




I&R & No Wrong Door System Discussion Among Peers





Introductions

- Joseph Lugo
 - U.S. Administration for Community Living
 - Maurine Strickland
 - Office for Resource Development, Wisconsin Department of Health Services
 - Lindsay Baran
 - National Council on Independent Living
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Session Format

- Part I: Introduce You To The Panel
 - **ACL Overview – NWD System**
 - **Context from Wisconsin**
 - **NCIL Background**
- Part II: Pose a question or topic
 - **Panelist response**
 - **Individually, Organization, System**
- Part III: Open Forum - Questions from Audience
 - **Engage in discussion**

Icebreaker Question to Run On

In terms of providing I&R services, which Disney *movie/character* or *theme park ride* best reflects your thoughts regarding:

- ❖ Your database capabilities;
- ❖ Reporting and tracking requirements;
- ❖ The Training & Certification of staff;
- ❖ Your Relationship with other I&R Organizations; and
- ❖ The visibility and trust of your organization and services to serve all populations and all payers.



3 Takeaways

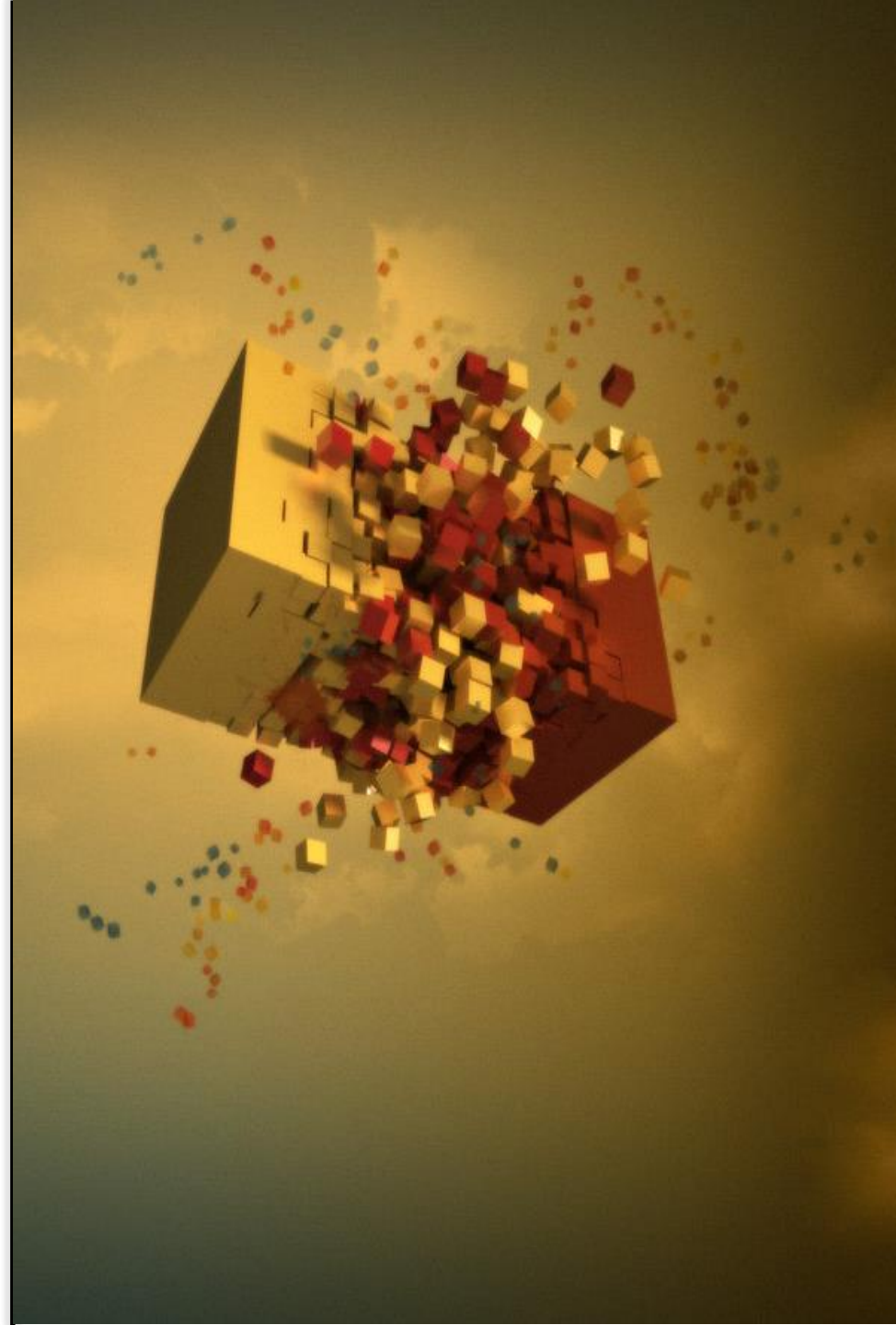
- You are the music makers and you are turning potential “collisions” into a “dance”
- Framework created for a national vision for access into LTSS through NWD System for all populations and all payers
- Attempting to “define the relationship” with our clients that is based on their terms, their goals and their desires.

Willy Wonka of Human Services



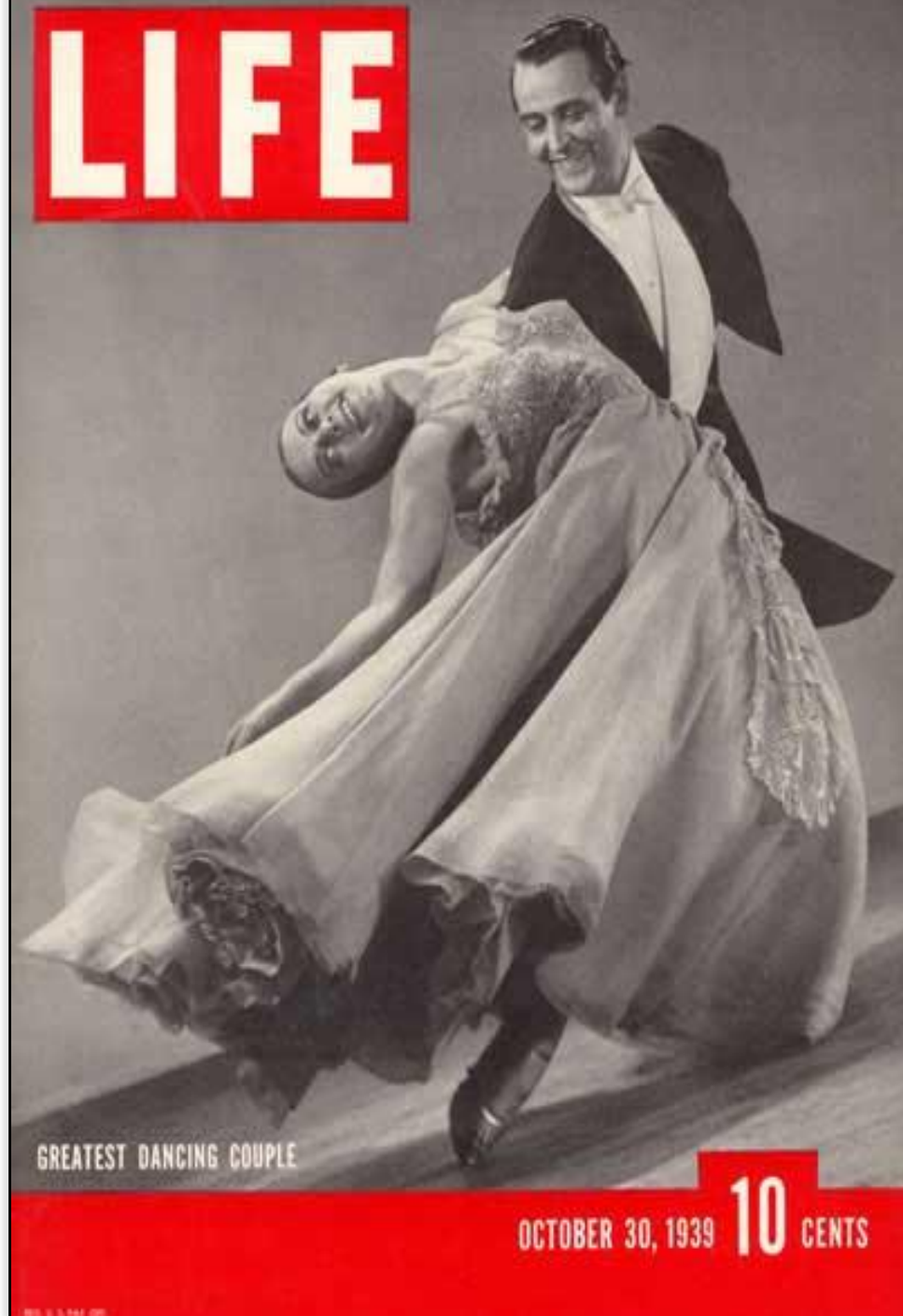
The NWD/ADRC System To LTSS

Turn a
potential
collision...



The NWD/ADRC System To LTSS

...Into a Dance



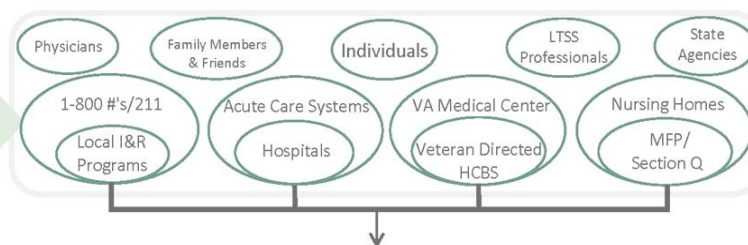




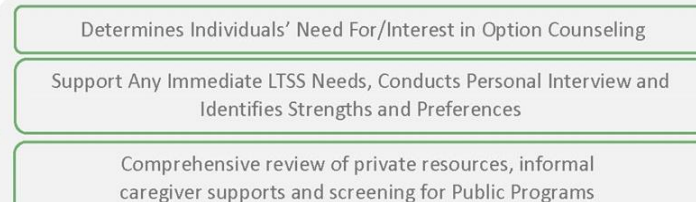
define THE
RELATIONSHIP

Characteristics when the relationship could move to a more in-depth exchange?

Sources of Referral to ADRC Options Counseling



Person Centered Options Counseling



Eligibility Programs:

in submitting programs, Medicaid.

of Financial Programs:

that officially individuals are programs.

with the system

Administration of the ADRC/NWD System

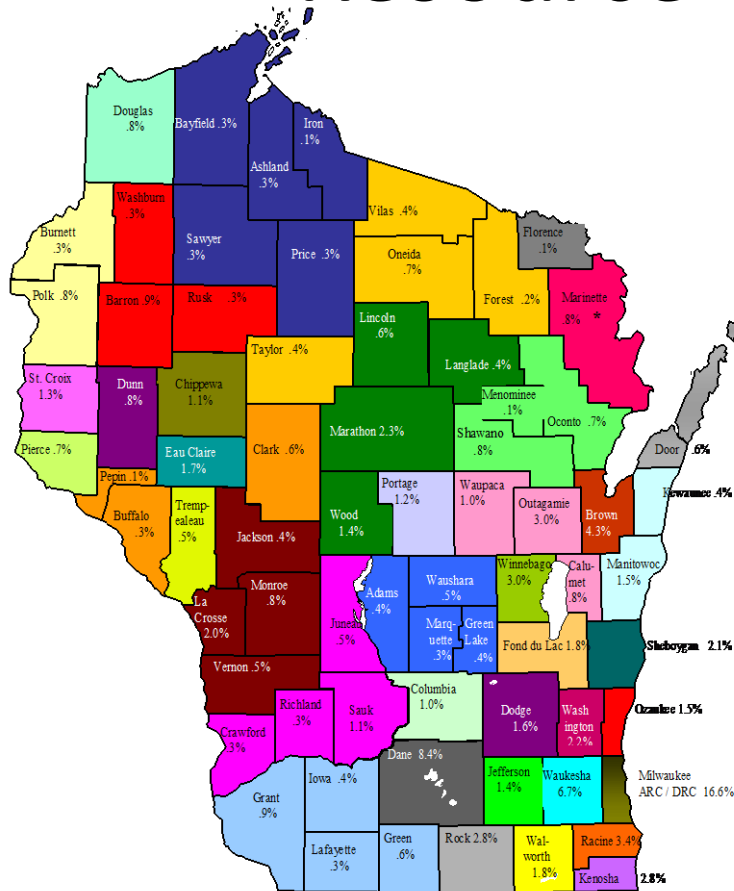


- ✓ Request Specific Setting (Personal Interview)
- ✓ Risk of Institutional Placement
- ✓ Period of Transition
- ✓ Facilitate Participant Direction
- ✓ Requests/Requires Pre-Application Assistance
- ✓ Requests/Requires a Person Centered Plan
- ✓ Requests/Requires Follow-up

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Wisconsin - Aging & Disability Resource Centers



- Statistics - Wisconsin
 - Population Estimate 2010
 - 5,686,986
 - 41 Aging & Disability Resource Centers
 - ADRC Contacts
 - 484,290 (2013)



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Set of Questions #1 – Individual Perspective

- 1) In your opinion, what is the #1 training need for I&R specialists right now?
- 2) What approaches have you used to identify that options counseling is a need/occurring? How did that work for you?
- 3) To what extent has your person-centered planning/options counseling been driven by the consumer?
- 4) What has your experience been using or training I&A/OC staff on Motivational Interviewing?

Set of Questions #2 – Organizational Perspective

- 1) In what ways does your organization help staff improve and polish their skills?
- 2) What do you do if you are unfamiliar with how to meet an individual's needs? Have you developed reliable partnerships among other organizations and partners in the NWD system?
- 3) How do you ensure that you are able to work with the diverse populations that are part of the NWD system?

Set of Question #3 – Statewide Perspective

- 1) What trends about the I&R field you find most exciting right now?
- 2) What trends about the I&R field concern you (keep you up at night)?
- 3) In 20 years, I &R services will continue to be critical to the general public because...
- 4) In 20 years, I&R services will be irrelevant to the general public because...
- 5) If I could make 1 change in how we do I&R within our state I would change...



Additional Thoughts/Wrap-up