



Transforming State LTSS Programs and Functions into A No Wrong Door System for All Populations and Payers:

How To Build Successful Partnerships Across the ADRC Network

July 2014

Our Learning Objectives

1. Understand the role of the CIL and AAA in the collaboration with the ADRC led agencies and community partners
2. Understand the benefits of a collaborative effort between the CILs, AAAs and the ADRC to strengthen the No Wrong Door System
3. Understand the potential challenges to establishing and sustaining successful partnerships
4. Understand effective strategic approaches to building and sustaining successful partnerships

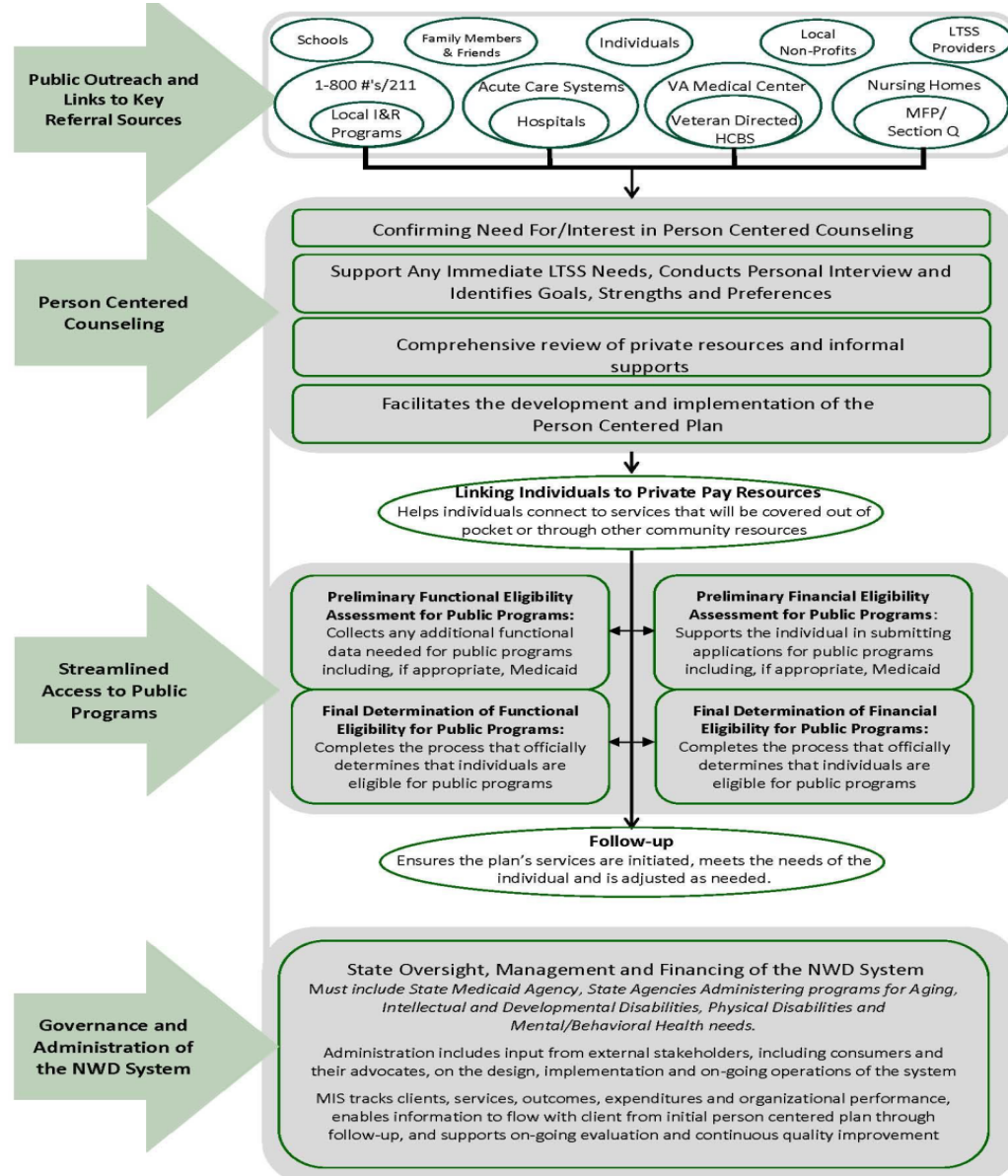
The Presenters

- Elizabeth Leef, Project Officer, ACL: Co-Moderator
- Lindsay Baran, Disability and Aging Specialist, NCIL: Co-Moderator
- Mary Margaret Moore, CIL Director, North Shore MA
- Valerie Parker-Callahan, Director of Planning and Development, Greater Lynn Senior Services, Inc. and Chair, Planning and Development Committee, Aging and Disability Resource Consortium of the Greater North Shore, Inc., MA
- Eileen Healy, Executive Director, Independence Northwest CT
- Sarah Launderville, CIL Director, VCIL

The Vision for a NWD System

In collaboration with states, develop a National NWD/ADRC System for all populations and all payers which is person centered, financially sustainable and high quality that supports individuals to achieve their goals for community living.

NWD System Vision



Why Develop a NWD System?

- Empowers individuals to make informed choices
- Enables staff to provide wrap around services and work collaboratively with partner agencies.
- Demand for services will increase.

2014 Funding Opportunity

- Builds upon the accomplishments of both the ADRC and Balancing Incentive Program initiatives, as well as the lessons learned from the experience of the participating Part A states.
- Goal is to recognize the variation in functionality and capacity that exists across the states to create a fuller vision for a NWD system for all populations and all payers.
- ACL, CMS and the VHA decided now is the time to draw upon these experiences in this new FOA.

NWD Funding Opportunity Vision

- At the end of the 12-month planning period a 3-Year Plan will be developed that includes a detailed strategy, work plan, and budget.
- The following state agencies must be involved as full partners in co-leading this planning process: the **State Medicaid Agency**, the **State Unit on Aging**, and the **state agencies that serve or represent the interests of individuals with all disabilities, including intellectual and developmental disabilities, as well as the state authorities administering mental health services.**
- The planning process must involve meaningful input from key stakeholders including AAAs, CILs, local disability advocacy groups and individuals who use LTSS.

NWD Partnerships in CT, MA and VT

CT ADRCs & The No Wrong Door

State of Connecticut

History of ADRCs in CT

Early 2000's
CT applies for
& does not
receive initial
round ADRC
grants

June 2007
SDA hosted
ADRC
Planning
Meeting

Included
state
stakeholders,
ACL and
Lewin Group

Sept 2007
CT receives
NHD Grant
forms 1st
ADRCs

Sept 2009
CT receives 1st
official ADRC
grant
3rd formed

Sept 2012
CT receives
Enhanced OC
Grant -
achieves
statewide
ADRC
coverage

- All 5 AAAs, CILSs & CCCI
- Focus shifts from ADRC Program to NWD System

CT NWD VISION

Connecticut residents have access to a full range of high-quality long-term care options that maximize autonomy, choice and dignity.

Strategy

Streamline access by:

*Maximizing information technology
Standardizing assessments
Building NWD access points in each community*



Strengths and Challenges

Strengths

- ▶ 51% persons with disabilities and/or family members on Steering Committee
- ▶ Organizational structure
- ▶ Shared leadership

Challenges

- ▶ Finding the right people
- ▶ Providing information in an actionable format
- ▶ Strategic coordination with other groups working on similar goals
- ▶ Assuring integrated approach
- ▶ Communication
- ▶ Diversion & Serving non-Medicaid Population

Commitment to Strengthen CT NWD

- ▶ Focus on strategic coordination with other groups working on similar goals
 - Further define niche of ADRCs in CT's NWD system (i.e. 1:1 assistance, PCP)
 - Examine and define role of SDA: Where does aging population fit outside of CHCPE? OAA programs, Wellness/Prevention programs; ADRC
- ▶ Examine and re-envision ADRCs in the context of a NWD system
 - Maintaining existing ADRC partners while growing broader vision
- ▶ More attention to Non-Medicaid population
- ▶ Create Access Points in local communities

The Massachusetts Experience



ADRC of the Greater North Shore, INC!

- Developing extensive infrastructure
- Hiring staff including the first Executive Officer
- Convening bi-monthly partner meetings with 45+ diverse agencies

Expanded Outreach and Inclusion

- Over the Rainbow
- North Shore Pride
- Legislative advocacy and impact
- Candidates forums

Expanded Contracts

- Options Counseling
- One Care – innovative LTSS pilot enhanced with capacity grant
- Money Follows the Person
- Housing Search Entity

Special Initiatives

- Sponsorship of Transportation Regional Coordination Council
- Sponsorship of regional *Kiosks for Living Well*
- Sponsorship of *Safe Passages Discovery Initiative*

Trainings and Conferences

- 7th Annual ADRCGNS Conference
- Sponsorship of *Strengthening Mobility* Symposia
- Extensive internal cross-training
- Developing community trainings

Lessons Learned

Challenges

- Shifting the paradigm
- Managing collaborative resources
- Navigating the bureaucratic systems

What We Learned

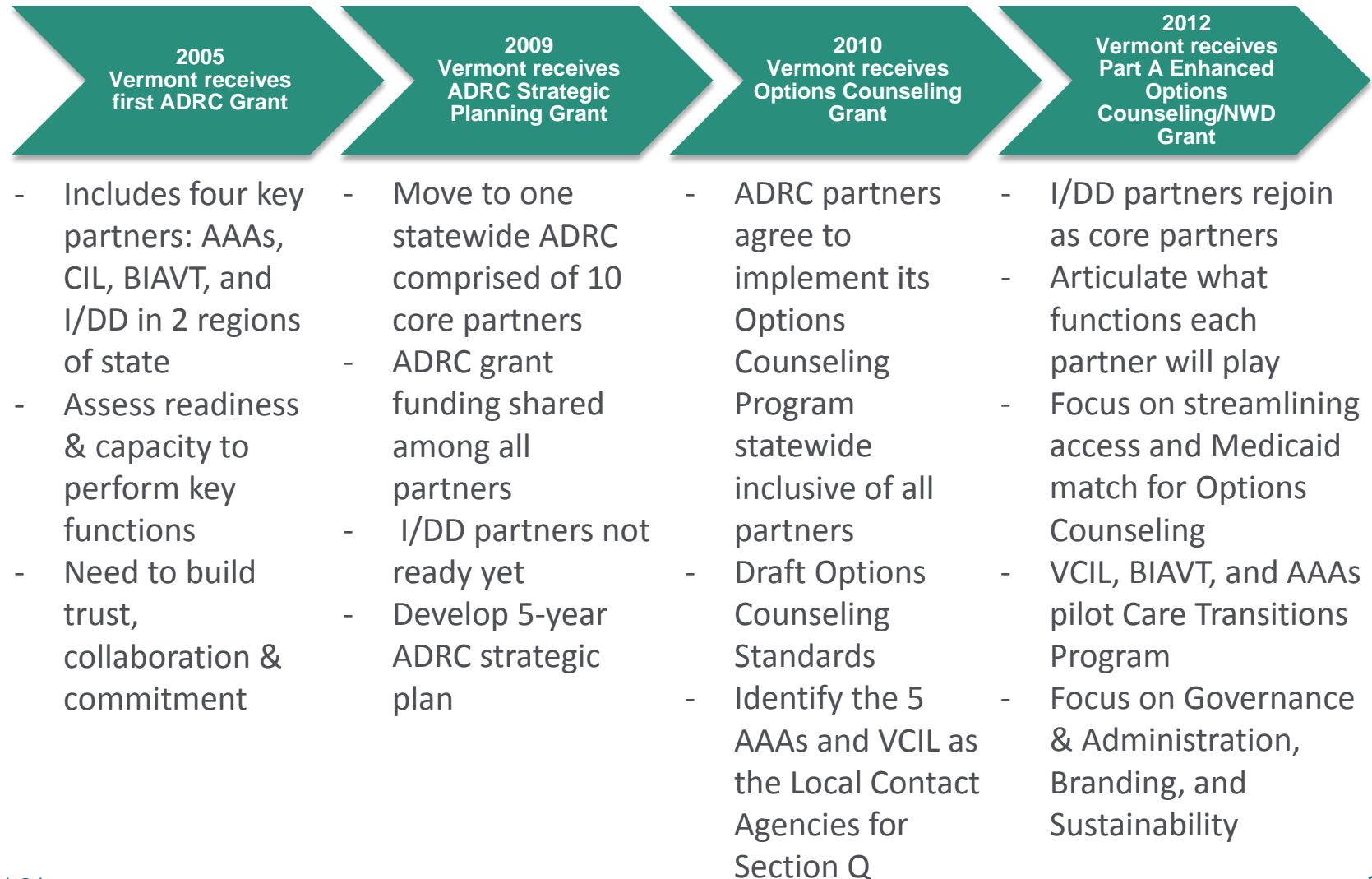
- Importance of Cross-Training...large and small groups
- Importance of Communication
- Importance of being at the table



The Vermont Experience

Vermont's Aging and Disability Resource Connection

Vermont's ADRC History



Vermont's Partnerships

Strengths and Lessons Learned

- All partners equal voice and at table since inception
- Sharing of ADRC grant funds across all partners
- Embrace differences
- Seek understanding of varying philosophies
- Understand language and meaning behind it

Challenges and Opportunities

- Maintaining equal voice among larger partner networks
- Language and meaning behind it: coming to common understanding
- Varying capacities to perform key functions
- Valuing and respecting partner choices regarding which key functions will be performed as a core partner, e.g. Medicaid eligibility assistance

Vermont's ADRC Future

- Expand Care Transitions Collaborative Model statewide, inclusive of other ADRC partners
- If State leadership approves, identify ongoing Medicaid match for Enhanced Options Counseling and expand to other ADRC partners and statewide
- Build sustainable ADRC Governance structure that supports the NWD vision inclusive of ADRC Leadership, State leadership, Consumers, and Key Stakeholders/Advocates
- Formalize Protocols and Processes among ADRC Core Partners that clearly outlines roles and expectations, value, and commitment
- Build necessary IT connections across various systems that ADRC Core Partners use to support Results-Based Accountability and Continuous Quality Improvement/ADRC Business Management Tool needs
- Identify other partners necessary to support and sustain a true NWD for all persons with all disabilities and ages needing long term services and supports

Open Discussion