



GOING OUR WAY: SHARED SOLUTIONS TOWARDS A “NO WRONG DOOR” SYSTEM OF ACCESS

Building successful IR&A partnerships and referral processes

Introducing

- Ryan Ward – Texas 2-1-1
- Patricia Bordie – Department of Aging and Disability Services (DADS)
- Beth Noah – ADRC of Tarrant County
- Vicki Mize – 2-1-1: United Way of Tarrant County

Objectives

Panelists will discuss:

- Texas 2-1-1 & Aging and Disability Resource Center Program: state-level coordination
- Successful local partnerships – tips and techniques
- Expansion of Texas “No Wrong Door” system of access
- System improvements for quality customer experiences

New directions

- Expanded No Wrong Door System – BIP
- Long term services and supports screen
- Increased Access Points
- Resource Database Collaborations
- Independent Consumer Supports



The BEST in TEXAS



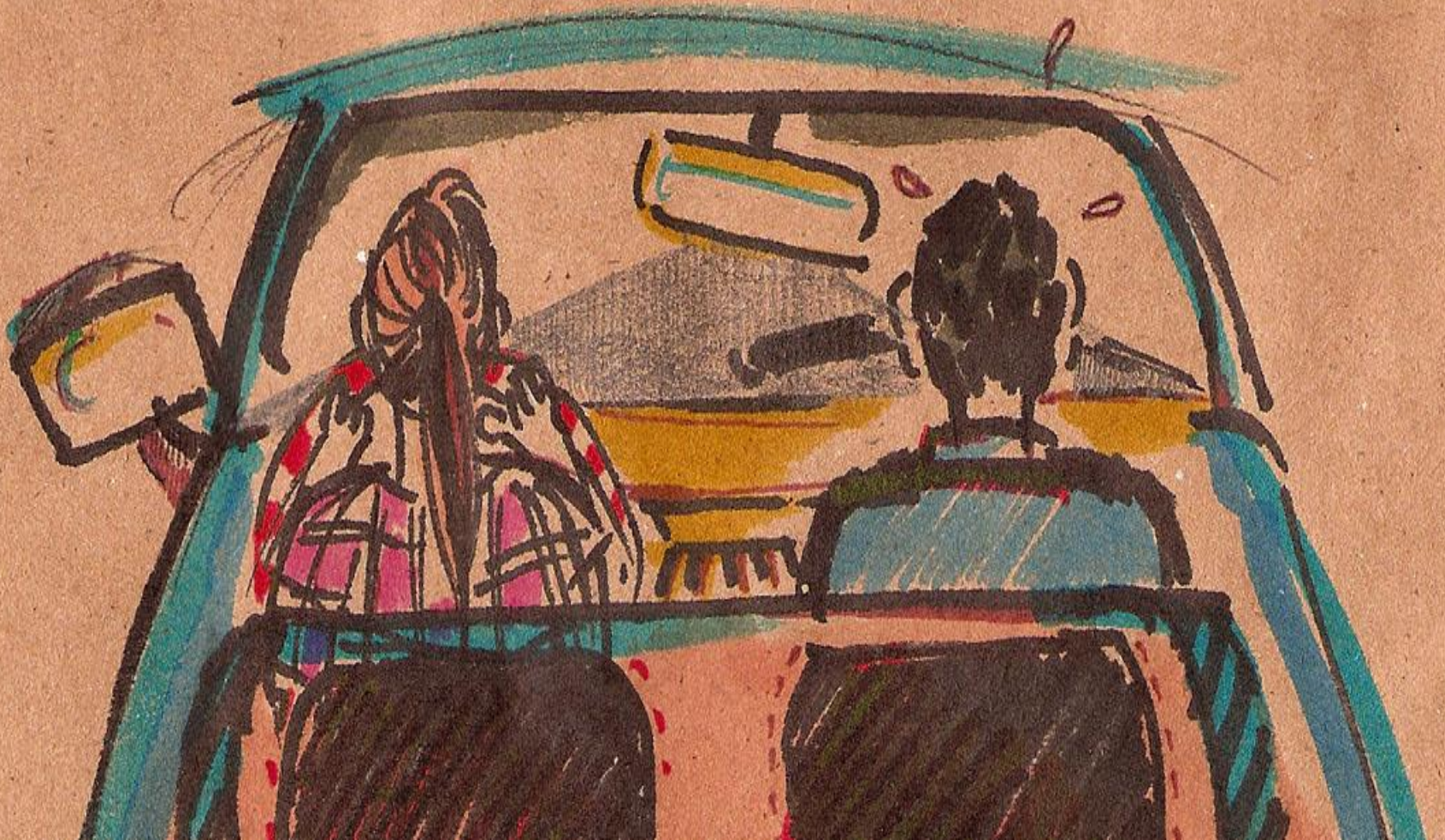
Expert Area Information Centers

- Professional I&R certifications (AICs and staff)
- Generalist expertise- resource database
- Ability to redirect or triage clients
- Local community and resource awareness
- Network and extra-Network collaboration
- Responsive to local events/disasters
- Community presence/recognition
- Adaptable to Network evolution

Expert ADRC Partners

- Resource Identification – Informal & Private Pay
- Options Counseling Expertise
- Person-Centered Approach to assessment
- Time – to assess and refer
- Strong community partnerships – relationships
- Formalized cross-training events
- New LTSS screening process – August 2015

Collaboration as Key



The BEST of BOTH Worlds

- Increased State Level Coordination
- Local partner MOUs
- Database Sharing
- Cross-Training – Resource Sharing Events
- Enhanced Reporting Opportunities
- Gap-filling
- Better Story Telling

WIN-WIN

- Callers get the right amount of information at the right time
- Callers get a more in-depth assessment
- Time savings for AIC staff and ADRC staff
- ADRC is a *reliable* referral for positive outcome
- Successful referrals reduce incidence of unmet needs and call-backs
- Broader marketing opportunities

Work Smarter Not Harder



I can see for miles



West Central Texas



Uniquely West Central

Challenges

- Too many miles
- Independent spirit to a fault
- Finding a “Door” in West Central Texas
- Scarce resources

Today's World

Both are using the 2-1-1 resource database

- Regular cross training of staff
- Coordinated outreach efforts and plan
- Basic Needs Network
- Military Partnership of West Central TX
- Caregiver Support Focus
- COMING SOON... Warm Transfers from 2-1-1 to ADRC

Common View

- ❑ Strategies
- ❑ Priorities
- ❑ Partners
- ❑ Language
- ❑ Goals - Attitudes
- ❑ Success thinking
- ❑ Success making

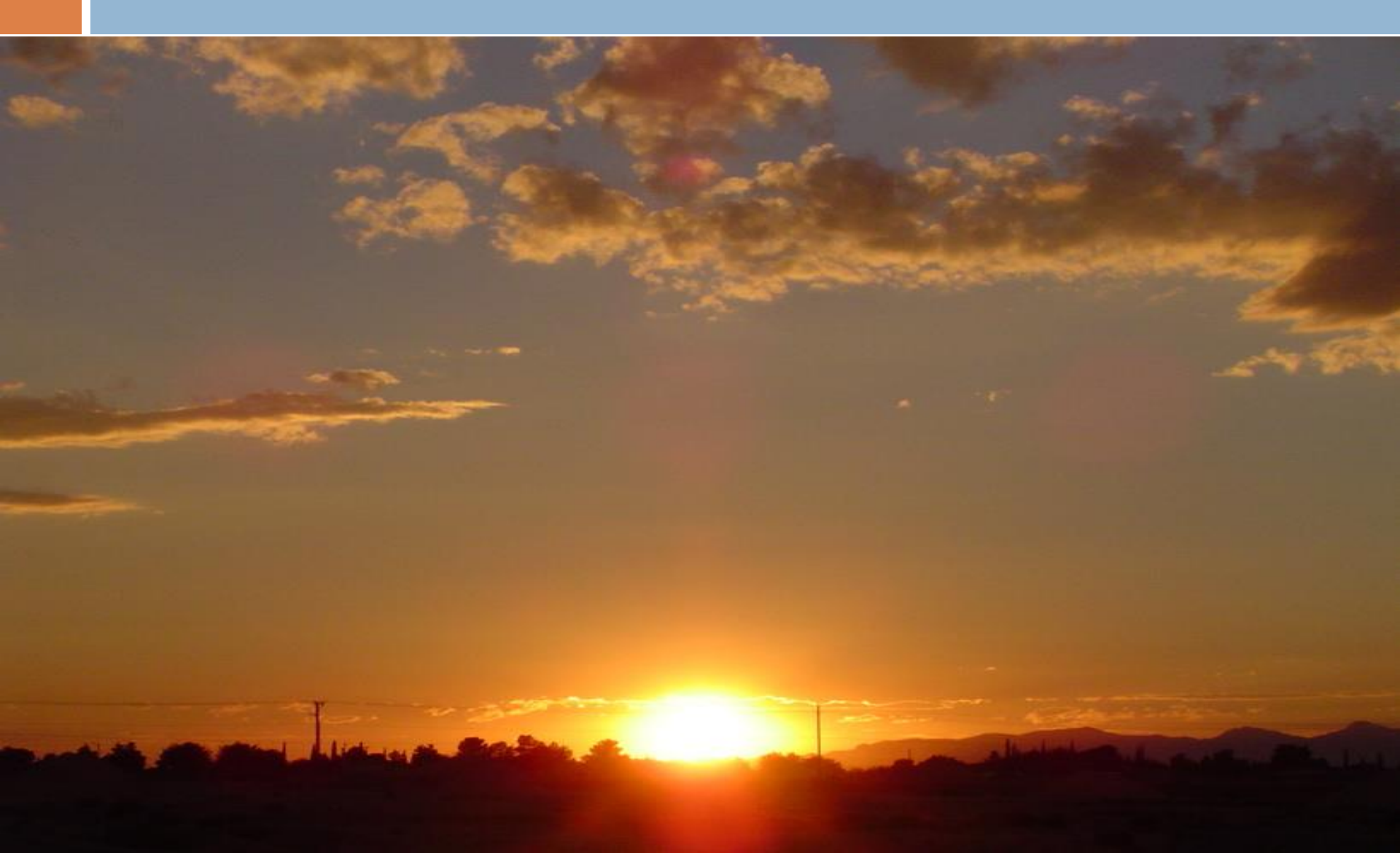


West Texas Wisdom



- 2-1-1 /ADRC Collaboration in West Central Texas is a work in progress
- The continued collaboration of DADS and 2-1-1 TIRN will minimize duplication & maximize service delivery

On the Horizon



No Wrong Door



- Balancing Incentive Program
- 1-855-YES-ADRC
- Toll-free number matrix
- LTSS Screening Process
- Integration Across Systems
- Enhanced state level coordination

Increased Opportunities

- Increased focus on Caregivers
- Targeted Veterans Assistance
- Services for Children with Special Needs
- Cross-Training Events
- Increased awareness of service landscape
- Improved outreach and messaging

Q&A



Thank You

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