

# Person- and Family-Centered Practices in ADRCs & No Wrong Door

Home and Community-Based Services Conference  
August 29, 2017

## PICKING UP THE PACE OF CHANGE

2017 Long-Term Services and Supports State Scorecard



AARP PUBLIC POLICY INSTITUTE

[longtermscorecard.org](http://longtermscorecard.org)



# Introductions

- Wendy Fox-Grage, AARP Public Policy Institute
- Ami Patel, Administration for Community Living
- Paul Ford, Connecticut
- Emily Price, District of Columbia

# Session Agenda

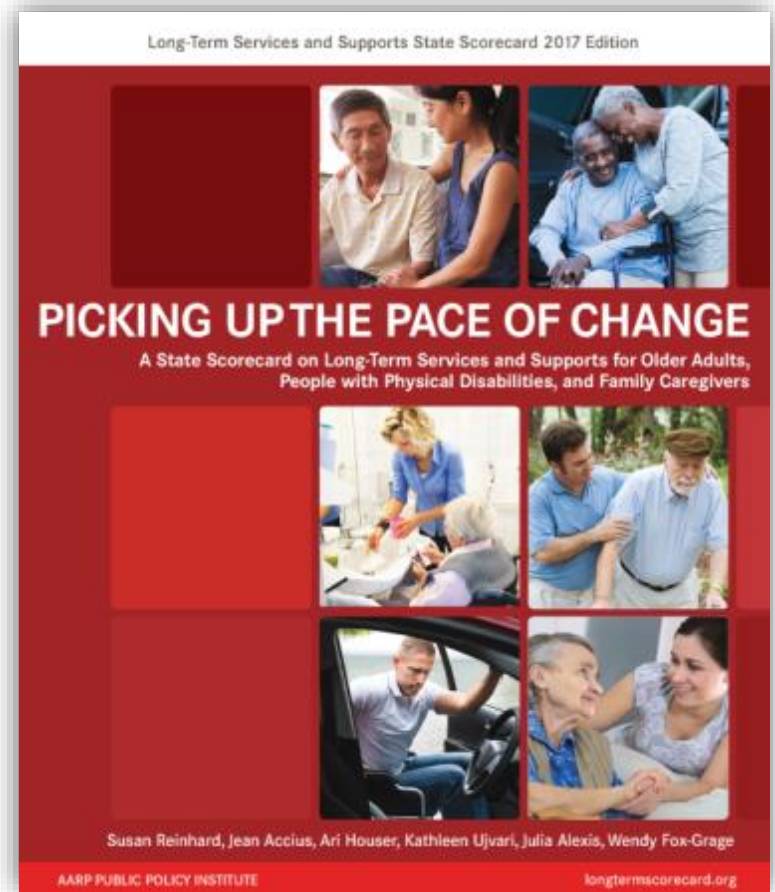
- AARP LTSS Scorecard
- No Wrong Door Systems and Person-Centered Counseling
- Promising Practice: Person- and Family-Centered Practices
- State Highlights: Connecticut and District of Columbia
- Resources

# 2017 LTSS Scorecard

- In June, AARP -- in collaboration with The Commonwealth Fund and The SCAN Foundation -- published the 3<sup>rd</sup> Long-Term Services and Supports (LTSS) State Scorecard.

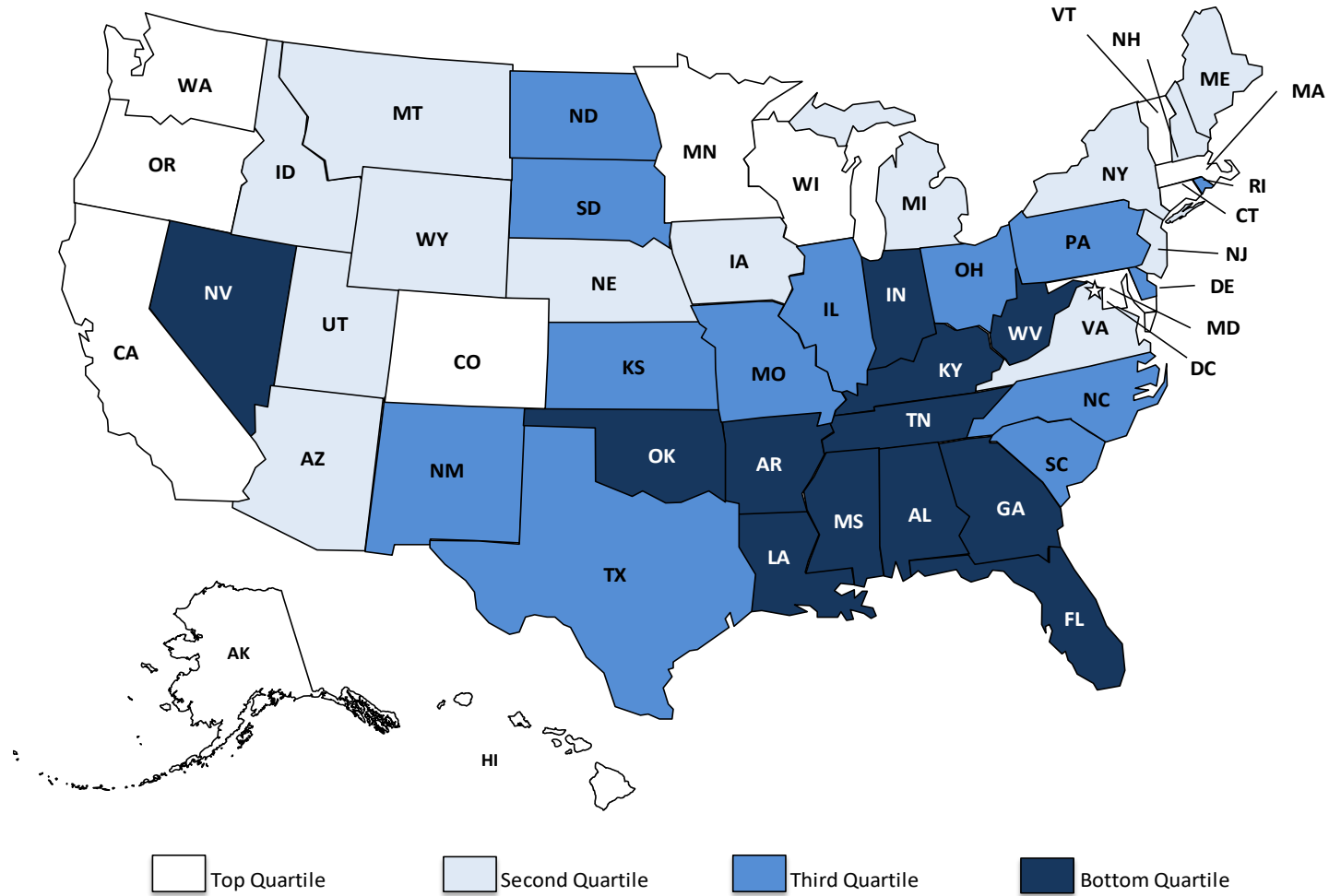


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# Scorecard Rankings

## State Ranking on Overall LTSS System Performance



Source: State Long-Term Services and Supports Scorecard, 2017.

# LTSS Scorecard Dimensions

- (1) Affordability and access,
- (2) Choice of setting and provider,
- (3) Quality of life and quality of care,
- (4) Support for family caregivers, and
- (5) Effective transitions



Aging and Disability Resource Center/  
No Wrong Door System Indicator

# Promising Practices and Toolkits

AARP PUBLIC POLICY INSTITUTE

MARCH 2017

## Long-Term Services and Supports Scorecard Promising Practices

### No Wrong Door: Person- and Family-Centered Practices in Long-Term Services and Supports

Christina Neill Bowen and Wendy Fox-Grage



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

AARP Foundation



The COMMONWEALTH FUND



## Objective:

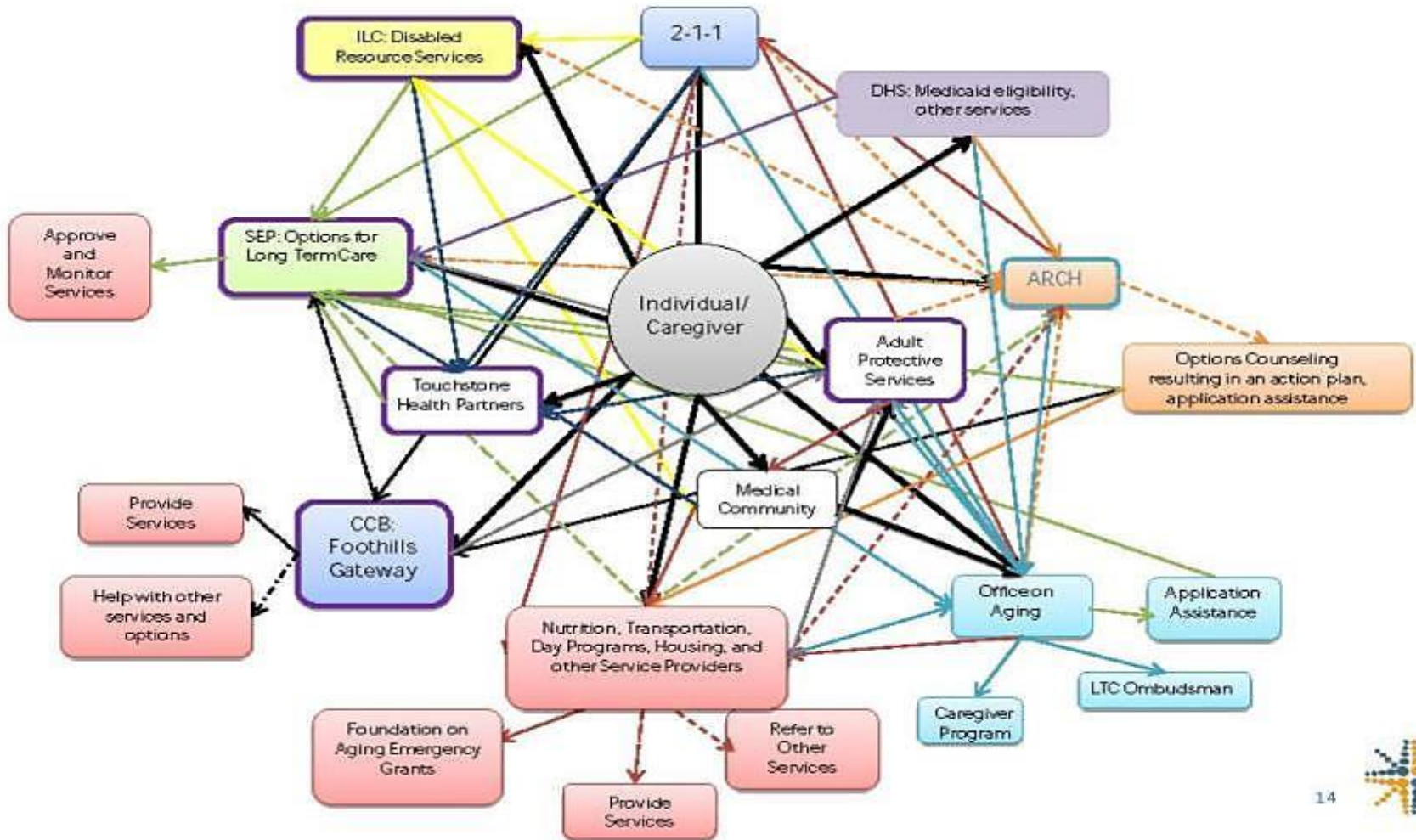
- Share promising strategies, policies and programs as well as state contacts and resources, so states can replicate these practices.
- The first of these papers provides concrete examples of how six states — Connecticut, Michigan, New Hampshire, Virginia, Washington and Wisconsin — plus the District of Columbia promote person- and family-centered practices in their No Wrong Door System.

**Ami Patel**

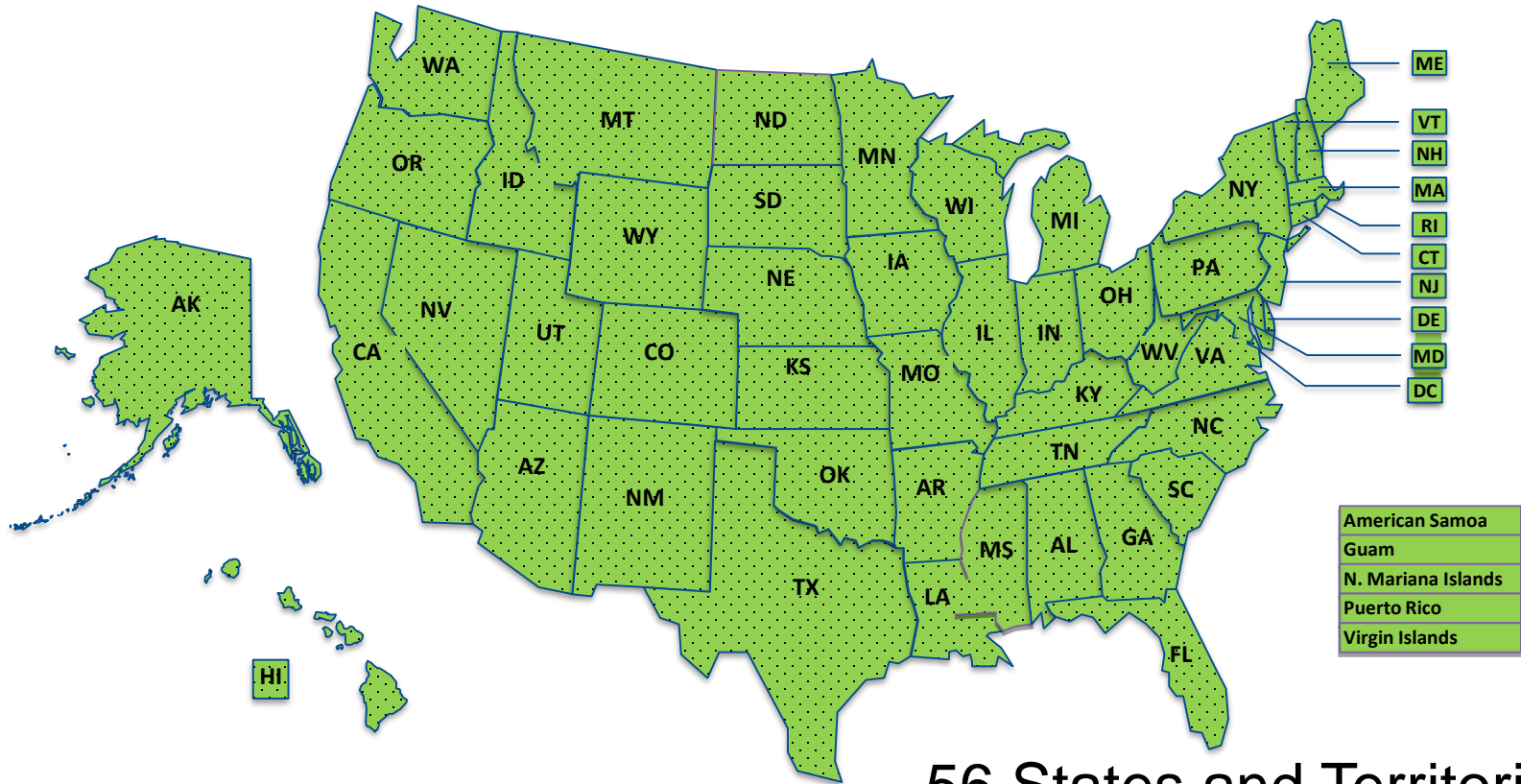
Administration for Community Living



# The LTSS Puzzle: The Need for a Coordinated System



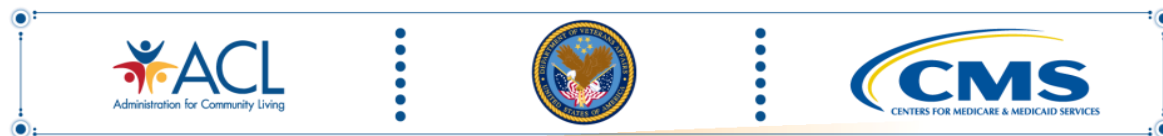
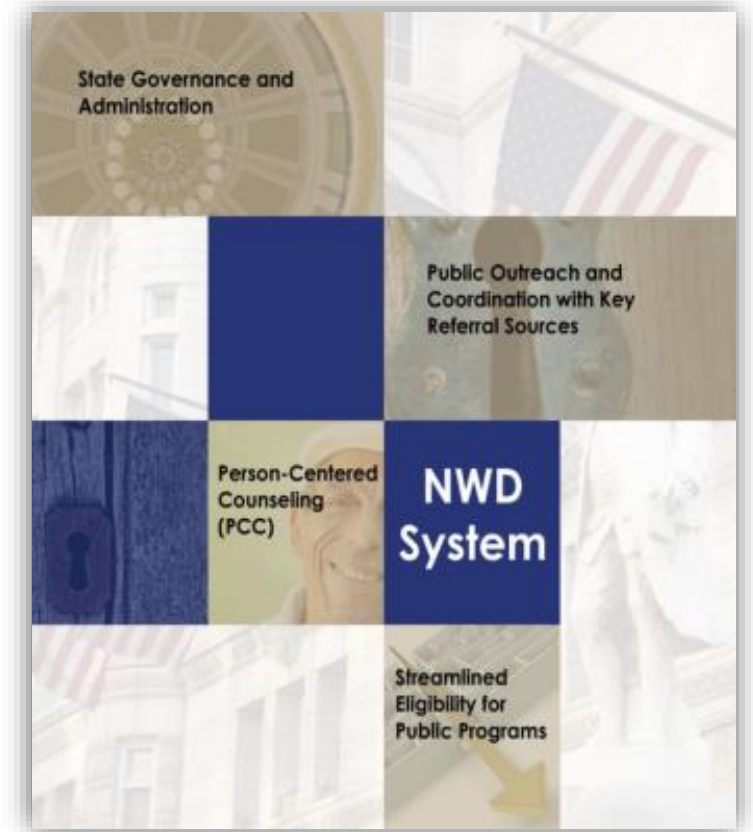
# Nationwide Aging and Disability Network “Long Term Service and Support Access System”



56 States and Territories  
1,222+ Access Points

# No Wrong Door(NWD) System Key Elements

- Provides structural components for transforming states' existing access functions into a NWD System
  - Public Outreach and Coordination with Key Referral Sources
  - Person Centered Counseling (PCC)
  - Streamlined Access to Public LTSS Programs
  - State Governance and Administration



# What is Person-Centered Practice?

- Requires an **interactive process** directed by individuals and family members to support decision making about long-term services and supports.
- An individual trained in person-centered practices supports and facilitates the **development of a plan**
- The plan accounts for a person and family's strengths, preferences, needs, and values.

# Shift in Support System

## The Traditional System

### Medical Model

Determines needs and service plan

Oversees provision of services

May seek participant input

Establishes goals and outcomes

Program parameters and standards limit flexibility

Solves problems

Assesses quality of services and supports

## A Person Centered Counseling System

### Social Model

Works with participant to determine needs and service plan

Assists participant with overseeing provision of services

Participant involvement is critical

Participant is responsible for goals and outcomes

High flexibility of services and supports

Advises participant on problem solving strategies

Participant assesses quality of services and supports

# Person-Centered Counseling Training

- Targets professionals providing person-centered counseling in a NWD System as the primary audience.
- Supports ACL's goal to ensure that people providing person-centered counseling in the NWD System have access to **comprehensive, competency-based training content.**
- **Blended Learning Design:** Six online courses and a one-day, in-person course
  - Allows learners to obtain key knowledge, skills, and abilities through online training, which are reinforced and applied during in-person training

# The NWD Model Leads to a Person Centered System

- <https://youtu.be/y77y7XW8GtE>



**Wendy Fox-Grage**  
AARP Public Policy Institute



# NWD Promising Practice Paper

- Interviewed states that scored well on the survey and/or demonstrated an innovation in person- and family-centered practice
- Developed state checklist included in the paper
- Four areas of innovation emerged
  1. Ensuring Leadership Support
  2. Standards for Person- and Family-Centered Practice
  3. Training the NWD Workforce
  4. Helping People Maximize Use of Private Resources

# Ensuring Leadership Support

- D.C. – *Mayor-Led Cross-Population Task Force*
- Virginia – *State Legislation on Person-Centered Practice*
- Michigan – *Broad Support for Change*



# Creating Standards for Person- and Family-Centered Practice

- Washington – *Statewide Standards of Practice*



- Virginia – Co-Employment Model between Aging and Disability Organizations



- Wisconsin – *Follow-up Embedded as a Key Component of Practice*



- D.C. – *Intake Restructured*



# Training the NWD Workforce

- New Hampshire – *Training and Certification & Peer Support Model*



- D.C. – *Training for all, even families*



- Virginia – *Person -Centered Advocates*



- Connecticut – *Essay Exam*



# Helping People Maximize Use of Private Resources

- Wisconsin – *Better Serving Private Pay Clients*



# Person-and-Family-Centered Practices Checklist

- Eight areas of practice:
  - Leadership and Management Support
  - Standards
  - Basic Competencies
  - Specialized Competencies
  - Protocols for Developing Plans
  - Variety of Organizations
  - Futures Planning/Private Pay
  - Follow-up



**Paul Ford**

Connecticut Department of Social  
Services

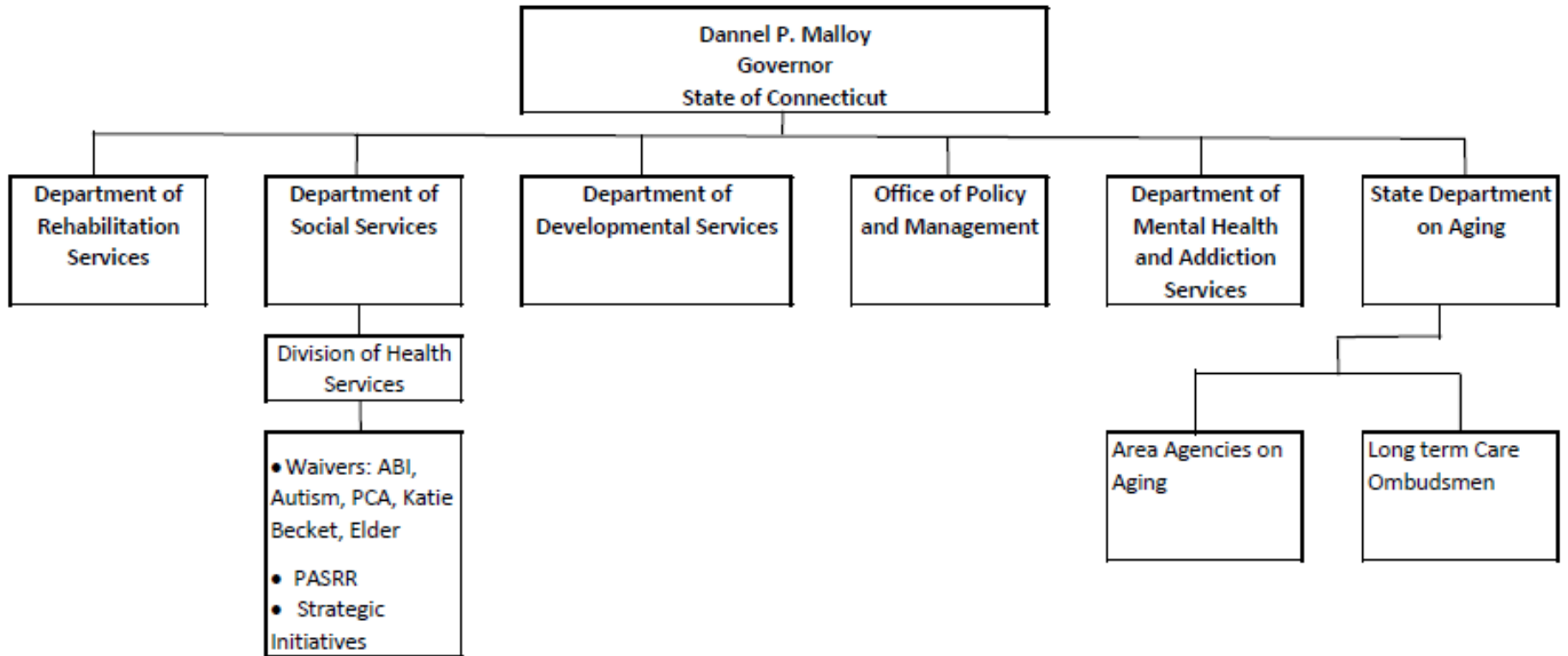
# Connecticut's Promising Practice

The AARP March 2017 Public Policy Institute's Long-Term Services and Supports (LTSS) Score Card Promising Practices described:

*Connecticut's No Wrong Door (NWD) System offers current personnel a way to test their knowledge of person-centered practice by completing an essay exam. The exam represents a strategy for personnel to demonstrate competency without participating in the training. On average, however, 50 percent of the people who attempt to "test out" of person-centered training do not pass the exam and have to complete the person-centered curriculum. Exam responses also represent an opportunity to identify gaps in knowledge and target ongoing training.*



# Connecticut's No Wrong Door



# Background

- *A unique challenge in CT is that although we do have counties, we do not have county based government, but rather 169 independent towns. Most CT residents identify strongly with their town or even, a sub-division of the town.*
- *Town level partners under My Place CT serve to assist individuals at the most local level to explore their options and gain insight into the variety of options for Long-Term Services and Supports (LTSS). They can then connect individuals directly to ADRC ('Choices') or other resources for counseling if the individual chooses.*
- *Person-centeredness is a basic training designed to help create a common person centered experience with each encounter within the NWD / My Place CT Network.*

# Person Centered Counseling Training

- *2013-2016: Competency Based Training using the Boston University (BU), Center for Aging & Disability Education & Research (CADER) for:*
  - Aging & Disability Resource Center (in CT “Choices’) Options Counselors
  - Transition and Housing Coordinators under Money Follows the Person
  - Community First Choice – Support and Planning Coached (limited to two courses)
  - Launch of ACL Person Centered Counseling Training
- Connecticut’s objective was to cross train both Options Counselors and MFP Transition Staff to enhance its overall rebalancing efforts.

# Training Goals

- *All NWD partners reflect person-centered principles in their practice*
  - All NWD Partners are encouraged to participate in the ACL Person Centered Counseling (PCC) Training
  - Early concerns from major healthcare partners was the amount of time to complete the PCC Training
    - An on-line training in person-centeredness is required among several other trainings. Testing is required at the end in order to pass the training.
    - The option of testing-out remains as a way to measure the person-centered goal without requiring attendance; some providers argue that they already practice person-centered approaches.
    - The State Department on Aging offers funding for partners to participate in the person centered counseling if the individual agrees to also take the State's Medicaid Training when it becomes available.

# “Test Out” Option

- My Place CT offers self-help research and exploration of Long-term Services and Supports (LTSS).
- Recognizing many individuals needing LTSS do not have access to the internet, and / or may not be comfortable exploring on their own, a network of local, town level will be available for local, in-person assistance.
- The test-out option removes some of the burden of taking unnecessary training while ensuring that everyone providing services has the same baseline of knowledge.
- Results of all testing continues to guide future training. Trainees are encouraged to advance their knowledge base through advanced courses such as the ACL’s Person-Centered counseling for the No Wrong Door.

# My Place CT



- On-line, virtual resource of LTSS Information and resources.
  - Fully integrated with 211 to directly link to programs and services
    - On-line Chat, Google Translate, can create and save or send ‘tool kits’, Partners Portal
- Town Level Tiered Partners to assist with access to My Place CT
  - Partner Training, Person-Centeredness, and using My Place and the Pre-screen
- DSS, SDA and Initial Town Partners for leadership council to guide growth and development of the networks.

**Emily Price**

District of Columbia

Department of Disability Services

# The DC Landscape





# DC No Wrong Door

## Leadership Council

- > 5 Health and Human Service Partner Agencies
- > Office of the Deputy Mayor for Health and Human Services

Clinical Case Management Standardization Workgroup

- > 3 Health and Human Service Partner Agencies

Cultural and Linguistic Competency Subcommittee

- > 5 Health and Human Service Partner Agencies
- > 3 Community Partner Agencies

Person and Family Centered Practices Subcommittee

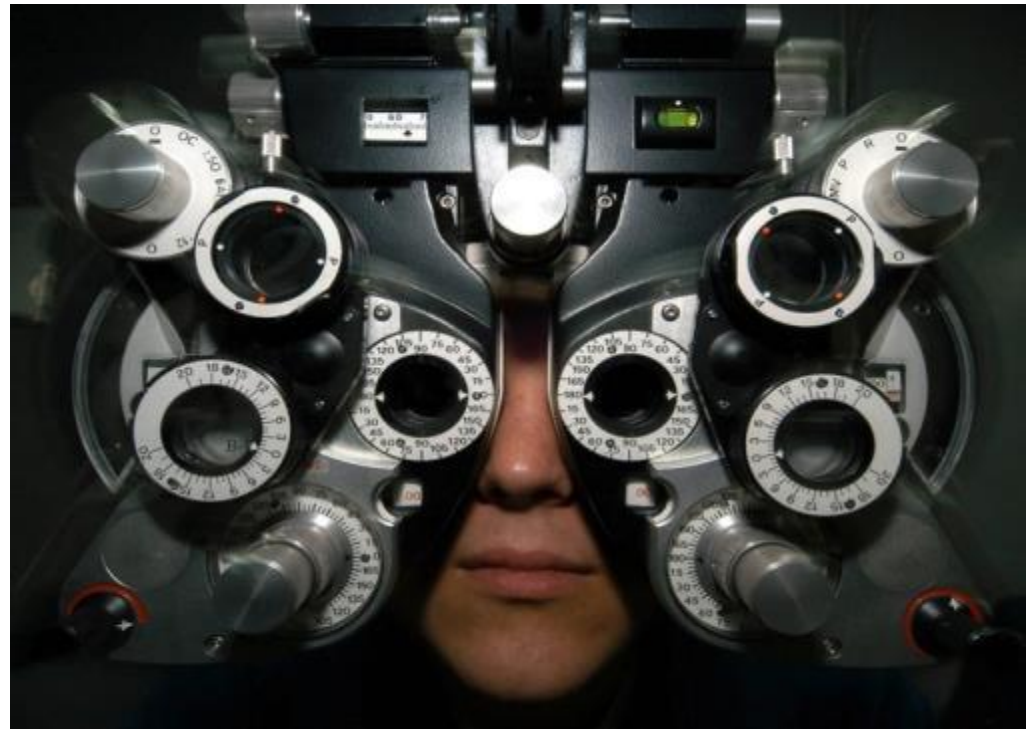
- > 5 Health and Human Service Partner Agencies

Streamlined Intake Workgroup

- > 5 Health and Human Service Partner Agencies

# Three Lenses

- Person and Family Centered Practices
- Cultural and Linguistic Competency
- Streamlined Access



# A Sustainable Framework



## What

- Person and Family Centered Outcomes
- Improve Staff Experiences
- Culture Change

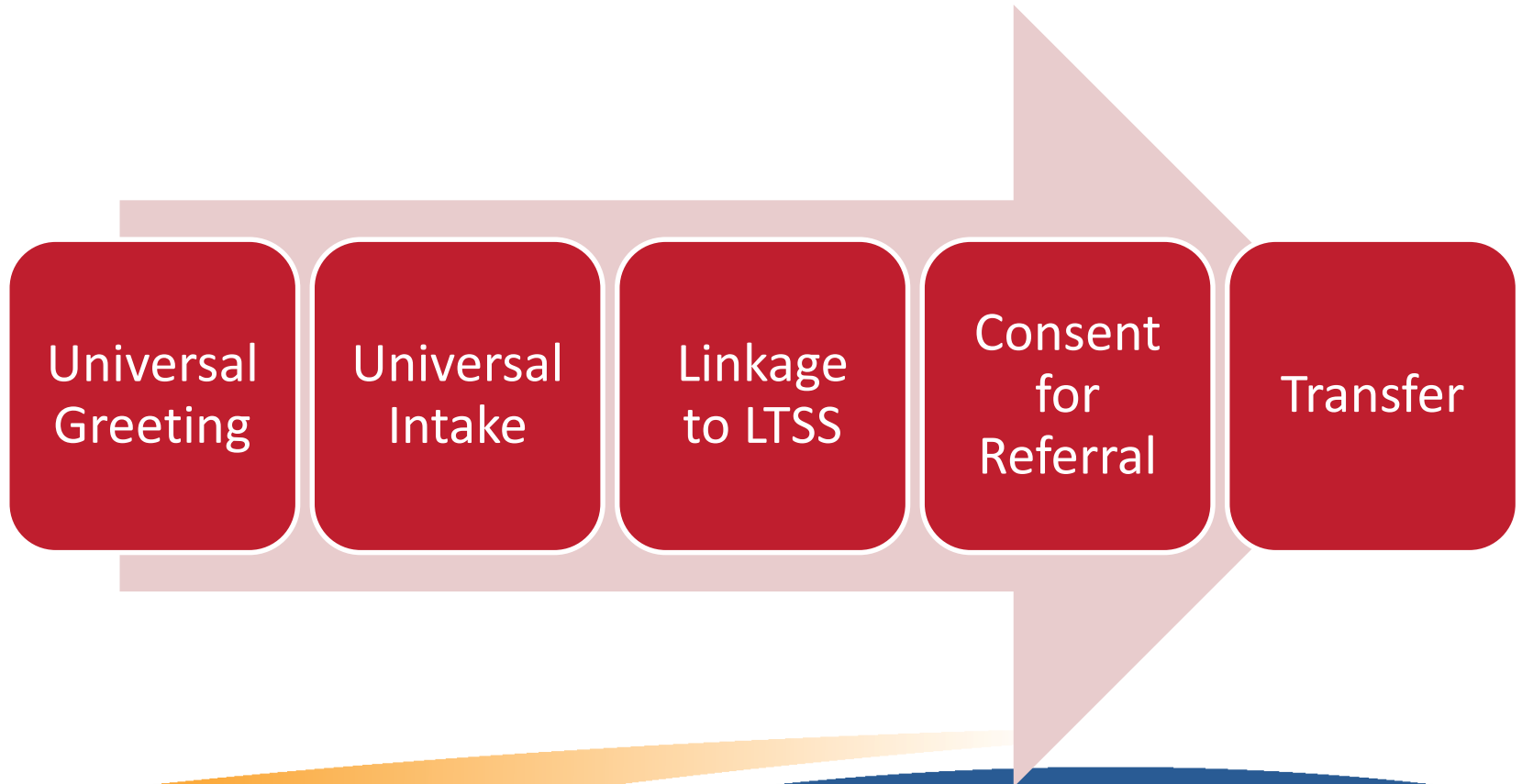
## How

- Administrative Claiming
- Communities of Practice
- Technical Assistance
- Linking with On-going Initiatives
- **Common Process at Front Door**

## Why

- People and Families Need Easy, Reliable, and Responsive Access to LTSS

# Closer Look: Common Process at Front Door



# Pilot Recommendations

- Person-centered counseling tools for inclusion in common intake and referral workflow  
(2 partner agencies piloting)
- Person and Family Centered SMART goals for intake and referral staff  
(2 partner agencies piloting)
- Link Person and Family Centered intake tools to person-centered plans  
(4 partner agencies in various piloting stages)
- Create a culture of learning  
(1 agency piloting through Person-Centered Organization efforts and 1 interested for FY18)

# Questions and Discussion



# Resources



<https://nwd.acl.gov>

Email us: [NoWrongDoor@acl.hhs.gov](mailto:NoWrongDoor@acl.hhs.gov)



<http://www.longtermscorecard.org/>