



Washington

Federal Vision for Management Information Systems

The NWD governing body has in place a functioning, robust and coordinated Management Information System (MIS) that builds on and leverages existing state and local MIS systems to effectively and efficiently gather and manage information from the many entities that carry out NWD System functions, as well as from individuals with disabilities who use the NWD System.

MIS activities involve collecting, organizing, analyzing and reporting information across state MIS systems and across the agencies and organizations that make up the NWD System in order to provide a comprehensive summary of relevant information and data to inform decision-making about the NWD System. The MIS tracks individual level data, including data and information from Person-Centered Plans, the use of services and supports, and gaps between the services used and the services identified in the Person-Centered Plan.

The system complies with Health IT standards and supports the use of Personal Health Records to enable information and data to flow with individuals from their initial entry into the NWD System all the way through follow-up. The MIS collects individual data in a way that ensures confidentiality, but limits the repeated collection of the same information from an individual throughout his/her tenure in the LTSS System.

NWD System staff responsible for managing MIS activities will oversee data collection activities, meet reporting requirements, work with IT vendors to maintain and improve IT applications and programs across NWD System organizations, and train end-users on how to use the system, including the collecting, recording and reporting of required data. The MIS system should support ongoing program management, planning, budgeting, and continuous quality improvement at both the state and local level as well as state level policy development. This brief highlights **Washington's promising practice related to Management Information Systems (MIS)**.

For more information about the NWD model, visit
<http://www.acl.gov/Programs/CDAP/OIP/ADRC/Index.aspx>.

Washington's Successful NWD Promising Practice

Washington has three innovative MIS tools.

1. CARE

The Comprehensive Assessment and Reporting Evaluation (CARE) is an assessment tool used both for individuals who are applying for institutional care, as well as for people who are applying for home and community-based services (HCBS). It is based on the Minimum Data Set- Home Care Assessment (MDS-HC) and used for both the initial assessment and for redeterminations. It is administered by State regional field offices for residential programs and by Area Agencies on Aging (AAA) for in-home cases.

Acronyms

ADRC = Aging and Disability Resource Connection

LTSS = Long Term Services and Supports

NWD = No Wrong Door

Resources

Report by Hilltop Institute
"Comprehensive Assessments in Home and Community-Based Services"

CARE automatically performs the following functions:

- ▶ Determines financial eligibility;
- ▶ Determines functional eligibility and the individual's level of service needs, including potential programs and hours of service based on clinical characteristics;
- ▶ Collects information about a client's needs, strengths and preferences;
- ▶ Identifies potential referrals, such as for nursing or other needed services;
- ▶ Develops an individualized care plan;
- ▶ Evaluates amount of informal support that is available;
- ▶ Monitors quality; and
- ▶ Meets the goal to achieve inter-rater reliability.

Clients are eligible for services based on criteria outlined in the Washington Administrative Code. The eligibility algorithm uses client characteristics and automatically determines eligibility for services. It then automatically places the individual into one of 17 groups, which drives the budget amount to meet their care plan needs. The results of the eligibility and payment algorithms programmed into the computer are displayed on the care plan page of the computerized assessment to assist with service planning, timeliness of assessment and service initiation, and to evaluate whether services included in the care plan match identified needs and services rendered.

The CARE system includes two main assessment tools:

- ▶ The Long Term Care (LTC) Assessment, which is designed for assessments done by Home and Community Services (HCS), AAAs, and the Children's Administration (CA). It is primarily used for persons on Medicaid Long Term Services and Supports (LTSS), but is also used for Aging Network Case Management and Veteran-Directed Home & Community Based Services (VD-HCBS); and
- ▶ The Developmental Disability (DD) Assessment, which has additional components related to DD services and supports.

The CARE System incorporates proven assessment tools that have passed critical validity tests to support their use in accurately measuring the support needs of people with chronic illness/ conditions and people of all ages with developmental disabilities. These assessment tools include:

- ▶ the Minimum Data Set (MDS);
- ▶ the Mini-Mental Status Exam;
- ▶ the Center for Epidemiologic Studies Depression Scale (CES-D);
- ▶ Iowa Short Form;
- ▶ the Cognitive Performance Scale;
- ▶ the Zarit Burden Scale;
- ▶ the CAGE questionnaire (the name of which is an [acronym](#) for its four questions) which is a widely used method of screening for alcohol/substance abuse; and
- ▶ the Supports Intensity Scale (SIS).

Washington is in the midst of changing its Medicaid Management Information Systems (MMIS), which includes replacing the current Medicaid LTSS social service payment system so workers can continue to authorize services and payments directly from CARE.

2. TCARE[®]

The Tailored Caregiver Assessment and Referral System (TCARE[®]) assessment tool is an electronic form developed by Rhonda Montgomery Ph.D. and colleagues at the University of Wisconsin. It is a person-centered screening, assessment, consultation, and referral tool for unpaid family caregivers that is completed through one-on-one consultation on the same MIS as CARE. This assessment is separate from the CARE Tool by an electronic firewall, but staff can determine whether a CARE Assessment has been completed from the TCARE side and vice versa. TCARE assesses the levels and types of stress experienced by family caregivers, tracks where they are in their caregiver journey, and tailors a plan of care based on the information obtained from the caregiver. In addition to the electronic assessment tool completed by staff, a TCARE[®] Personal Caregiver Survey is available online that can be completed by the caregiver over the phone, by hand, or on-line.

The survey is available at:

<https://www.dshs.wa.gov/altsa/home-and-community-services/tcare%C2%AE-personal-caregiver-survey>. *More information about TCARE[®] can be found at:*
<http://www4.uwm.edu/tcare/>.

3. Community Living Connections (CLC) – GetCare

GetCare supports the work and reporting integrity of AAAs and the Aging & Disability Resource Center's non-Medicaid programs. It includes a statewide client management component for use by AAAs and other aging and disability network partners, reporting functionality, and a resource directory with a public self-service website. It includes all the appropriate security and privacy tools necessary for such data. Reporting capability and quality measures are also included in this project to meet federal, state, and local requirements.

Washington's plan has been to integrate CLC with CARE and TCARE, but due to the state's heightened security for all state systems and the system not being owned by the state, Washington has been unable to integrate it at this time. However, Washington will be able to pull reports from the various systems, which will provide an integrated view of the overall LTSS system and consumer outcomes over time.

Identifying No Wrong Door Promising Practices

No Wrong Door (NWD) Promising Practices are intended to highlight successful state programs providing a model from which NWD Systems can gather strategies and innovations that can augment their own work. A promising practice may be a research or evaluation project, policy analysis, data assessment, outreach initiative, or awareness effort. While Promising Practices are unique to each program, they do offer replicable components for diverse settings and share many common characteristics including the capacity to reach the population of focus, address the aspirations of individuals, drive quality and impact methodology and measurement.