

# NATIONAL INFORMATION AND REFERRAL SUPPORT CENTER

I&R Center Update  
August 28, 2017

# I&R Support Center



2

The I&R Support Center provides training, technical assistance, and information resources to build capacity and promote continuing development of aging and disability information and referral services nationwide.

- Technical Assistance Webinars
- Training: Online training; AIRS certification training; and Train-the-Trainer
- Distribution list for sharing information and resources (to sign up, visit <http://www.nasuad.org/community-opportunities/stay-informed>)
- National surveys of Aging and Disability I&R/A Networks
- National training events, including the Aging and Disability Symposium at the annual AIRS I&R Conference

<http://nasuad.org/initiatives/national-information-referral-support-center>

# AIRS Certification Training

3

- Certification Training (CIRS-A/D) and Exam Preparation
  - Offered every year at one or more national conferences
    - 2017 NASUAD National Home and Community Based Services Conference
  - Offered in partnership with aging/disability agencies
    - In-person for groups of 15 or larger
    - Can include exam proctoring
  - Offered by webinar
- CIRS-A/D Train-the-Trainer (T-t-T) Initiative
  - Working to build the capacity of agencies to train their staff
  - Offered at national conferences – including the 2017 HCBS Conference – and over the phone to interested parties, includes access to a training curriculum and materials
- Online training through NASUADiQ

# Online Training: NASUADiQ



4

Free, online training courses for aging and disability professionals. Courses include:

- Strengthening Cultural Competence in I&R/A Work with Asian American and Pacific Islander (AAPI) Older Adults (*new!*)
- Medicaid Managed Care 101 (*launched in 2017*)
- Medicaid 101: What You Need to Know
- Disability for I&R Specialists
- An Introduction to Elder Abuse
- Adult Protective Services
- The Role of MIPPA: Helping Older Adults and Individuals with Disabilities Afford Medicare
- Developing Cultural Competence to Serve a Diverse Aging Population
- Essential Components of the Aging I&R/A Process
- Introduction to the Independent Living Movement

Visit <http://www.nasuadiq.org/>



## NASUADiQ Online Learning Center

Designed to help strengthen participants' knowledge of the aging and disability networks, our online courses provide overviews and analyses of systems and services that impact older adults, people with disabilities, and their caregivers.

If you experience any technical difficulties, please let us know by contacting [adiaz@nasuad.org](mailto:adiaz@nasuad.org).

 [Instructional Guide to NASUADiQ.org Online Learning Center](#)

### Available courses

 [Adult Protective Services](#)




This course provides participants with an overview of Adult Protective Services (APS) at the national and state levels. The course explains the services provided by APS and addresses differences between state programs as a result of funding discrepancies. The Elder Justice Act and its impact on APS are also detailed in the course. This training course may benefit individuals who work with older adults or vulnerable adult populations, as well as professionals in APS agencies or other state and local agencies that collaborate with APS.

#### NAVIGATION

##### Home

- Dashboard
- Site pages
- My courses

#### MAIN MENU

 [Need Assistance?](#)

# Monthly Webinars for I&R/A Professionals



6

## Recent webinars:

- ADA National Network Overview (August 8, 2017)
- Responding to Elder Abuse: Resource for Information and Referral Programs (June 29, 2017, in partnership with AIRS and n4a)
- The Amputee Coalition's National Limb Loss Resource Center: A Critical Tool to Help You Meet the Needs of Your Clients with Limb Loss (March 22, 2017)
- Helping People Access Home and Community Based Services: Migrating, Coding, Storing, and Searching for Data in MinnesotaHelp.info (February 15, 2017)
- Helping Connect Individuals to Benefits: Approaches, Tools, & Promising Practices (January 24, 2017)
- *Coming soon!*
  - Public-Private Partnerships at Work (September 19, 2017)

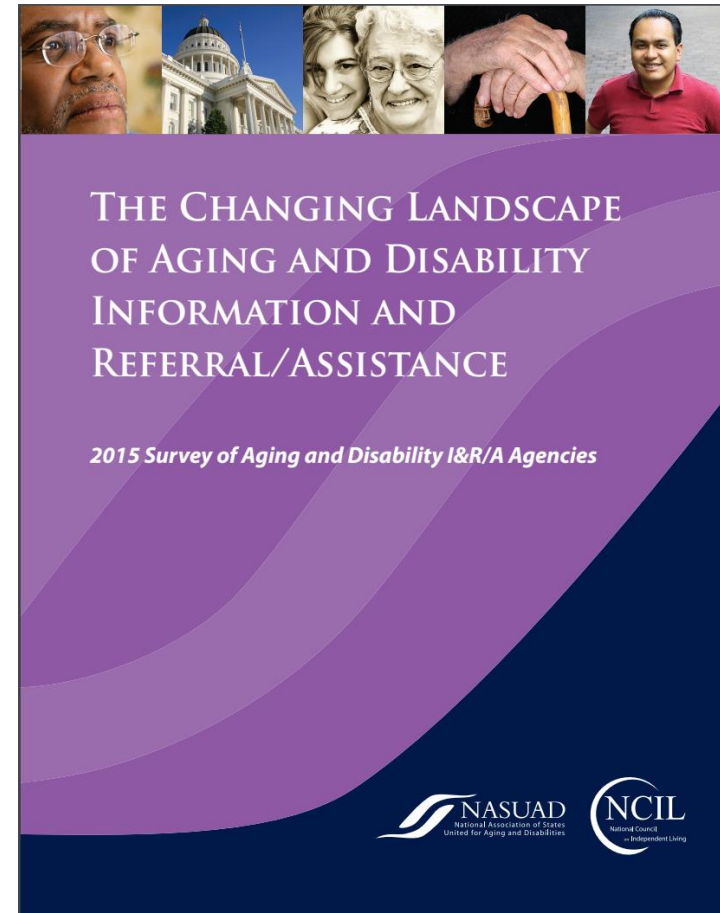
Visit <http://www.nasuad.org/initiatives/information-and-referralassistance/monthly-calls> for presentations, audio recordings and transcripts.

# I&R/A Network Survey

7

## 2015 National Survey of I&R/A Specialists in Aging and Disability Networks:

- Developed and administered by NASUAD in partnership with the National Council on Independent Living (NCIL)
- Designed to reflect the changing landscape of aging and disability I&R/A programs
- Captured trends and developments, challenges and opportunities, and promising practices from the perspectives of state agencies, AAAs, ADRCs, CILs, nonprofit human service organizations, and national organizations



# Overarching Themes from the 2015 Survey

- Funding and sustainability are significant concerns among aging and disability I&R/A agencies.
- Partnerships and networks continue to evolve to serve both older adults and individuals with disabilities.
- A changing environment and expanding roles provide new opportunities and challenges for I&R/A agencies.
- Quality matters for effective I&R/A service delivery.
- The use of technology in I&R/A service delivery has increased, but there remains room for growth.



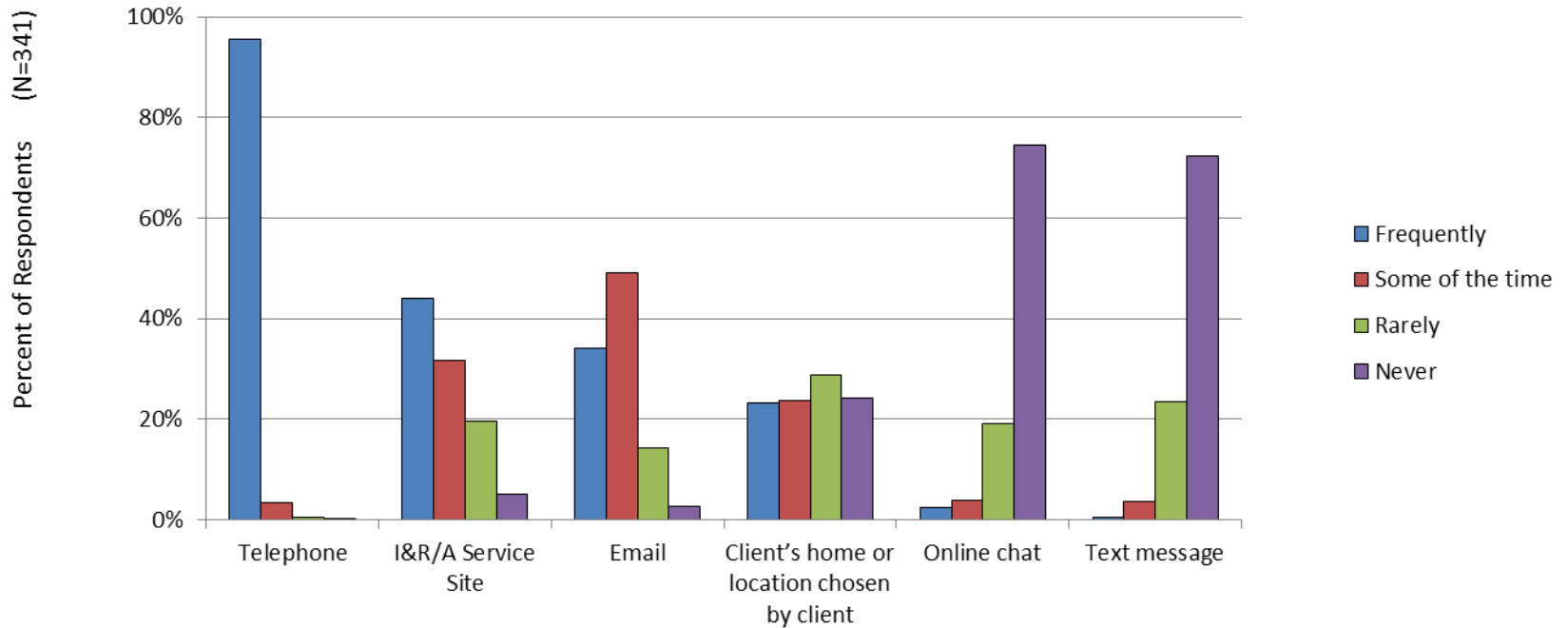
# Special Focus Area: Technology

- Technology has long been a key underpinning for many I&R/A programs, from telephone systems to resource databases.
- More recently, technology is rapidly evolving in ways that create both opportunities and challenges for I&R/A programs.
- Technology is transforming how Americans seek information.
- Technology also has the potential to enhance the administration of I&R/A programs.
- And technology is important for effective business development!

The I&R Center is looking at the use of technology in I&R/A programs and seeking to identify and share promising practices.

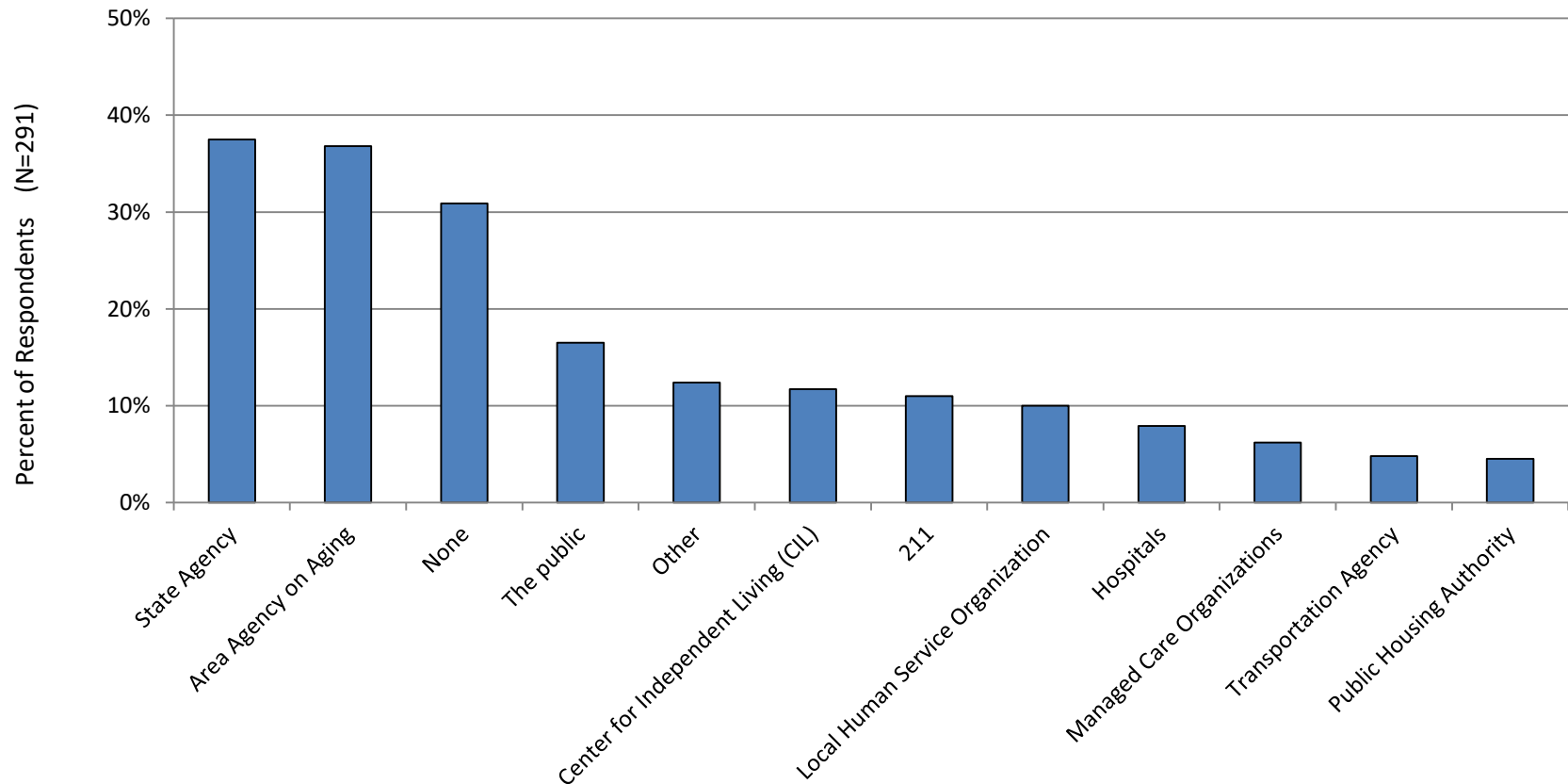
# I&R/A Survey Highlights: I&R service delivery modalities

### Settings for I&R/A Provision



# I&R/A Survey Highlights: Resource Database Sharing

**Research Database Sharing: With which other entities does your organization shares its resource database?**



# I&R/A Technology Promising Practices

To learn about innovative and promising practices, the I&R Center held a *Technology in Practice* contest. Results were announced April 5, 2017.

- **Resources for Seniors**, an ADRC in Wake County, NC, was selected for the first place award for its innovative partnership with the NC State University Department of Computer Engineering that enabled the organization to cost-effectively design a mobile responsive website and provide better access to resource information in its database, including through a personal cart system.
- The **University of Massachusetts Medical School**, serving the state of Massachusetts, was selected for the second place award for the MassOptions program – an online and helpline service to provide simplified access to LTSS. Strong partnerships and investment in technology solutions have produced an innovative technological resource and state-of-the-art website.
- The **Eldercare Locator** administered by n4a was selected for the third place award for its commitment to information technology and analytics. The Eldercare Locator created a staff position dedicated to IT solutions, support, data analytics, and the coordination of resource information.

# More promising practices

13

Through the contest, we learned about additional promising practices using technology in aging and disability services. For example:

- The Coastal Regional Commission of GA Area Agency on Aging worked with the state agency to establish an Assistive Technology Lab for older adults. Partnered with CILs and the state AT program (Tools for Life) to develop and test the program.
- The North Dakota DHS Aging Services piloted the use of Dragon dictation software for APS workers to increase documentation speed and reduce caseload backlog. Rolled out after success of pilot. Cost per worker: \$170.
- The West Virginia Council on Aging, Inc., provided iPads to its nurses and case managers to take into the field to complete assessments. Partnered with the WV Bureau of Senior Services on developing electronic forms and crafting policies for the use of technology. Allows greater access to information while out in the field and easier transmission of client data.

## Resources for Aging and Disability Programs

# Business Acumen for Disability CBOs

## Disability Network Business Acumen Resource Center

### ■ Goals:

- ❑ Build the capacity of disability community organizations to contract with integrated care and other health sector entities
- ❑ Improve the ability of disability networks to act as active stakeholders in the development and implementation of integrated systems within their state



<http://www.nasud.org/initiatives/disability-network-business-acumen-resource-center>

# Business Acumen for Disability CBOs

## Disability Network Business Acumen Resource Center Activities:

- Webinars
- Training and Technical Assistance
- Development of a Learning Collaborative
- Sharing of Promising Practices
- Attention on Areas of Needed Improvement
- Sharing of Perspectives and Needs across Stakeholders

*Participate in Monthly Webinar Opportunities!*

Fourth Wednesday of Each Month, 12:30 p.m. – 1:30 p.m. (EST)

- From Mission to Fruition: Developing your Relationships with Payers (August 23, 2017)

<http://www.nasuad.org/initiatives/business-acumen-disability-organizations-resource-center/webinars>



# Managed Long-Term Services and Supports

## MLTSS Institute

A collaboration between NASUAD members and national Medicaid health plans to:

- Drive improvements in key MLTSS policy issues,
- Facilitate sharing and learning among states, and
- Provide direct and intensive technical assistance to states and health plans.

See our new report!

*Demonstrating the Value of  
MLTSS Programs*



April 7, 2017

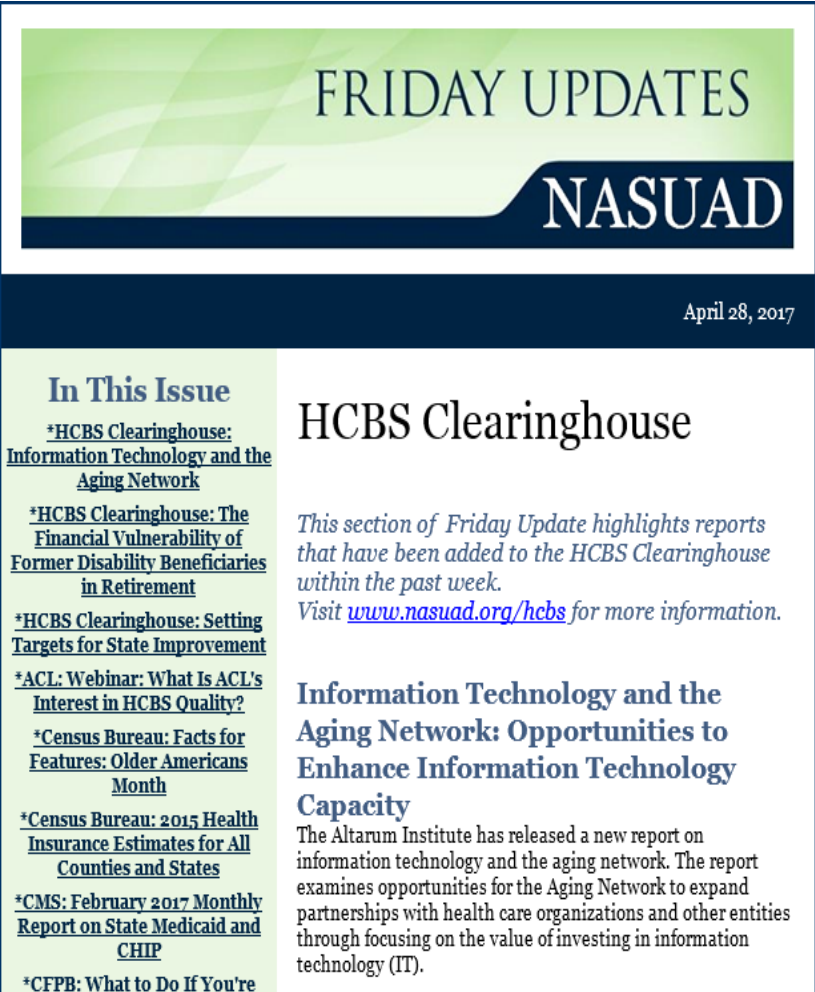
State Medicaid Integration  
Tracker<sup>®</sup>

## Updated Monthly

**Focuses on the status of the following state actions:**

- Managed LTSS
- Duals Demonstrations
- Medicare-Medicaid Coordination Initiatives
- Balancing Incentive Program (BIP)
- Medicaid State Plan Amendments under 1915(i)
- Community First Choice Option under 1915(k)
- Medicaid Health Homes

# Friday Updates Newsletter



**FRIDAY UPDATES**  
**NASUAD**

April 28, 2017

**In This Issue**

- [\\*HCBS Clearinghouse: Information Technology and the Aging Network](#)
- [\\*HCBS Clearinghouse: The Financial Vulnerability of Former Disability Beneficiaries in Retirement](#)
- [\\*HCBS Clearinghouse: Setting Targets for State Improvement](#)
- [\\*ACL: Webinar: What Is ACL's Interest in HCBS Quality?](#)
- [\\*Census Bureau: Facts for Features: Older Americans Month](#)
- [\\*Census Bureau: 2015 Health Insurance Estimates for All Counties and States](#)
- [\\*CMS: February 2017 Monthly Report on State Medicaid and CHIP](#)
- [\\*CFPB: What to Do If You're](#)

**HCBS Clearinghouse**

*This section of Friday Update highlights reports that have been added to the HCBS Clearinghouse within the past week. Visit [www.nasuad.org/hcbs](http://www.nasuad.org/hcbs) for more information.*

**Information Technology and the Aging Network: Opportunities to Enhance Information Technology Capacity**

The Altarum Institute has released a new report on information technology and the aging network. The report examines opportunities for the Aging Network to expand partnerships with health care organizations and other entities through focusing on the value of investing in information technology (IT).

- **Free weekly e-newsletter**
- **National, federal and state updates on a broad range of topics pertaining to aging and disability policy and services**
- **Over 9,000 recipients!**

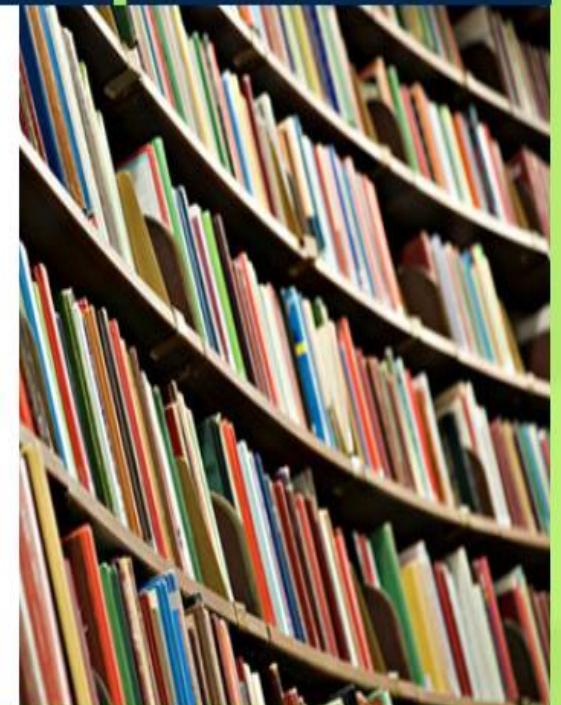
[Quick Search](#)[Advanced Search](#)[Browse Clearinghouse](#)

HCBS.org is the premier clearinghouse promoting the development and expansion of home and community-based services by gathering resources and tools for research, policy making and program development into a one-stop online library.

## Welcome to the HCBS Clearinghouse

Default is for ALL words you enter. If you want ANY of the words, place an OR between each of your terms. For exact phrase "put quotes around search terms"

**Search Terms**

[Quick search](#)

# Resources for MIPPA Outreach

I'm working again, but I still can't afford my  
**MEDICARE COSTS...**  
Is there any **HELP** out there for me?



**YES!** If you are a working person with a disability under 65 and on Medicare, the Qualified Disabled Working Individuals Program (QDWI) may help you!

**QDWI is a Medicare Savings Program** that may help pay some Medicare costs for low-income working individuals with a disability.

If you are single with a monthly income of about \$4,000 (or married with a combined monthly income of about \$5,300), **this program may help you.\***

\*Income limits vary by state.

**FOR ASSISTANCE, CALL:**

## Get **HELP** with your **MEDICARE COSTS!**



A **Medicare Savings Program** may help with some of your Medicare costs.

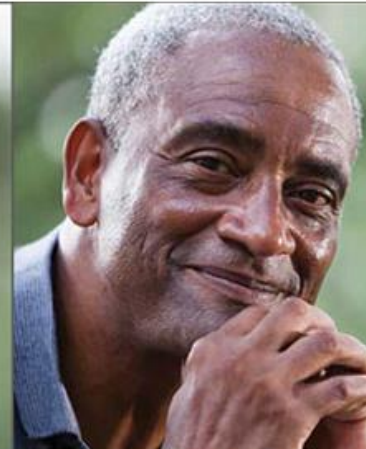
**FOR ASSISTANCE, CALL:**





# got an hour?

He could use a ride to the pharmacy, help in the yard, or a simple game of cards. In just one hour, you can put a smile on a senior's face.



got an hour?  
give it back.

[www.giveitbacktoseniors.org](http://www.giveitbacktoseniors.org)

## Got an Hour? Give it Back

NASUAD, through the Aging Network Volunteer Collaborative, has launched the Got an Hour? Campaign to bring more volunteers into the aging network. The site, [GiveltBacktoSeniors.org](http://GiveltBacktoSeniors.org) offers materials to advertise the campaign, search tool for prospective volunteers to find your opportunities, and a chance to share volunteer experiences.

[Read More](#)



### NASUAD News

**4/18** NASUAD Announces Staff Updates  
[Read more](#)

**3/11** National HCBS Conference Call for

### Upcoming Events

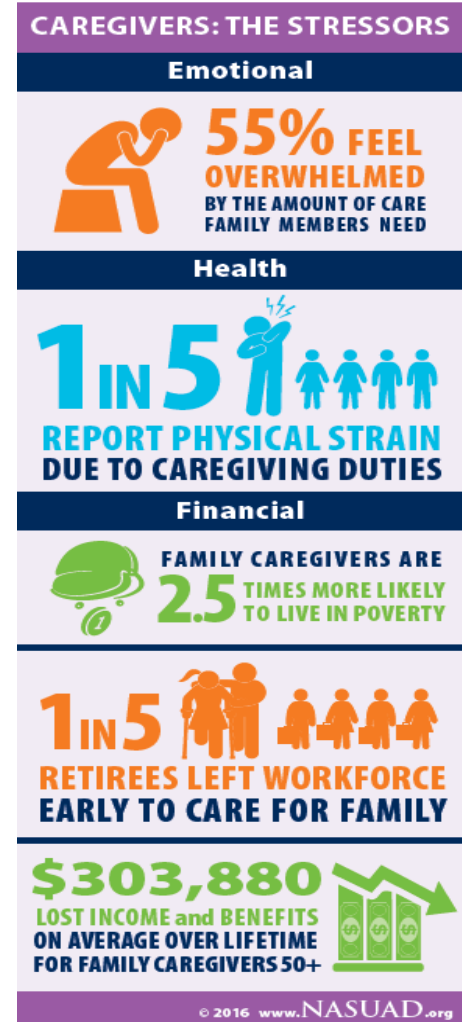
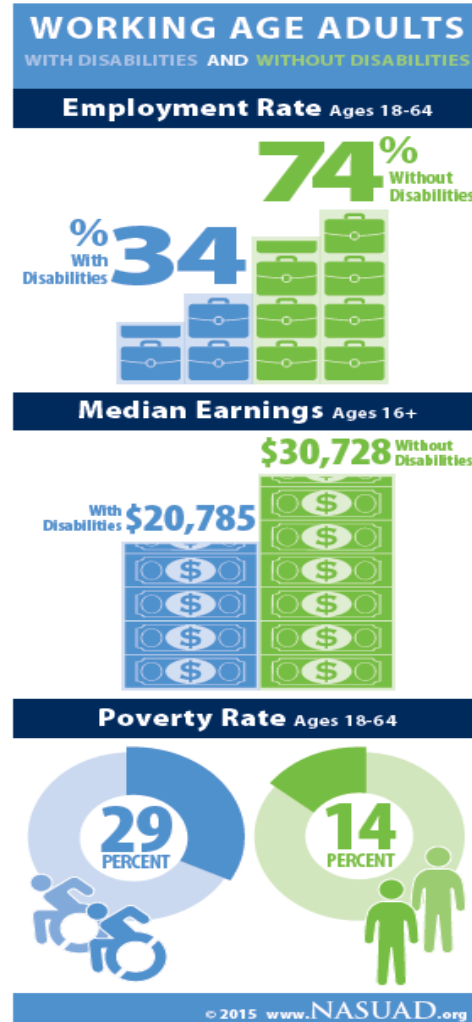
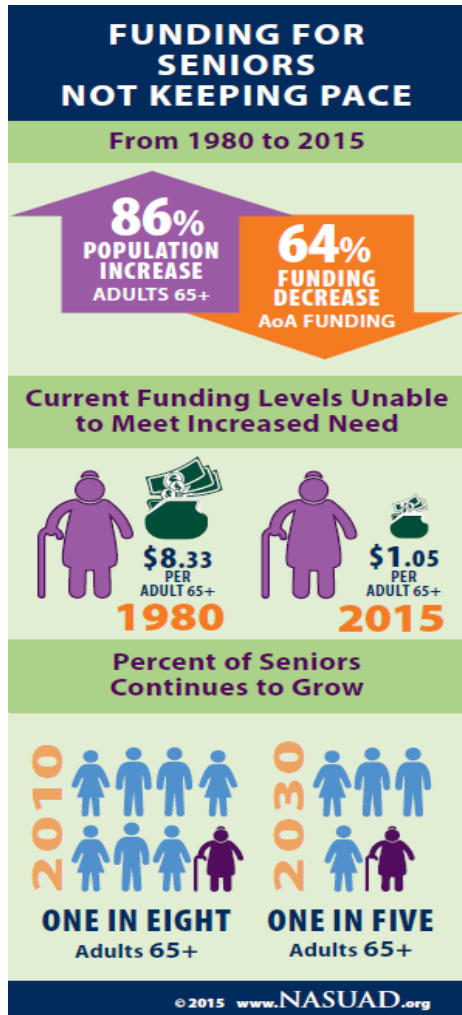
**4/23** Preventing and Addressing Elder Financial Exploitation: Tips and Tools from the Consumer Financial Protection Bureau

### NASUAD IQ



This online platform offers a variety of trainings focused on the programs and services of the aging

# Infographics on Aging, Disability & Caregivers



# New Infographic on Oral Health!

### WHO IS IMPACTED?

**Older Adults**



More than **2 out of 3** **LACK COVERAGE** for dental benefits

**Low-Income Older Adults...**

...Over **ONE HALF** did NOT have a **DENTAL VISIT** in the past year



**People with Disabilities...**

**FORGO DENTAL TREATMENT DUE TO COST** nearly **3 TIMES MORE** than people without disabilities



**Unmet Need**



**DENTAL CARE** is one of the **HIGHEST UNMET NEEDS** as reported by Information and Referral specialists

© 2017 www.NASUAD.org

### WHAT HAPPENS AS A RESULT?

**Gum Disease Occurs In...**

**70%** of older adults **80%** of adults with disabilities



**Periodontal Disease** is Associated With...

**OTHER HEALTH RISKS**  
Diabetes • Stroke  
Cardiovascular Disease  
Adverse Pregnancy Outcomes



**EMERGENCY ROOM VISITS**  Over a 3 year period, \$2.7 billion were spent in dental-related hospital emergency department visits in the United States

**Tooth Loss**



More than **1/3** of adults 65 years or older have lost all of their teeth

**Poor Nutrition Occurs When...**

Older Adults have changes in chewing ability, untreated tooth decay, or missing teeth, making it more difficult to consume a healthy diet



© 2017 www.NASUAD.org

### WHY DOES THIS HAPPEN?

**No Dental Care Coverage in Medicare**

**4 out of 5** uninsured seniors cannot pay for a major dental procedure



**Barriers to Dental Care**  
For Persons with Disabilities ...

**COST** **TRANSPORTATION** **WORKFORCE TRAINING**  
**GEOGRAPHIC LOCATION** **ACCESSIBILITY**  
**COVERAGE** **SEDATION SERVICES**

**Limited Access to Providers**



**33 MILLION PEOPLE** live where dentists and clinics are scarce

**Only 20% of Dentists Nationwide Accept Medicaid**



© 2017 www.NASUAD.org

### WHERE DO WE GO FROM HERE?

**Increase Coverage**



**ADDING a DENTAL BENEFIT** under Medicare would **INCREASE AFFORDABILITY AND ACCESS** to dental benefits for older adults and persons with disabilities

**Increase Access**

**Integrate ORAL HEALTH** into **Person-Centered HEALTHCARE**  
**Increase ORAL HEALTH WORKFORCE**  
**Increase ORAL HEALTH WORKFORCE TRAINING**



**Innovation**



**TELEDENTISTRY** and other **INNOVATIONS** offer opportunities to meet the needs of older adults and people with disabilities

**Awareness**

**EDUCATE STAKEHOLDERS ABOUT ORAL HEALTH NEEDS**

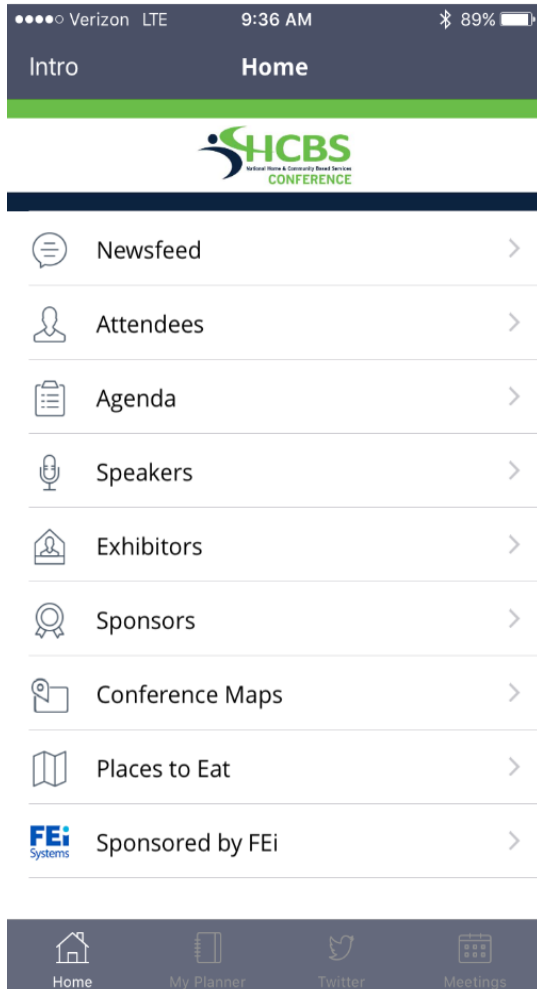


© 2017 www.NASUAD.org



# Enjoy the Conference! And download the HCBS app...

25



## DOWNLOAD THE 2017 HCBS APP!

Search for **HCBS Conference**  
in the Apple Store or Google Play

Log-in with the email address you used to  
register

**Your password has been emailed to  
you**



for password  
assistance, visit the  
**App Help Booth**

## Complimentary Conference Wifi



Network Name: **Marriott\_CONF**  
Password: **MERCER**

# FOR MORE INFORMATION

Nanette Relave, I&R Support Center Director  
[nrelave@nasuad.org](mailto:nrelave@nasuad.org)  
202-898-2578

# Integration of Information and Referral Services

## MassOptions Case Study

Presented by:

Martin Baker, MSc

August 28, 2017

# Agenda

- Introduction & Background
- Technology Platform
  - Website
  - Customer Service Center
  - Customer Relationship Management (CRM) & Knowledge Management System (KMS)
  - Reporting & Analytics
  - Referral Exchange Portal
  - Closed Loop Process
- Customer-Focused Approach
- Staffing & Training
- Results
- Outcomes & Lessons Learned

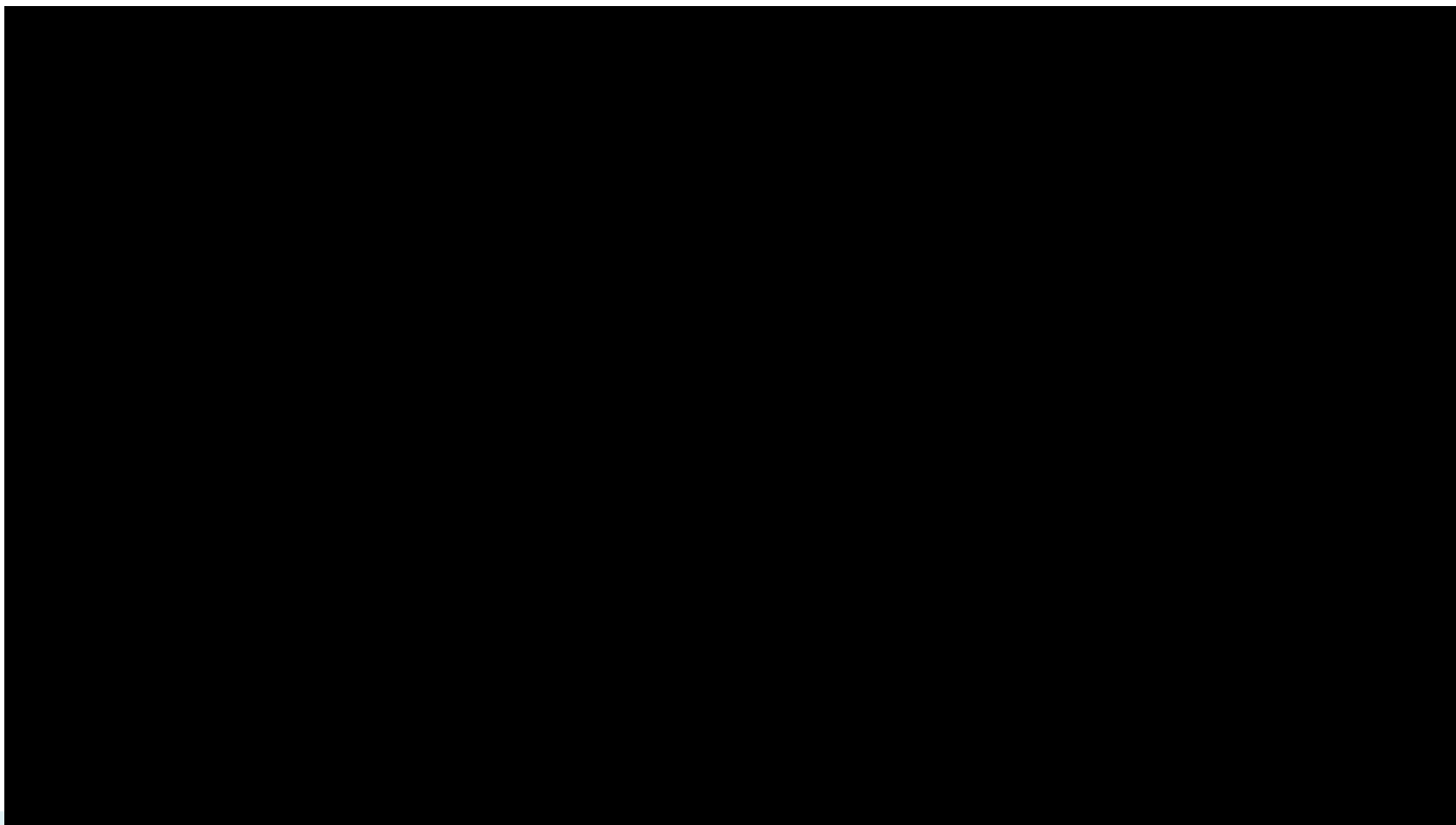
# Introduction & Background

- Launched in 2015 with Balancing Incentive Program (BIP) grant funding from CMS
- Collaboration among the Massachusetts Executive Office of Elder Affairs (EOEA), UMass Medical School, and UHealthSolutions
- **MassOptions** is a **free online and helpline service** to simplify access to LTSS for the elderly, individuals with disabilities, and their caregivers in Massachusetts

# Introduction & Background

- **Goal:** to create one centralized and innovative technological resource to connect individuals to multiple services and create a closed loop process
- **Features:**
  - Customer service contact center
  - State-of-the-art website
  - Self-service referral
  - Online chat support
  - Search functionality
  - Ability to submit questions and feedback
  - Fully-translated Spanish site

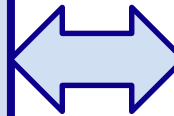
# MassOptions Announcement



# Public: Public Collaboration

## UMass Medical School

- Commonwealth Medicine
- UHealth Solutions, Inc.
- New England Index
- MassAHEC



## EOEA

- Direction & Oversight
- Content expertise
- I&R/A Process Expertise
- Funding



# UMass Multidisciplinary Team

## UMass Medical School

- Content expertise
- Project management and oversight
- Information services configuration
- Customer satisfaction surveys
- Reporting and analytics

## UHealthSolutions

- Customer service contact center
- Business process solutions support

## New England INDEX

- Website design and directory development
- Accessibility compliance
- Online referral process
- Learning management system

## MassAHEC

- Cultural sensitivity training

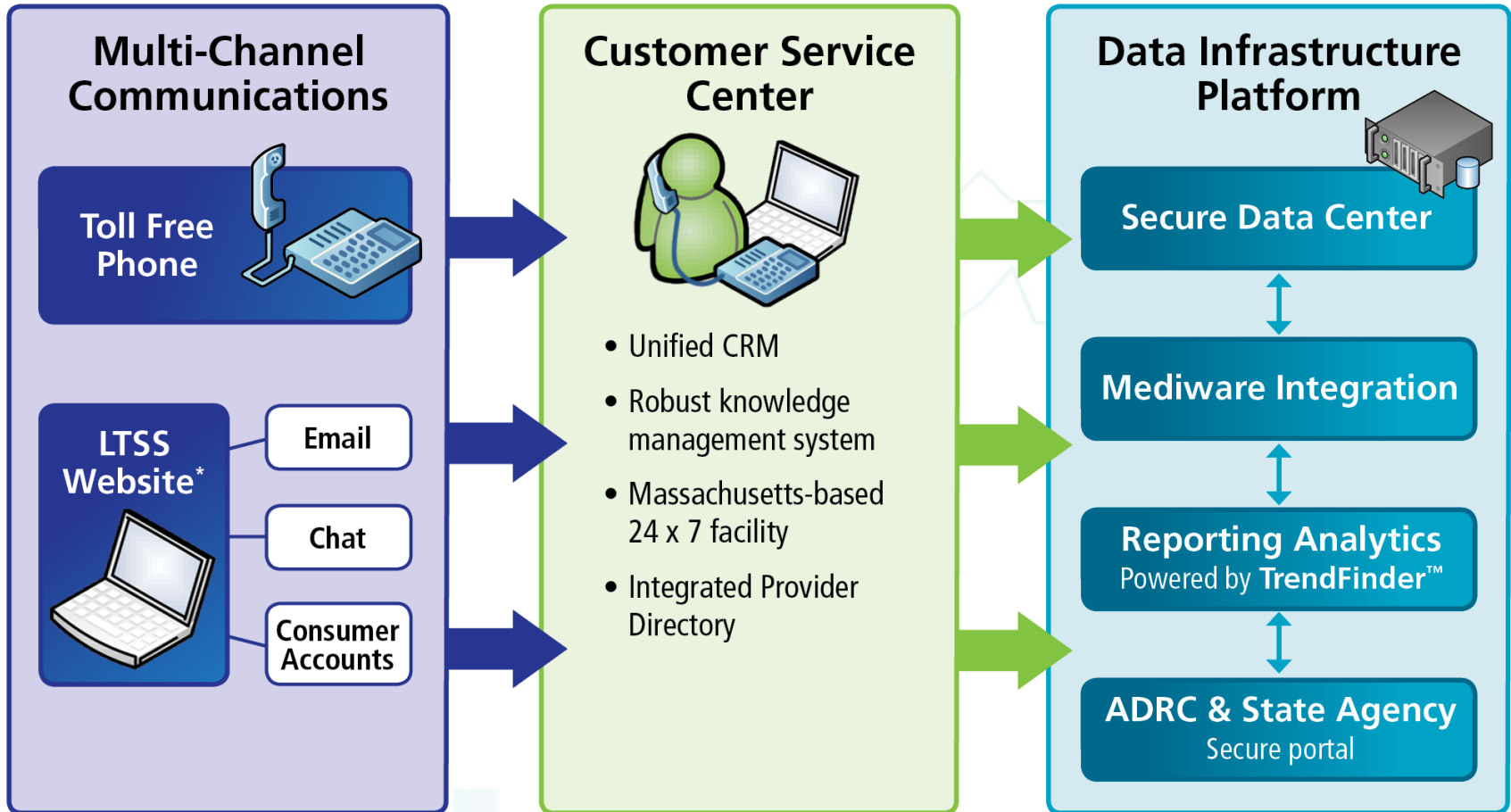
# Approach

## Features & Benefits

- Centralized, non-disruptive intake services
- 8:00AM-8:00PM, 7-Day's
- Resolution vs. call length
- Warm Handoff
- Reporting and analytics
- Integrated CRM
- Consumer-driven, multi-channel communications



# Technology Platform



# Integrated Solution



**Website**



**Customer  
Service Center**



**CRM & KMS**



**Reporting &  
Analytics**



**Referral  
Exchange Portal**

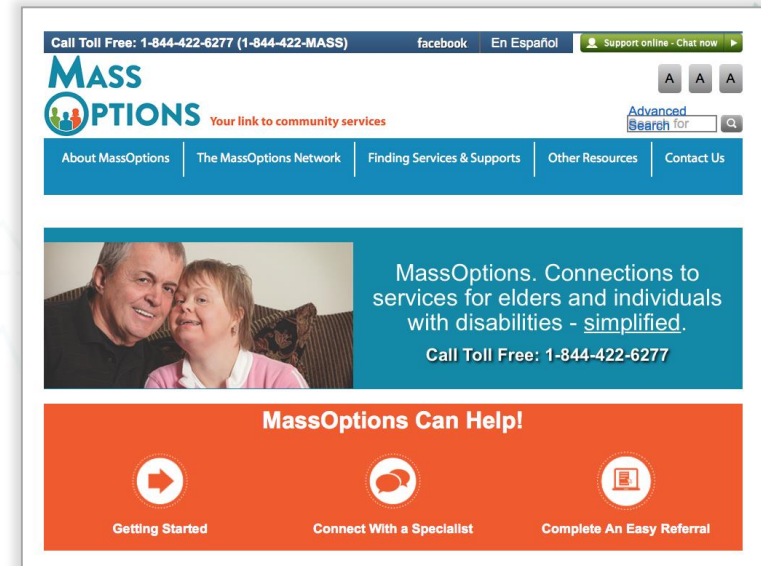


**Closed Loop  
Process**

# Website

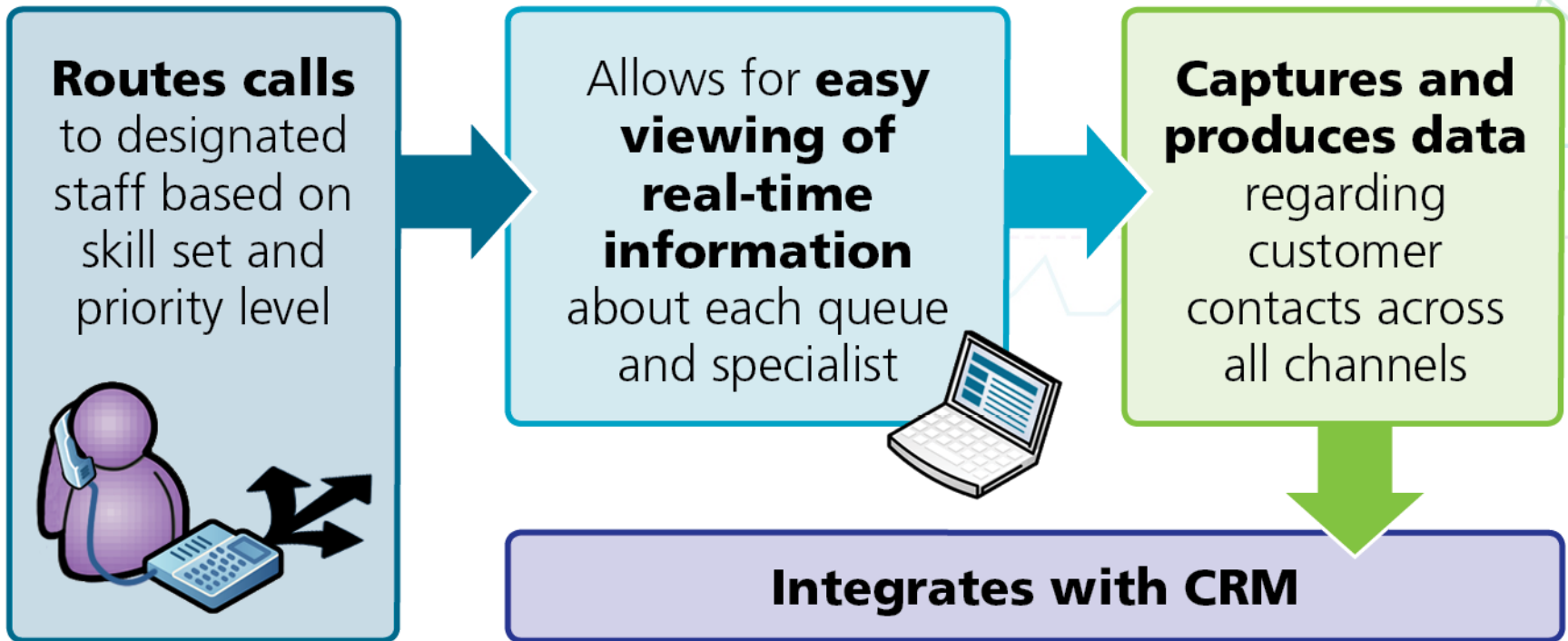
## Features & Benefits

- Accessible and **consumer-focused** design
- Customer feedback used throughout development
- Multiple engagement options
- Google analytics routinely monitored (highly ranked)
- Fully-translated Spanish site



[www.massoptions.org](http://www.massoptions.org)

# Customer Service Center



# Referral Exchange Portal

- Referral is sent from CRM to Agency & Disability Resource Centers' exchange portal
- Referral information is displayed in a secure website
- Agencies login to the portal to access referral information for their organization
- Intake staff take the appropriate actions after reviewing the referral
- Functionality has the ability to monitor that the **agency and consumer have successfully connected**

MASS  
OPTIONS Your link to community services

UMASSMED/SingireP1

List of Referrals  
Click line item to see referral for your agency.

Show Referrals by status: Un-handled

Drag a column header and drop it here to group by that column

Id	Caller	Date of Referral	Status	Viewed By	Viewed Date	Commands
212539	1-Demo 1-Demo	05/05/2016 01:37 PM	New			View
212464	1-Demo 1-Demo	05/05/2016 01:38 PM	New			View
212475	1-Demo 1-Demo	05/05/2016 01:38 PM	New			View
212486	1-Demo 1-Demo	05/05/2016 01:38 PM	New			View
212497	1-Demo 1-Demo	05/05/2016 01:38 PM	New			View
212508	1-Demo 1-Demo	05/05/2016 01:38 PM	New			View
212519	1-Demo 1-Demo	05/05/2016 01:38 PM	New			View
212530	1-Demo 1-Demo	05/05/2016 01:38 PM	New			View
212541	1-Demo 1-Demo	05/05/2016 01:38 PM	New			View

10 items per page 1 - 9 of 9 items

# CRM & KMS

## CRM platform

- **Customized for MassOptions**
- **Records and stores details** on all contacts and supports robust reporting

## Web-based KMS

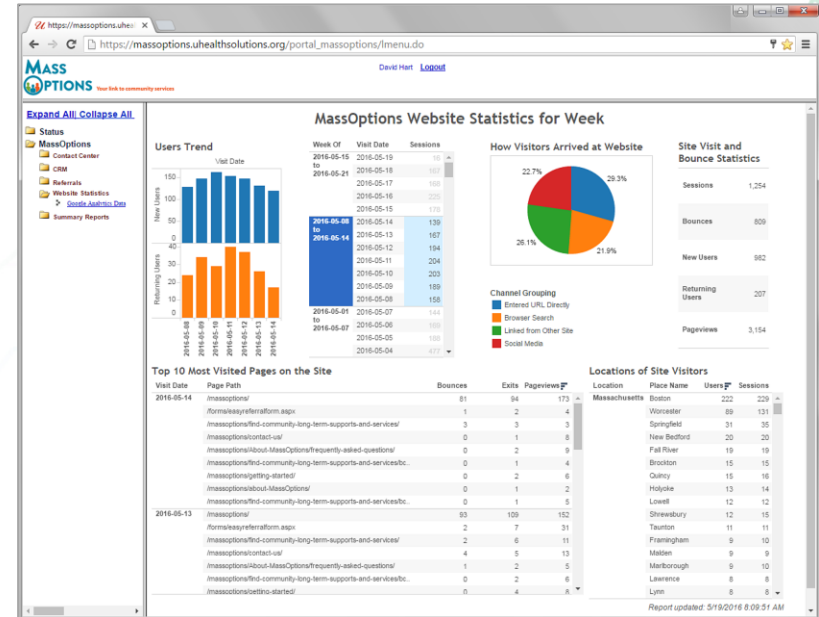
### **Includes information on:**

- Policies and procedures
- Call guides
- Training materials
- Key documentation
- Frequently requested phone numbers



# Reporting & Analytics

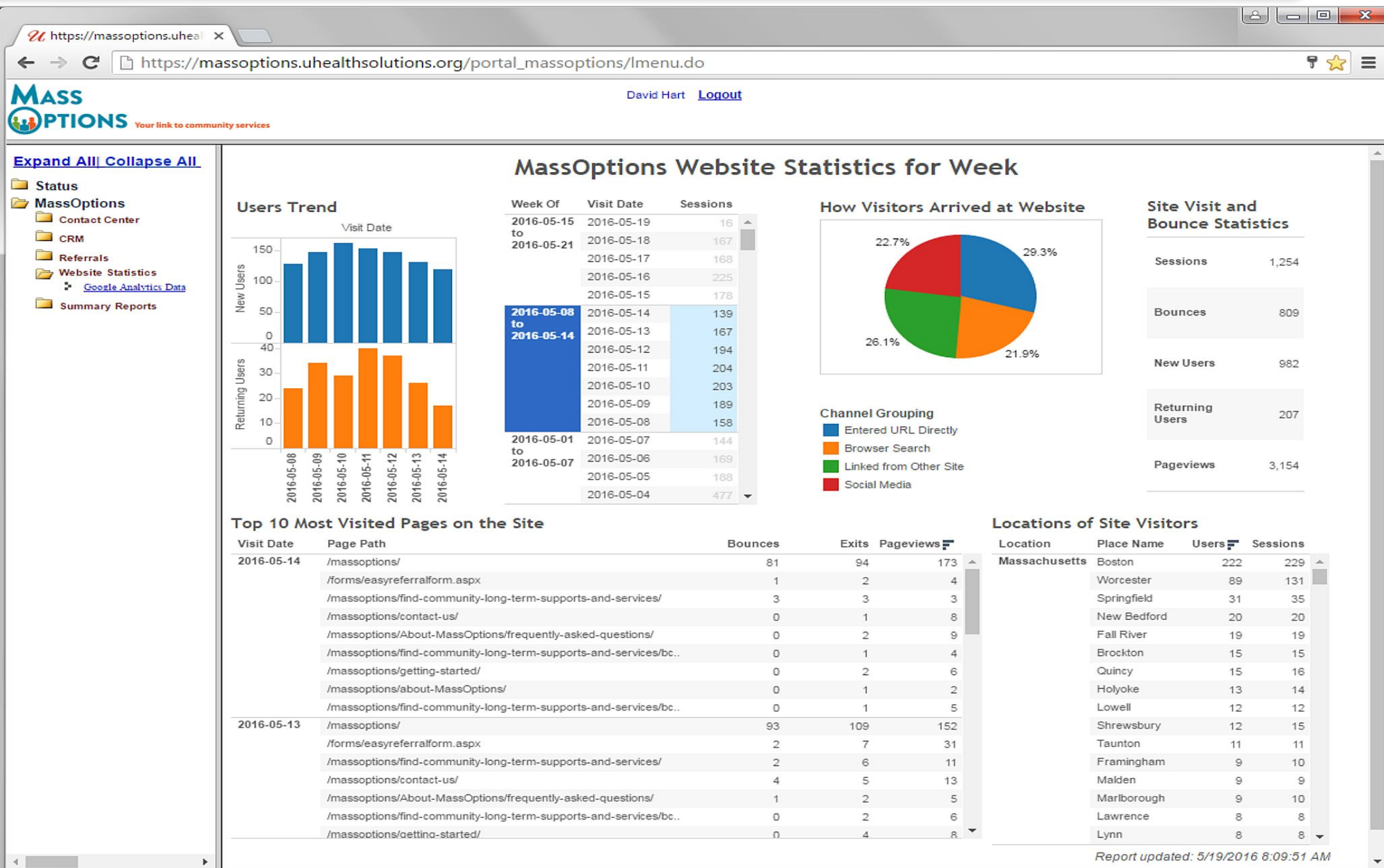
- Portal provides **one-stop access to program metrics** for Customer Service Center, CRM, and website
- Displays metrics on phone calls, emails, chats, referrals, and website visitor traffic and behaviors (100% call recording)
- Delivers **decision-support information**
- Accessible to users at EOEA and MassOptions



**TrendFinder**  **LTSS**<sup>TM</sup>  
Analytics for Health and Human Services

Powered by **UMass Medical School**

# Reporting & Analytics



# Closed-Loop Process

- Supports consumer-directed and provider-directed referrals
- Customer service center assists consumers seven days/week, through multiple channels
- Referrals, upon consumer consent, are shared with the referral agency via a secure portal
- An algorithm determines — based on age, demographics, and resource needs — the best referral source for a consumer
- Timely follow-up ensures consumer is connected to agency



# Customer-Focused Approach

- ✓ **Multi-channel** portal designed for accessibility and responsiveness
  - ✓ Resources designed to support **customer** needs and requests
  - ✓ Customer service center retains a multilingual team
  - ✓ Customer surveys and feedback are utilized to make ongoing updates and add additional categories
- ✓ **High-touch approach = strong, positive outcomes**

# Staffing & Training

- Staffing model included re-assigning existing staff and recruiting/training new employees
- Staff are routinely cross-trained to support multiple programs
- Staff members are AIRS™-certified and receive cultural sensitivity training from Massachusetts AHEC



# Results & Outcomes

- **The program was leveraged for additional projects:**
  - Outreach and referral for Program of All-inclusive Care for the Elderly (PACE) and Senior Care Options (SCO)
  - Outreach to consumers who use PCA services
- **Collaboration with EOEA agency leads throughout the process ensured success**
- **Program was funded for ongoing expansion and consolidation**
- **Effective I&R services are highly transferrable**

**Transferrable  
Services**

**Collaboration  
& Expansion**

**Outreach &  
Referrals**

# Performance Measurement Activities

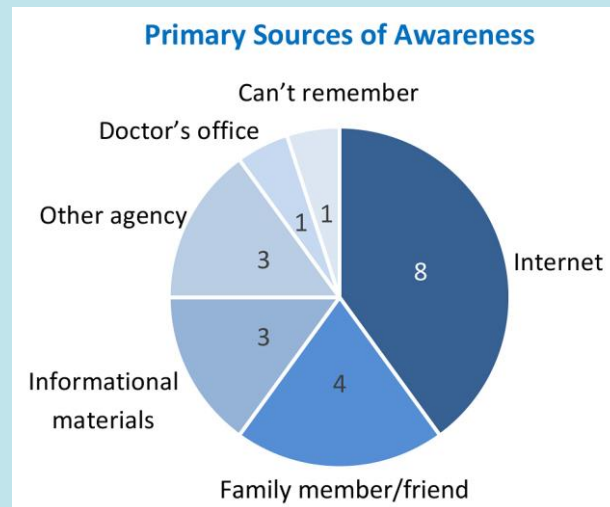
Category	Type	Description
Contact Center	Quantitative	<p>Performance Analysis</p> <ul style="list-style-type: none"> <li>• service level</li> <li>• channel</li> <li>• duration</li> <li>• time of day</li> </ul>
CRM	Quantitative	<p>Customer Contact Reason</p> <ul style="list-style-type: none"> <li>• reason for the contact</li> <li>• % of Calls resolved upon the initial inquiry</li> <li>• Repeat users of the service</li> <li>• Ability to meet the consumer need</li> </ul>
Referral Process	Quantitative	<p>Referral analysis</p> <ul style="list-style-type: none"> <li>• Agency referral rate</li> <li>• type of service</li> <li>• Agency time to respond,</li> <li>• Self-referral verses assisted referral</li> </ul>
Voice of the Customer	Qualitative	<ul style="list-style-type: none"> <li>• Closed loop -follow-up call to each consumer to determine if the need has been met</li> <li>• Quarterly in depth interviews with representative selection of consumers who used the service</li> </ul>

# Results: Customer Survey Feedback

- Most customers first heard about **MassOptions** online via search or **Mass.gov**
- Customers prefer to look for information on their own before contacting **MassOptions**

- **Key strengths:**

- Problem-free calls
- Attentive and knowledgeable staff
- Centralized location for information
- Multiple helpful resources
- Connection to appropriate agencies





# Results: Customer Survey Feedback

*"She seemed very knowledgeable. ... I was very glad I was talking to her."*

*"The pace, the way they talked about things. It didn't seem like they were just going through a check list. It was more like a conversation..."*



A word cloud of customer feedback terms. The most prominent words are 'helpful', 'willing to help', 'informative', 'knowledgeable', 'pleasant', 'understanding', 'nice', and 'attentive'. Other visible words include 'accommodating', 'respectful', 'inexperienced', 'polite', 'upbeat', 'clear', 'genuine', 'warm', 'friendly', 'professional', 'patient', 'reliable', 'courteous', and 'uninformed'.

*"She wanted to make sure she found everything possible to help...She went way above and beyond what most people would do."*

*"They were willing to listen to anything that I wanted to say."*

# Lessons Learned

- ✓ **Marketing and social media strategy** essential to launch and name recognition
- ✓ Participation of EOEA critical to success
- ✓ Important to have a multidisciplinary team of technical, operational, and programmatic experts
- ✓ **Community and business partners** essential to support multiple components
- ✓ Prioritizing **durability and scalability** allows for future expansion and configuration at minimal expense

# Questions?

Contact:

**Martin Baker, MSc**

Senior Director, Strategic Growth & Business Development

**Commonwealth Medicine**

**University of Massachusetts Medical School**

Phone: 508-856-6356

Email: [martin.baker@umassmed.edu](mailto:martin.baker@umassmed.edu)



# DC No Wrong Door System

*Enhancing Access to Long-Term Services and Supports*



# DC No Wrong Door System

## **Long-Term Services and Supports (LTSS)**

Services and supports people may need in order to live well in the community. For people of all ages who need help with everyday tasks such as personal care, transportation, medical care, meal preparation, to name a few.

# DC No Wrong Door System

## Background

- 2014: DC NWD planning process
- 2015: Awarded DC NWD implementation grant (2015-2018) through ACL, CMS, Dept. Veterans Affairs
- **Lead Agency:** DC Department on Disability Services
- **DC Core Partnering agencies:** Dept. Behavioral Health, DC Office on Aging, Dept. Human Services, Dept. Healthcare Finance, Mayor's Office Veterans Affairs, Deputy Mayor for Health & Human Services
- **Other Key Partners:**
  - Administration for Community Living (ACL)
  - DC Developmental Disabilities Council (DDC)
  - Georgetown University Center for Excellence in Developmental Disabilities (GUCEDD)
  - National Association of State Directors of Developmental Disabilities Services (NASDDDS)
  - Georgetown University's National Center for Cultural Competence (NCCC)
  - Support Development Associates (SDA)
  - University of Missouri-Kansas City Center for Child and Human Development (UMKC/UCEDD)

# DC No Wrong Door System

## **Some of the current reported challenges in accessing Long-Term Services and Supports?**

- Visit and contact multiple agencies
- Repeat history to multiple agencies
- Not connected with community resources when not eligible for public programs
- Not focused on the individual's preferences, choices, and options
- Lacking cultural and linguistic competence practices

# DC No Wrong Door System

## **Vision**

- The District envisions a coordinated “No Wrong Door” System across partner agencies, which is person/family centered and cultural and linguistic competent, that will support people in need of Long-Term Services and Supports (LTSS), regardless of where they enter the service system.

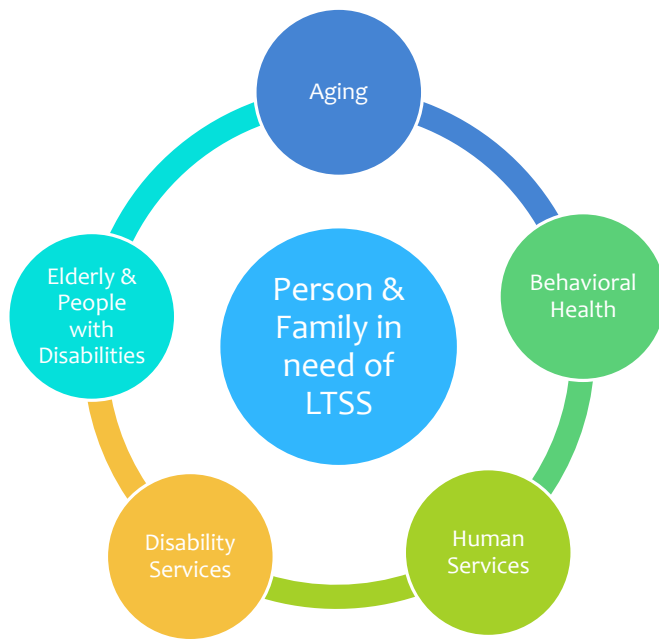
## **Mission**

To work with District residents in need of LTSS, their families, advocates, government and community partners to design and implement a system that:

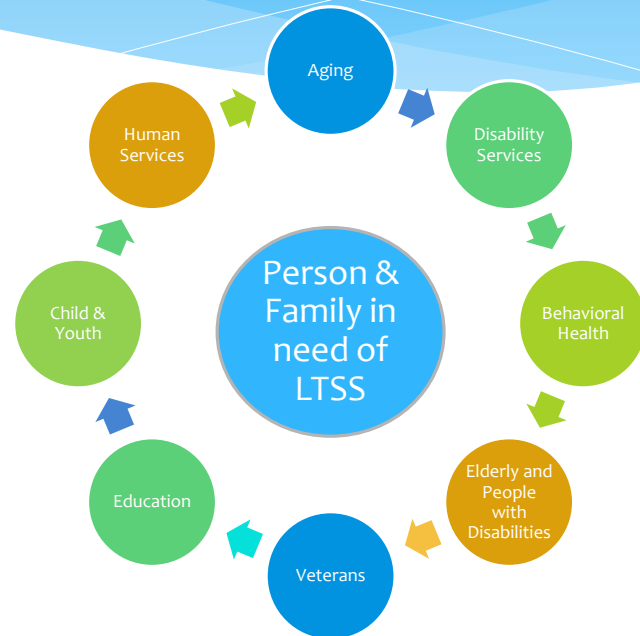
- Connects you to services and supports no matter where you start seeking services
- Reduces the challenge (duplication, confusion, length of time) when accessing services and supports
- Links you to both public services and community based supports
- Uses person/family centered planning
- Responsive to your cultural diversity and language needs
- Agencies effectively communicate with each other



# DC No Wrong Door System



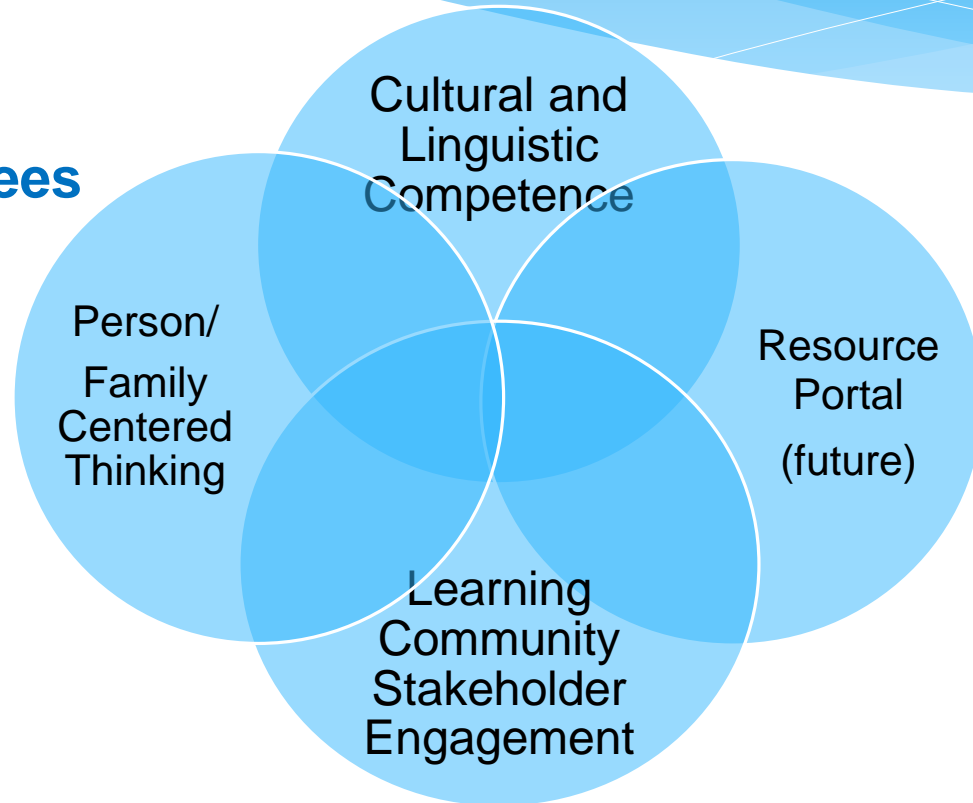
**Current NWD District Agency Partners**



**Future NWD District Agency Partners**

# No Wrong Door System

## NWD Subcommittees



# No Wrong Door System

## Key Activities Accomplished

- Created a DC NWD logo and developed DC Support Link (new name for NWD)
- Studied the process for intake/referral across 5 agencies
- Developed recommendations Intake common process/practices across agency partners
- Trained over 400 people in person-centered thinking (agency staff, providers, nurses, social workers)
- Conducted person-Centered thinking training with families
- Obtained CEUs for certified social workers and registered nurses/LPNs
- Completed assessment of Cultural and Linguistic Competency for intake across partner agencies
- Developed and reached consensus on shared definition for cultural and linguistic competence to be applied across partner agencies
- Completed draft development of Resource Portal
- Delivered over 80 NWD presentations to various stakeholders
- Produced NWD electronic newsletters and distributed over 1,000 recipients across interagency partners

# DC No Wrong Door System

## Ongoing Activities

- Engage future NWD partners e.g. veterans, education, and child/youth serving entities
- Conduct internal and external NWD marketing campaign to all stakeholders
- Enhance and expand Person/Family-Centered Thinking trainings across agencies
- Train more agency staff, providers, nurses, advocates, social workers in Person-Centered Thinking
- Provide technical assistance to partner agencies to apply a universal intake process across agencies to access LTSS
- Final development of a district wide resource portal
- Share NWD recommendations for the Case Management System to replace three separate agency systems (DDS/DDA, DCOA, DHCF) for unified communication, coordination, and functionality
- Reviewing agency's organizational structures (policies, structures, and practices) to embed principles of Cultural and Linguistic Competence at the "front door" of a NWD system
- Currently working to develop a CLC reference tool to inform and support agency partners in reframing its Cultural and Linguistic Competence work for a NWD system
- Host an interagency "Front Door" summit for intake staff across five District health and human service agencies
- Embed LifeCourse principles within the DC NWD system
- Developing Sustainability Plan for DC NWD system beyond grant life

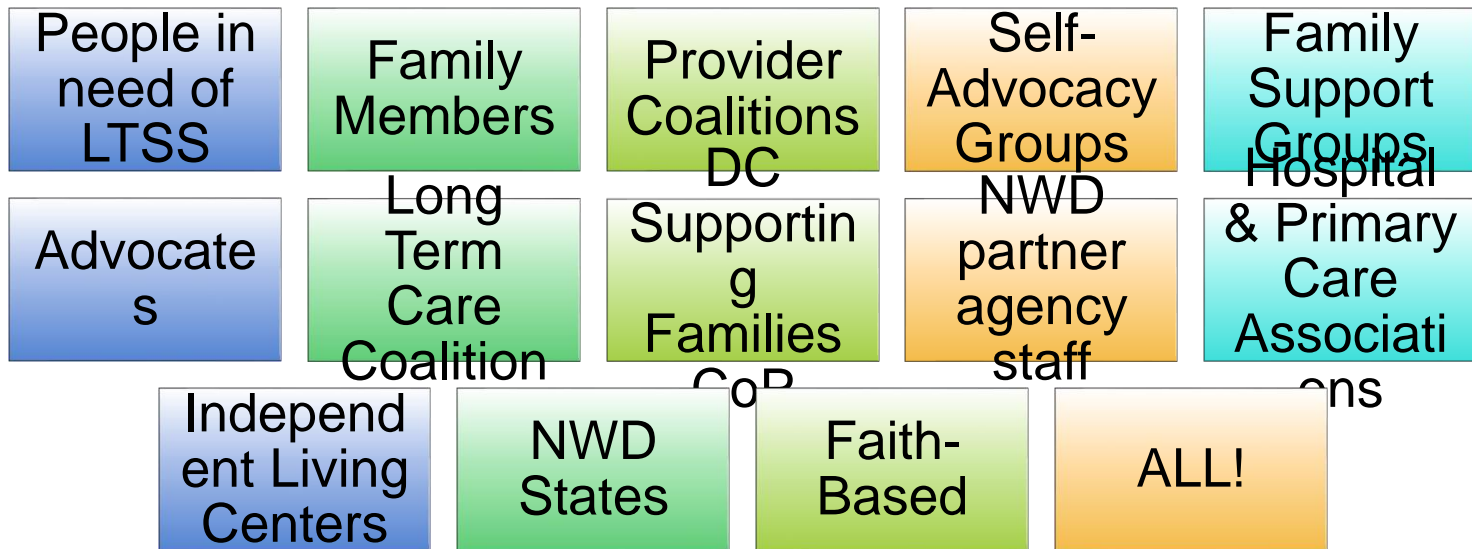
# DC No Wrong Door Intake Common Process



# DC No Wrong Door: Resource Portal and Management System (CCMS)

- **NWD Resource Portal:** An accessible, user-friendly website that enables people to search, identify, and connect to Long-Term Supports and Services (LTSS) that are community based and through formal service system.
- **Clinical Case Management System:** DHCF, DDS, and DCOA require a new CCMS to replace their three separate legacy systems, and provide unified communication, coordination, and functionality.

# DC WORKING TOGETHER!



# DC No Wrong Door System

**THANK YOU!!**

For more information contact the DC NWD Team:

Erin Leveton, Project Director – [erin.leveton@dc.gov](mailto:erin.leveton@dc.gov)

Mark Agosto, Program Manager – [mark.agosto@dc.gov](mailto:mark.agosto@dc.gov)

Robin Barnes, Business Analyst – [robin.barnes@dc.gov](mailto:robin.barnes@dc.gov)

Donald Clark, Program Development Specialist – [donald.clark@dc.gov](mailto:donald.clark@dc.gov)

Vivian Guerra, Program Development Specialist – [vivian.guerra2@dc.gov](mailto:vivian.guerra2@dc.gov)

Emily Price, Program Development Specialist – [emily.price@dc.gov](mailto:emily.price@dc.gov)