, ideas, and questions from the stakeholder committee
- Discuss timeline for next steps
- Launch the pilot survey for feedback

# What is No Wrong Door?

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- ❖ Goal for the NWD system is to increase awareness of and access to reliable LTSS information, provide quality, standardized person-centered options counseling across Colorado and simplify and streamline access to LTSS.
- ❖ NWD provides comprehensive access points and a fully-functioning delivery system that serves individuals in an efficient, effective, equitable and humane manner based on the best practices of person-centered and consumer directed approaches.
- ❖ The NWD Implementation Plan (the Plan) will create a coordinated, comprehensive NWD system for all LTSS, regardless of age, disability or pay source.

# Criteria - Fully Functioning No Wrong Door System

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- ❖ Information, Referral, and Awareness
- ❖ Options Counseling
- ❖ Streamlined Eligibility Determination for Public Programs
- ❖ Person-Centered Transition Support
- ❖ Consumer, Populations, Partnerships, and Stakeholder Involvement
- ❖ Quality Assurance and Continuous Improvement.

## **Theory of Change**

*When systems of care are coordinated, customers will report more coordinated personal systems of care and in turn have better health outcomes.*

# CO Team Work Prior to Evaluation

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- ❖ Implementation of the NWD project to date in Colorado has included a process of coordinated decisions and actions among State agencies, regional and local partners and stakeholders, led by the NWD Planning Advisory Group.
- ❖ Stated goal to determine which model (or combination of the models implemented) can serve as a coordinated, comprehensive NWD system for all LTSS, regardless of age, disability or pay source.

## Pilot Sites

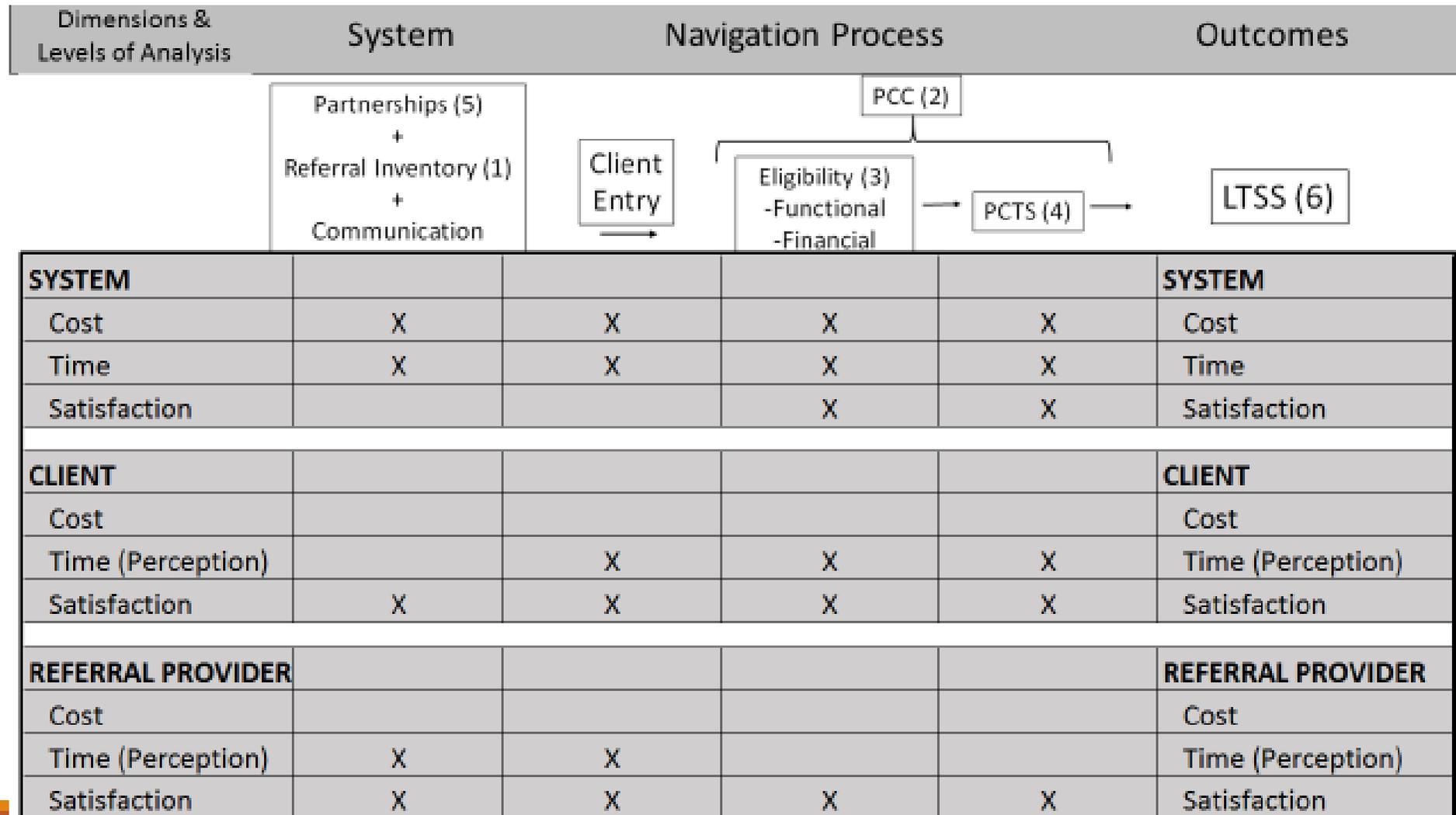
- ❖ In **Fall 2016/Early 2017**, 3-5 regional pilots will be selected to test and refine tools and approaches, supported by technical assistance, training, and education.
- ❖ Pilots will determine the needed infrastructure and the financial model to reshape current financing and identify new opportunities to maximize Medicaid administrative claiming for entry point operations while leveraging other non-Medicaid funding streams.

# Evaluation Tasks

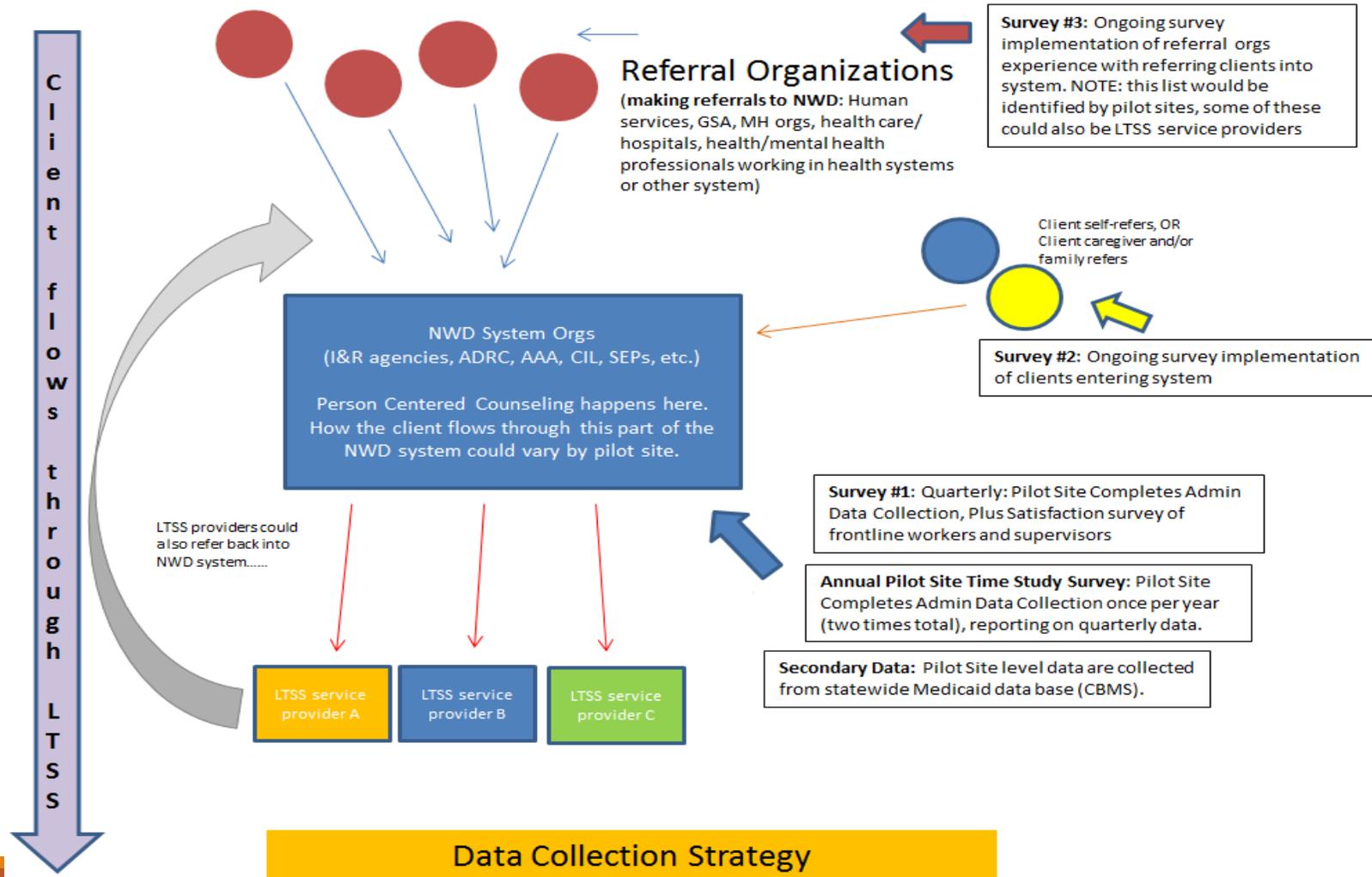
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1. Develop an evaluation framework.
2. Develop a set of candidate measures for measuring progress toward NWD project goals.
3. Develop the methodology, analysis plan, and primary data collection tools for reporting.
4. Through site visits, secondary data analysis, and primary data collection, evaluate 3-5 pilot models implemented as part of the NWD pilot project, through analysis of customer satisfaction, time study, resource allocation requirements, and financial analysis, guided by the 6 criteria for a fully functioning NWD system.
5. Report summative evaluation data analysis quarterly and at the end of the implementation cycle, in addition to final reports on time analysis, resource allocation, sustainability, and a financial model.

# Evaluation Framework



# Data Collection Methodology



# Data Collection Surveys

	<b>SURVEY 1</b>	<b>Supplemental SURVEY 1</b>	<b>SURVEY 2</b>	<b>SURVEY 3</b>	<b>SURVEY 4</b>
<b>TITLE</b>	<b>Time (to inform Financial Model) Survey</b>	<b>Cost (to inform Financial Model) Survey</b>	<b>NWD Network Member Survey</b>	<b>NWD Referral Organization Survey</b>	<b>Client/Proxy/Care giver Satisfaction Survey</b>
<b>WHO TAKES IT</b>	Everyone in NWD system including Administrators (identified per pilot sites after site selection)	NWD Administrators	NWD Administrators (identified per pilot sites after site selection)	NWD Referring Agencies (to be identified by pilot sites at start of project)	Sample TBD based on pilot site configuration and availability
<b>WHEN DO THEY TAKE IT</b>	about 1/3 into project, data collected during one whole quarter, with a daily “ping to enter data” to respondents	Only 1 quarter to coincide with random moment time (daily ping) study	End of every quarter through grant cycle	End of every quarter through grant cycle	Continuous

# Timeline & Deliverables

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April 2016	• Evaluation Framework
July 2016	• Candidate Measures/ Methodology/Analysis Plan
October 2016	• Data Collection Instruments
March? 2017	• Begin Data Collection/ Site Visits
Aug 2017	• Time Study Recommendation
Ongoing	• Quarterly Reports; Summary Site Visit Reports
March 2018	• Comparative Financial Analysis
Sept 2018	• Final Model; Final Report
Sept 2018	• Final Sustainability Report

# Call To Action: Provide Feedback

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- After this call, members of the stakeholder group will get a link for each survey
- These surveys will include a box at the end of each question where you can insert comments, questions, and suggestions about that particular item
  - Insert any comments, questions, suggestions you have into that box
  - Please include suggestions to wording, thoughts on feasibility of getting data for that item from the respondent, and suggestions for replacement/additional questions
- The surveys will be online for 1 week (until Oct 19<sup>th</sup>) for feedback.



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Questions?  
Ideas?

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