Funding Opportunity Informational Webinar
NWD System Business Case Development
April 25th, 2018

Ami Patel: Hello everyone, this is Ami with ACL. We will begin this Webinar in just a minute or two.

Ami Patel: Hi everyone! Thank you for joining us for the Informational Call on the new Funding Opportunity for No Wrong Door Business Case Development. My name is Ami Patel, I am with the Administration on Community Living.

Ami Patel: Thank you everyone for joining us. We would like to first start out with a few housekeeping reminders. All participant lines have been muted. This line is being recorded. We will have the transcript and the video posted on the No Wrong Door website. We would like to ask that you please use the chat feature to ask questions. The chat box can be found on the left-hand side of your screen. Please address all participants when asking the question. Now, a quick overview of the agenda. We will go through some background on No Wrong Door and the purpose of this funding opportunity. And then we will review application requirements, the use of funds and criteria, and lastly discuss due dates and additional resources before having time at the end for question-and-answer.

Ami Patel: So going right into some background. As we know it the challenge remains that current long-term services and supports access systems involve numerous funding streams administered by various federal, state, and local agencies. Resulting in fragmented and duplicative processes. Individuals in need of services sometimes fact multiple screenings and intake requirements. The demand and need for such services is increasing. 70 percent of Americans who reach age 65 will need long term care for an average of 3 years. 90 percent of people have reported they would prefer to live in their home or communities for as long as possible. We also know that challenges remain that access systems continue to operate in silos and not all systems are systematically able to track comprehensive data or core outcomes. No Wrong Door systems are a solution to these challenges. A state's No Wrong Door system provides the coordinated infrastructure to support the collaboration of local services, making access to critical supports more efficient and person centered. A single No Wrong Door system is where anyone seeking LTSS can be seamlessly connected to a full range of community based options available to help them remain in the community. No Wrong Door systems are built on existing access functions across multiple aging and disability network agencies.

Ami Patel: They are at different stages of implementing a No Wrong Door system, whether that is training staff or restructuring around person centered principles, streamlining programs and eligibility, or increasing coordination between agencies. ACL, Centers for Medicare and Medicaid Services and the Veterans Administration have invested in the guidelines using the experiences and recommendations from states and over the years ACL and its partners have issued 33 grants issued to support planning and implementation of NWD systems. I would like to turn it over to Joseph Lugo to talk more about these investments.

Joseph Lugo: Thank you, Ami. Hello everyone. Thank you for your interest this funding opportunity announcement. On the slide you will see a visual of circles with two arrows on the top and below. This is a visual that captures the system that Ami was talking about. And really the core principle behind ADRCs and NWD has not changed. It is still to create a visible and trusted access system for individuals regardless of their age, income, or disability are only have to tell their story once. We have done this and states have done this through partnership and technology really with the end goal of an integrated LTSS. If it is not fully integrated, at least the interface trying to work on that aspect. This funding opportunity really is one of our most serious efforts we've made in trying to tease what are the right data elements

needed when making the business case for NWD access system. The approach that we are hoping to use it is one that we have used before, if you go to the next slide, one of the things that we have learned working with states is that if we are able to target investment with a small group of states and work with them for a short duration but an intense period then sharing those results and products widely has been a successful relationship to date. These are some examples that have come out using this process. The first one is the no wrong door system key elements and this is really states identifying of the structure of what a NWD system is. They eventually turned into the national benchmark that is used in the states scorecard, developed with the support of AARP and the SCAN Foundation Commonwealth Fun. Another effort that has come out of this process is our work with the VA at the national expansion of the Veteran Directed program. The work that we did with Medicaid administrative claiming, we worked with a small group of states. They spent a lot of time crafting what that would look like but now every state has access to those resources and the newly developed toolkit. And then finally we worked with a small group of states to develop a national person centered counseling training program. This was an intense process about 18 months but the end result is that now every state has access to the training as well the content. We are excited that the design of this this new funding opportunity will yield a similar results, just in a different area. I will turn it back over to Ami.

Ami Patel: Thank you, Joseph. Looking at the new Funding Opportunity title No Wrong Door Business Capability. The primary focus is measuring and quantifying the impact of NWD systems. This FOA will fund up to 9 states and there are four primary goals outlined. The first is to assess current efforts and business case development; second, to work collaboratively with ACL and its partners to develop a methodology and toolkit for calculating a return on investment (ROI) By ROI, what we mean is a measure or calculation to show the value of the various investments made in the wrong door systems both at the federal, state, and local level. The third goal is to share key data elements with ACL and its partners to actually test and calculate a ROI. Lastly, building a business case creates the foundation for transforming a state's access system and it provides the information and data necessary to address the challenge of sustainability. The fourth goal, is to develop a business case model that demonstrates the impact of NWD systems.

Ami Patel: So the eligibility requirements for this funding opportunity are that applicants must be a state entity. Matching funds are not required. Applicant must provide a letter of support from the office of the Governor or a cabinet level official from a state agency that is responsible for the administration of programs that serve older adults, individuals with disabilities and caregivers. In addition, grantees are required to collaborate with key no wrong door partners and stakeholders. This is also outlined in the NWD Key Elements as Joseph mentioned. We are really working for collaboration throughout the grant period with agencies such as the state Medicaid agency, State Units on Aging, state agencies that serve or represent the interest of individuals with physical disabilities, intellectual and developmental disabilities and state authorities administering mental health services.

Ami Patel: Next we will review the grant requirements. These instructions can be found on pages 3 to 7 on the full funding opportunity announcement, which can be downloaded on grants.gov.

Ami Patel: There are two required expectations for this grant. The first is that grantees are expected to capture data elements at the individual, program and organizational level in order to calculate a potential return on investments. Data elements shall reflect the benefits and results of person centered counseling. We want to understand the value of an individual, for instance, avoiding costly nursing home stays or avoiding hospital readmissions or perhaps the benefits of receiving meals that they didn't otherwise have. These are just a few examples of data elements that we may capture throughout the grant period. Grantees are expected to share these key data elements with ACL and external partners. And throughout the grant period we will be working collaboratively to identify a core set of individual level data relevant for determining an individual's needs and how connecting with ADRCs within the no wrong door

system has benefited individuals over time. In addition, grantees should have a data collection system or methodology in place to capture this data both on a quantitative and qualitative level. The second requirement is grantees are expected to implement at least one of the following evidence informed models. Care transitions from hospitals, care transitions from nursing home, the veteran directed home and community-based services program, or nursing home diversion program. In order to implement any one of these, grantees must provide a letter of support from one or more healthcare institution. For example, this could be local hospitals or hospital institutions, nursing facility or healthcare clinics or VA medical centers. The letter of support can be submitted with the application or there must be a commitment to obtain a letter of support within the first three months of the grant. This letter of support shall identify the evidence informed intervention that is chosen but may also include an opportunity to share healthcare utilization data across the population served within the identified geographic area.

Ami Patel: States are encouraged to consider models and partnerships that already exist within the states. Examples of successful evidence informed models can be found on the resources page of the NWD website.

Ami Patel: Looking at the application project narrative requirements. The instructions can be found starting on page 11 of the full announcement. There are four components that we are looking for. I will go through a few key components within each of these categories. But of course, all the details are found in the full announcement. So, with the problem statement, we are looking for a description of the operational structure and capacity of the state's access system, including how the state is working to achieve the four functions of a NWD system that can be found in the key elements document.

Ami Patel: For goals and objectives, we are looking for applicants to clearly identify which evidence informed intervention will be implemented. And they must identify the goals that allow for data sharing throughout the grant period. With existing capabilities, we would like a description of the current data collection capabilities, an estimated number of people served through the evidence informed model and also an estimated number of people that might receive person centered counseling during that grant period, which is a total of 24 months. In the outcomes section of the project narrative, we are looking for specific outcomes that will result in the state's ability to gather ongoing client and program data in order to demonstrate a business case and potentially calculate a return on investment. The details for the project narrative, which must be no more than 10 pages, can be found on pages 11 through 13 of the full funding announcement.

Ami Patel: Application review criteria starts on page 15 of the funding announcement. Applications will be scored in four categories, totaling 100 points. Criteria has been identified within each of these four categories. We will focus on project relevance and current need. The identified approach for implementing the evidence informed intervention or providing data, the proposed budget and the project impact.

Ami Patel: Again, the details for each of these categories and the specific scores and criteria can be found on page 15 and 16 of the full announcement.

Ami Patel: Use of funds for this grant may depend on state priorities or existing capabilities. States can use funds in any of the following ways. Either to implement statewide training on person centered planning, thinking and practice. Funds can be used to sub-grant with community-based organizations such as AAAs, ADRCs, or Centers for Independent Living in order to support the infrastructure and ensure data collection abilities. Funds can also be used to enhance management information systems, or data collection systems. Enhancements may include the ability for multiple agencies to input data, the ability to track or identify duplication or enhancing ability to gather information and share it

electronically. Another example of a way funds can be used is to implement consumer satisfaction surveys in order to document the benefits of person centered counseling.

Ami Patel: The next slide gives an overview of the due dates. Applicants are requested not required to submit a letter of intent by May 11, 2018. This can be emailed to myself at ami.patel@acl.hhs.gov. Applications are due on June 11, 2018 by 11:59 pm. This date is very important. You are strongly encouraged to submit your application at least 3-5 days prior to this due date to avoid technical difficulties. Grants.gov can take up to 48 hours to notify you of a successful submission so it is very important to submit the application on time. For technical assistance, please use the email address and phone number that is provided here. Additional details about grants.gov or the requirement for a DUNS number can be found on pages 9 and 10 of the FOA and information about electronic submission can be found on page 13.

Ami Patel: With that, we have left plenty of time for question and answer. Before we dive into that I want to stress that we will be posting a frequently asked questions document which will be the official response to any questions that we discuss today. And that will be posted on the NWD resources page. Before we look at the chat feature, there are few questions that ACL has already received so I would like to go through them. So the first is, that we learned that Grants.gov changed their format so downloading the full announcement and instructions can be a little tricky. Hopefully, you are on this call and you were able to do so but the full instructions on the announcement page can be found by clicking package and then clicking on preview, which will bring up a small pop-up that allows you to click on download instructions. This step-by-step process will be provided on the FAQ document. But it can be a little tricky to find. Another question we received was what is the expended number of grant awards? This FOA will fund up to nine states. Another question is what the minimum and maximum award for each budget period. The minimum award for each budget period, which is 12 months is $390,000 and the maximum is $600,000.

Ami Patel: I think Joseph has also received another question.

Joseph Lugo: Thanks, Ami. One of the questions we received from a couple states is can the applicant propose a different evidence informed intervention that is not found in the FOA or on the NWD website, such as a care transition from a correctional facility or person centered counseling being delivered in a Lifespan Respite, for example. So this would be a part of the official FAQ but the answer would be yes. However, all the requirements of the grant still have to be met. The applicant will have to demonstrate with this intervention that it does have direct connection to the states NWD system as defined by the NWD Key Elements. The proposed intervention is evidence-based or evidence informed. There are some research to back it up. The applicant has demonstrated that you can meet the FOA timeline. For example, if it takes nine months to set it up, it will not be able to meet the timeline that is already in FOA. And then finally the intervention would include person counseling function, still be able to identify the geographic area, and can product outcomes that may result in return on investment calculation. That is the general response we will have for that question.

Ami Patel: Okay. We will be going through the chat feature to answer as many questions as possible. We are going to try to answer them verbally here, but please make sure that you go to the NWD website for the official FAQ document. We have a question here about the work plan for the entire program and whether or not a grantee-only workplan is it necessary in addition? On pages 5 and 6 of the full announcement we have provided a chart for the proposed timeline and workplan and this was provided just to give you an estimated timeframe for that activities and the entities responsible for key moments throughout the grant period. This is not set in stone, all of these activities will not be the only things happening over the two-year period. This chart is important to pay attention to for the entities responsible. We wanted to make it fairly clear that the actual calculations of ROI and the collection of

data is going to happen with ACL and its external partners. Grantees and states aren't expected to have a system that already calculates that. We will be working collaboratively to meet that. This chart is an estimated time frame it is just a general idea for you to understand what we want to come accomplish and who will be involved during the grant period. Hopefully that helps clarify that question.

Ami Patel: So, we have another question that was received before the webinar. And that was for implementation of the evidence informed model can a state focus on one or two counties as opposed to large geographical location? The answer is yes. The geographic area that you identify can be one or more counties. We just ask for, as part of the application, an estimated number of people served through the model within that specified geographic areas is provided as a part of the project narrative. We want to understand whether that is one country or multiple counties what the estimated number of people served would be through the evidence informed model that you choose.

Ami Patel: Give us one moment. We are looking through the chat feature to answer some of these questions.

Ami Patel: There is a question here that says ours states no wrong door system is in very early stages of development are we eligible to apply and use the grant funds to develop our system?

Joseph Lugo: Yes. All 56 states and territories are allowed to apply, so you would be eligible to apply. But we do envision that it will be quite competitive and states that are able to demonstrate that they can capture data related to these different models will probably score higher. But even if you do not have a mature system, you may have a geographical area that you are doing very well or have an operational evidence based model where you are doing very well. So, I would encourage you to still apply and you would still be eligible.

Ami Patel: We have another question, may grant funds be used for the administration of the project by the awarded entity? Yes. The entity that applies and that also gets awarded can use the funds for administration of the project as long as it aligns with the program scope and the details of the grant requirements.

Ami Patel: We have another question. Can an applicant submit a proposal that uses more than one intervention? The answer is yes. We do not expect you to stick to only one. We definitely encourage states to explore models that are in place. So if you have care transitions or nursing facility transition programs and you want to focus on both of them you may. Obviously, the requirement is that you implement at least one of those evidence informed models.

Ami Patel: Another question here, will the estimated numbers of people served be a factor in receiving funds? The answer is no. We do not have that as a specific criteria in terms of scoring. We just want to have a general sense in terms of developing the methodology for calculating ROI and what the potential scope and the potential population that will be served. That is a component for the project narrative but it is not necessarily a component of criteria that will be scored.

Ami Patel: Another question in the budget narrative and justification, applicants must propose funding organizations to help ensure the program and client data is collected in a timely fashion. Does that speak to project sustainability? To answer that, we encourage use of funds to support local level entities so they can submit data in a timely fashion. Obviously, this is the grant that has a specific time period. It is only for 24 months, so we want to ensure the goals are met within that timeframe. So that is a requirement.

Joseph Lugo: What I would add to that is that the grants are up to $600,000 and we do realize that asking local entities to submit this information it does incur costs. Many times we don't allocate funds to collect the data. It is just an expectation that it would. Our intentions by putting this in there is that the applicant would be able target those funds to support local organizations to complete the data.

Ami Patel: Another question here, under use of funds, there are directions about identifying the geographical area and estimated number of people. Does this apply to the prescreening or nursing home diversion, or does it apply to all four of the evidence based models? The answer is that it applies to all four of them. Whichever evidence based model that you choose, we want you to also describe the geographic area and the estimated number of people who might be served by that model.

Ami Patel: So another question, can a different evidence-informed or evidence-based model be used in each of the two different geographical areas? For clarification if you have one area for care transitions and another for prescreening or nursing facility transition, that is possible. We are not saying it just has to be one geographic area with two evidence informed models if that is what you choose. You can have different geographical areas and different evidence informed models as a part of the proposal. We are just going through the questions here.

Joseph Lugo: We will give everyone a minute to submit questions that they have through the chat feature.

Ami Patel: Here is another question, do you have any requirements on what states should collect to understand return on investment? The answer is that the very beginning stages will be working with the grantees to identify the best methodology to calculate an ROI. We will work together and essentially have some one-on-one calls and together as a group with the grantees to understand what your current capabilities are, what are the data you are already collecting, and how we can potentially calculate the return on investment. That part will be in an activity that ACL and its partners will be involved in with the grantees.

Joseph Lugo: Everything she said is correct. The only footnote I would add is, in the review criteria there are points that are allocated to states that are already conducting business case development activities. If you are a state where you know that this is going on, I would encourage you submit this in your application because it is only going to help you. We will take another minute to give people time to submit any questions.

Ami Patel: We did receive another question. Should nursing home diversion from Money Follows the Person be kept separate or counted in the data set for cost savings? CMS is one of the core partners with the VHA and we are very in fortunate that CMS has funded 40 states using MFP to help ADRCs and NWD system develop. From our perspective we would wanted to be included as part of the process. We feel like the efforts to create more synergy together instead of separate. We want it all to be together.

Ami Patel: Okay. Another question is will agencies use more than one evidence-based approach be given a higher score? The answer is no. That is not part of the criteria we just ask you to implement at least one. In the second question to that is would it be better to concentrate on one area or model rather than two areas and two different models? It is your decision on how many models or how big your geographic area is. It really depends on your current capabilities in terms of data collection and the data elements you are able to capture. We strongly want you to consider what model might already be in place. We can work with you if you have additional questions on that, but again, the scoring is not based on the number of evidence informed models that you have.

Ami Patel: Another question, may we implement evidence-based instead of evidence informed? The answer is absolutely yes. So, the Veterans Directed Home and Community Based Services program is an evidence-based program. But there are some specific criteria in terms of call it evidence based, which is why, to be inclusive of the examples we provided, we have been saying evidence informed but in general it can be either of evidence-based or evidence informed.

Ami Patel: Okay. Another question here, when do you estimate when the recording will be available on the NWD website? Probably within a day or two. We just need to look through the transcript as well and make sure that is ready to be posted. It should be on the resources page of the NWD website by the end of this week. If not early next week, worst case. Just taking a moment to look to the questions.

Ami Patel: Another question we have done some initial work on ROI and can the funds be used to help coordinate data systems to better track services across the multiple systems that we have? The answer is yes. We definitely want to encourage you to use the funds to allow for more streamlined efforts in terms of data collection and being able to share that with ACL and its external partners. If you have done any work around return on investment or business case development, we absolutely want to know that in the project narrative of the application. Again, it can be a part of the criteria.

Ami Patel: Okay. We are just giving you another minute or two if you would like to ask additional questions. We are scanning through to make sure we have answered as many as we can. If you did not get an answer, we will make sure that we provide a written response in the FAQ document. Keep a lookout for that in the next day or two as well, after today's webinar.

Ami Patel: So I don't see any new questions coming in. We are happy to stay on as long as you need. Please continue to send questions our way. Another reminder is the due dates and the letter of intent. The letter of intent is due May 11, 2018, which can be emailed directly to me. The application due date is June 11, 2018 by 11:59 pm.

Ami Patel: So we have another question here. When looking at the Veteran Directed program, can we provide examples related to ROI at the state level? I think it would be best if we provide a written answer to this because there are great examples of how states have benefitted from that program and how the investments that the VA has made with that program can serve ROI and we can answer that question in the FAQ document.

Joseph Lugo: We know for sure that we have those at the local level but we but we will need to tease out which of those may be at the state level. Thank you that is a great question.

Ami Patel: Okay. So thank you all again for joining us today for this informational call. Again, please feel free to reach out to any one of us if you have additional questions throughout the period of this FOA and we look forward to posting additional resources on the NWD website. Be on the lookout for that. With that, I think we will end this call. Thank you, again.

[Event concluded.]