



MPA & NWD Collaboration

MA4 Conference - September 9th, 2024

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Outline

- **Meet Your Presenters**
- **Overview of Initiatives:**
 - Master Plan on Aging (MPA)
 - No Wrong Door (NWD)
- **Enabling Factors & Supports**
- **Future Direction & Next Phases**
- **Q&A**



Meet Your Presenters



Mindy Ulstad

Bureau of Senior Programs
Department of Health &
Senior Services



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Project Coordinator
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Overview of Initiatives



AGING WITH DIGNITY
Missouri's Master Plan on Aging

Missouri's Master Plan on Aging (MPA)

Lead Agency: Department of Health & Senior Services

What is Master Plan on Aging (MPA)?



AGING WITH DIGNITY
Missouri's Master Plan on Aging

- A living document that:
 - Provides a **clear framework** to plan for the next 10+ years
 - Enables state governors to communicate a **clear vision and priorities**
 - Guides policies toward **aging with dignity**
 - Reflects **extensive input** from the community
 - Allows the state to **allocate resources and implement initiatives** from MPA vs. reacting to individual stakeholder needs

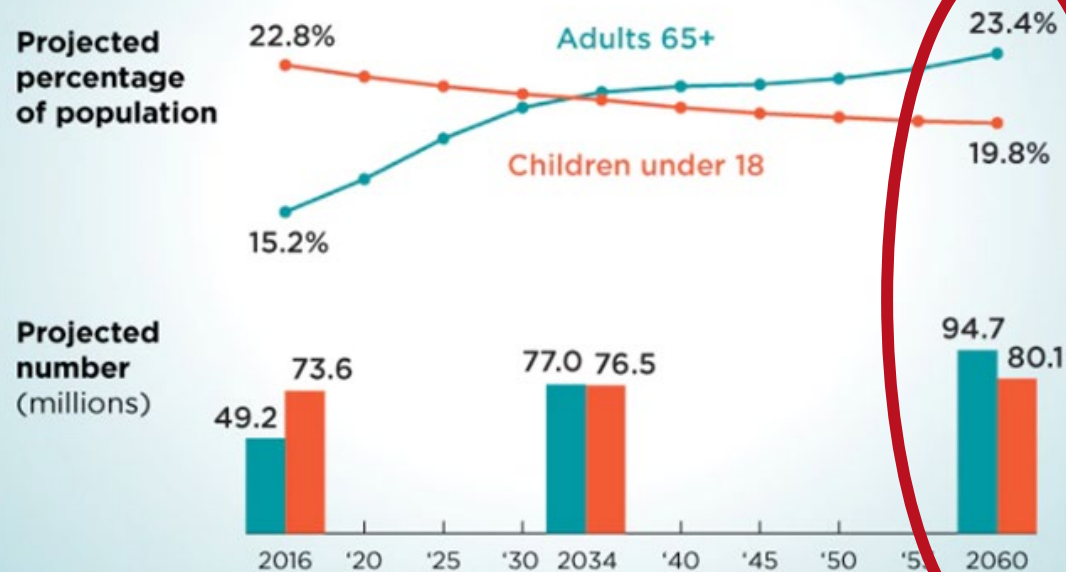
Why Master Plan on Aging (MPA)?



An Aging Nation

Projected Number of Children and Older Adults

For the First Time in U.S. History Older Adults Are Projected to Outnumber Children by 2034



Our population is quickly aging!



Missouri's No Wrong Door (NWD)

Lead Agency: UMKC – Institute for Human Development

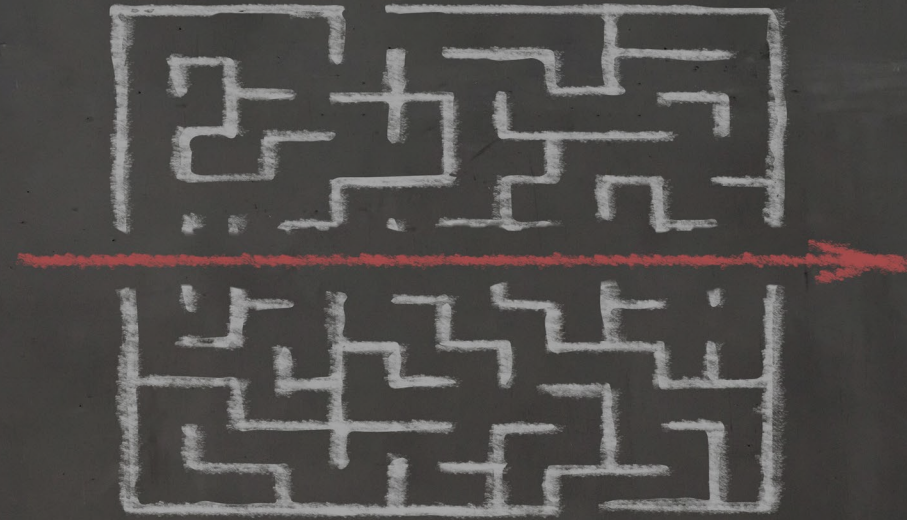
What is No Wrong Door (NWD)?



A National Framework of Best Practices

NWD System Vision: Each state has a **coordinated statewide system** where multiple agencies at the state & local level align to create ***a simplified process*** through which individuals & family caregivers can access **unbiased information** as well as one-on-one counseling on the options available in their communities

Why No Wrong Door (NWD)?



NWD is *transforming* the way people access services in their community



Enabling Factors & Supports



AGING WITH DIGNITY
Missouri's Master Plan on Aging

Missouri's Master Plan on Aging (MPA)

Lead Agency: Department of Health & Senior Services

Master Plan on Aging (MPA) Executive Order

EXECUTIVE ORDER 23-01

WHEREAS, the State of Missouri is committed to ensuring that all citizens can age with dignity, safety, and independence;

WHEREAS, the State of Missouri intends to support all citizens as they age to ensure older adults and individuals with disabilities live as safely and independently as possible in the environment of their choice while fully participating in their community;

WHEREAS, there are more than 1.1 million Missouri citizens over age 60;

WHEREAS, the older adult population represents an increasingly diverse and rapidly growing group due to increased longevity;

WHEREAS, estimates suggest that older adults will outnumber minors for the first time by 2030, and older adults will greatly outnumber minors by 2060;

WHEREAS, older adults and individuals with disabilities live in poverty at significantly higher rates than the younger population and those without disabilities;

WHEREAS, expanding programs to assist individuals in aging with dignity across the State of Missouri reduces the need for Medicaid and other social programs by providing support to individuals in their homes rather than in long-term care or nursing facilities;

WHEREAS, the State of Missouri is committed to addressing age and disability discrimination, eliminating barriers to safe and healthy aging, and allowing all Missourians to age with dignity;

WHEREAS, an aging population presents unique challenges to the workforce;

WHEREAS, my administration has always prioritized job creation, strong wages, and competitive markets for all Missourians; and

WHEREAS, Missouri needs to prepare for a restructured workforce that can include and serve older adults across the state.

NOW, THEREFORE, I, MICHAEL L. PARSON, GOVERNOR OF THE STATE OF MISSOURI, by virtue of the authority vested in me by the Constitution and laws of the State of Missouri, do hereby order the commencement of the Missourians Aging with Dignity Initiative and direct:

1. Executive agencies shall make their best efforts to ensure that all Missourians have access to services and supports they are eligible for in order to age safely and independently.

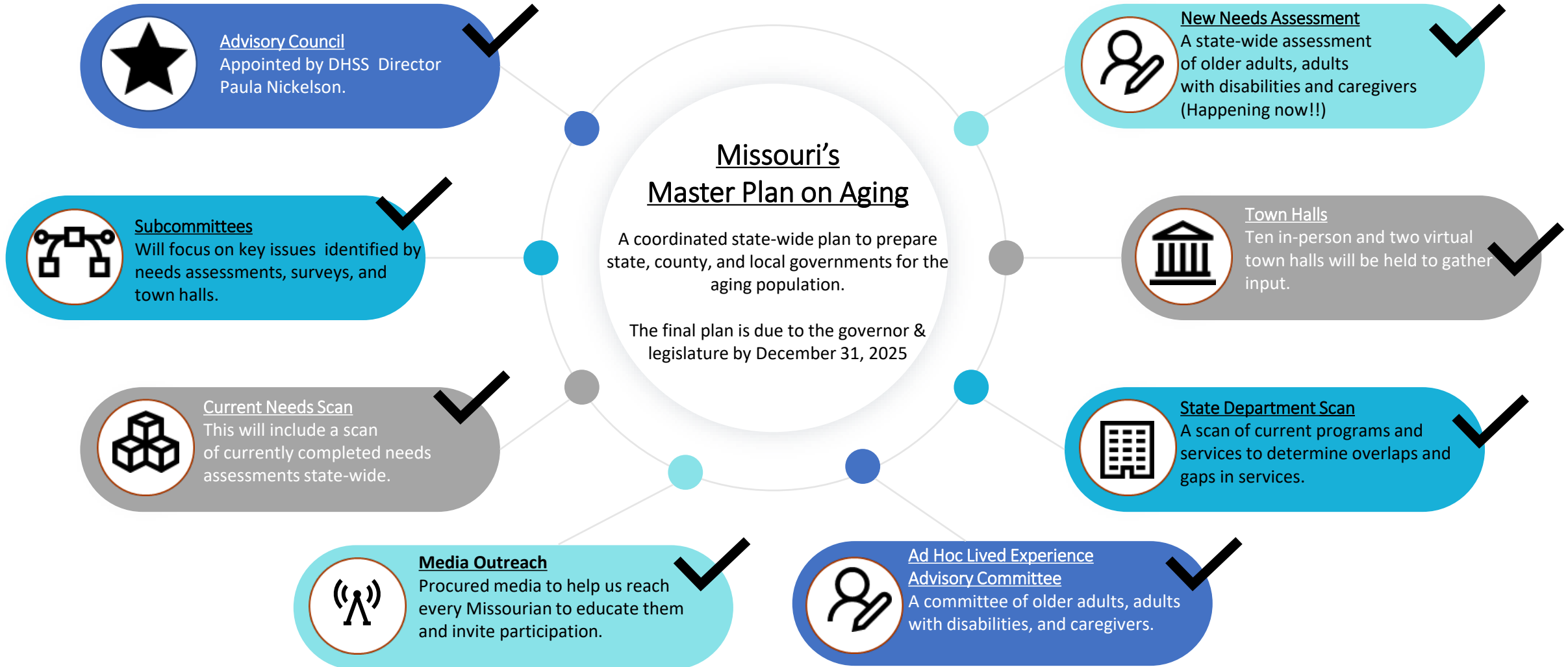
2. Each state agency shall use best efforts to ensure programming includes older Missourians and adults with disabilities when possible with the ultimate goal of ensuring older Missourians and adults with disabilities have a safe and healthy environment and avoid unnecessary institutionalization.

3. The Department of Health and Senior Services shall, with the assistance of the Advisory Council described below, develop a Master Plan on Aging that addresses the needs and health outcomes for older adults and individuals with disabilities. The Department's actions shall include, but not be limited to, the following:

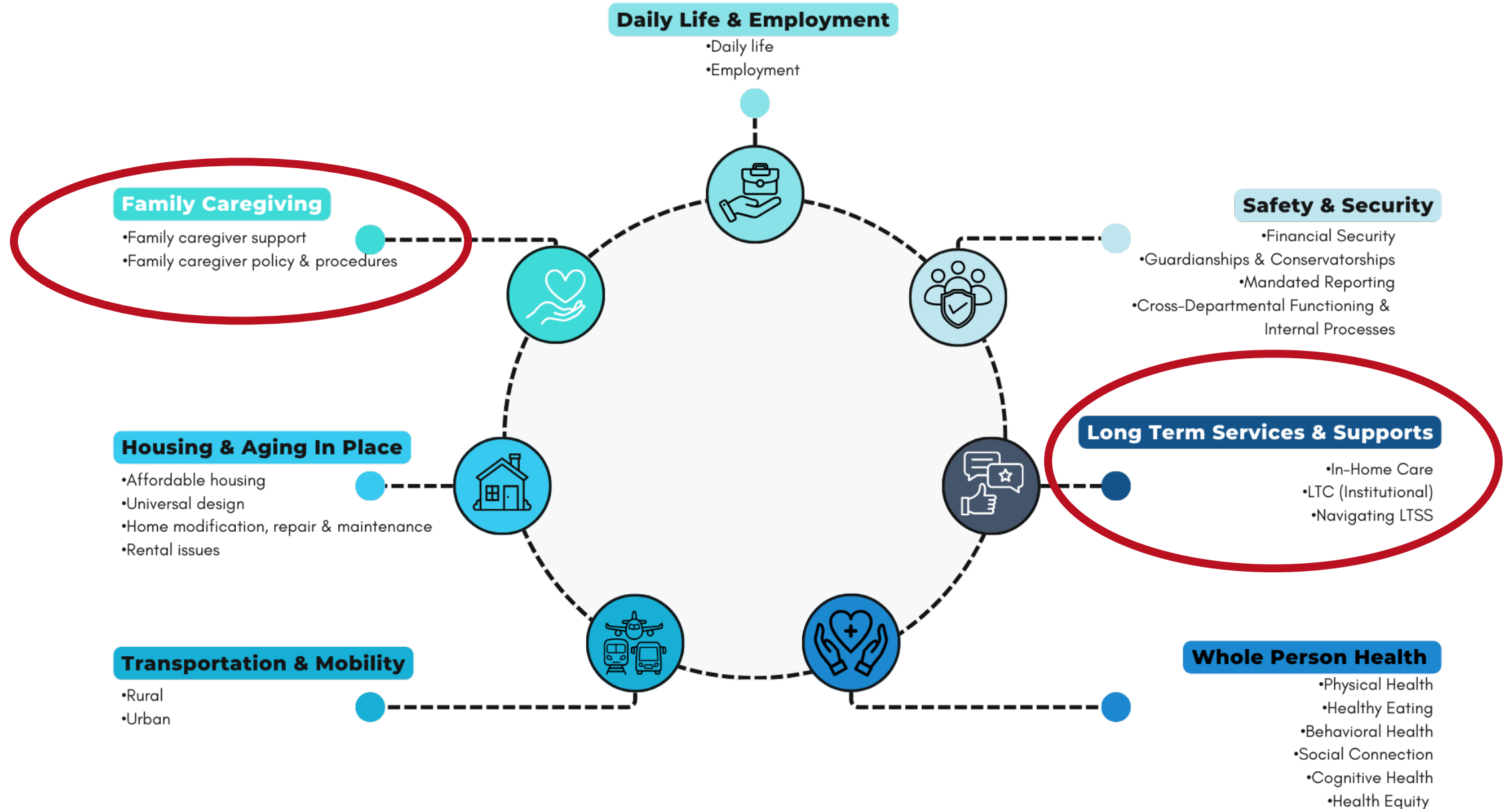
DHSS was tasked with the following activities:

1. Reviewing and assessing the **current state of aging** services in Missouri
2. Coordinating and completing **listening sessions** with key stakeholders in the Area Agency on Aging regions
3. Completing a statewide older adult and adults with disabilities **needs assessment**
4. Establishing **priorities** for each state agency and communicating those priorities
5. **Developing Missouri's Master Plan on Aging**

Components of MPA



MPA Subcommittees



MPA Statewide Needs Assessment Survey

- Survey open **July 8 - September 16**
- **Assistance available** to complete the survey
- Offered in **multiple languages**
- Easily **Accessible**

CALLING ALL MISSOURIANS,
REGARDLESS OF
AGE OR ABILITY!

*It's time to shape
our future together.*



AGING WITH DIGNITY
Missouri's Master Plan on Aging

TAKE THE SURVEY ▶



Take the survey at polco.us/Missouri24





Missouri's No Wrong Door (NWD)

Lead Agency: UMKC – Institute for Human Development

Missouri NWD Governance Grant



- Establish a clear governance structure for Missouri's NWD System
- NWD System governing body will lead a mapping analysis from the lens of **individuals & family caregivers**
- Develop a plan to address the identified caregiver access challenges & service or population gaps

Year I

Year II



Information Gathering

Data Collection & System Mapping

Governance & Plan

Goals: Understand context and current system, define and understand NWD populations and entities

Activities: Preliminary state leadership discussions & data gathering, align complimentary initiatives, synthesizing existing information

Goals: Deepen understanding of LTSS options and system and create visuals and user journey map

Activities: Key informant interviews & surveys. Develop maps & summary reports that describe current system & identify areas of opportunity

Goals: Establish NWD governance structure and develop a NWD plan to address identified caregiver access challenges and service / population gaps

Activities: Develop a NWD governance structure & draft NWD state plan based on findings



Bringing it Together - Leveraging & Collaboration

MPA & NWD Leveraging Data Collection Activities

**NOVEMBER &
DECEMBER**



**NWD Professional
Interviews**

**JANUARY -
MARCH**



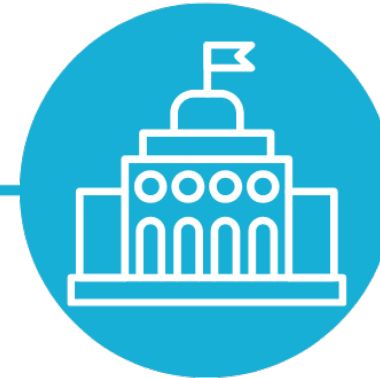
**NWD Front
Door Survey**

FEBRUARY



**NWD Caregiver
Interviews**

**FEBRUARY &
MARCH**



**MPA Town Hall
Sessions**

**JULY -
SEPTEMBER**

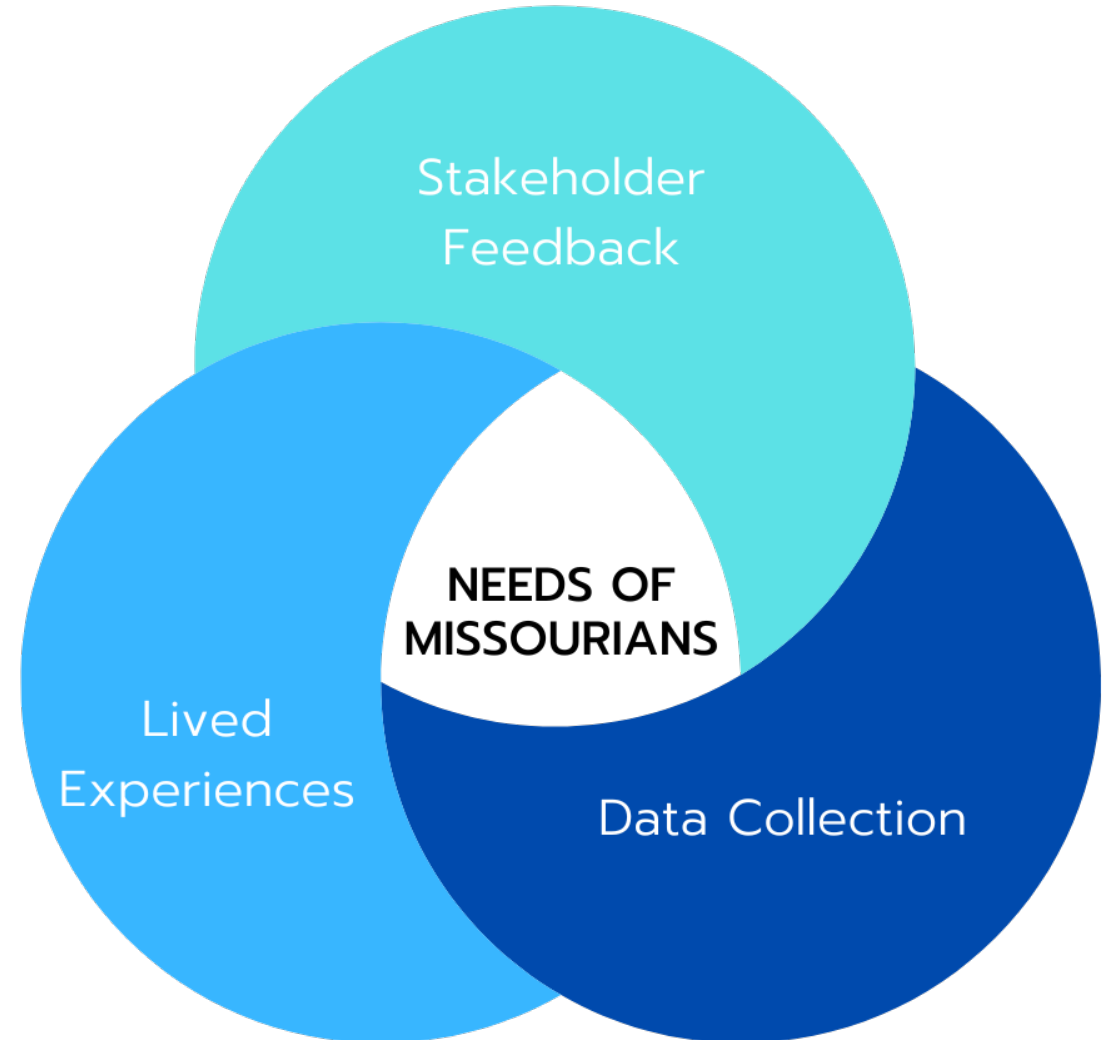


MPA Survey



Data Collaboration

Engaging &
Integrating Feedback



Finding: Key Needs

- Complexity & Fragmentation of LTSS
- Need for Better Coordination & Workforce Support
- Barriers to Accessing Transportation
- Financial & Funding Challenges
- Enhanced Support for Caregivers & Individual Users



Findings: Strengths



**Community &
Peer Supports!**

Future Direction & Next Phases

MPA & NWD Fit Into DHSS Strategic Plan



MISSOURI DEPARTMENT OF
**HEALTH &
SENIOR SERVICES**

WE PROMOTE HEALTH AND SAFETY THROUGH PREVENTION, COLLABORATION, EDUCATION, INNOVATION AND RESPONSE

INVEST IN INNOVATION TO MODERNIZE INFRASTRUCTURE	RE-ENVISION AND STRENGTHEN THE WORKFORCE	BUILD AND STRENGTHEN PARTNERSHIPS	USE CLEAR AND CONSISTENT COMMUNICATION TO BUILD TRUST	EXPAND ACCESS TO SERVICES
Develop and implement a master data system modernization plan	Develop and implement the DHSS workforce development plan	Prepare for and sustain effective staff engagement with partners	Examine DHSS communication channels through a citizen journey lens to understand and meet the needs of Missourians	Maximize funding resources to support and sustain programs
Provide ample resources to implement the foundational public health services model across Missouri		Support resource sharing and collaboration between public health, health care and direct service providers	Empower people with public health data that is contextual, transparent, relevant and tailored	Develop and implement an access plan to address unmet needs throughout Missouri
			Develop and implement resources for programs to align with DHSS standards and amplify messaging through partners	Establish a community voices partnership
				Strengthen the public health, health care and direct service workforce

**CROSSCUTTING PRIORITY:
INCLUDE DIVERSITY AND INCLUSION IN ALL PRACTICES, PROGRAMS AND SERVICES**

Create an inclusive work environment that promotes input and trust from all levels and people

Collaborate with health care partners to access data and tailor services to resolve access issues for underserved areas and populations

**CROSSCUTTING PRIORITY:
PLAN FOR THE INCREASE IN THE AGING POPULATION**

Promote opportunities for the aging population to remain or re-engage in the workforce or stay active in their communities through volunteerism

Assess and expand programs and services, and engage partners to support the increase in the aging population

Design and implement a "No Wrong Door" plan to streamline access to social services across state agencies

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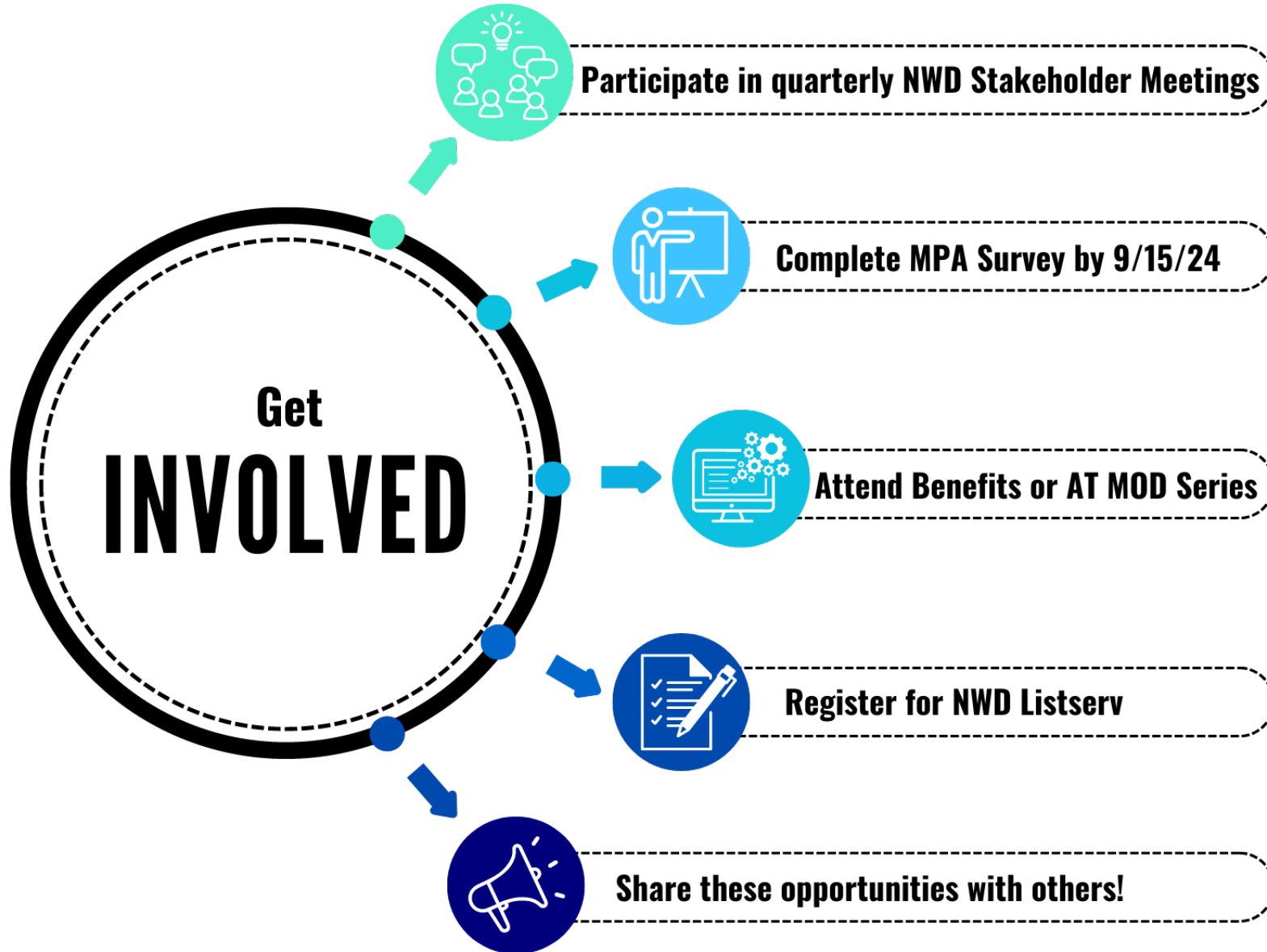
MPA will have implications for all Departments and Divisions as we plan for the increasing aging population.

All Missouri program should consider the growing aging population and how your programs and services may have to adjust to meet the population's needs in the future.

DHSS-DSDS Strategic Plan

Activity 1. DSDS will serve as the lead state agency on the No Wrong Door Initiative.		Start Date	Target Date	Assigned to:	Update Frequency
Action: DSDS leadership will work on instilling a No Wrong Door philosophy/Plan within the Master Plan on Aging		September 1, 2024	September 30, 2025	Venice Wood; Mindy Ulstad; Helen Sheridan	Quarterly
Measure(s)	1: Monthly (minimum) meetings	September 1, 2024	Monthly until September 30, 2025	Venice Wood; Mindy Ulstad; Helen Sheridan	Monthly
Activity 2. DSDS will partner with the No Wrong Door Governance Team		Start Date	Target Date	Assigned to:	Update Frequency
Action: Work with identified leads (NWD Governance Team) to discuss NWD activities		September 1, 2024	September 30, 2025	Venice Wood; Mindy Ulstad; Helen Sheridan	Quarterly
Measure(s)	1: Quarterly Meetings	September 1, 2024	Quarterly until September 30, 2025	Venice Wood, Mindy Ulstad, Helen Sheridan	Quarterly
Activity 3. DSDS will provide education to community partners and stakeholders on NWD progress and goals.		Start Date	Target Date	Assigned to:	Update Frequency
Action: DSDS will attend stakeholders meetings and present on NWD progress. Q & A		September 1, 2024	September 30, 2025	Venice Wood; Mindy Ulstad; Helen Sheridan	Quarterly
Measure(s)	1: Presentations and education provided at stakeholder meetings	September 1, 2024	September 30, 2025	Venice Wood, Mindy Ulstad, Helen Sheridan	Quarterly

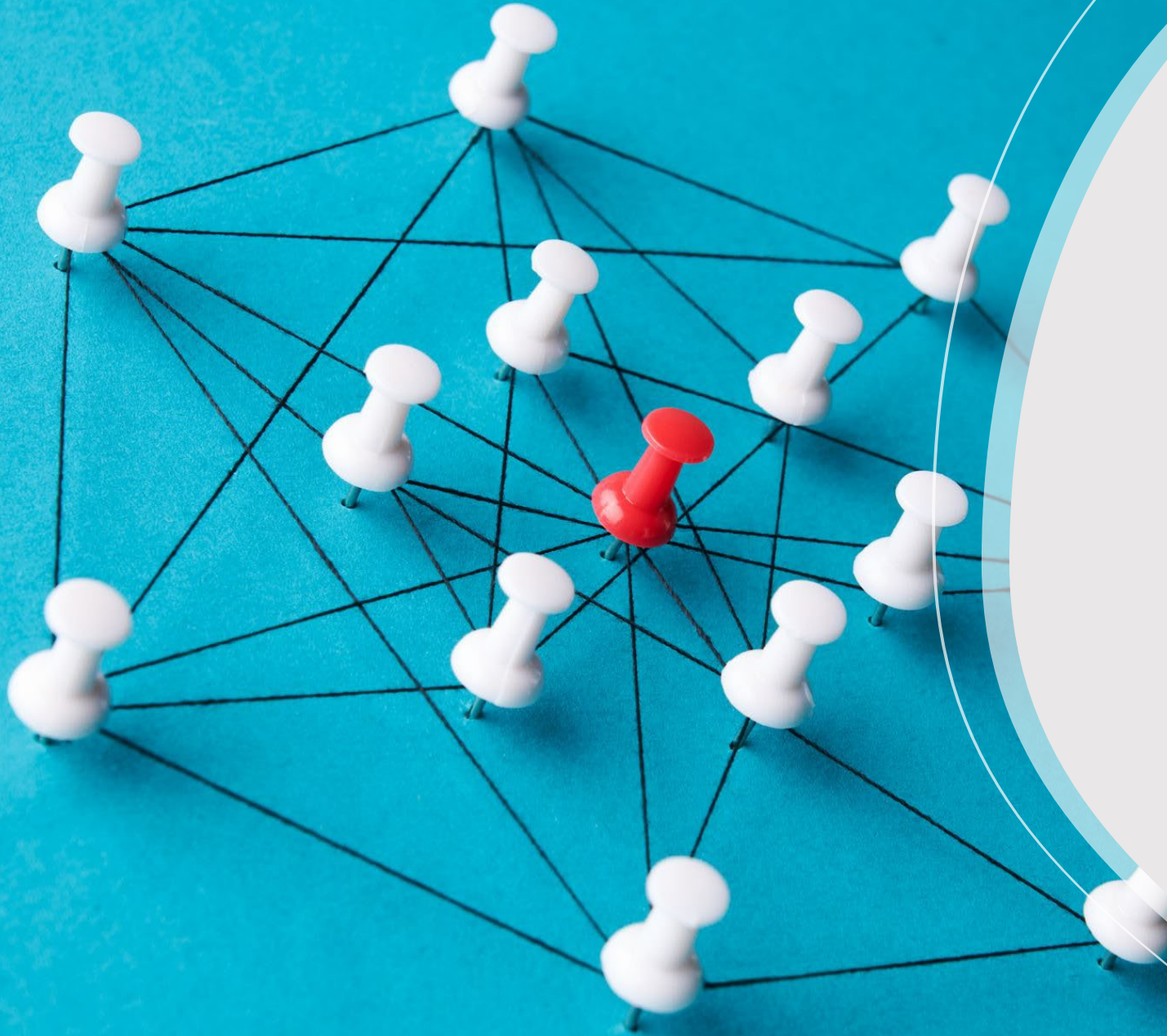
Calls for Action





Questions?





Let's Connect!

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Thank You!
