FLORIDA’S
NO WRONG DOOR (NWD)
SYSTEM PLANNING PROJECT
Agenda

- No Wrong Door (NWD) Planning Project Update
  - Agencies’ Inventory
  - Stakeholder Survey
  - Planning and Service Area (PSA) Visits
- NWD System State Plan Development
  - January Submission
  - April Draft Submission
Agency Inventory Form

The Department of Elder Affairs (DOEA) and the NWD System State Governing Body (NWDSSGB) completed an inventory of functions to determine each agency’s processes and procedures for conducting information and referral (I&R), intake, screening/assessment, data entry, and associated database technology.

The agencies answered the questions: how are activities performed, and who performs activities? Additionally, agencies indicated if they have a statewide standard database and what other critical factors needed to be considered in the multi-agency analysis.
Agency Inventory Results

• Each agency has its own client database, and databases do not communicate with other agencies.

• 50 percent of the agencies have their own statewide I&R databases, and every agency utilizes a different tool for the intake process.

• 70 percent of the agencies utilize a standardized statewide assessment tool unique to the agency.

• 40 percent of the agencies have their own statewide standard process for screening and prioritization of clients for services.

• Person-centered counseling is not identified across the agencies. The Centers for Independent Living (CILs) report that “Peer Counseling” is included in their standard processes.
Stakeholder Survey

The DOEA created the following link on its website to keep the public informed about the project and to gain stakeholder input: [http://elderaffairs.state.fl.us/doea/nowrongdoor.php](http://elderaffairs.state.fl.us/doea/nowrongdoor.php).

In March 2015, DOEA and the NWDSSGB began a survey to determine satisfaction with the ease and effectiveness of obtaining information and access to long-term services and supports.

The survey is accessed from the websites of DOEA and NWDSSGB members, and local agencies are providing paper surveys. June 15, 2015, is the survey end date.
Some preliminary results include the following:

- Most respondents were health care or other service providers.
- The majority of respondents indicated they were calling for available services.
- More than half of the respondents indicated that they were not able to get the help needed on the first phone call.
- About half of the respondents indicated overall they did not receive the information they were seeking.
ADRCs hosted/are hosting DOEA stakeholder meetings in March, April, May, and June of 2015 in each of the 11 PSAs.

A standard agenda includes a SWOT analysis and a stakeholder roundtable.

SWOT analysis participants include the ADRC, state and local community partners, and other key referral sources in the long-term services and supports system.

The stakeholder roundtable discussion includes consumers/clients/end-users, family members, caregivers, advocates, advocacy groups, and councils.

Venues for stakeholder roundtable discussions included senior centers, CILs, and other locations where vulnerable populations project gather.
Top Tier Results of NWD PSA Visits

Strength – Staff Knowledge and Commitment

Weakness – Silos of Systems

Opportunity – Standardize Agency Websites

Threat (Barrier) – Confusing Information on Websites

Roundtable discussions revealed the following:

◦ Lack of helpful information on websites;
◦ Overall confusion about which agencies provide which services;
◦ Consumers’ inability to speak with individuals at agencies; and
◦ Consumers’ difficulty accessing transportation.
Florida’s overall Mission and Vision for the NWD System are as follows:

- The NWD system makes it easier for individuals, families, and caregivers of vulnerable populations in need of Long-Term Services and Supports (LTSS) to learn about and access the services they need in order to remain in their homes and communities regardless of payer sources.

- Streamlined access to state administered LTSS exists across care settings for all vulnerable populations through a coordinated NWD System of collective efforts that include robust public outreach, as well as awareness and education initiatives, and that establish a network of collaborative community linkages that are efficient and effective and promote person-centered counseling.
Florida’s strategy and process for stakeholder engagement in the ongoing development and implementation of the NWD system is as follows:

- The DOEA engages in constructive dialogue with stakeholders who use LTSS and stakeholders who assist individuals in accessing LTSS by listening to their concerns and learning from their experiences.

- The process for obtaining meaningful input from stakeholders includes public forums such as webinars, face-to-face meetings, surveys, email correspondence, and roundtable discussions.
The foundation of the assessment process was built on stakeholder input. Also, the assessment process includes analyses of state, sub-state, and local community agencies to determine strengths, weaknesses, opportunities, and threats/barriers.

Florida’s 11 ADRCs currently serve as the state’s NWD System. The SWOT analyses conducted at each of the ADRCs with stakeholder meetings including agency partners, family members and caregivers, local community councils, seniors centers, and other advocates provide lessons learned and a road map for the future to be incorporated into the Assessment Report.
Stakeholder Input

Please write to:

nowrongdoorplanningproject@elderaffairs.org.