No Wrong Door Experience at Community Partners

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Panel Members

- Brian Collins, Executive Director
- Chris Kozak, Behavioral Health COO
- Kristy Hayden-Grace, Program Director
Characteristics of the region
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- Strafford County data suggests:
  - Poverty is increasing quickly and is concentrated in the Northern half of the county
  - The population is aging quickly
  - Stagnant wages make housing costs and transportation a continued challenge
Consumer Experience in Accessing LTSS

- Multiple stops for services
- People falling through the cracks
- Consumer frustration
- Compartmentalized workers duplicating efforts
Relationship Building

- Developmental Services of Strafford County
- Strafford Guidance
- Strafford Network/ServiceLink
- Community Partners
- No Wrong Door
Factors Influencing our Structure

- Increased Need
- Shrinking Resources
- Opportunities to Improve Services
- Federal and NH DHHS Goals
  - Balancing Incentives Program (BIP)
  - No Wrong Door/ ADRC
- Opportunities to Leverage Existing Capacity, Resources & Relationships
Federal Vision

In collaboration with states, develop a National No Wrong Door (NWD) System for all populations and all payers which is person centered, financially sustainable and high quality that supports individuals to achieve their goals for community living.
**Federal Vision**

**Sources of Referral to Person Centered Counseling**

- Schools
- Family Members & Friends
- Individuals
- Local Non-Profits
- LTSS Providers

- 1-800 #'s/211
- Local I&R Programs
- Acute Care Systems
- Hospitals
- VA Medical Center
- Veteran Directed HCBS
- Nursing Homes
- MFP/Section Q

**Person Centered Counseling**

1. Confirming Need For/Interest in Person Centered Counseling
2. Support Any Immediate LTSS Needs, Conducts Personal Interview and Identifies Strengths and Preferences
3. Comprehensive review of private resources, informal caregiver supports and initial screening for public programs
4. Facilitates the development and implementation of the Person Centered Plan
Federal Vision (cont.)

- **Linking Individuals to Private Pay Resources**: Helps individuals connect to services that will be covered out of pocket or through other community resources.

- **Preliminary Functional Eligibility Assessment for Public Programs**: Collects any additional functional data needed for public programs including, if appropriate, Medicaid.

- **Final Determination of Functional Eligibility for Public Programs**: Completes the process that officially determines that individuals are eligible for public programs.

- **Preliminary Financial Eligibility Assessment for Public Programs**: Supports the individual in submitting applications for public programs including, if appropriate, Medicaid.

- **Final Determination of Financial Eligibility for Public Programs**: Completes the process that officially determines that individuals are eligible for public programs.
Federal Vision (cont.)

Follow-up
Ensures the plan’s services are initiated, meets the needs of the individual and is adjusted as needed.

Management Information Systems
A MIS which allows information/data to flow with client from the initial person centered plan all the way through follow-up

Continuous Quality Improvement
MIS is used to support CQI at the individual and system level

State Administration, Governance & Financing
Responsibility for oversight and management of the state’s single NWD System
NDW Center: Populations Currently Served

- Developmentally delayed/disabled
- Acquired brain disorders
- Chronic / serious and persistent mental illnesses
- Physical disabilities
- Senior citizens
- Veterans
NDW Center: Responsibilities

- Call Center
  - Community Partners
  - ServiceLink
- Information and Referral
- Options Counseling / Case Management
- State Health Insurance Assistance Program (SHIP)
- Medicare Fraud Education (SMP)
NWD Center: Conceptual Framework

Case Management

BBH  BDS  Service Link  DCS
Interaction with the Division of Client Services (DCS)

- Routine weekly meetings
- Medicaid eligibility assistance
  - Application assistance
  - Application status
- Information sharing on new information/programs
NWD Center: High-level Workflow

Switchboard

Intake Requests

ServiceLink

All Calls

NWD Access Point

External Vendor Organizations

Information & Referral

Program Determination

Schedule Appt

Care Plan

Comprehensive Assessment

Program 1

Program 2

Program N

Service Referral(s)
Challenges ~ Cultural

- Transition from small office autonomy into a 300+ employee organization
- Internalizing the NWD concept across the organization
- Turf
Challenges ~ Space

- Growth
- Balancing contract requirements against available resources
- Expand to additional locations
Challenges ~ Infrastructure

- Phone system
  - Use of call center ACD technology (automatic call distribution)
  - Differentiate two lines on single phone
- Network access
- Multiple systems
Challenges

A challenge is a difficulty that bears an opportunity for development. Once we triumph over a challenge we rise up to a higher lever than before.

~ Giridhar Sanjay ~
Questions