



Alabama

Goals and Objectives

The Alabama Medicaid Agency (AMA) serves as the lead agency for the “Transforming State LTSS Access Functions into a No Wrong Door (NWD) System for All Populations and All Payers” grant. Alabama analyzed specific challenges, resources and strengths in their state, and decided to build on the critical CARES (Central Alabama Recipient Eligibility System) infrastructure, including the statewide governance and administration mechanism established in the Governor’s Executive Order. Alabama hopes to achieve the following goals and objectives:

Goals	Objectives
<p><i>Goal 1:</i> Train and educate staff to ensure a consistent No Wrong Door (NWD) experience for any individual in need of assistance.</p>	<ol style="list-style-type: none"> 1. Train cross-agency staff to provide Person-Centered Counseling/Planning using a train-the-trainer model, starting with representatives of the Steering Committee agencies and spreading to staff across NWD organizations. 2. Train cross-agency staff (representatives of the Steering Committee agencies and staff across NWD organizations) in the efficient use of CARES and the Gateway to Community Living (Alabama’s MFP Demonstration) Portal.
<p><i>Goal 2:</i> Develop a 3-Year roll-out Plan for statewide implementation in FY18-FY20.</p>	<ol style="list-style-type: none"> 1. Establish measures and tools to document and improve the performance of the NWD system. Coordinate these with the quality management/improvement provisions of CARES. 2. Develop a sustainable financing model.

State Governance

Alabama made significant strides toward a fully functional NWD system through the development of CARES, a joint eligibility and enrollment system for all public services and supports, created by Alabama Governor Robert Bentley’s Executive Order 44. The statewide implementation initiative includes the Department of Public Health, Department of Human Resources, Department of Mental Health and Department of Senior Services Agency.

The Joint Eligibility and Enrollment Steering Committee (Steering Committee) formed to study, design, plan, implement and manage a system for joint application, eligibility determination and enrollment for public benefits, including necessary technology and infrastructure. The Executive Order also gave this Committee the authority to make it happen, including the power to hire employees and make necessary expenditures.

Acronyms

FY = Fiscal Year

LTSS = Long Term Services
and Supports

MFP = Money Follows the
Person Program

NWD = No Wrong Door

CARES = Central Alabama
Recipient Eligibility System

Program Spotlight: Alabama's Executive Order 44

In June 2014, Governor Robert Bentley issued Executive Order 44 to establish a joint eligibility and enrollment system for the purpose of coordinating and providing for joint application, eligibility determination and enrollment by Alabama citizens in federal and state public benefits programs. The Executive Order forms the foundation of the NWD system, addressing both streamlined access to long term services and supports (LTSS) through CARES and statewide governance and administration.

This Executive Order designates the state agencies and entities involved in the development and implementation of the State's NWD system. The Order designates the Alabama Medicaid Agency, Alabama Department of Public Health, Alabama Department of Human Resources, Alabama Department of Mental Health, and the Department of Senior Services Agency to jointly participate in the development, design, planning, implementation, management and continued operation of a joint eligibility and enrollment system for public benefits among these agencies.

Project Outcomes

The primary outcomes of this project include:

- ▶ Developing staff with exhibited competencies in person-centered practices;
- ▶ All NWD organizations statewide have the capacity to use integrated technology systems to support seamless and streamlined local NWD systems;
- ▶ Approval and promulgation of the 3-Year Plan for FY18-FY20 implementation; and
- ▶ A comprehensive analysis of lessons learned.