Good morning and welcome to the second public meeting on Florida’s No Wrong Door (NWD) System Planning Project. Today we will provide an update on the NWD project and the state plan development. This project is all about developing a plan to improve information and access to Long-Term Services and Support (LTSS). To determine the necessary steps that are key, we need to learn about the barriers to easy access to people of all ages, disabilities, and income levels. To identify barriers, the Department of Elder Affairs (Department) and agencies represented on the NWD governing body completed an inventory on functions to determine how each agency conducted activities such as information and referral, intake, and screening. We asked ourselves about the activities that are performed, who performs those and how those activities are performed. We looked at databases for information and referral, and we looked at databases for client services. We also looked at critical factors that may need to be considered as we moved through the multi-agency analysis.

As a result of going through the agency inventories, we discovered that each agency has its own client-based database and databases do not communicate with other agencies. Fifty percent of the agencies have their own statewide information and referral databases and every agency utilizes a different tool for the intake process. Seventy percent of the agencies utilize a standardized statewide assessment tool unique to that agency. Forty percent of the agencies have their own statewide standard process for screening and prioritization of clients for their services. And 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.

The Department created a link on its website to keep the public informed about the progress we are making with the NWD project and to gain input as we develop the three-year implementation plan. A survey is currently posted on the Department’s website and the websites of the partnering agencies. This survey is also being administered in paper format and we have expanded the response period through June 15th, 2015.

Some of the preliminary stakeholders’ survey results include the following:

1. Most respondents were health care or other service providers.
2. The majority of respondents indicated they were calling for available services.
3. More than half of the respondents indicated that they were not able to get the help needed on the first phone call.
4. About half of the respondents indicated overall they did not receive the information they were seeking.

The Department also worked with Area Agencies on Aging (AAAs) to schedule stakeholder meetings with Aging and Disability Resource Centers (ADRCs) in the eleven Planning and Service Area (PSAs) throughout the state. These are two-day meetings. We began in March and we plan to complete the visits in June. We have completed four of the eleven scheduled visits. During the meetings, we conducted a Strengths, Weaknesses, Opportunities,
and Threats (SWOT) Analysis with the ADRCs and partnering agencies. We also sat around the table and discussed issues related to accessing information and services with stakeholders, including consumers, family members, caregivers, advocates, and service providers. The venue for the stakeholders’ roundtable discussions sometimes include senior centers, CILs, and other locations where vulnerable populations were gathering. As a result of the SWOT analysis exercises at each of the PSAs so far, we were able to determine a group of top tier concerns and issues identified as follows:

Strength – Staff knowledge and commitment exist in agencies.

Weakness – Silos of systems make it difficult to obtain information across systems.

Opportunity – Standardize agency websites and make them more universal for advocates.

Threat (Barrier) – Confusing information exists on websites, not just how to work them, but the information that they contain as well.

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.

An important point to make regarding this information is, as we learn about what we think works really well in the state and of course where we feel like we have some weaknesses and variables, this is information that we will actually outline in our three-year plan that we are developing and hopefully be able to include some possible solutions and strategies to address some of these issues. So we are providing the opportunity electronically through an email address that is posted on the Department’s website and we are encouraging individuals to write to us and tell us about their experiences. So as you work with your counterparts, partners, and stakeholders, please remind them that we have this now open avenue available to us and it is a very important time to share information with us. We want to create a plan that we can develop and that is meaningful, and given the opportunity as a state, implement to make improvements to how people are able to learn about and access the service that they need. This is very important and it is something that we need to make sure that we foster and that we get input from everybody.

The January report was submitted on January 30, 2015, and it deals with the vision and mission of the No Wrong Door program for the state of Florida. 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.

Again this report was submitted on January 30, 2015. Another piece of that same report is the Stakeholder Engagement. So the first report included the mission, vision, and Stakeholder Engagement. 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 pending report that was due this month has to deal with assessment. 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. The SWOT analyses conducted at each of the ADRCs with stakeholder meetings including agency partners, family members and caregivers, local community councils, senior centers, and other advocates provide lessons learned and a road map for the future to be incorporated into the Assessment Report.

Now we would just like to take the opportunity to have some discussion. Would anyone like to have any input or share some information regarding the current system in which we all operate and hopes of what our plan would address for the future? We would sure like to hear from you. We would like to hear some experiences you would like to share as well for any questions that you may have about any of the information that we presented this morning. We are little bit shy of half way through our visits in the state. We have visited in Pensacola, Tallahassee, Tampa, and St. Pete, and we are visiting Gainesville this week and surrounding areas. Please make sure with our partner agencies that you collaborate with your counterparts throughout the state and encourage participation at those visits. The ADRCs are doing the same to make sure that we do have participation as we go around the state to participate in the visits.

Question 1: Have you determined a date yet when you are coming into PSA 4’s area. I believe it’s the first week of June.
Answer 1: We are scheduled to be in Jacksonville June 10th-11th.

Question 2: Will this meeting be all day?
Answer 2: Yes. The first day the meeting is all day, but the second day we may
conclude by mid-afternoon, but we would like to have as much of the second day available as possible. We can call you ahead of time to discuss agenda and logistics of meeting.

We would like to show our appreciation for the participation that we have been getting during our visits from local and state agencies/organizations. I would like to also mention that the DD Council has a coalition project in different communities. In Pensacola, two of the agency people who were with us are active participants in that coalition. We look forward to having their peers in different areas to join us.

Question 3: Is there any plans to visit Miami?
Answer 3: It is the 19th and 20th of May.

Question 4: Will you be meeting with the ADRCs?
Answer 4: Yes and we will be working with them to invite stakeholders and participants and we would like to encourage all areas to include ADRCs.

Clarification: Centers for Independent Living are statewide. All of their services are person-centered.