



STATE OF NEVADA  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
AGING AND DISABILITY SERVICES DIVISION

Las Vegas  
1860 East Sahara  
Las Vegas, NV 89104

(702) 486-3545 • Fax (702) 486-3236  
[adsd@adsd.nv.gov](mailto:adsd@adsd.nv.gov)

RICHARD WHITLEY  
Director

JANE GRUNER  
Administrator

BRIAN SANDOVAL  
Governor

### MINUTES

**Name of Organization:** Nevada No Wrong Door (NWD) Advisory Board  
Kickoff Retreat

**Date and Time of Meeting:** February 11, 2015, 1:00 p.m.

**Place of Meeting:** Rural Regional Center –Training Room  
1665 Old Hot Springs Road, Suite 157  
Carson City, NV 89706

### MINUTES

#### **I. Welcome, Roll Call and Introductions**

Cheyenne Pasquale (CP), ADRC Project Manager called the meeting to order at 1:03 pm.

*Members Present:* Brian Patchett, Ellen Richardson-Adams Dena Schmidt, Dena Schmidt, Jill Bernston, Janice John, Jeff Fontaine, Laurie Olson, Laurie Squartsoff, Maria Dent, Michelle Merrell, Sherri Rice, Steve Fischer.

*Members Absent:* Jane Gruner

*Staff Present:* Cheyenne Pasquale, Lisa Watson (SEI), Sarah Marshall (SEI) Sara Yeats (SEI), Sara Boxx (SEI), Jeff Duncan

Ms. Pasquale welcomed everyone to the meeting and introduced Lisa Watson from SEI who introduced the rest of the SEI team.

**II. Public Comment** (No action may be taken upon a matter raised under public comment period unless this matter has been specifically included on an agenda as an action item.)  
No public comment

#### **III. Overview of No Wrong Door (NWD) and Advisory Board Purpose**

Ms. Watson began the meeting with an overview of the purpose of the group - to help our state in developing a 3 year implementation plan to expand the NWD concept to all populations and all payers. She provided a brief overview of key points related to the Open Meeting Law, including the need for a quorum, discussing items on the agenda only and voting for decision making purposes.

Ms. Watson also provided an overview of the agenda for today's meeting.

Ms. Pasquale gave an overview of the NWD program approach. She began with a brief history of the Aging and Disability Resource Center (ADRC) program as the original starting point for the NWD concept. She also reviewed the activities that are currently taking place with the Balancing Incentives Payments Program (BIPP), and how the work of this Advisory Board will build upon these two projects to expand NWD for all populations and all payers. Ms. Pasquale also discussed the federal vision for NWD which includes four functions: Public Outreach & Links to Key Referral Sources, Person Centered Counseling, Streamlined Access to Public Programs, and Governance/Administration of the NWD system.

Ms. Watson then provided an open forum for members to provide feedback on their vision of NWD in Nevada. Key ideas/themes included:

- The need to simplify the process for consumers; have a system in place for a consumer to be able to help manage and access many types of services in one place.
- Trust among all agencies involved is needed to make the vision a success.
- Misunderstanding and miscommunication both by providers and consumers creates confusion so an effective NWD system must address these issues.
- The need to break down silos, particularly from an IT perspective which includes data sharing across agencies.
- Limiting the amount of information a consumer needs to know to get services; providing basic information and assistance to navigate the system is necessary.
- The NWD is a chance to help a consumer to receive wrap around services.
- From an employer perspective, consumers need a place to land and a support system.

Ms. Watson summarized key themes based on the open discussion, which included the need to have a centralized intake process (either through a simplified application or a data system to share consumer info); a consumer portal to be able to access information on services; assistance for consumers to navigate and the need to build trust among agencies to streamline sharing of information.

#### **IV. Project Overview and Timeline**

Ms. Marschall provided a brief overview of Acronyms and Glossary of Terms for the Advisory Board.

Ms. Watson then reviewed the major milestones of the project which includes the final approval of the 3 Year Plan in August 2015. Ms. Watson highlighted the

point that a lot of work needs to happen in a short amount of time. Ms. Watson provided a summary of the Strategic Planning processes they will use to help facilitate Nevada's goal of creating a NWD 3 Year Implementation plan.

Mr. Fontaine raised concerns regarding who is responsible for approving the plan due to the far reaching implications, particularly in terms of the structural and budgetary implications of the plan. Ms. Watson explained that stakeholder input will be collected throughout the development of the plan. Additionally, Ms. Watson explained that the draft plan will be presented to the public for final reflection prior to the Advisory Board approval of the final document. Ms. Pasquale further explained that the members of the Advisory Board were chosen because of their position as decision makers in our system. The Board composition was developed intentionally, bringing together agencies that will be most impacted by NWD implementation, and the process for developing, approving, and implementing the plan is meant to be a collaborative endeavor. Ms. Pasquale also explained that part of the responsibility of this group will be to determine the administrative, financial and regulatory steps that need to be taken into account to be able to implement a true NWD concept.

Additionally, Ms. Pasquale explained the RFP for this project did elude to the fact that there may be additional funding available to help implement the plan, however at this time it is unknown what exactly that looks like.

Ms. Boxx also pointed to the RFP request that our plan have some strategies for addressing the financial implications which should also include strategies that have no cost to the state. We want to come up with a plan that is multifaceted and includes strategies that may require additional federal funding, leveraging of existing resources and no cost strategies.

Mr. Fontaine also expressed concerns about the implications to local governments including both county and city agencies. Ms. Marshall asked him to be thinking about this once we begin to discuss the outreach plan so we can be sure to get stakeholder feedback from some of these additional groups.

Ms. Watson continued with the overview of the project and the timeline. This includes monthly meetings with the tentative dates of:

- April 28
- May 27
- June 23
- July 16
- August 27

Ms. Pasquale stated she would send out meeting invites to the Advisory Board members this week as placeholders for the meetings.

## **V. Review, Discuss and Approve Outreach Plan**

Ms. Watson provided an overview of the main components of the Outreach Plan which included four key activities: Focus Groups, Key Informant Interviews, Consumer Surveys and Town hall meetings. The goal for today is to provide feedback to SEI on what groups should be targeted for the focus groups, who should be contacted as a key informant, and methods for disseminating the consumer surveys.

The town hall meetings will be on the back end of the outreach plan, conducted after the plan has been drafted. There will be a total of 3 town hall meetings that will be open to the public to gather feedback and input on the plan before it is made final.

*Key Informant Interviews* will be conducted with system operators, people who currently work within the system to identify the most pressing issues facing state agencies in the implementation of a NWD system of care. The goal for today is to identify up to 20 interviewees to be contacted by SEI so they can complete a total of 15 interviews. Through discussions, the Advisory Board recommended the following individuals to be contacted for Key Informant Interviews:

1. Brenda Mothershead, ADSD
2. Patty Gurney, ADSD
3. Kathryn Baughman, DPBH
4. Cody Phinney, DPBH
5. Kelly Woolrich, DCFS
6. Ken Retterath, Washoe County
7. Tim Burch, Clark County
8. Edrie LaVoie, Lincoln County
9. Jennifer Frishman, Long Term Care
10. Gloria Macdonald, DHCFP
11. Tom Kapp, ADSD-NEIS
12. Kat Miller, NOVS
13. Libia Perez, East Valley Family Services
14. Terry Deantonia, 2-1-1
15. Patrick Williams, DWSS
16. Mary Liveratti
17. Oregon NWD Contact
18. New Hampshire NWD Contact

In terms of the questions, the Advisory Board recommended we reword question number 16 because it may be too broad. Also suggested we remove question 18 because the information is covered in question 12.

Focus Groups will be conducted via webinar to targeted groups of stakeholders. The goal is to get 8 -12 participants per group. Groups targeted for focus group discussions were:

- ADSD – including ADRC, ADSD, NEIS, and Regional Center staff
- DPBH – including NNAMHS, SNAMHS and Rural Clinics

- Medical Providers – including hospitals, VA medical centers, nursing facilities
- Residential Facilities – including nursing homes and centers for independent living
- County program staff
- Senior Centers
- Family Resource Centers
- Community Based Organizations
- Food Banks
- Jails/Prisons

All advisory board members agreed to help recruit participants for the various focus groups. SEI will distribute invitation emails to the board members to send out to their contacts.

The consumer survey review included minor edits mainly due to word-smithing and ensuring there were not too many open ended questions.

Ms. Olson motioned to adopt the Outreach Plan with the discussed revisions; Ms. Merrell seconded the motion; all approved.

#### **VI. Discuss guidance for NWD Vision, Mission, and Guiding Principle Statements**

Ms. Marshall provided the board with an overview of the Vision, Mission and Guiding Principles.

- Vision – vivid description of what kind of future we are trying to create. It should be a clear and compelling goal that serves to unify efforts. Along with the mission statement, it provides a framework for planning.
- Mission – defines the fundamental purpose for the group. Together the mission and values show what people believe in, giving meaning to the work necessary to make efforts flourish.
- Guiding Principles – also called Core Values, shape and influence the actions of a group. They are those principles and beliefs that are held dear and which shape how people think and act.

Ms. Marshall explained she will send out a survey to the Advisory Board by the end of the week to gather feedback from the group so they can develop draft statements to be reviewed and approved at the next meeting.

#### **VII. Review, Discuss and Vote on draft Strategic Plan template**

Ms. Watson provided an overview of the main components of the Strategic Plan Template which includes:

- Acknowledgements – individuals who led or participated in the planning process.
- Executive Summary – summarizes key information from all other sections.

- Background and Introduction – will include NWD framework, Advisory Board description, and Organization of the report.
- Strategic Orientation – Vision, mission and values held by the NWD Advisory Board.
- Methods – describes methods and approach of the strategic planning process.
- Situational Analysis – presents strengths, weakness, opportunities and threats facing the existing LTSS system within the context of implementing a NWD.
- Goals and Objectives – presents goals and strategies for action over the next 3 years of implementation. Also provides specific activities, responsible parties, financial resources, and timelines for achievement.
- Monitoring Plan Performance – describes how the state will measure and report on its' success and lessons learned.
- Appendices – includes supplemental materials, such as the Outreach Report.

Ms. Richardson-Adams motioned to adopt the Strategic Plan template; the motion was seconded by Ms. Berntson; all approved.

### **VIII. Public Comment**

No public comment.

### **IX. Final Comments, Next Steps and Adjournment**

Ms. Watson stated they will begin to implement the outreach plan, and will be reaching out to the Advisory Board to gather contact information and to request assistance with distribution of surveys and focus group outreach. Ms. Pasquale will send out invites for the future NWD Advisory Board meeting dates.

Ms. Marshall asked the board to fill out the meeting evaluation survey contained within their packet.

There was also a request made that Advisory Board review documents sent out in advance of our future meetings to make our meeting efficient.

Ms. Pasquale thanked all those who attended the meeting and expressed excitement for initialization for the NWD process.

Meeting was adjourned at 4:05 pm.