NWD Sustainability Series: Peer Action Learning (PAL) Hour Governance

March 6, 2024

Agenda

- ❑ Introductions (3 minutes)
- ❑ Framing (12 minutes)
- ❑ State Interview (15 minutes)
- ❑ Participant Break-out Discussions (20 minutes)
- ❑ Closing (10 minutes)

Introductions and Goal Outcomes

- ❑ Actively engage with peers
- ❑ Use the chat feature
- ❑ Take back ideas that you can implement!

Please type into the chat your name, state, and "one good thing" that has happened to you this week (work or personal)!

Working Agreements

Active engagement

Minimize distractions

No right or wrong answers

Participate in breakouts & consider turning videos on

Sustainability Learning Series

- Four-part series on the functions of NWD - beginning with Governance
- Webinars include a lens on how to sustain/finance each function
- Step towards a comprehensive strategy to blending and braiding various funding streams to support NWD

Upcoming Webinars

Public Outreach

April 17th 2-3 PM ET

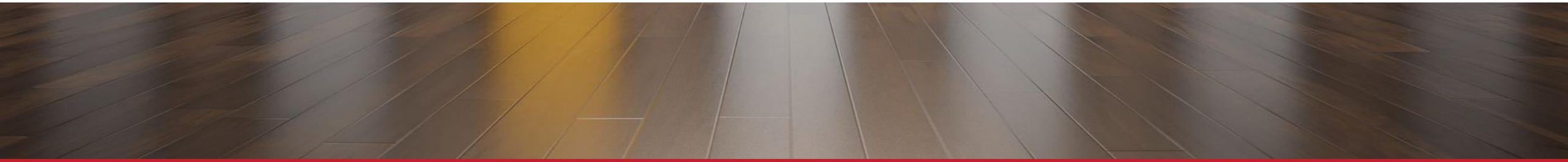
Person-Centered Counseling

May 22nd 2-3 PM ET

Streamlined Access

June 5th 2-3 PM ET

Framing



Why Access Matters

- COVID put a spotlight on the challenges of accessing services
- NWD breaks down many of the barriers older adults and people with disabilities face when seeking services which allow them to exercise their right to community living
- With strong support from the President and advocacy from the aging and disability communities, Congress passed the American Rescue plan with increased funding for states
- By building partnerships, pulling in the same direction, and pointing our compass toward excellence, the aging and disability network can achieve its goals

NWD System Access Points

NWD Key Elements

What is NWD Governance?

- A collaborative effort among multiple state agencies, since no one state agency has the authority or expertise to carry out all the key functions involved in a NWD System.
- Coordinating the on-going development, implementation, financing, evaluation, and continual improvement of the state's NWD System.
- Actively and publicly promoting the philosophy, values, concepts, and practices of person-centeredness and access to supports throughout the NWD System.
- Defining performance measures and leading continuous quality improvement, including ensuring adequate training and workforce capacity.
- Through stakeholder inclusion, governance is guided by the those of whom it serves, including people with disabilities, family caregivers, and older adults.

NWD Governing Body

State Medicaid agency

State unit on aging

State agencies for individuals with physical disabilities

23 states have a fully operational governing body according to the 2023 LTSS Scorecard

State agencies for individuals with intellectual and developmental disabilities

State authorities administering mental health services

Other key state agencies:

housing, behavioral health, transportation, nutrition, health Information technology, state insurance departments, state agencies serving veterans

Additional interested parties:

- advocates
- local agencies
- older adults, people with disabilities and caregivers

Components of Governance

State Leadership and Collaboration: in-person/virtual meetings, staff/consultant time to guide effort

Stakeholder Inclusion: in-person/virtual meetings, outreach, engagement

Designation of Non-State Government Entities to Perform NWD Functions: development of MOUs, agreements, training

Person-Centeredness: training, standards development

Performance Standards and Continuous Quality Improvement: IT systems, training

Workforce: enhancing network capacity to meet demand

State Progress on NWD

31 states' NWD Systems use standards that define Person Centered Counseling

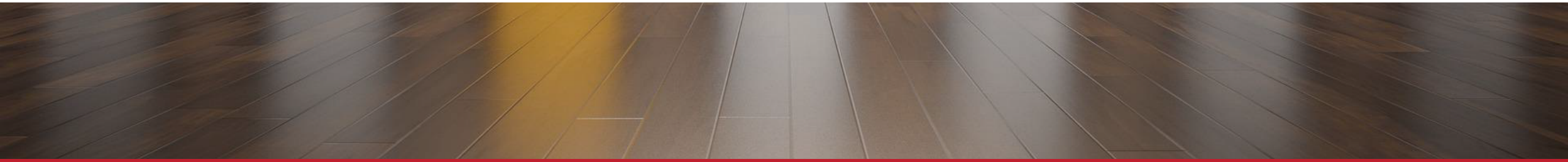
25 have legislation that supports NWD access functions

37 states have a publicly searchable database on a website

42 states have a toll-free number that connects individuals to trained Information and Assistance Specialists to assist people in need of LTSS

2023 LTSS Scorecard: The **ADRC/NWD Functions** indicator was among the top three Scorecard indicators where the greatest number of states showed significant improvement since the last LTSS Scorecard in 2020

Sustaining NWD Governance



Federal Support for Access Functions (since 2020)

[Veterans Health Administration expansion of Veteran-Directed Care]

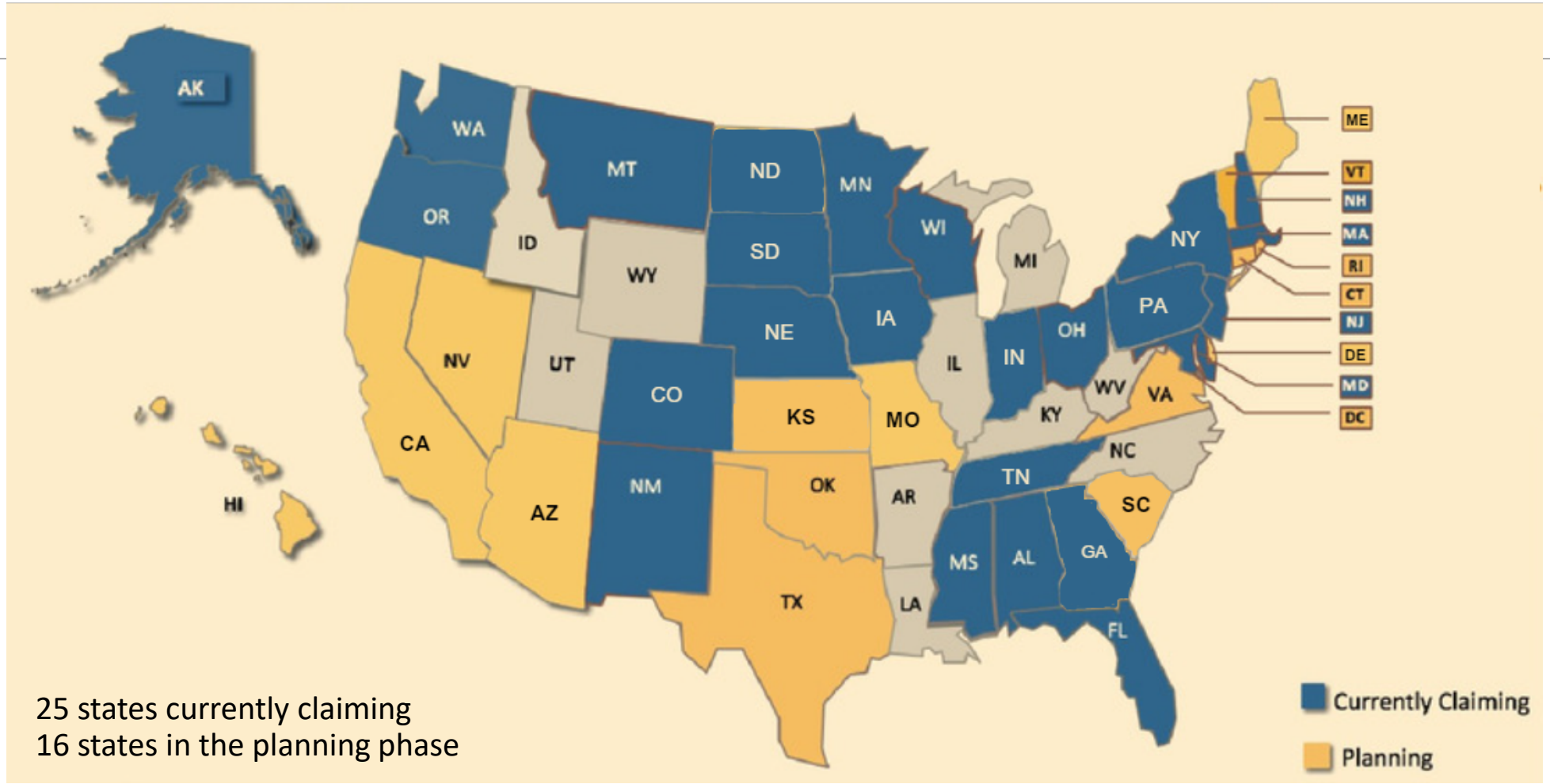
[Center for Medicare and Medicaid Services (CMS) Medicaid Administrative Claiming Reimbursement Guidance]

[American Rescue Plan Act (ARPA) Funds]

Long-term Services and Supports (LTSS) Scorecard

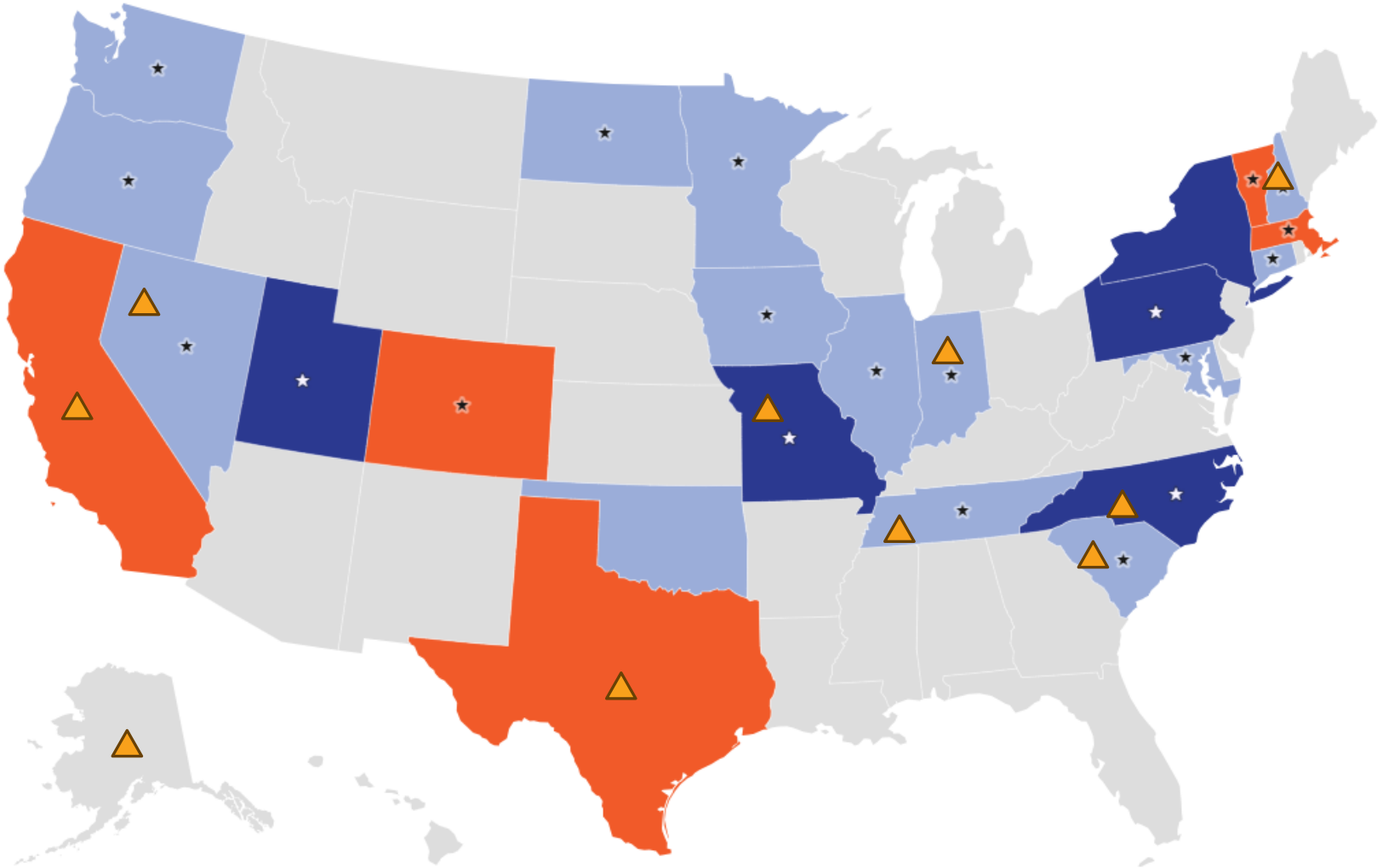
- AARP recently released the fifth edition of the State Scorecard on LTSS for Older Adults, People with Physical Disabilities, and Family Caregivers
- One of five dimensions of the Scorecard includes Access and Affordability, which includes measuring state's progress towards implementing Aging and Disability Resource Center (ADRC)/NWD functions.
- ACL and AARP hosted a joint webinar on the 2023 LTSS Scorecard Report and how states are improving their NWD system metrics:
  - Webinar recording and slides
  - New Hampshire's NWD System and ADRC innovations
  - North Dakota's NWD System
  - State No Wrong Door Systems Continue to Improve in the LTSS Scorecard (AARP Blog)

Maximize Medicaid Administrative Claiming



25 states currently claiming
16 states in the planning phase

Ensure NWD is part of Multisector Plans for Aging



△ = Recipient of the ACL NWD Governance Grant

★ = MPA Learning Collaborative

= Fostering MPA Development

= Legislation/Executive Order

= MPA Developed/Implementing

NWD/MPA Areas for Collaboration

Governor/legislative support

Leadership/program team overlap between initiatives

Initiatives to strengthen the direct service workforce

Interested party engagement

Mapping the access system

Leverage ARPA 9817 Funds

- The American Rescue Plan Act (ARPA) provides states with a temporary ten percentage point increase in federal funding to enhance, expand, or strengthen home and community-based services under the Medicaid program.
- Many states are using these funds to enhance their NWD systems.
- Some of their NWD-related activities include:
  - Investment in I/DD services
  - Introducing assistive technology to subsidized housing stock
  - Building out Information & Referral networks
  - Developing and expanding transition services from nursing homes to the community
  - Spending on family caregiver training, respite, and support

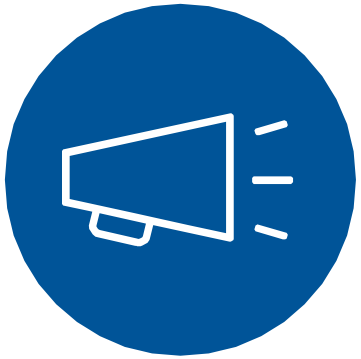
New Hampshire Interview

- Tell us about your NWD system. What have been some of your greatest challenges/ accomplishments?
- Please describe your NWD System governance structure. Which agencies are a part of it? How was it formed? How often do you meet?
- Tell us about your recent NWD legislation. How did you get there? What was the lead up? What case did you make?
- What are the main sources of funding for your NWD System?
- Can you share how your Multi-sector Plan on Aging intersects with NWD growth?
- What are some pieces of advice you have for other states?

Discussion Questions

- Reflecting on the presentation and interview, what are some of the strengths of your state that could be leveraged to enhance the governance function?
- Of the following areas, which is one that you think your state can successfully work or which of these are already "top of mind" and why?
  - Coordination of key referral sources
  - Facilitating care transitions from hospital to home/nursing facility to home or school to adult service system
  - Providing person-centered counseling
  - Streamlining access to public and private LTSS
  - Coordinating information technology
  - Supporting caregivers
  - Reaching underserved or hard to reach populations

Sharing with the Group

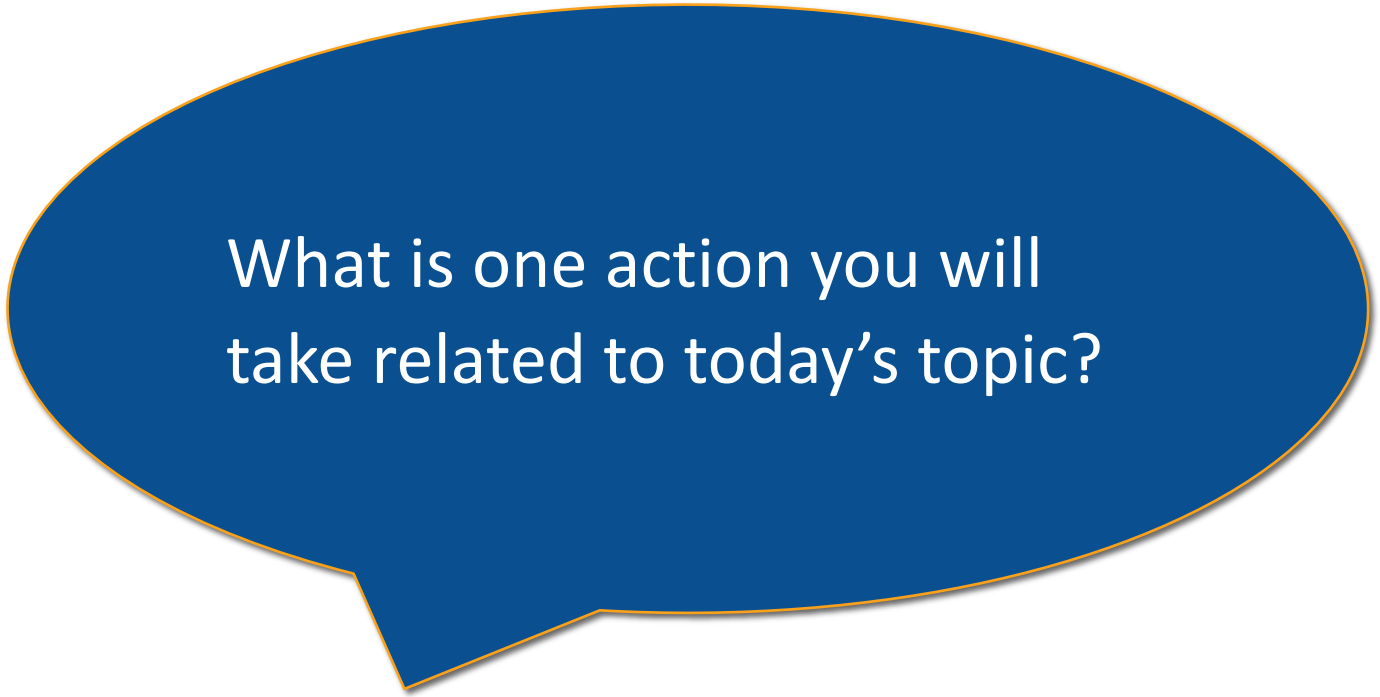


What was one of the best ideas or innovations your group discussed?

Any light bulb moments?

Any documents discussed that you want to share with each other?

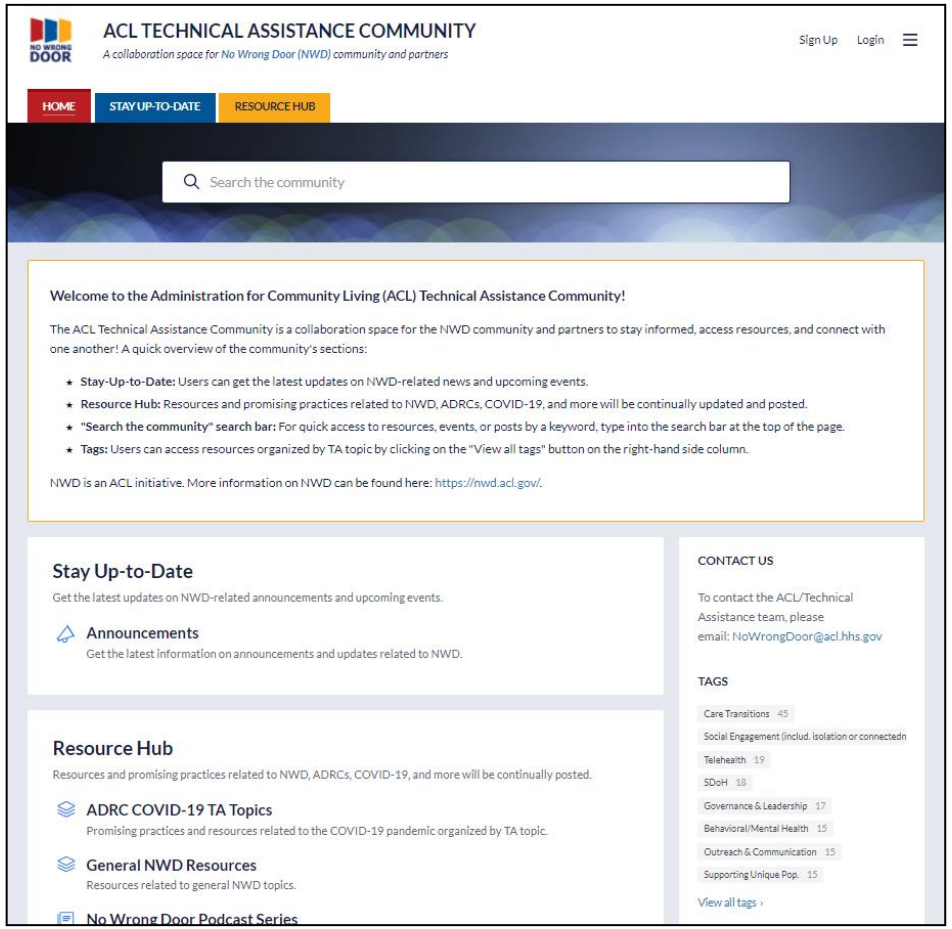
Call to Action



Continue the Conversation…..

https://www.ta-community.com

- A collaboration space to stay informed, access resources, and connect with one another
- Features include:
  - Updates on NWD-related announcements and upcoming events
  - Resources and promising practices
  - Materials from past events
  - Discussion board



Technical Assistance Resources

- NWD Key Elements
- NWD Governing Body Checklist
- State Examples of NWD Funding
- CMS Claiming Guidance
- ARPA Section 9817: Enhancing No Wrong Door Systems
- Strategies to Sustain a No Wrong Door System
- MPA Website
- NWD Fact Sheet
- New Hampshire's No Wrong Door (NWD) System and Aging and Disability Resource Center (ADRC)s

Save the Date

Sustainability Learning Series

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 Access

June 5th 2-3 PM ET

Office Hours

Governance Office Hours

March 14th 2:30-3 PM ET

Public Outreach Office Hours

April TBD

Person-Centered Counseling Office Hours

May TBD

Streamlined Access Office Hours

June TBD

Thank you!

For TA requests or questions, please contact NoWrongDoor@acl.hhs.gov