



Michael R. Pence, Governor
State of Indiana

Division of Aging
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Dear Division of Aging Stakeholders,

Indiana's Family and Social Services Administration (FSSA) needs your help to ensure consumers' voices are heard!

As you may know, the state of Indiana is working to improve its Long Term Services and Supports (LTSS) system. In September 2014, FSSA's Division of Aging (DA) was awarded a planning grant from the Administration for Community Living to develop a three-year implementation plan to transform state LTSS access programs and functions into a "No Wrong Door" system for all populations and all payers. This No Wrong Door planning grant provides us with the means to capitalize on recent positive momentum toward better service integration in a more strategic and organized manner. Leaders of each division within FSSA are collaborating in the development of No Wrong Door to ensure all populations and all payers can more easily enter and access the long term services and supports they need. No Wrong Door touches all demographics from children to older adults and those with physical disabilities as well as mental and developmental issues, regardless of financial status.

To continue this effort, the DA is working with netlogx and the University of Indianapolis Center for Aging and Community to conduct a survey to gain consumers' views on the current state of the LTSS system, as well as hear about their hopes for future improvements. To reach as broad an audience as possible, we ask you to share a link to the survey with your constituents in as many ways as you can; email, your website, social media, etc. It will be much easier to create a No Wrong Door system that helps all Hoosiers if we hear from the people who need and use it. A link to the survey and a short summary are included on the second page of this announcement. Please feel free to modify the summary to meet your constituents' needs.

Thank you in advance for your assistance with this important project. Please contact Karen Gilliland at 317-234-5544 or email NoWrongDoor@fssa.in.gov with any questions.

Sincerely,

Yonda Snyder
Director, Division of Aging



No Wrong Door summary and survey link

The Division of Aging is working to create an integrated “No Wrong Door” system that will help all Hoosiers make informed choices about their Long Term Service and Support needs. In order to do so, they need to hear from you! Please take this short survey about your views on Indiana’s current system of long term services and supports. The survey will take 10-15 minutes and no personal information will be collected. The results will be used to help plan a better and more connected system for all of Indiana.

No Wrong Door survey: https://uindy.co1.qualtrics.com/jfe/form/SV_ONXDulnrXBMvwK9