



No Wrong Door Systems: Increasing Access to Long-Term Services and Supports

ACL & AARP Joint Webinar

FEBRUARY 14, 2024
2:00 – 3:00PM ET





Agenda

1. Welcome and Introductions
2. Framing NWD Progress
3. Key Findings from Scorecard
4. State Panel: New Hampshire and North Dakota
5. Future of NWD



Questions?

Please send all questions to the NoWrongDoor@acl.hhs.gov email inbox.



We want to
hear from you!

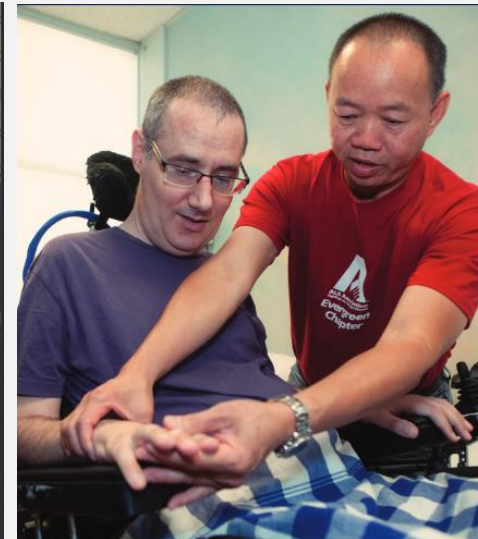
Framing No Wrong Door Progress

Key Findings from 2023 Scorecard

Innovation and Opportunity: The 2023 State LTSS Scorecard

A State Scorecard on Long-Term Services and Supports for Older Adults, People with Physical Disabilities, and Family Caregivers

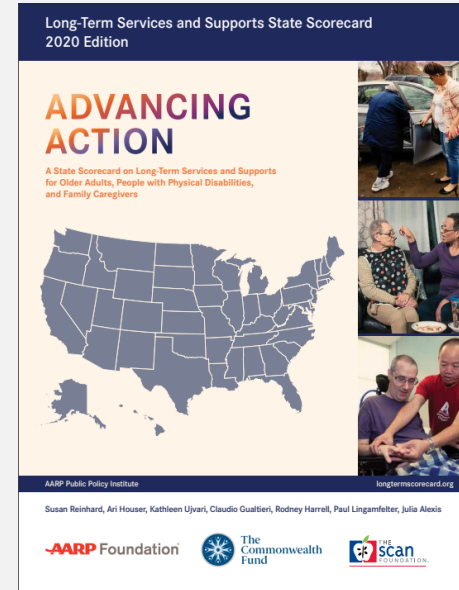
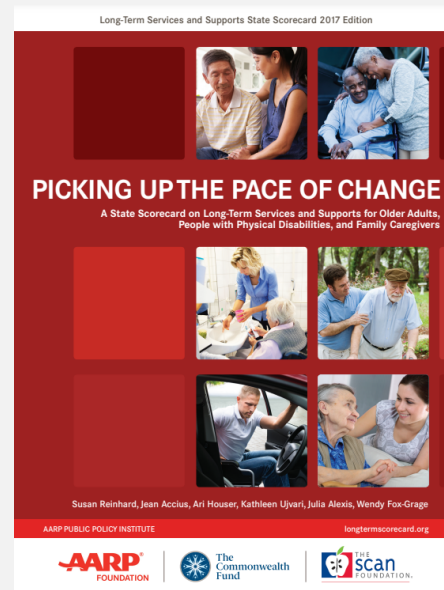
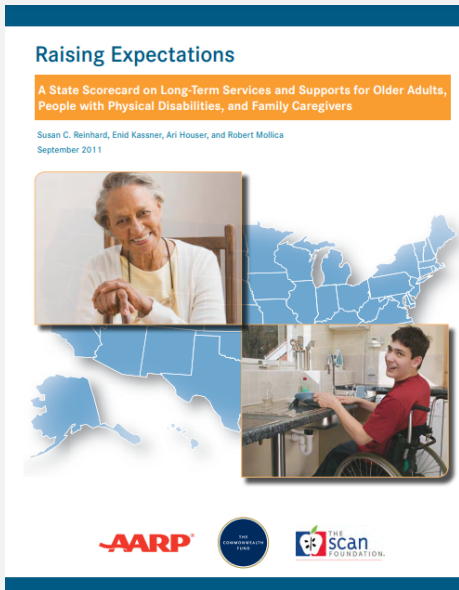
February 14, 2024
LTSSChoices.AARP.org



#LTSSscorecard

Our Fifth Scorecard!

Published every 3 years since 2011!



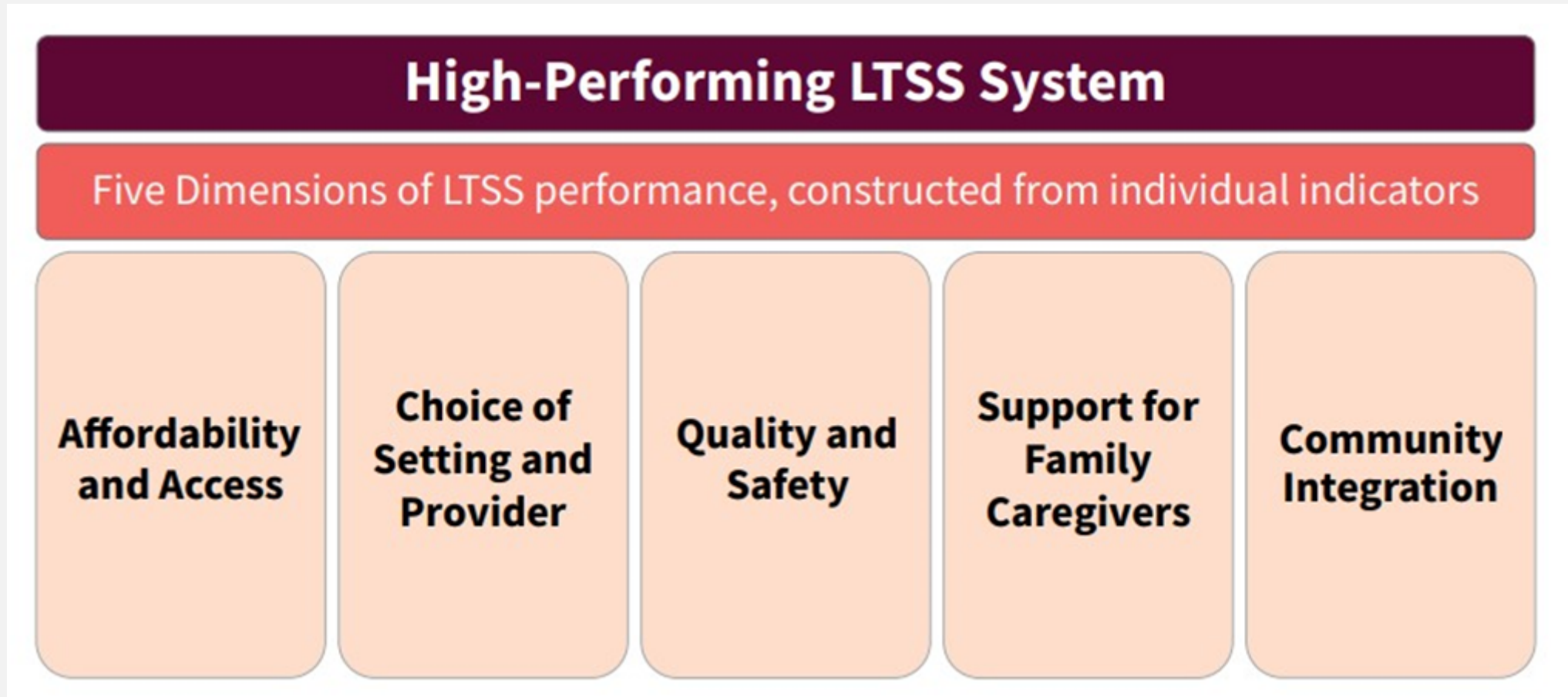
Thank you, *Scorecard* Funders



What's New

- Revised Conceptual Framework
- New and Revised Indicators
- Innovation Points
- Performance Tiers
- New Methodology
 - Consideration of equity
 - Dimension scoring

Revised LTSS State *Scorecard* Framework



Revised LTSS State Scorecard Framework

Affordability and Access

- Consumers can easily find and afford services, with meaningfully available safety net for those who cannot afford services. Safety net LTSS do not create disparities by income, race/ethnicity, or geography.

Choice of Setting and Provider

- A person- and family-centered approach allows for consumer choice and control of services (including self-directed models). A well-trained and adequately paid workforce is available to provide LTSS. Home and community-based services (HCBS) are widely available. Provider choice fosters equity, and consumers across communities have access to a range of culturally competent services and supports.

Safety and Quality

- Consumers are treated with respect and preferences are honored whenever possible, with services maximizing positive outcomes- including during and after care transitions. Residential facilities and HCBS settings are adequately staffed and prepared for emergencies. Policy-, system-, and practice-level efforts reduce and/or prevent disparities in quality and outcomes.

Support for Family Caregivers

- Family caregivers are recognized, and their needs are assessed and addressed, so they can receive the support they need to continue their essential roles. A robust LTSS workforce limits over-reliance on family caregivers. Family caregiver supports are culturally appropriate and accessible to all communities.

Community Integration

- Consumers have access to a range of services and supports that facilitate LTSS, including safe and affordable housing. Communities are age-friendly, supported by state Multisector Plans for Aging. Policy and programming that facilitates livable communities also drive equitable communities.



AFFORDABILITY AND ACCESS

- 1 Home Care Cost
- 2 Nursing Home Cost
- 3 Long-Term Care Insurance
- 4 ADRC/NWD (Aging and Disability Resource Center/ No Wrong Door) Functions
- 5 *Medicaid for Low-Income People with Disabilities[^]*
- 6 *Medicaid Buy-In*
- 7 *Medicaid HCBS Presumptive Eligibility*



CHOICE OF SETTING & PROVIDER

- 1 Medicaid LTSS Balance: Spending on HCBS
- 2 Self-Directed Program Enrollment
- 3 Assisted Living Supply
- 4 Adult Day Services Supply
- 5 Home Health Aide Supply
- 6 *Nursing Home Residents with Low Care Needs^{^^}*
- 7 *LTSS Worker Wage Competitiveness*
- 8 *PACE (Program of All-Inclusive Care for the Elderly) Enrollment*
- 9 *LTSS Worker Wage Pass-Through*
- 10 *Green House[®] Policies and Availability*
- 11 *Point: CAPABLE (Community Aging in Place—Advancing Better Living for Elders) Availability*



SAFETY AND QUALITY

- 1 HCBS Quality Benchmarking: NCI-AD[™]
- 2 HCBS Quality Benchmarking: HCBS CAHPS[®]
- 3 HCBS Quality Benchmarking: NCQA
- 4 Home Health Hospital Admissions
- 5 *NH Hospital Admissions^{^^}*
- 6 *NH Residents with Pressure Sores^{^^}*
- 7 *NH Inappropriate Antipsychotic Use^{^^}*
- 8 *NH Staff Turnover*
- 9 *NH COVID-19 Vaccinations: Residents*
- 10 *NH COVID-19 Vaccinations: Staff*
- 11 *Nursing Home with Top Quality Ratings^{^^}*
- 12 *Nursing Home Staffing Levels^{^^}*
- 13 *State Emergency Management Plans*



SUPPORT FOR FAMILY CAREGIVERS

- 1 Nurse Delegation
- 2 Nurse Scope of Practice
- 3 Family Responsibility Protected Classification
- 4 State Exceeds Federal FMLA (Family Medical Leave Act)
- 5 Paid Family Leave
- 6 Mandatory Paid Sick Days
- 7 Flexible Sick Days
- 8 Unemployment Insurance for Family Caregivers
- 9 Spousal Impoverishment Protections
- 10 CARE (Caregiver, Advise, Inform and Enable) Act Legislation
- 11 *Respite Care through Medicaid Waivers*
- 12 *State Caregiver Tax Credits*

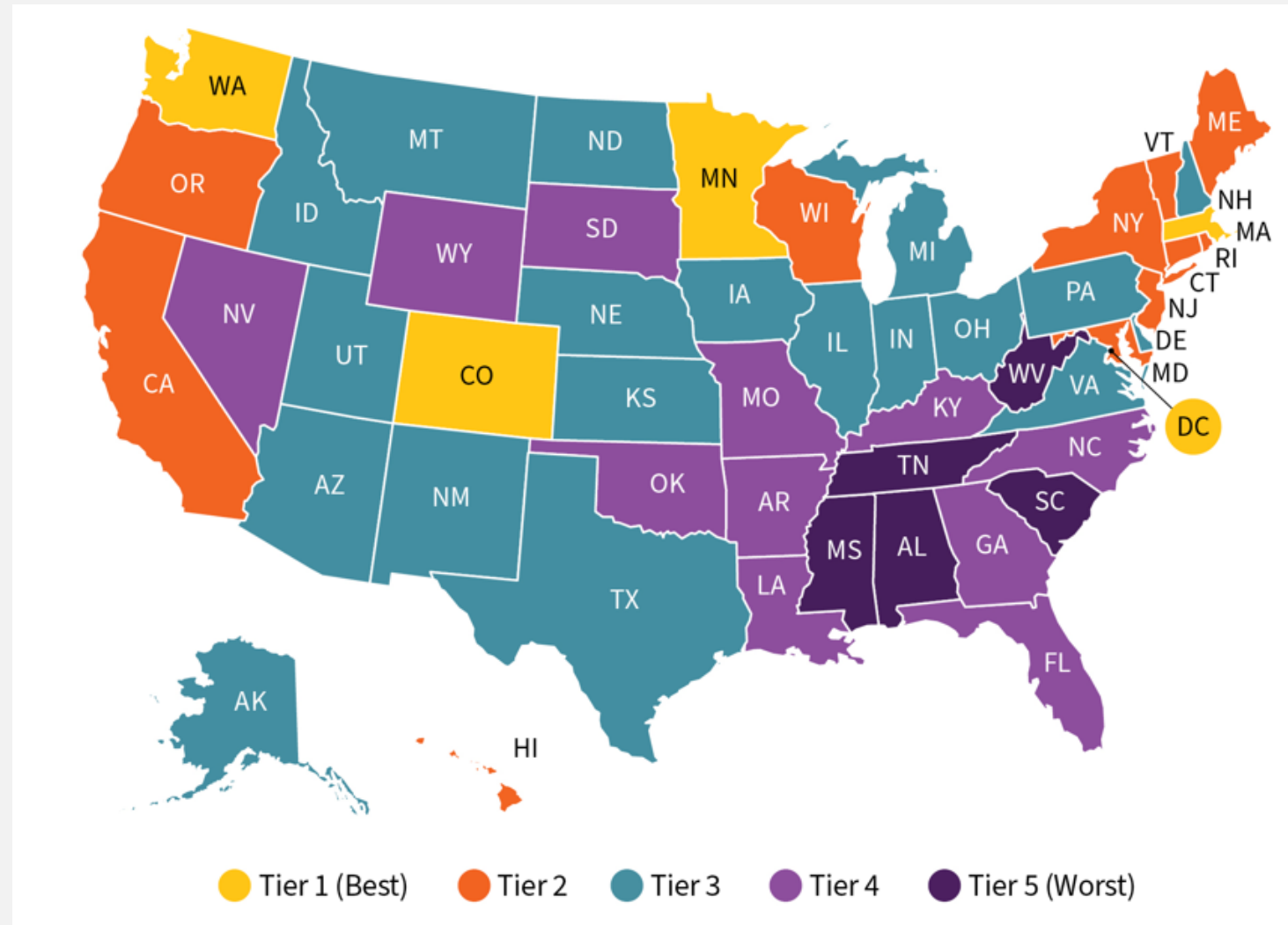


COMMUNITY INTEGRATION

- 1 Employment Rate for People with Disabilities
- 2 *Successful Discharge from NH to Community^{^^}*
- 3 *Livability Index: Transportation^{^^}*
- 4 *Livability Index: Housing^{^^}*
- 5 *Access to Housing Assistance for People with Disabilities[^]*
- 6 *Age-Friendly Health Systems*
- 7 *Multisector Plans for Aging*

● Existing 2020 Indicator
● New 2023 Indicator
● New 2023 Innovation Point

LTSS State Scorecard State Performance by Tier



LTSS State Scorecard Overall Rankings

TIER 1	
State	Rank
Minnesota	1
Washington	2
District of Columbia	3
Massachusetts	4
Colorado	5

TIER 2	
State	Rank
New York	6
Oregon	7
Hawaii	8
Vermont	9
New Jersey	10
California	11
Rhode Island	12
Connecticut	13
Maryland	14
Wisconsin	15
Maine	16

TIER 3	
State	Rank
Delaware	17
Nebraska	18
North Dakota	19
New Mexico	20
Pennsylvania	21
Arizona	22
Iowa	23
New Hampshire	24
Illinois	25
Alaska	26
Indiana	27
Virginia	28
Utah	29
Kansas	30
Michigan	31
Ohio	32
Montana	33
Texas	34
Idaho	35

TIER 4	
State	Rank
South Dakota	36
Arkansas	37
Missouri	38
Georgia	39
Wyoming	40
North Carolina	41
Kentucky	42
Florida	43
Nevada	44
Louisiana	45
Oklahoma	46

TIER 5	
State	Rank
Tennessee	47
Mississippi	48
South Carolina	49
Alabama	50
West Virginia	51

Scorecard Indicators with the Most Improvement or Decline

Indicators With Most States Showing Improvement	Indicators With Most States Showing Decline
<ul style="list-style-type: none">• Self-Direction Enrollment (35 states)	<ul style="list-style-type: none">• Home Care Cost (23 states)
<ul style="list-style-type: none">• Aging and Disability Resource Center/No Wrong Door (34 states)	<ul style="list-style-type: none">• Adult Day Services Supply (21 states)
<ul style="list-style-type: none">• Home Health Hospitalizations (32 states)	<ul style="list-style-type: none">• Home Health Aide Supply (16 states)

No Wrong Door Systems and the Scorecard

- Aging and Disability Resource Center (ADRC)/NWD systems are critical toward ensuring people can access LTSS.
- A 2017 AARP report described what could be considered an ideal NWD system: *“if people contact any organization that is part of an NWD System, they are connected with what they need, resulting in “no wrong door” for access to services and supports regardless of their age, income, or disability.”*
- New blog from AARP Public Policy Institute: <https://ltsschoices.aarp.org/blog/no-wrong-door-improves-ltss-scorecard>



No Wrong Door Systems and the *Scorecard*



- The *Scorecard* has long tracked functionality of state ADRC/NWD systems across components.
 - State Governance and Administration
 - Target Populations
 - Public Outreach and Coordination
 - Person-Centered Counseling
 - Streamlined Eligibility for Public Programs
- States collectively have improved over time but opportunities for continued progress remains.
- The *Scorecard* collects data directly from state agencies.

No Wrong Door Systems and the Scorecard

Component	2020 Scorecard score	2023 Scorecard score	Change
State Governance and Administration	60%	66%	+6%
Target Populations	78%	81%	+3%
Public Outreach and Coordination	66%	69%	+3%
Person-Centered Counseling	77%	83%	+6%
Streamlined Eligibility for Public Programs	58%	64%	+6%
Overall	67%	72%	+5%

Family Caregiving and the Scorecard

- State performance on *Support for Family Caregivers* is more closely aligned with overall state performance than any other dimension.
- States that rank the best with respect to their policies to support family caregivers tend to rank higher overall across the dimensions.

Dimension	Correlation Between Dimension Performance and Overall Performance
Support for Family Caregivers	0.84
Safety and Quality	0.80
Choice of Setting and Provider	0.77
Community Integration	0.70
Affordability and Access	0.65

Family Caregiving and the *Scorecard*

- The family caregiving dimension's findings are the most consistent compared to the 2020 edition.
- **Implementation** is key for states that have already enacted certain policies.
- Most states continue to have opportunity to improve supports.
 - Paid family leave
 - Tax credits for family caregivers
 - Paid sick days and flexible use
 - Nurse delegation and scope of practice

Definition of LTSS Equity in the Scorecard

Equity in a high performing LTSS system means that high performance is shared across **all groups**, defined by race/ethnicity, gender identity, sexual orientation, age, disability status, and income, among others.

States where every measured group does well will score highly, and states in which some groups perform poorly will score lower.

The 2023 LTSS State Scorecard displays overall performance as well as performance for different racial/ethnic groups wherever data are available. As more data become available, we hope to be able to include other groups and additional indicators in future editions.

Availability of Data for LTSS Equity Analysis

- 7 of the 9 indicators for which we were able to analyze race/ethnicity data pertain to residents in nursing homes because of the federal requirements for nursing home reporting. No analog data resources exist for HCBS.
- The limited availability of demographic data for HCBS recipients is a significant barrier to this effort. There are many gaps in data collection, data reporting and data quality.
- Considering the goal of including equity analysis to be an imperative, we saw an opportunity with this Scorecard to take the first step, with race/ethnicity data where available.

Applying the *Scorecard* to Effect Change

- States and advocates have used *Scorecard* findings to help advance:
 - Policies that support family caregivers.
 - Increased funding for HCBS.
 - Policies that expand access to HCBS.
 - Improved ADRC/NWD system functions.
 - More!
- Full state and indicator findings are on our website:
LTSSChoices.AARP.org

Thank you!

**For questions, please email us at
longtermscorecard@aarp.org**

State Panel

New Hampshire

Wendi Aultman, Bureau Chief

*Bureau of Elderly and Adult Services,
Department of Health & Human
Services*



North Dakota

Nancy Nikolas-Maier, Director

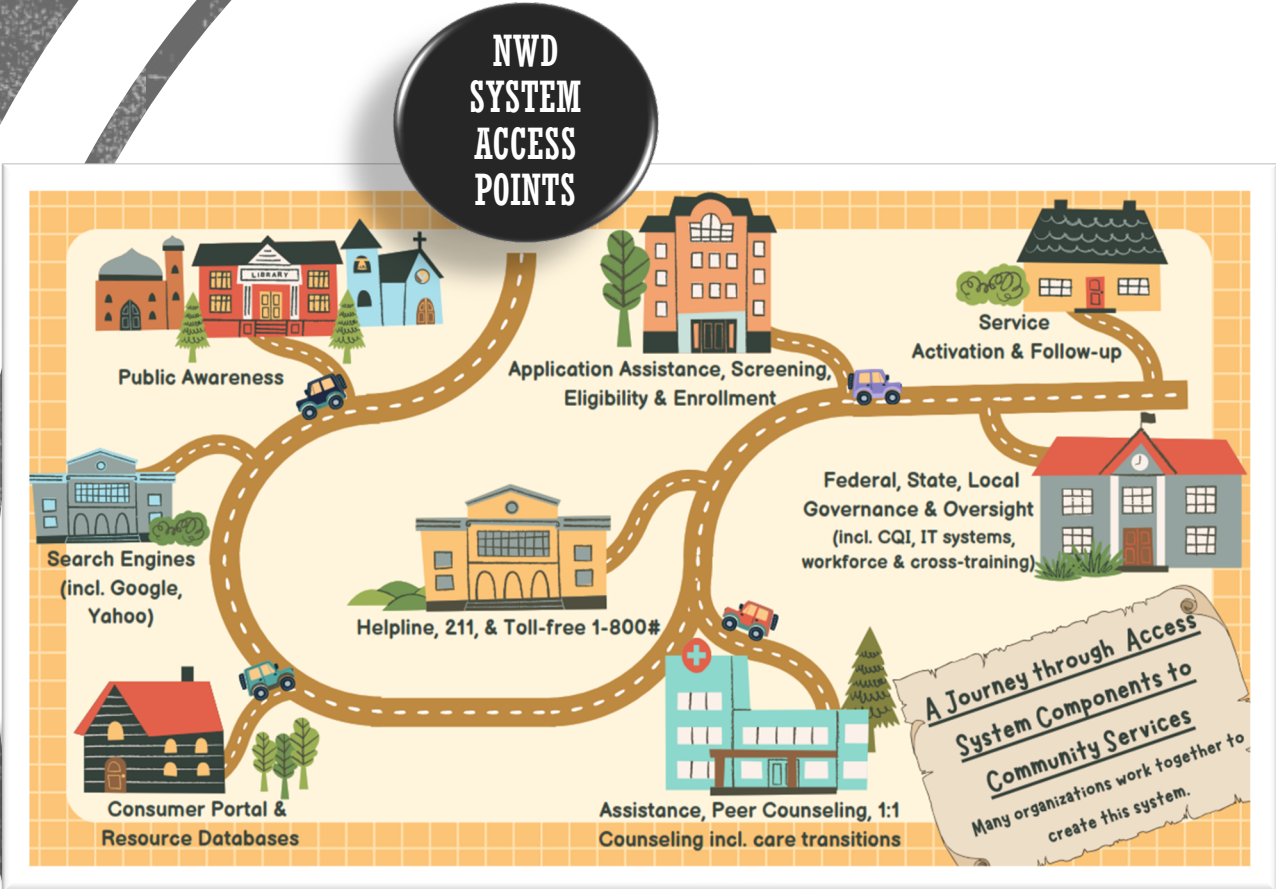
*Adult and Aging Services Section,
Department of Health and Human
Services*

Future of No Wrong Door

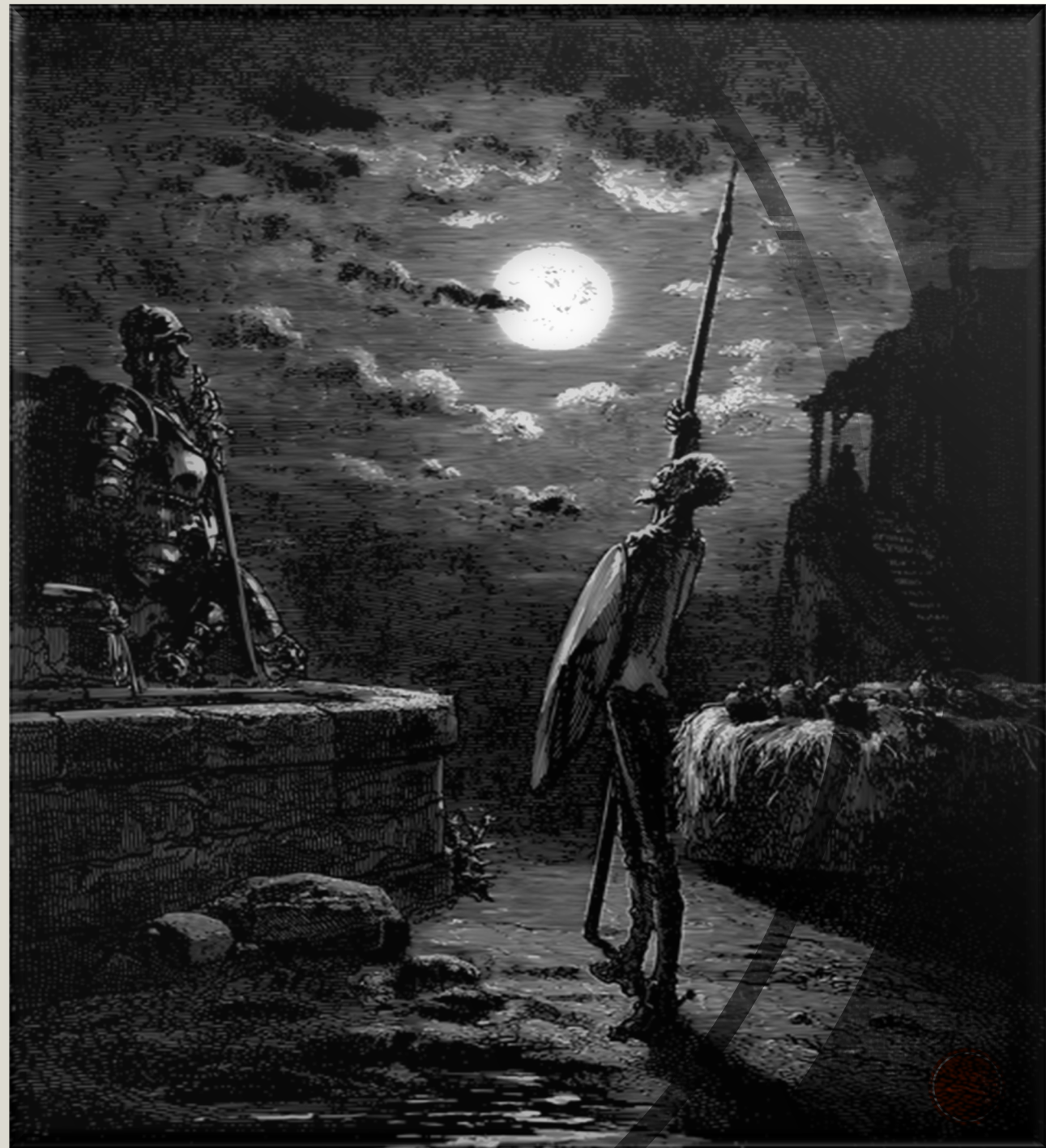
Word Cloud



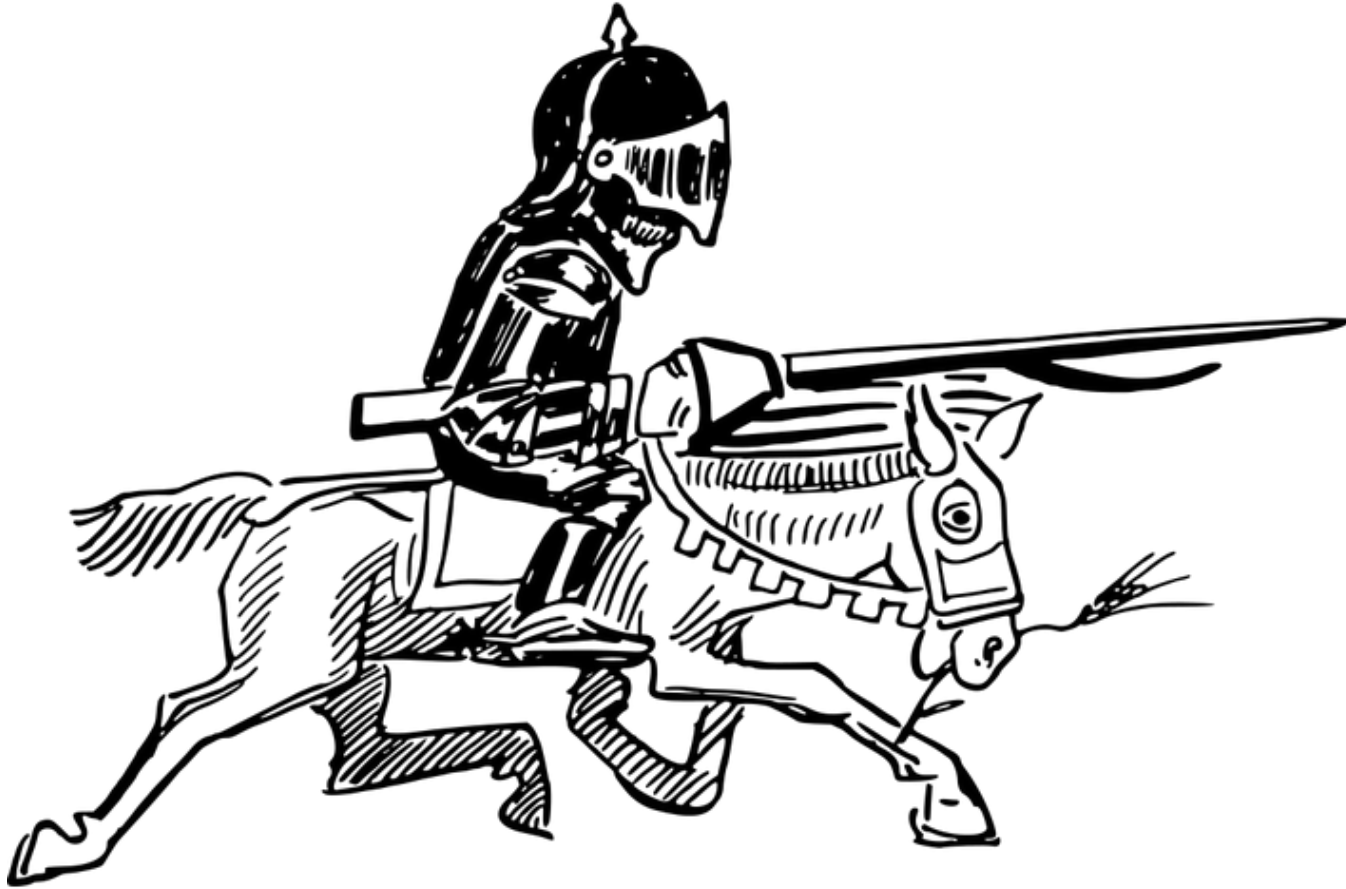
“What is the first word that comes to mind when you think of aging at home?”



DON QUIXOTE OF LA MANCHA



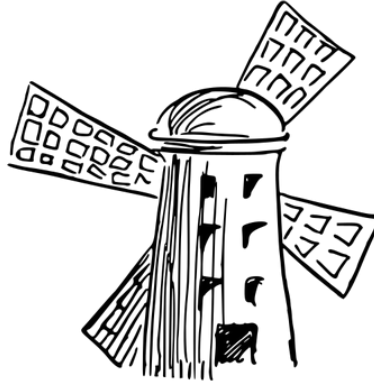
DON QUIXOTE OF LA MANCHA (CONT.)



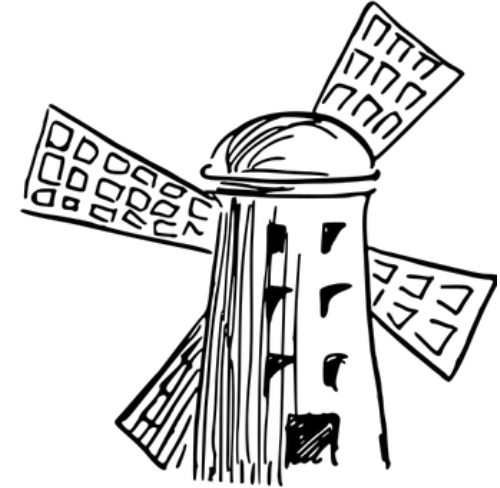
**LTSS Scorecard -
No Wrong Door Key Elements**



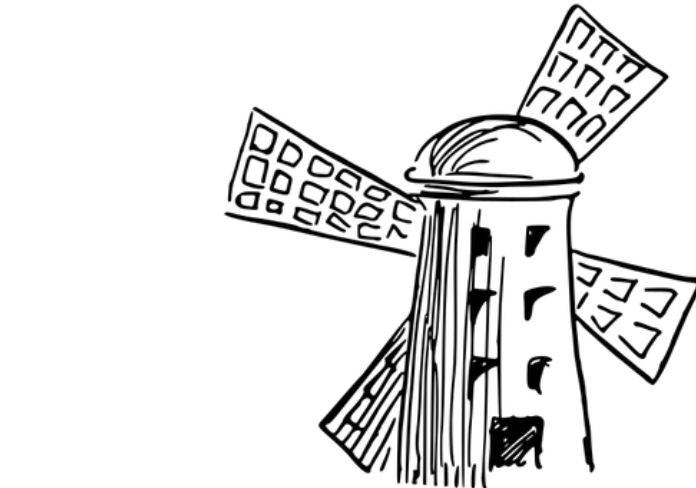
**Reauthorization of the
Older Americans Act
Defined/ Codified ADRCs**



**National Person-Centered Counseling
Training Program/ OC Standards**



**ACL's NWD Social Care
Referrals Challenge**



**CMS Partnership: Implementation of NWD
Medicaid Administrative Claiming**

**Veteran Health Administration Partnership: Utilizing
NWD to implement Veteran Directed Care**

NWD WINDMILLS



Looking Forward

I. Multi-Sector Plans on Aging

II. Community Care Hubs

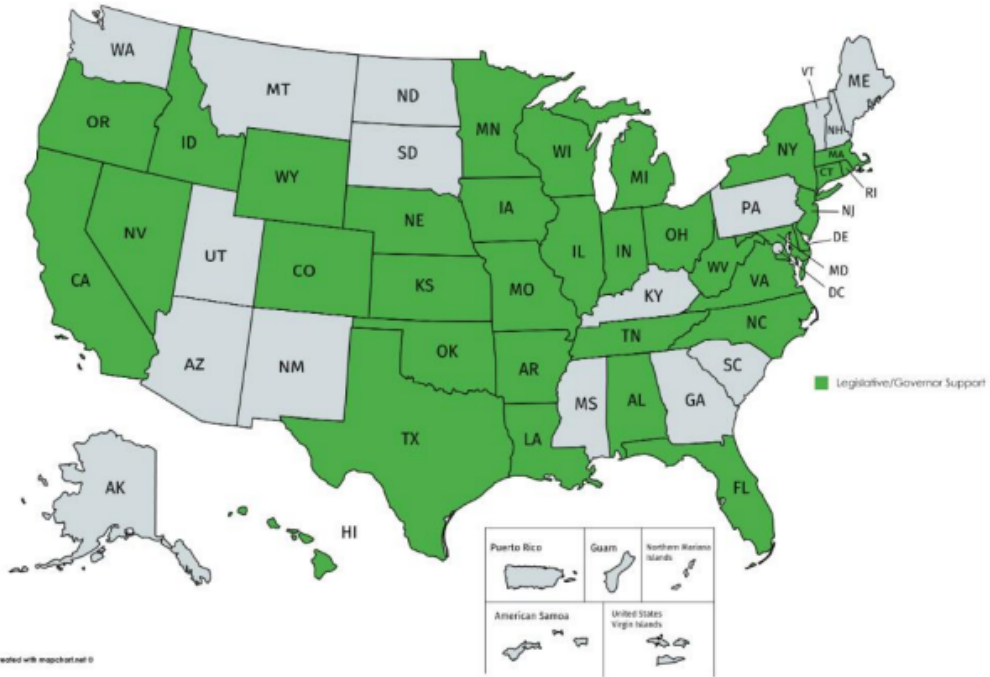
III. LTSS Workforce Capacity
(including Self-Direction Models)

IV. Focal Point – NWD
Resource Center



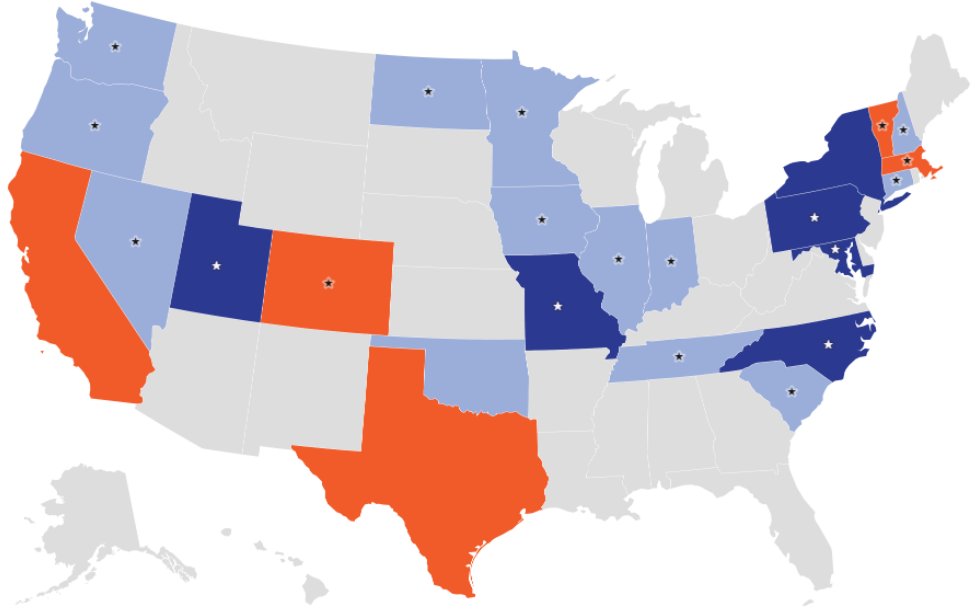
Map of States with Legislative/Governor Support for NWD Systems

MPA Activity Across States



MPA Activity Across States

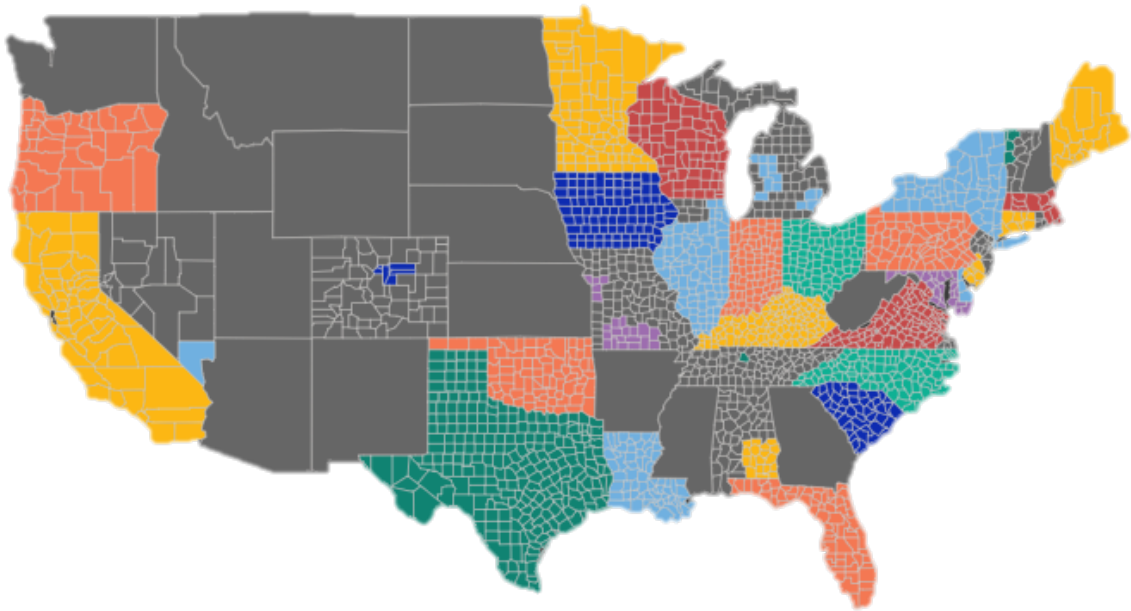
★ = MPA Learning Collaborative
■ Fostering Development ■ Legislation/Executive Order ■ MPA Developed/Implementing



Federal Support for Access Functions (since 2020)



Community Care Hubs (CCH) National Learning Community Participants

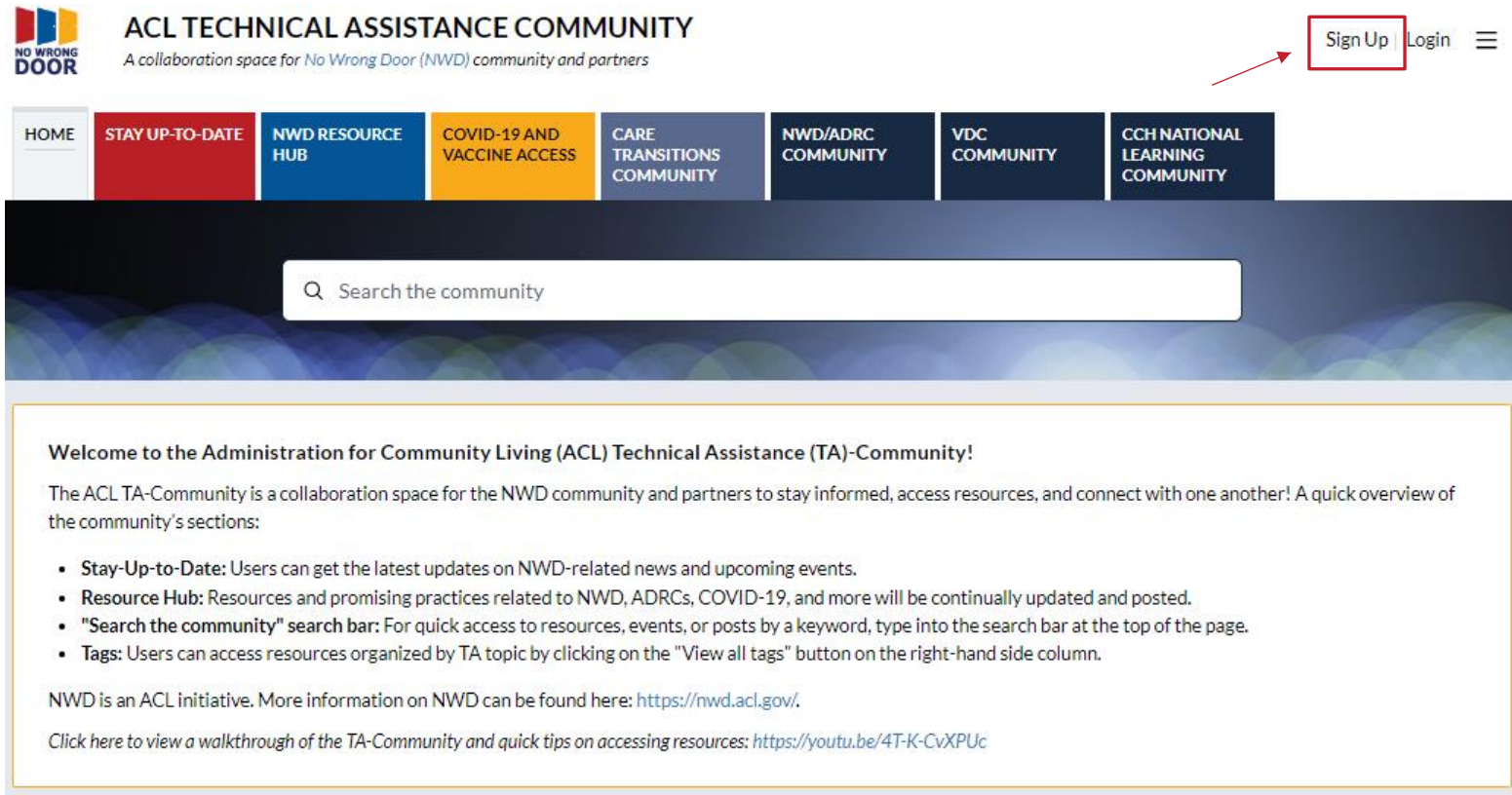


2024 Funding Opportunity to Improve Access
Through Community Care Hubs

NWD Alignment with Community Care Hubs

- I. **CCHs meet the NWD goal of increasing access and broadening HCBS reach to anyone regardless of age, income or disability.**
 - CCH expand the reach of local CBOs to serve all populations, regardless of whether the individual enters the access system via an ADRC or through a health plan: high cost, high need individuals needing services.
- II. **CCHs are dependent on NWD's progress on coordination of information, social care referrals, interoperability across public databases, and closing-the-loop/follow-up of services**

Resources for Technical Assistance



The screenshot shows the ACL Technical Assistance Community website. At the top left is the No Wrong Door logo. The main header reads "ACL TECHNICAL ASSISTANCE COMMUNITY" with the tagline "A collaboration space for No Wrong Door (NWD) community and partners". In the top right corner, there are "Sign Up" and "Login" buttons, with a red box and arrow highlighting the "Sign Up" button. Below the header is a navigation menu with buttons for HOME, STAY UP-TO-DATE, NWD RESOURCE HUB, COVID-19 AND VACCINE ACCESS, CARE TRANSITIONS COMMUNITY, NWD/ADRC COMMUNITY, VDC COMMUNITY, and CCH NATIONAL LEARNING COMMUNITY. A search bar is located below the navigation menu. The main content area contains a welcome message and a list of resources.

ACL TECHNICAL ASSISTANCE COMMUNITY
A collaboration space for No Wrong Door (NWD) community and partners

Sign Up Login

HOME STAY UP-TO-DATE NWD RESOURCE HUB COVID-19 AND VACCINE ACCESS CARE TRANSITIONS COMMUNITY NWD/ADRC COMMUNITY VDC COMMUNITY CCH NATIONAL LEARNING COMMUNITY

Search the community

Welcome to the Administration for Community Living (ACL) Technical Assistance (TA)-Community!

The ACL TA-Community is a collaboration space for the NWD community and partners to stay informed, access resources, and connect with one another! A quick overview of the community's sections:

- **Stay-up-to-Date:** Users can get the latest updates on NWD-related news and upcoming events.
- **Resource Hub:** Resources and promising practices related to NWD, ADRCs, COVID-19, and more will be continually updated and posted.
- **"Search the community" search bar:** For quick access to resources, events, or posts by a keyword, type into the search bar at the top of the page.
- **Tags:** Users can access resources organized by TA topic by clicking on the "View all tags" button on the right-hand side column.

NWD is an ACL initiative. More information on NWD can be found here: <https://nwd.acl.gov/>.

Click here to view a walkthrough of the TA-Community and quick tips on accessing resources: <https://youtu.be/4T-K-CvXPUC>

- [Ten Essential NWD Resources on the TA Community](#)
- Click the "Sign Up" button at the top right-hand corner and follow the prompts
- [TA Community Tutorial](#) is available on YouTube
- Email NoWrongDoor@acl.hhs.gov for TA and to sign-up for the NWD Monday Mailer



Upcoming Webinars: Sustainability Learning Series

- Four-part series on the functions of NWD – beginning with Governance
- Interactive series include a lens on how to sustain and finance each function

Save the Dates!

Governance

March 6th 2-3 PM ET

Public Outreach

April 17th 2-3 PM ET

Person-Centered Counseling

May 22nd 2-3 PM ET

Streamlined Eligibility

June 5th 2-3 PM ET

We want to hear from you!

Please complete the exit survey that will open in your browser after this webinar.



Thank you!