

INDIANA “NO WRONG DOOR” (NWD) PLANNING COMMUNITY ENGAGEMENT UPDATE



We heard you, and the planning continues!

During statewide events and focus groups held during 2015, the following priorities were identified for Indiana’s NWD system:

- **Simplify available information, and make it easily accessible;**
- **implement a system that ensures consumers need only “tell their story” one time;**
- **work aggressively to address issues of staff availability and training;**
- **build on existing models rather than inventing an entirely new system;**
- **use technology effectively to streamline intake, assessment, and referral;**
- **use long-term data analysis and research to inform the system;**
- **encourage acceptance and involvement of all players, effective leadership, and a plan for sustainability; and**
- **the system should result in:**
 - reduced “handoffs;”
 - more successful care transitions (the right care at the right time);
 - effective counseling about available service options; and
 - a focus on “need” rather than eligibility.

What Is Underway Now?

- **Development of a statewide resource database for the long-term care services and supports system**
- **Development of an enhanced web portal**

- Efforts to establish branding for aging and disability services organizations throughout Indiana

What Happens Next?

- FSSA is continuing to work on NWD planning throughout 2016.
- More opportunities will be planned for you to review and respond to the draft final plan in early summer 2016. Stay tuned and look for invitations in the spring!
- Keep up with NWD efforts through the FSSA website at <http://www.in.gov/fssa/4936.htm>

Want more Information?

E-mail: NoWrongDoor@fssa.in.gov or contact Lynn Clough, Division of Aging Grants and Community Engagement Director, at Lynn.Clough@fssa.in.gov, or call 317-234-3112.