Administration for Community Living

No Wrong Door System Management Tool

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Instructions

The No Wrong Door (NWD) System Management Tool (NWD MT) is designed to provide the Administration for Community Living (ACL) and its partners with qualitative and quantitative data necessary for assessing the progress of the NWD System vision, tracking performance measures, and identifying gaps and best practices. The NWD MT is organized by NWD System function and by state-level and local-level questions. The four primary functions of the NWD System include:

1. State Governance and Administration
2. Streamlined Eligibility for Public Programs
3. Person-Centered Counseling
4. Public Outreach and Coordination with Key Referral Sources

The state-level questions provide insight to the structure, governance and administration of the state's NWD System. The state-level questions shall be answered by the state's NWD System Governing Body lead agency. This may be the State Unit on Aging, the State Medicaid Agency, or another state-level agency administering programs for NWD System populations. The lead agency should coordinate responses to state level questions with other state agencies. If the lead agency is not the state Medicaid Agency, the lead agency should consult with the Medicaid agency to obtain data and ensure accurate reporting.

The local-level questions provide understanding to service delivery and NWD reach at the community level. The data submitted for local level questions shall represent all local NWD System partner organizations, which may include:

- Area Agencies on Aging (AAAs),
- Aging and Disability Resource Centers (ADRCs),
- Centers for Independent Living (CILs),
- Developmental disabilities organizations,
- University Centers for Excellence in Developmental Disabilities Education, Research & Service (UCEDDs),
- Mental/Behavioral health agencies,
- Protection and Advocacy Agencies,
- Native American tribal organizations (American Indian/Alaskan Native/Native Hawaiian), and
- Other local organizations that serve persons with disabilities and/or older adults.

The state lead agency shall determine which questions are to be completed by each type of local organization. Unless otherwise specified, the NWD MT shall be completed bi-annually. Further instructions, including definitions and guidance for specific questions, are provided in blue boxes throughout this document. In addition, text in red indicates notations for skip logic or other functionality that will be in place once the NWD MT is loaded onto a web-based platform. Additional information about NWD can be found at https://nwd.acl.gov/.

Registration/Contact Information

1. Organization's Name:

   [   ]

2. Organization's Physical Address
   Street Address:

   [   ]

   City:

   [   ]

   State:

   [   ]

   Zip Code:

   [   ]

3. Contact Name
   First Name:

   [   ]

   Last Name:

   [   ]

4. Contact Email:

   [   ]

5. Contact Phone Number (Ex: 555-555-5555):

   [   ]

6. State-level Administration Representative, validation, and date

   First Name:

   [   ]

   Last Name:

   [   ]

   As a state-level Administration Representative, I certify that the information submitted is accurate as of the date of submission. (Check box to validate.) ☐

   Date:

   [   ]

State Level Questions

Governance and Administration

1. Does the state have formal, written support by the Governor and/or state legislature for developing a NWD System? *Skip logic applied – only visible annually*

   o Yes
   o No

   1a. If yes, what gubernatorial actions or executive orders have occurred in the last year that directly support the development and implementation of the state's NWD System? Please list. *Skip logic applied – only visible if question above is "yes"*
   Functionality note: Responses should pre-populate from prior submissions.

2. Which of the following organizations comprise the state's NWD System multi-agency governing body? Please select all that apply. *Skip logic applied – only visible annually*
   ☐ State Medicaid Agency
   ☐ State Unit on Aging
   ☐ State Agencies administering programs for people with Intellectual and Developmental Disabilities
   ☐ State Agencies administering programs for people with Physical Disabilities
   ☐ State Agencies administering programs for Mental/Behavioral Health
   ☐ State Department on Military/Veteran's Affairs
   ☐ Other
      Please explain:

3. Of the four key functions of a NWD System, which would require the most investment or funding to support enhancement of your state's NWD vision? Please select all that apply. *Skip logic applied – only visible annually*
   - ☐ State Governance and Administration
   - ☐ Public Outreach and Coordination with Key Referral Sources
   - ☐ Person-Centered Counseling
   - ☐ Streamlined Eligibility to Public Programs

4. A NWD System that serves the populations below provides coordination of services, person-centered counseling, enrollment assistance, and/or application assistance. Which populations are served by the state's NWD System? Please select all that apply. *Skip logic applied – only visible annually*
   - ☐ Caregivers and others providing informal supports
   - ☐ Older Adults
   - ☐ People with cognitive impairments and/or Dementia
   - ☐ People with Intellectual/Developmental Disabilities (I/DD)
   - ☐ People with Mental Illness (MI) and/or Substance Use Disorders
   - ☐ People with Physical Disabilities (PD)
   - ☐ People with Traumatic Brain Injury
   - ☐ Veterans
   - ☐ Other (Please enter other populations below)

> ### Question 5 – Formal Partnerships
> *Organizations with formal partners in the state's NWD System may have access to a statewide data system, are part of the referral process, and/or have a contract or MOU with the NWD lead agency.*
>
> *Note: The number of organizations listed as formal partners in the right column below should not exceed the number of organizations listed in the left column.*

5. Complete the matrix below for the local organizations in the state.

Type of Organization	Total number of organizations in the state	Total number of formal partners in the state's NWD System
ADRCs		
AAAs		
Alzheimer's Chapters		
Assistive Technology Act Programs		
CILs		
Intellectual/Developmental		

disabilities organizations		
Local Medicaid Agencies		
Mental/Behavioral health organizations		
Native American tribal organizations (American Indian/Alaskan Native/Native Hawaiian)		
Protection and Advocacy Agencies		
University Centers for Excellence in Developmental Disabilities Education, Research & Service (UCEDDs)		
Other aging services organizations		
Other local service providers for persons with disabilities and/or older adults (open text)		

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Question 6 – ADRC Designations

The NWD lead agency may designate local partners as Aging and Disability Resource Centers (ADRCs) using either formal or informal methods. Please select the option that best describes the ADRC designation in your state.

Note: An example of a designation by contract or memorandum of understanding (MOU) may occur at the state or local level and could be a formal partnership between a AAA and CIL or other CBO serving aging and disability populations.

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6. How are ADRCs designated in the state? *Skip logic applied – only visible annually*
   - ☐ All Area Agencies on Aging (AAAs) designated as ADRCs
   - ☐ Designated based on funding or statute
   - ☐ Designation by contract or MOU
   - ☐ Other
     Please explain:

7. Which state administered public programs are assessed using a statewide universal/uniform assessment or accessed through the NWD System? *Skip logic applied – only visible annually*

Program	Eligibility benefits assessed using a statewide universal/uniform assessment	Accessed through the NWD System
Brain Health and/or Alzheimer's Disease Services and Support Program	☐	☐
Caregiver Services and Support Programs	☐	☐
Elder Rights Services and Supports Programs (e.g. legal assistance, Ombudsman programs)	☐	☐
Lifespan Respite Services	☐	☐
Low Income Home Energy Assistance Program (LIHEAP)	☐	☐
Medicaid	☐	☐
Medicare Low-Income Subsidies	☐	☐
Mental/Behavioral Health	☐	☐
Nutrition Services and Support Programs, including OAA funded meals programs	☐	☐
Older American Indians, Alaska Natives & Native Hawaiians Services and Support Programs	☐	☐

Program	Eligibility benefits assessed using a statewide universal/uniform assessment	Accessed through the NWD System
Preventive Health Services (e.g., Chronic Disease Self-Management Program, falls prevention)	☐	☐
Rehab Act Funded Programs, including State vocational rehabilitation programs and Vocational Rehabilitation Services Projects for American Indians with Disabilities	☐	☐
Senior Medicare Patrol (SMP)	☐	☐
SNAP (Supplemental Nutrition Assistance Program)	☐	☐
State Health Insurance Assistance Program (SHIP)	☐	☐
State Information and Referral & Assistance programs	☐	☐
Other programs:	☐	☐
Other programs:	☐	☐
Other programs:	☐	☐

8. Does the state have a formal process in place for routinely involving external stakeholder groups and individuals including older adults, persons with disabilities, (physical, mental/behavioral and I/DD) and family caregivers in the development and on-going implementation of the NWD System vision/functions? *Skip logic applied – only visible annually*
   o Yes
   o No
   o Other, please explain:

   ┌──┐
   │   │
   └──┘

Question 9 – All Populations

The NWD System Key Elements defines "all populations" as those who need or may at some point need LTSS. This includes, but is not limited to:

- *Older Adults*
- *Individuals with Physical Disabilities (PD)*
- *Individuals with Intellectual/Developmental Disabilities (I/DD)*
- *Individuals with Mental Illness (MI) and/or Substance Use Disorders*
- *Individuals with Traumatic Brain Injury (TBI)*
- *Individuals with Dementia*
- *Veterans*
- *Caregivers and other providing informal supports*

9. Has the state conducted a formal assessment within the past 12 months of its access programs and functions, including its enrollment and eligibility determinations processes, documenting the challenges individuals face when accessing LTSS programs? *Skip logic applied – only visible annually*

    - o Yes, for all populations
        - If an assessment has been conducted, please upload here.
    - o Yes, for some populations
        - If an assessment has been conducted, please upload here.
    - o No assessment completed

10. How frequently does the state conduct a review to monitor and assess the performance of its NWD System? *Skip logic applied – only visible annually*

    - o Annually
    - o Every 6 months
    - o Quarterly
    - o Other
        Please explain:

11. Does the state have a **statewide** IT System for NWD?
    - o Yes
    - o No
    - o Other, please explain:

    11a. Which of the following are features or functions of the statewide IT System? (Check all that apply): *Skip logic applied – only visible if question above is "yes"*
    - ☐ Universal intake form/process
    - ☐ Sends and receives electronic referrals across local NWD providers
    - ☐ Tracks enrollment in public programs
    - ☐ Resource directory
    - ☐ Other
        Please explain:

12. Do the state or local NWD partner organizations collaborate with additional IT system or referral platform vendors to manage/receive healthcare referrals?
    - o Yes, state only
    - o Yes, local only
    - o Yes, both
    - o None

o   Other
    Please explain:

_____

13. Does the state have a documented method to estimate current and future demand (i.e., demand for number of people in need of services, demand for funding, and/or populations serviced, etc.) for any of the following? Please select all that apply. *Skip logic applied – only visible annually*

☐ No Wrong Door Systems (if selected, please describe methodology below)

_____

☐ Long Term Services and Supports needs (if selected, please describe methodology below)

_____

☐ Home and Community Based Services (if selected, please describe methodology below)

_____

Streamlined Eligibility to Public Programs

14. Do your state's NWD System partners have access to the state's Medicaid enrollment system(s)?
- o Yes
- o No

15. Is the state currently using [NWD Medicaid Administrative Claiming](#) to support NWD System operations? If the state is planning to claim or currently developing their Medicaid Administrative Claiming infrastructure, please explain in "Other" below.
- o Yes
- o No
- o Other

> [   ]

15 a. If yes, please select the claiming methodology for ADRC/NWD administrative functions.
- o Direct payment for specific administrative functions through contract/MOU with the state Medicaid Agency
- o Established claiming structure through Random Moment Time Studies
- o Established claiming structure through 100% daily time tracking
- o Other

16. Is the state currently using Medicaid service dollars to support NWD System operations?
- o Yes
- o No

16a. If yes, please explain the types of non-administrative activities performed by NWD System partners that are supported by Medicaid service dollars (i.e. care coordination/case management, level of care determinations, eligibility determinations, etc.)

> [   ]

Person-Centered Counseling

17. Does the state have person-centered counseling guidelines, standards or requirements in place for the NWD System? *Skip logic applied – only visible annually*
    - ○ Yes
    - ○ No

18. Which of the following resources are part of the state's person-centered counseling training program? (Check all that apply) *Skip logic applied – only visible annually*

    - ☐ National Center on Advancing Person-Centered Practices and Systems (NCAPPS)
    - ☐ ACL Person-Centered Counseling Training Program
    - ☐ State-Developed Training
    - ☐ Other
      Please explain:

19. Does the state NWD System have protocols in place for routinely conducting follow-up with individuals who have been assisted by staff to determine if further assistance is needed?

    - ○ Yes
    - ○ No

- o   Other, please explain:

Public Outreach and Coordination with Key Referral Sources

20. Does the state's NWD System have one publicly searchable website that includes regularly updated information about public and private LTSS resources, programs, and services, and is accessible to persons with disabilities?

- o   Yes
- o   No

20a. How many unique visitors accessed the state's NWD System website? *Skip logic applied – only visible if response to question above is "yes"*

21. How many statewide toll-free numbers does the state have to increase access to the NWD System? (This may include established statewide numbers for aging and disability networks, partnerships with statewide call centers, such as 2-1-1, etc.)

Local-Level Questions

The state/territory NWD Lead Agency is to submit aggregated data on behalf of local NWD System partner organizations that are part of the NWD System, which may include:

- Area Agencies on Aging (AAAs),
- Aging and Disability Resource Centers (ADRCs),
- Centers for Independent Living (CILs),
- Developmental disabilities organizations,
- University Centers for Excellence in Developmental Disabilities Education, Research & Service (UCEDDs),
- Mental/Behavioral health organizations,
- Protection and Advocacy Agencies,
- Native American tribal organizations (American Indian/Alaskan Native/Native Hawaiian), and
- Local organizations that serve underserved populations, including racial and ethnic minority groups
- Other local organizations that serve persons with disabilities and/or older adults.

Responses shall represent all services and support provided by these local partner organizations. This means the data reported in this Tool is not limited to grant-specific activities or budgets and instead shall represent statewide activity as best as possible. State/territory lead agencies will also have the opportunity to have each local level entity submit their data individually.

Streamlined Eligibility to Public Programs

> ### Question 1 – Assistance with Applications
> *Please include the number of individuals assisted by organizations that subcontract with your organization for application assistance, and/or to complete assessments and intake, unless those organizations are also submitting responses to the NWD System Management Tool.*

1. Complete the matrix below indicating the number of individuals (assisted by local NWD organizations) with applications for one or more public LTSS programs in the last six months.

Program	How many people were assisted with applications for the following programs?	How many people did your organization support to complete financial assessment(s) for the following programs in the last six months?	How many people did your organization support to complete functional assessment(s) for the following programs in the last six months?

Medicaid LTSS Programs			
VA Programs			
Other Federal and State Funded LTSS Program			

Person-Centered Counseling

<u>*Questions 2 – Person-Centered Counseling Defined*</u>
Person-centered counseling, thinking and practice empowers individuals to make informed choices about their LTSS options, consistent with their personal goals and needs, and assists individuals with navigating the various organizations, agencies, and other resources in their communities. The skills and knowledge base of person-centered counseling includes:

- *A <u>personal interview</u> to discover strengths, values, and preferences and the utilization of screenings and assessments necessary to determine potential program eligibility.*
- *A <u>facilitated decision-making</u> process which explores resources and support options and provides tools to the individual in weighing pros and cons*
- *Developing <u>action steps</u> toward a goal or a long-term support plan and assistance in applying for and accessing support options when requested.*
- *Quality assurance and follow-up to ensure supports are working for the individual.*

The person-centered counseling function within a NWD System embeds the state-of-the art practice for promoting individual choice, self-determination, and supportive decision-making and can be used in a variety of settings.

<u>*Note*</u>*: "Person-Centered Counseling" used in this document is intended to describe systems structures, functions and job duties, but not intended to serve as a brand that all states may use in labeling their access functions or job titles. For instance, states are implementing person-centered planning in various ways, including through training programs designed to bolster and upgrade the skills of their existing Options Counselors and other staff who use different titles. It is expected that many states will continue to use the term "Options Counselor" and other such job titles.*

2. How many individuals received person-centered counseling through your organization during the last six months?

     a. How many individuals received a documented (i.e., written, video, or other avenue) person-centered plan in the last six months? *Skip logic applied – only visible if response to question above is greater than 0*

Public Outreach and Coordination with Key Referral Sources

3. How many direct outreach activities has your organization performed in the last six months? Direct outreach activities may include meetings, communication with local partners, such as VAMCs, health fairs, and webinars.

    a. How many people been reached through the direct outreach activities in the last six months? *Skip logic applied – only visible if response to question above is greater than 0*

4. How many indirect outreach activities has your organization performed in the last six months? Indirect outreach activities may include billboards, and TV, radio, newspaper ads, and social media postings.

Care Transitions and Money Follows the Person

5. Do your NWD partner organizations have a formal partnership (MOU, contract, or written agreement) with any of the following organizations? Please select all that apply.

    ☐ Hospital/hospital system
    ☐ Primary care offices
    ☐ Accountable Care Organizations (ACOs)
    ☐ Health plans
    ☐ Nursing facilities
    ☐ Private housing providers
    ☐ Public housing authority
    ☐ State Medicaid Agency
    ☐ Money Follows the Person contracted entities
    ☐ Veterans Administration
    ☐ None of the above

6. How many individuals were transitioned **FROM** any of the following settings during the reporting period?

# of individuals age 60 and over	# of individuals under age 60 with a disability	Setting
		Hospital

		Nursing Facility
		Intermediate Care Facility (ICF)/Intellectual/Developmental Disability (IDD) Facility
		Psychiatric hospital
		Other institutional setting

7. How many individuals were transitioned **from a hospital TO** any of the following settings during the reporting period?

# of individuals age 60 and over	# of individuals under age 60 with a disability	Setting	% of Housing Vouchers
		Primary Residence (e.g., home the individual lived in prior to admission)	n/a
		Newly identified residence (e.g. not the individual's previous primary residence)	_____% receiving **no housing vouchers** _____% receiving Mainstream Housing Vouchers _____% receiving Emergency Housing Vouchers
		Other	n/a

8. How many individuals were transitioned **from a nursing facility TO** any of the following settings during the reporting period?

# of individuals age 60 and over	# of individuals under age 60 with a disability	Setting	% of Housing Vouchers
		Primary Residence (e.g., home the individual lived in prior to admission)	n/a
		Newly identified residence (e.g. not the individual's previous primary residence)	_____% receiving **no housing vouchers** _____% receiving Mainstream Housing Vouchers _____% receiving Emergency Housing Vouchers
		Other	n/a

9. If you are an **MFP contracted entity**, how many individuals were transitioned **from a nursing facility** to another setting during the reporting period?

# of individuals age 60 and over	# of individuals under age 60 with a disability	Setting
		Primary Residence (e.g., home the individual lived in prior to admission)
		Newly identified residence (e.g. not the individual's previous primary residence)
		Other

10. Do your NWD System Partners receive MDS 3.0 Section Q data?
    ○ Yes
    ○ No

    10a. If yes, how many individuals were referred to a NWD System organization because of the MDS 3.0 Section Q requirement during the last six months? *Skip logic applied – only visible if response to question above is "yes"*
    .

                Number: _____

11. What are the primary barriers to transitioning individuals to the community? Select all that apply.

    ☐ Lack of affordable housing
    ☐ Lack of accessible housing
    ☐ Lack of available home and community-based services
    ☐ Lack of direct service workforce (e.g., personal care attendants, home care aides)
    ☐ Lack of informal caregiver support
    ☐ Lack of assistive technology
    ☐ Lack of household set-up
    ☐ Other _____

12. What funding sources are used to sustain care transition programs? Select all that apply.

    ☐ Hospital contracts
    ☐ Physician Office contracts
    ☐ Medicare: Medicare Advantage plan contracts
    ☐ Medicare: Fee for Service
    ☐ Medicare: ACOs
    ☐ Medicaid: Managed care organization contracts
    ☐ Medicaid: Money Follows the Person
    ☐ Medicaid: American Rescue Plan Act (ARPA) Section 9817 (enhanced FMAP)
    ☐ Other Medicaid funding

☐ Other ARPA funds (please specify):_____

☐ Grant funds (please list source(s): _____

☐ Other
If other, please list:

_____

NWD System Staff Capacity and Individuals Served
Staffing

> *Question 13 – Number of Staff*
> *The total number of staff at your organization includes front line staff, administrative staff, fiscal staff, and management staff (e.g., directors).*

13. How many staff in your organization are providing person-centered counseling?

a. Of these, how many have received any type of online or in-person training on person-centered planning, thinking and practice? *Skip logic applied – only visible if response to question above is greater than 0*

Demographics

> ### *Questions 14 & 15 – Total Number of Contacts and Person-Centered Counseling*
> *The total number of people served or total number of contacts shall include any type of contacts made with your organization, regardless of which program or service the individual encountered first or regardless of whether the contact was a simple information and referral or information and assistance encounter.*
>
> *Person-centered counseling is defined as a process whereby individuals are empowered to make informed choices about their LTSS options, consistent with their personal goals and needs that assists individuals with navigating the various organizations, agencies, and other resources in their communities. The skills and knowledge base of person-centered counseling includes:*
>
> - *A personal interview to discover strengths, values, and preferences and the utilization of screenings and assessments necessary to determine potential program eligibility.*
> - *A facilitated decision-making process which explores resources and support options and provides tools to the individual in weighing pros and cons*
> - *Developing action steps toward a goal or a long-term support plan and assistance in applying for and accessing support options when requested.*
> - *Quality assurance and follow-up to ensure supports are working for the individual.*
>
> *The person-centered counseling function within a NWD System embeds the state-of-the art practice for promoting individual choice, self-determination, and supportive decision-making and can be used in a variety of settings.*

14. How many unduplicated people did your organization serve during the last six months?

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15. Enter the total number of contacts in the past six months for each of the following demographics in the first column. Enter the number of those contacts that received person-centered counseling in the past six months in the second column. Individuals that meet multiple demographic categories should be counted in all applicable categories. For example, a 65-year-old with a disability should be counted in both the "Age 60+" row and the "Individuals with Disabilities" row.

Demographic	Total number of people served	Total number of people that received person-centered counseling
Age 60+		
Aged 21 to 59		
Age 20 and below		

Unknown age		
Individuals with Disabilities		
Veterans		
Caregivers and Informal Supports		
Individuals in rural or frontier areas		
Black, Indigenous, people of color (BIPOC) or non-English speaking populations		