This is Mary Hodges and we are ready to start our webinar on the No Wrong Door (NWD) Planning Project. Can people over the phone hear me? So as we go through the presentation, we're going to mute everybody on the line and then we will have a period in the presentation where we will open up the line for questions; and do put your own phones on mute. Thank you.

Good morning everyone. I am Lori Carlson, the Project Coordinator for the Florida NWD System Planning Project and we want to welcome everybody here this morning. I want to make sure that you got that little piece of the message that was to be sure you mute your phones so that we don't get too much feedback. Also, I want to remind everyone that this meeting is being recorded so that it will be available for future use. I'm going to be going over the agenda with you this morning; but even before that, I just want to say the purpose for this morning’s meeting is to let everyone know and inform the public that the Department of Elder Affairs (Department) has received a federal grant award to assist Florida in creating a plan to expand its NWD System. We will be getting into more detail with our agenda, going over the background of the NWD system, the goal and objectives of the NWD Planning Project, the vision and mission of the NWD System, and the importance of stakeholder input. To lead us off, I want to introduce Mary Hodges who is the Bureau Chief of Community-Based Services and Support here at the Department.

Thank you. We will go to the first slide to talk about the background of the No Wrong Door system. The Administration for Community Living (ACL), Veterans Health Administration (VHA), and the Centers for Medicare and Medicaid Services (CMS) created this joint funding opportunity. The vision is that each state will have a single NWD System for all populations and all payers. “All populations” include everyone regardless of a person’s age, income, or disability, and “all payers” include any state administered program that provides Long-Term Services and Supports (LTSS) to the populations that will be served by the NWD System. So, the Department has a 12-month planning grant. This grant will allow us to develop a three-year plan for expanding our current NWD system to address the information and access needs of all populations regardless of income, age, and disability.

Because the LTSS System involves multiple funding streams and agencies, processes can be fragmented, duplicative, and confusing. Locating and accessing LTSS can be difficult and individuals could make decisions based on incomplete, and sometimes inaccurate, information about their options, including unnecessary nursing facility care. This can directly impact the health, well-being, and financial status of individuals. So, recognizing these issues led the ACL and CMS to develop the Aging and Disability Resource Center (ADRC) Initiative.

In 2003, the ACL and CMS created a joint funding opportunity for the ADRC Initiative to support state efforts in creating one-stop shop access for people seeking LTSS. The ADRCs were designed to provide individuals with visible and trusted sources of information, one-on-one counseling, and streamline access to trusted sources of information, and the ADRC Initiative was
a system’s change initiative to reduce fragmentation and improve coordination and integrate access functions resulting in quicker and easier access to long-term services and support options for meeting individuals’ needs.

Florida has 11 ADRCs that provide a coordinated, multi-access “one stop” system that integrates information, referral, and assistance with eligibility determination functions for elders, persons with disabilities, and caregivers. The ADRCs facilitate customer-friendly access to LTSS and benefits for elders, and persons with disabilities, as well as their caregivers. The ADRCs are the recognized NWD entry to services and support. The challenge faced by ADRCs continue to be increase the in population of individuals served. Currently the ADRCs share a statewide information and referral system with resources to address the informational needs of individuals with disabilities and mental health issues. The formal linkages of the ADRCs with other information and referral entities (hospitals, nursing homes, home health agencies, and other service providers) will need to be increased to ensure all individuals attempting to access LTSS are appropriately connected and assisted. The increase in the life expectancy across vulnerable populations makes it imperative that communities consist of life sustaining entities that collaborate and develop strong connections and linkages, able to assist individuals and families and caregivers to address LTSS needs along the continuum of care and across care settings.

The goal of the NWD project is to establish a framework for statewide implementation of a NWD system that does the following:

• Strengthens agency partnerships,

• Fosters integration of services and information systems, and

• Increases access to LTSS for all vulnerable populations regardless of payer sources.

The framework consists of nurturing relationships and partnerships between agencies, engaging in ongoing public outreach, public awareness, and public education. The objectives of the NWD project include the following:

1. Establishing a No Wrong Door System State Governing Body (NWDSSGB).
2. Development of a three-year plan for statewide implementation, which includes:
   • Public outreach and awareness coordination with community entities that encounter vulnerable populations,
   • Person-centered counseling coordination with community entities assisting vulnerable populations with planning for LTSS, and
   • Streamlined access to public programs.
3. Development of a continuous quality assurance plan, and
4. Evaluation of the project’s effectiveness.

Regarding the first objective of, “Establishing a No Wrong Door System State Governing Body,” the Department received a grant which requires the Department to partner with the state Medicaid agency which provides services to individuals with disabilities regardless of age,
income, family, or caregiver. The governing body consists of representation from the Agency of Healthcare Administration, the Department of Children and Families, The Agency for Persons with Disabilities, the Department of Health, the Department of Education, the Veterans’ Administration, the Area Agencies on Aging, the Commission for Transportation Disadvantaged, and the Developmental Disability Council. The governing body has the responsibility for the oversight of the three-year plan development. The governing body has monthly meetings, and there are four workgroups that will meet biweekly. The workgroups are as follow:

1. There is a three year plan development workgroup, which has meetings for the status of three year plan development in accordance with the project work plan.
2. The continuing quality improvement workgroup, and evaluation workgroup has the responsibility for the identification and development of processes that are data driven approaches to improve the quality of services so that it is equal among populations.
3. The governing body and stakeholder communications workgroup has the responsibility for setting and monitoring the project’s mission, purpose, direction, and priorities within the boundaries of the local state and federal laws and setting long-term direction for the project.
4. The systems function workgroup has the responsibility for inventory of performance, hardware, software, computer networks, data and human resources, with the main purpose of upgrading, improving, and maintenance, of quality and services through the project.

The second objective is the development of a three-year plan for statewide implementation of an expanded NWD system. By September 29th of 2015, we will have developed a three-year plan which will describe how Florida will implement an expanded NWD system.

The third objective is the development of a continuous quality improvement component for the implementation of the three-year plan. So, the plan will describe how we will monitor on an ongoing basis to determine the effectiveness of the NWD system through feedback from stakeholders. This will allow us to make necessary adjustments to improve information and access. The plan will provide a process including performance goals and indicators to track achievement of the NWD system. The performance goals will address the stability which is public awareness of the NWD system; trust which is assistance that will be available through the NWD system; ease of access which will be the ability of individuals and families to access LTSS; and responsiveness which is the NWD system’s ability to enable individuals to access efficiency and effectiveness which includes the ability of the NWD system to improve government performance.

The fourth objective is a development of the evaluation component for the implementation of the three-year plan. The three-year plan will describe how we will determine if the project met the expected outcome of increased awareness and understanding by state agencies of the fragmentation that exists in our LTSS system, increase collaboration between the state agencies that work with vulnerable populations, and coordination between entities and local communities working with vulnerable populations.
The vision of the NWD system is that streamlined access to state administered LTSS exists across care settings for all vulnerable populations through a coordinated NWD system of collective efforts that includes robust public outreach, awareness and education initiatives, and the establishment of a network of collaborative community linkages that are efficient and effective and promote person-centered counseling. With this vision we have answers to the Who, What, Where, When, and How. Essentially vulnerable populations will have streamlined access through a coordinated NWD system.

The mission of the NWD system for Florida is that the NWD system makes it easier for individuals, families, and caregivers of vulnerable populations in need of LTSS to learn about and access the services needed in order to remain in their homes and communities, regardless of payer sources.

Our next presenter will be Rosemary Bailey, who is the Project Manager.

Hello, I’m Rosemary Bailey as Lori said, I am the Project Manager for the NWD System Planning Project and I would like to discuss and share with you the stakeholders’ input. This public meeting is the first step to ensure that key stakeholders have meaningful input into the ongoing development of the State’s NWD system implementation plan. Stakeholders include, but are not limited to, consumers, advocates, Area Agencies on Aging (AAAs), Centers for Independent Living, local Medicaid agencies, local organizations that serve or represent the interests of individuals with physical disabilities, individuals with intellectual disabilities, individuals with developmental disabilities, individuals with mental/behavioral health needs, Veteran Service Organizations, service providers, and other relevant public and private entities. Through stakeholder engagement we seek to create and encourage creative dialogue so that we can learn from and listen to your concerns and strengthen agency partnership as we develop a plan that includes all vulnerable populations. Stakeholder input will be obtained through the following means: public meetings and public forums to include webinars, face to face meetings, and email.

Today, January 21, 2015, we are having our first webinar and stakeholders are learning about the funding opportunity announcement and providing input regarding experiences accessing LTSS. Through the months of February and March, there will be an open comment period where stakeholders should continue to share information that could inform the plan development process. We encourage your participation, and invite you to continue with that. On April 21, 2015, we will also have a face to face meeting where stakeholders will review the three-year plan and provide input regarding the plan. Between May and June of 2015, there will be another open comment period, where stakeholders may continue to share information that could inform plan development and share information regarding the plan. July 21, 2015, is another planned webinar date for stakeholders to review the three-year draft plan that has been prepared by the committee with input incorporated into that plan. August of 2015, stakeholders should continue to share their information regarding the draft plan. The Department will provide a stakeholder survey through partnering agencies. There will also be roundtable discussions during the months of March, April, May, and June of 2015. The Department plans to conduct roundtable discussions and interviews in the eleven Planning and Service Areas throughout the state of Florida. During
the months of January through August 2015, the Department plans to learn about the experiences of stakeholders during the plan development and during the months of April through August, the Department plans to obtain feedback from stakeholders on the draft plan. The plan will be reviewed at that time; Lori.

At this point we are open for questions to be submitted. We have an email address that is devoted strictly to this. It is on the agenda, but I am going to spell it out for you. It is literally, nowrongdoorplanningproject@elderaffairs.org. That is nowrongdoorplanningproject@elderaffairs.org.

We have probably about a half hour left in the meeting and we wanted to spend some time with any questions that individuals have that we may be able to address during this meeting and as Lori indicated, please use the email address that has been set up by the Department specifically for this project. The email address will be used by stakeholders that include service providers and individuals who access our services through the various Departments and Agencies that we talked about earlier on. We want to hear from individuals who provide services and we want to hear from individuals and families who are users of services, so that we can learn about any issues that you have to share in your experiences regarding how you access services currently because this information will help us to address these issues as we develop a three-year plan to implement an expanded NWD system in Florida. So we’re going to open the lines now and see if we can determine who is on and if there are any questions.

So on the screen, we can see who is on the call. I’m not sure if anyone has any questions or if you can indicate that you have questions; but any comments from anyone right now? Any questions?

Question 1: Will this PowerPoint be available?
Answer 1: Yes, we will make it available on the Department’s website

Question 2: I am curious as to where we can find who is on the committee?
Answer 2: We can also post that information on the Department’s website for you.

Do we need to repeat anything we presented today? Essentially what we need from everyone on the call, is that we need you to share information with your partners and folks that you work with in the field. We want to make sure that we do as much outreach as possible and have public information presented to make sure that folks understand this opportunity that we have to improve our access system. We want to involve people who are currently receiving services and providing services to share with us information and experiences as we go through this process. The deliverable of the project on September 29, 2015, is a three-year plan that is realistic and is something that we can actually implement going forward. We have a place to start, with the eleven AAAs that operate ADRCs that are currently what we call the NWD centers in Florida. What we are planning to do with this three-year plan is to document a process describing how we will expand on what we have already in Florida for the NWD. It will expand to include additional populations. It will expand to include additional entities, key partners, linkages, and etc. We really do think this is a great opportunity for Florida and we want to make
sure that we work together as a state to make it a plan that can benefit the entire state. So with that said are there any questions or comments. Remember you are to share this information as broadly as possible. Stakeholder input is extremely important. That email address that we provided is open 24/7 and we will be checking it on a daily basis and making sure that we get your input. Any other questions or comments?

Okay we want to thank everyone for participating today and as we indicated earlier on we will be able to make this information available on the Department’s website once we find a location for it and we will make that information known to everybody and in the meantime. Please use the email address. Thank you so much.