



Partnership Facilitators

- Policy
- MOUs
- Protocols Cross-Referral
- Data Use Agreement

No Wrong Door System of Access to LTSS for all Populations and all Payers Planning Grant
4/28/2015

Interview Guide
Attachment B

Overview of the Project

Accessing long term services and supports that meet individuals' needs, wants and preferences can be a daunting challenge for older adults, individuals with disabilities, and their families. The need for un-biased, accurate and timely information is crucial for people to make informed choices about their futures. To fill this need, Georgia must streamline access, navigation and de-siloing of resources to meet our Georgians evolving needs in a person-centered philosophy delivery system. The goals of this project are to create a statewide 3 year plan that encompasses the groundwork of the statewide ADRC network as the No Wrong Door and/or Single Entry Point into services to identify gaps, barriers and challenges and develop solutions that will create a more robust system that truly works across service delivery systems to meet the needs of Georgians utilizing person-centered philosophy.

Key Informant Interview Question

What is your current role in the NWD system?

How do you see your organization's role changing in the future? Are there different roles for your organization in the future?

What works really well now?

What does not work well?

What is needed to take the state's NWD system to the highest performing level possible?

What barriers currently exist that keep the system from evolving to better serve consumers?
Data Sharing: Currently? Previous attempts?

Partnership:

Agencies that are close working partners with your organization?

Agencies that are not currently close partners but that you may need to develop a relationships with?

If the system is unable to achieve the "ideal," what would be the next best thing? How far can Georgia get? Where is the momentum?

Review the process map and discuss the proposed ideas—important or not?