



NY Connects
Your Link to Long Term
Services and Supports

Building Partnerships in the Expanded NY Connects System

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Today's Agenda

- NY Connects/No Wrong Door (NWD) System – Background and transformation from program to system.
- Panel Presentations – Learn from the Area Agency on Aging (AAA) and Independent Living Center (ILC) partners in Broome and Rensselaer counties about how they are building the partnership to implement the expanded NY Connects/NWD System.
- Q&A/Discussion

What is NY Connects?

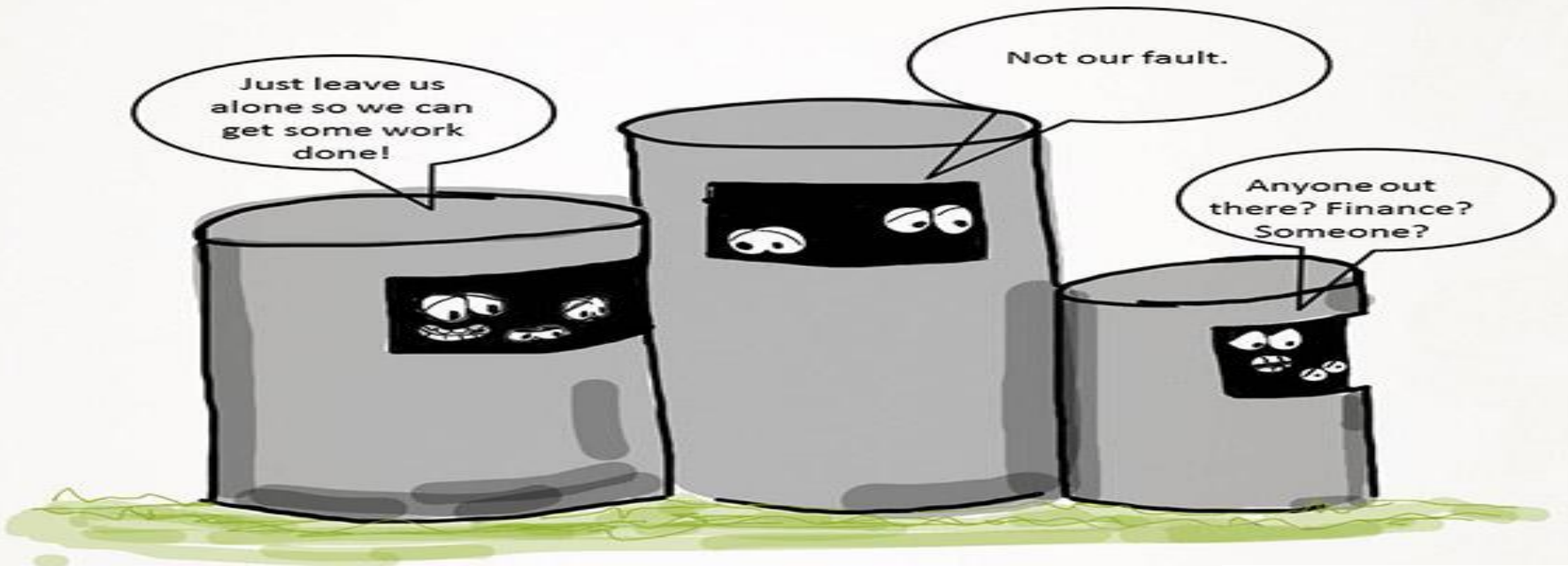
- NY Connects is a formal partnership of government and community based designated agencies to deliver Comprehensive Information, Assistance and Linkage to Long Term Services and Supports (LTSS) for individuals of any age (whether eligible for Medicaid or not) in need of such services.
- Geographically available statewide and locally based in each county.
- Delivers core functions according to the NY Connects State Program Standards.

NY Connects Goals

- **Streamline access** to information and assistance about Long Term Services and Supports (LTSS).
- **Reduce fragmentation** within service delivery through better coordination across systems.
- Empower individuals to make informed choices and **support independent living.**



Breaking Down Silos



NY Connects: History

- State Level: 2006 – NY Connects established as one key component of LTC reform in NYS and was statutorily mandated in the 2006 Elder Law.
- Federal Level: “Aging and Disability Resource Center” (ADRC) was created by the 2006 Amendments to the Older Americans Act (OAA).
- NY Connects was recognized as NYS’s Aging and Disability Resource Center by the U.S. Administration on Aging (AoA) with the award of the Nursing Home Diversion Modernization Grant in 2008.
- A number of Federal grant opportunities for ADRCs became available via the 2010 Patient Protection and Affordable Care Act as well as the Administration on Community Living (ACL)/AoA increasingly tying federal grant opportunities to the ADRC.



Balancing Incentive Program (BIP)

- Authorized by the 2010 Patient Protection and Affordable Care Act, BIP provides financial incentives to states to offer community-based LTSS.
- BIP reinforces NYS's ongoing efforts to improve access to home and community-based LTSS for people of any age with physical, behavioral health (mental health and substance abuse) needs, and Intellectual and/or Developmental Disabilities (ID/DD).
- BIP requirements apply to all Medicaid populations in need of LTSS and involve four state agencies – Department of Health (DOH), the NYS Office for the Aging (NYSOFA), the Office for People with Developmental Disabilities (OPWDD), and the Office of Mental Health (OMH).

BIP Requirements

BIP requires three structural changes:

1. No Wrong Door (NWD) system
2. Core Standardized Assessment instrument
3. Conflict Free Case Management

Accessing NY Connects

- By Phone: 1-800-342-9871
- In Person: At the local site, or individual's home or community, as needed
- Online: www.nyconnects.ny.gov

NY Connects as the “Hub” of The No Wrong Door System

NY Connects serves as the NWD “Hub”, connecting with partner agencies to better serve individuals across service systems with LTSS needs.



A Closer Look at the NY Connects/NWD System: State Partner Agencies

- New York State Office for the Aging (NYSOFA)
- NYS Department of Health (DOH)
- NYS Office for People with Developmental Disabilities (OPWDD)
- NYS Office of Mental Health (OMH)
- NYS Office of Alcoholism and Substance Abuse Services (OASAS)

A Closer Look at the NY Connects/NWD System: Local NY Connects (Hub)

- Area Agency on Aging (AAA)
- Local Department of Social Services (LDSS)
- Independent Living Center (ILC)

AND

- Collaborating closely with the Regional Offices/Front Door of OPWDD
- Other Partners



Expanding from a Program to a System: NY Connects/No Wrong Door System (NWD)

Expanded capacity - Statewide coverage:

- Additional County coverage, including the 5 Boroughs of New York City and 1 Indian Nation.
- Additional funding to grow capacity at existing sites.
- Addition of 6 ILCs for additional staffing capacity and expertise.

Expanding from a Program to a System: NY Connects/No Wrong Door System (NWD)

- Consistent information, assistance and experience to individuals in need of LTSS across age and disability groups, and across NYS.
- Seamless from the individual's and/or family's perspective.
- Accessible: phone; face to face (office, other community locations, in the home); on-line.



Expanding from a Program to a System: NY Connects/No Wrong Door System (NWD)

- Preliminary financial and functional screening process to assist in identifying options and accessing long term services and supports.
- Person-centered assistance/options counseling as needed.
- Coordinate applications for public benefits and other services as needed.

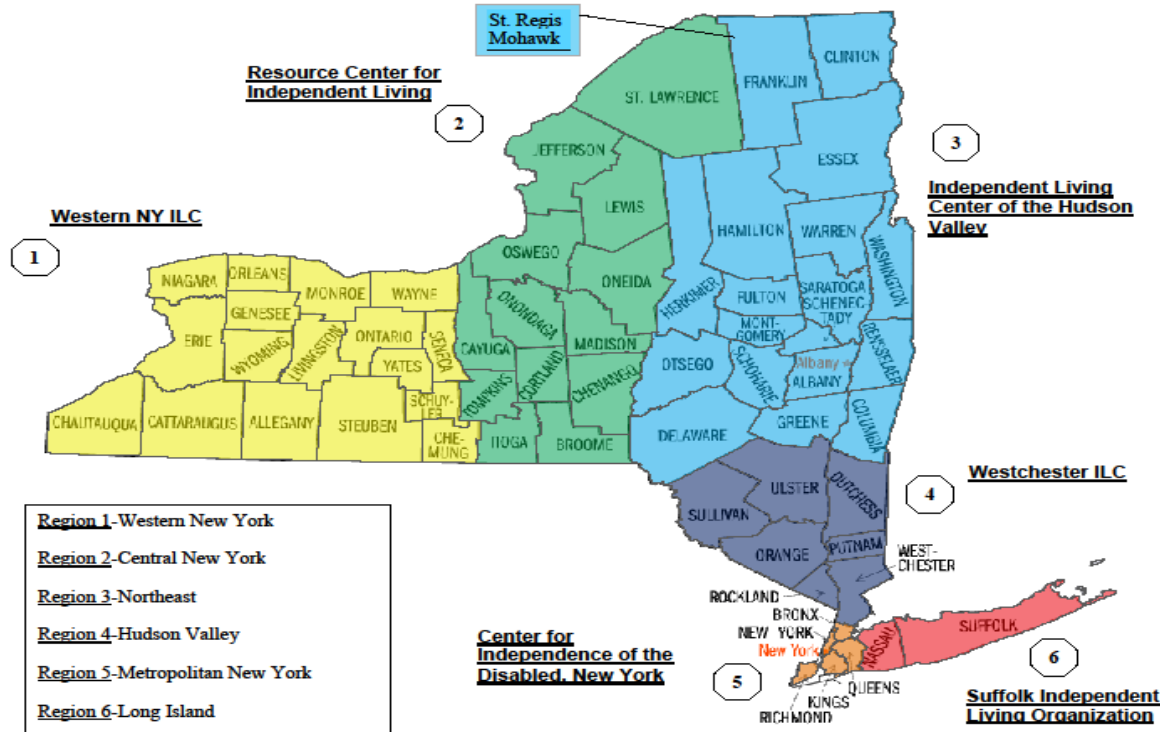
Expanding from a Program to a System: NY Connects/No Wrong Door System (NWD)

- Guidance and linkage to functional and financial eligibility determination processes, as applicable.
- Cross system coordination to assist individual in accessing Medicaid and/or non-Medicaid services as efficiently as possible.
- Provide outreach and public education activities for populations of all ages needing LTSS.

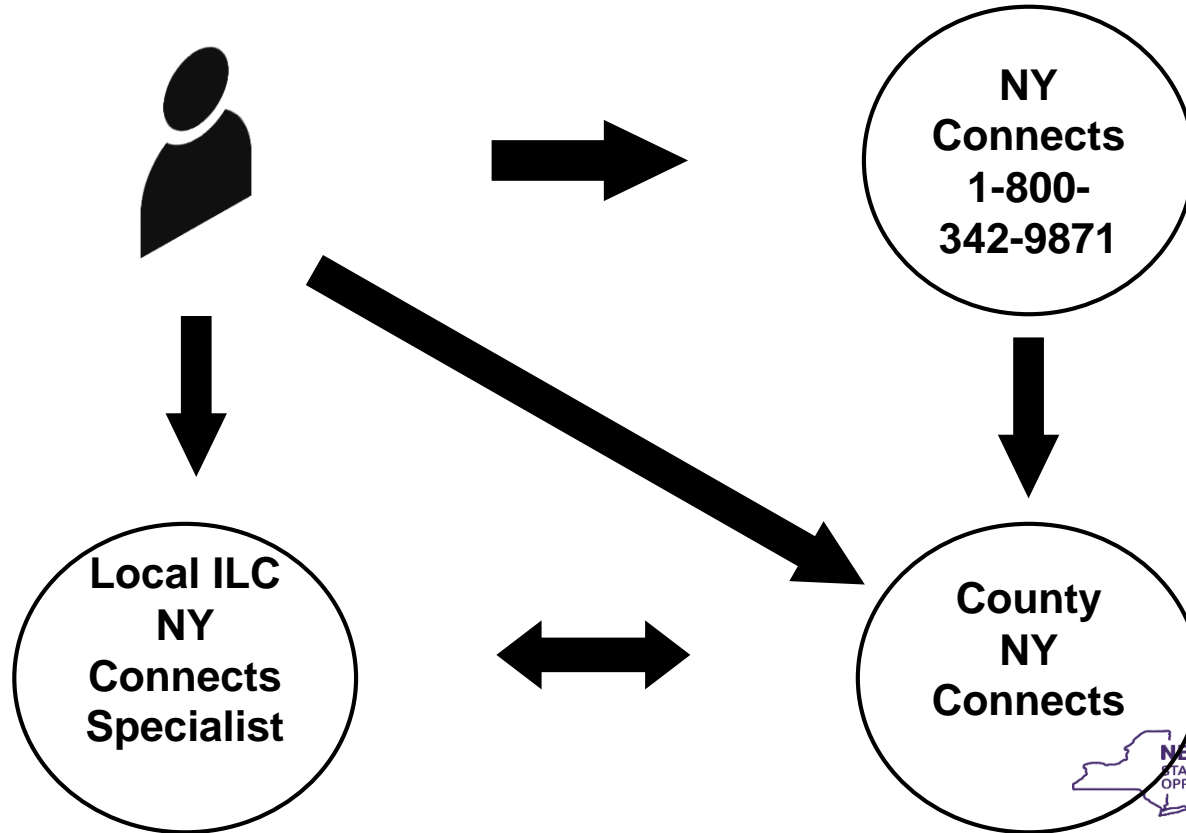
ILCs Become NY Connects Partners

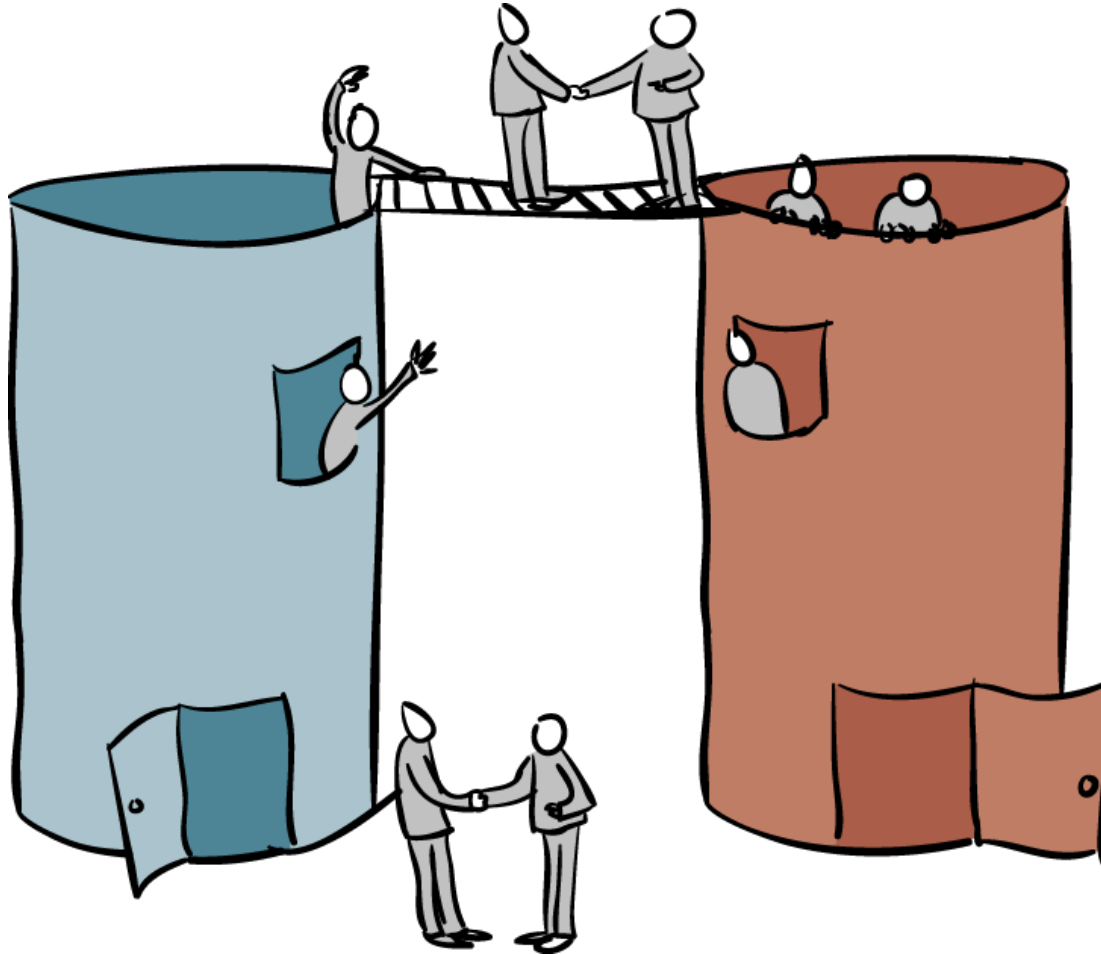
- August 25, 2016: Request for Applications (RFA) released.
- Eligible applicants included Independent Living Centers (ILCs) or other not-for-profit Community Based Organization (CBO).
- Through a competitive process, NYSOFA selected 6 ILCs to receive funding through this grant award and partner with the NY Connects local lead administrative agency (AAA) to deliver NY Connects/NWD system functions in each county in its designated region.
- Contract period runs from 1/1/17 to 3/31/18.

NY Connects/NWD System ILC Region Map



Contact Flow Example





Long Term Care Councils

- Identify and analyze needs in the long term care delivery system;
- Develop strategies to meet community needs;
- Solicit input from key stakeholders;
- Encourage collaboration;
- Serve as a catalyst to advance change.



Implementation Teams

Membership:

- Area Agency on Aging (AAA)
- Local Department of Social Services (LDSS)
- State contracted ILC (Independent Living Center) or its subcontractor
- Representative of Developmental Disabilities Regional Offices (DDROs)
- Others encouraged, such as County Mental Hygiene Director or designee

Purpose:

- Improve consumer access to LTSS through an interdisciplinary planning approach:
 - Fostering Collaborative working relationships;
 - Identify and work on addressing barriers that may be impeding NY Connects/NWD implementation.

A STORY



The Panelists