

Approved Outreach Approach

Introduction

Key stakeholders will be engaged to explore the strengths, weaknesses, opportunities and threats facing the Long Term Supportive Services (LTSS) system in Nevada as it embarks upon establishing a comprehensive No Wrong Door (NWD) approach to services. Outreach will help to identify areas within the existing system that need to be expanded, changed, discontinued or legislated to better position the state for successful NWD implementation. There are three distinct ways in which outreach will occur at the front end of the planning process. They include key informant interviews, focus groups, and issuance of a consumer survey. Front end outreach activities will be documented into a summary report which the NWD Advisory Board will use to define critical issues within the service system and potential goals and actions for plan inclusion. Once the plan has been drafted, town hall meetings are planned to solicit feedback. Each of these types of outreach is described more fully below.

Key Informant Interviews

Key informant interviews will be conducted to help identify the most pressing issues facing state agencies in the implementation of a NWD system of care. Up to 15 interviewees will be selected and approved by the NWD Advisory Board. Key informants may include NWD early implementers, as well as state agencies that will be tasked with key components of system implementation (see box, right, for agencies and groups identified by Advisory Board).

SEI will schedule and hold key informant interviews by telephone to gather insight on the strengths and challenges related to the existing system(s) as well as the issues the state needs to address to implement NWD. Upon scheduling of the interview, and prior to the interview taking place, a confirmation email will be sent which includes the questions to be discussed. When conducting the key informant interviews, the following protocol and questions will be used.

Protocol

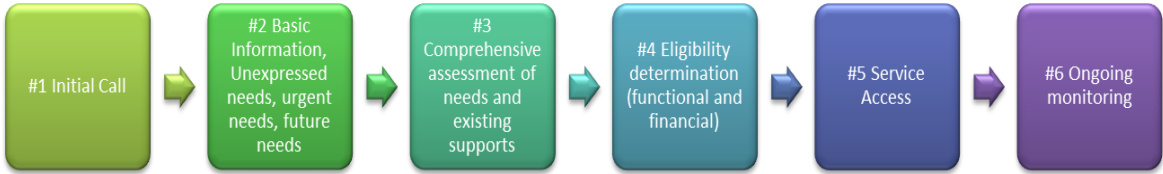
The interviewer will:

- Provide information about the project, basic background including definitions, and the purpose of the interview.
- Describe how and why the key informant has been invited to participate in the interview process (how they were identified, content knowledge expertise).
- Ask for permission to record the conversation, or, alternatively, take detailed notes during the call.
- Inform them that the call is expected to take approximately 45 minutes, and ask if they have any questions before beginning.

Organizational Affiliation	Key Informant
State of Nevada - ADSD	Brenda Mothershead
	Patty Gurney
State of Nevada - DPBH	Kathryn Baughman
	Cody Phinney
State of Nevada - DCFS	Kelly Woolrich
County Administrators of Health and Social Services	Ken Retterath
	Tim Burch
	Edrie LaVoie
Long Term Care	Jennifer Frishman
State of Nevada - DHCFP	Gloria MacDonald
State of Nevada - NEIS	Tom Kapp
State of Nevada - NOVS	Kat Miller
East Valley Family Services	Libia Perez
2-1-1	Terry Deantonio
Welfare	Patrick Williams
Misc.	Mary Liveratti

Proposed Key Informant Questions

Key informant interview questions have been organized to address the required sections of the system assessment. These sections include *Outreach and Awareness*, *Information and Referral*, *Person Centered Planning/Options Counseling*, and *Streamlined Access and Eligibility*. Interviewees will be able to skip any questions they do not feel they can answer.

Category	Question
General	1. How would you define a No Wrong Door System (looking for what their understanding is of the system, what they hope the system will include).
Outreach and Awareness	2. What kinds of outreach is your agency engaged in to increase awareness about LTSS services? Are specific populations targeted in outreach efforts? 3. What kind of activities, if any, are used to assess the effectiveness of outreach and marketing activities? 4. From your perspective, does this outreach result in awareness? Why or why not? (In other words, how well do individuals and those that care for them know about the LTSS services that are available?) 5. What are the key referral sources to your agency?
Information and Referral	6. What has been accomplished over the past 2 years to increase awareness of resources throughout the state? 7. What has been accomplished over the last 2 years to improve the system of referrals for services (tracking, etc.)?
Person Centered Planning / Options Counseling	8. In your estimation, is your agency providing person centered planning? If yes: What works well (or is missing)? If no: What has prevented you/been a barrier to implementation? 9. How well does your organization implement person centered planning (for crisis as well as long-term needs)? How well do you implement a follow-up component to the process? 10. What resources/supports would be necessary to improve the results (or implement if you are not currently doing person centered planning)?
Streamlined Access and Eligibility	11. What works and what doesn't when consumers are seeking services? What are the major barriers for consumers in accessing services? Please consider each step in the process:  <pre>graph LR; A[#1 Initial Call] --> B[#2 Basic Information, Unexpressed needs, urgent needs, future needs]; B --> C[#3 Comprehensive assessment of needs and existing supports]; C --> D[#4 Eligibility determination (functional and financial)]; D --> E[#5 Service Access]; E --> F[#6 Ongoing monitoring];</pre> 12. What would be necessary to utilize standard intake and screening instruments across state agencies and through community partners?
Partnerships and Coordination of Efforts	13. Which partners do you work with most? What works well in these partnerships? 14. How well are programs and services coordinated across systems? 15. What could improve coordination?

Category

Question

NWD Implementation

16. What opportunities or concerns do you have in regard to implementing a No Wrong Door strategy in Nevada?
17. What are the most critical issues that Nevada needs to address to prepare for implementation of a No Wrong Door strategy?
18. What policy level changes are needed to implement NWD at the local, regional, and/or state level? (consider streamlined access, sharing information, etc.)
19. What practical changes are needed to implement NWD at the local, regional, and/or state level?

Proposed Questions for Early Implementers (only)

1. What were the most significant lessons learned in your implementation of a NWD approach?
2. How are community partners funded to implement Person Centered Planning/Options Counseling?
3. How did you address streamlined access with your non-Medicaid Population?
4. Are there partners (groups or organizations) that you have engaged that have been helpful?

Oregon	Beth Jackson beth.jackson@nwsds.org 503-304-3471 www.nwsds.org www.adrcforegon.org
New Hampshire	Need Contact Info

Focus Group Discussions

Focus groups will be held with providers of LTSS services. A total of 10 categorical focus groups will be held via webinar to encourage statewide representation. The purpose of these discussions is to gather information regarding the most pressing issues facing providers in implementation of LTSS services, how the system currently works to assist individuals, opportunities to improve that system, and positioning the state for NWD implementation.

Participants for focus groups are solicited from pools of employees representing specific provider categories which have been identified by the NWD Advisory Board. Focus groups typically have between 8-12 participants. Each focus group will begin with a description of the planning project which will include an overview of the No Wrong Door theoretical framework, and identify that the purpose of the focus group. Focus groups are planned for 90 minutes.



Focus Group Provider Categories:

- ADSD Staff
 - ADRC
 - ADSD Regional Offices
 - Regional Centers
 - NEIS
- DPBH
 - NNAMHS
 - SNAMHS
 - Rural Clinics
- Medical Providers
 - Hospitals
 - VA Medical Centers
 - Nursing/Residential Facilities
- Residential Facilities
 - Nursing Homes
 - Centers for Independent Living
- County Program Staff
 - Human Services
 - Behavioral Health
- Senior Centers
- Family Resource Centers
- Community Based Organizations
- Food Banks
- Jails/Prisons

Potential Focus Group Questions

Focus group questions have been organized to address the required sections of the system assessment.

- Consumer Needs**
1. What are the most significant needs or challenges facing people who need/use services?
 - To what extent are those needs currently being met?
 - Are there any challenges that are particularly pronounced based on region/geographical barriers?
- Outreach and Awareness**
2. How well do individuals and those that care for them know about LTSS services that are available?
 3. What kinds of outreach are used to increase awareness about LTSS services? Are specific populations targeted in outreach efforts?
- Information and Referral**
4. How would you describe the state system of providing accurate resource information through the Nevada Care Connection website?
 - Is it comprehensive, accurate, up to date, user-friendly?
 - How accessible is it for consumers?
 5. As a provider, does your organization use the directory as the primary source for information regarding LTSS services and supports? If not, how do you stay informed?
 6. Do you use the 2-1-1 system?
 - Is it comprehensive, accurate, up to date, user-friendly?
 - How accessible is it for consumers?
- Partnerships and Coordination of Efforts**
7. How well are programs and services coordinated across systems?
 8. What could improve coordination efforts?
- Streamlined Access and Eligibility**
9. Can you please describe the level of support you believe your organization would contribute to implementation of a NWD system?

NWD Activities	Support Yes/No
Outreach	
Information & Referral	
Intake/Application Preparedness	
Assessments	
Eligibility Determination	
Person Centered Counseling	

What resources would be needed for implementation?

- NWD Implementation**
10. What opportunities or concerns do you have in regards to implementing a No Wrong Door strategy in Nevada?
 11. What are the most critical issues that Nevada needs to address to prepare for implementation of a No Wrong Door strategy to service?
 - What practical level changes are needed?
 - What policy level changes are needed?

Consumer Surveys

An online and paper survey will be issued statewide to consumers, family members, care providers, and advocates to solicit input regarding the strengths and weaknesses of the current system as well as their suggested solutions for any identified deficiencies. It will be available in English and Spanish for the public and distributed through service providers identified by the Advisory Board. Participation is voluntary. The draft survey is found on the following pages.



Nevada's No Wrong Door to Long Term Supportive Services (LTSS)

Consumer Satisfaction Survey

We are collecting information from individuals across Nevada who currently receive and/or need Long Term Services and Supports (LTSS). Long term services and supports may include personal care services, caregiver supports, and behavior supports for people with functional limitation and chronic illnesses. If you are a consumer of services, a family member, a care provider, or an advocate, please take a few moments to answer this voluntary and anonymous survey. Your input will be used to help us understand the extent to which services meet the needs of consumers. We are also trying to identify what prevents people who need assistance from getting the help they require.

All responses will remain anonymous. If you would like to take this survey online, please go to:

<https://www.surveymonkey.com/s/NWDCONSUMER>

RESPONDENT PROFILE QUESTIONS

Please answer the following questions to help us understand who you are representing as you complete this survey.

1. Which of the following best describes you?

(check all that apply)

- Current consumer of services
- Former consumer of services
- Friend/family member of consumer
- Advocate for consumers
- Someone in need of services but not currently receiving them
- Paid caregiver
- Non-paid caregiver
- Provider
- Not sure

Please check the box below if you are completing this survey on behalf of someone with ASD who is unable to complete it independently?

- I am completing this survey on behalf of a consumer who is unable to complete it independently.

2. What is your gender?

- Male
- Female

3. What is your age?

- 0-12
- 13-17
- 18-20
- 21-24
- 25-44
- 45-64
- 65-74
- 75+

4. What is your race/ethnicity?

- White
- Hispanic
- Black/African American
- American Indian/Alaskan
- Pacific Islander
- Asian
- Mixed Race
- Other

5. What County do you live in?





- Carson City
- Churchill
- Clark
- Douglas
- Elko
- Esmeralda
- Eureka
- Humboldt
- Lander
- Lincoln
- Lyon
- Mineral
- Nye
- Pershing
- Storey
- Washoe
- White Pine

6. There are a variety of supportive services that can be provided to help people with functional limitations and chronic illnesses who need assistance to perform routine daily activities. Please indicate which of the following type of services you or someone you know have used and the extent to which it served your/their needs.

Types of Services Used	Please rate the extent to which each of these services met your needs.				
	Excellent Always met my needs	Good Usually met my needs	Fair Sometimes met my needs	Poor Never met my needs	Don't Know Have not used this services
Medical and Health Services (for example, services like skilled nursing, wound care)					
Food and Nutrition (for example, services like meal delivery, congregate meals, getting food)					
Employment (for example, services like job training, looking for employment)					
Personal Care Services (for example, services like assistance with bathing, dressing)					
Homemaker Services (for example, help with shopping, housework, managing finances)					
Respite/Caregiver Supports (for example, providing help or a break for caregivers)					
Behavioral Supports (for example services like behavior modification or autism treatment)					
Education/Training (for example, help managing chronic disease)					
Housing (for example, help finding housing, exploring options for living arrangements)					

7. People find out about services in a variety of ways. Can you please share how you learned about the supportive services in your community and how helpful they were in providing you information you needed.

Please rate how helpful each of these were in providing you with the information you needed.	Very Helpful	Helpful	Somewhat Helpful	Not Helpful	Don't Know
Referral from another agency					
Friend or family member					
Hospital/clinic/doctor/nurse					
Nursing home/assisted living facility					
Referral from school					
Brochure/flyer					
Media/newspaper/TV/radio					
Internet					
Nevada Care Connection/ADRC Website					
2-1-1					
Other (please explain)					

<p>8. There are a number of reasons that people may not receive the assistance they need. We want to understand why people who need services may not be able to access care. Please indicate which of the following you believe prevents you or other people from accessing services, treatments and/or supports and the severity of the issue.</p>					
<p>Please indicate the degree to which each problem affects you (or the person you care for) from accessing services, treatments and/or supports</p>	Big Problem	Medium Problem	Little Problem	Isolated Issue	Don't Know
Lack of transportation					
Lack of Medicaid, medical Insurance, and/or cost prohibitive					
Long wait lists					
Not enough services/service providers available					
Not the right types of services offered to meet my needs					
Lack of choice in regards to the services offered					
Services were not provided in a flexible fashion to meet my needs					
Don't know where to get help					
Language barriers					
Service providers are rude					
System is too confusing/difficult to navigate					
Other (please explain)					
<p>We are also trying to understand how easy it was for you to find the help you needed and the extent to which you were provided choices about your care.</p>					
<p>Check the appropriate box to indicate your level of agreement with each of the statements below.</p>	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Applicable
					
9. It is easy to find the help I need.					
10. Applying for services was simple.					
11. Someone sat with me to discuss my needs and helped me understand what services were available to help me.					
12. Information about services was provided to me in a manner that was easy to understand.					
13. I was able to make choices about my care that best served my needs.					
14. Someone followed up with me to see if I got the help I needed.					
<p>15. How significant of an issue is it to gain access to services in your community?</p> <p><input type="checkbox"/> This is a big issue – there are a lot of barriers to getting the help I need in my community.</p> <p><input type="checkbox"/> This is a moderate issue – there are issues that make it difficult and/or time consuming to get the help I need.</p> <p><input type="checkbox"/> This is a minor issue – there are system improvements needed, but they are minor and do not affect my ability to get the help I need.</p> <p><input type="checkbox"/> This is not an issue – people can get help when they need it.</p>					

16. On a scale of 1-10, how well do you think the current system responds to the long term supportive service needs of your community?

- 1 – Responds in the best way possible
- 2
- 3
- 4
- 5

- 6
- 7
- 8
- 9
- 10- Responds in the worst way possible

17. Please list the **one thing that works best for you in getting the help you need.**

18. Please list your number **one frustration with getting the help you need.**

Thank you for taking the time to complete this survey. Your input is valuable and appreciated!

Town Hall Meetings

Once the draft plan as approved by the Advisory Board has been completed, ADSD, SEI or both will hold a series of town hall meetings to solicit feedback on the vision, mission, and goals of the NWD strategic plan. A total of three town hall meetings will take place, with one in each of the following regions: Northern Nevada, Southern Nevada and in Rural Nevada. Town hall meetings will be open to the public.

The town hall meeting agenda will include the following topics and questions:

Welcome and Introduction to the Project

Presentation of Vision and Mission statements

1. Are there any questions or comments on the vision?

Summary of Findings

2. Are there any questions or comments on the findings of the SWOT analysis?
3. Are there any critical issues you would expect to see addressed that are not listed? If so, what are they?

Presentation of Goals

4. Do these goals seem appropriate to implement a No Wrong Door System throughout Nevada?
5. Do you believe that implementation of these goals will help to achieve the vision of No Wrong Door?
6. What questions or concerns do you have?
7. If you have specific comments about a goal, please complete a comment card.

ADSD and/or SEI will present the town hall meeting results to the Advisory Board for consideration prior to finalizing the 3-year plan.