Redesign of Kentucky Department for Aging and Independent Living:

September 20, 2019
To preserve individual dignity, self-respect, and independence of Kentucky elders and individuals with disabilities through leadership, education, and delivery of programs and services

Our project’s goal is to help DAIL achieve its mission
State Priority Areas of Concern

Operational issues:
- State Plan on Aging
- Management of agency
- Management of community based organizations
- Management of ADRC/NWD

Financial issues:
- Identifying areas where Medicaid administrative claiming should be utilized to maximize revenue
- Identify areas of potential duplication of services between Medicaid and DAIL
Planned Approach

Phase 1. Background review
Phase 2. Stakeholder engagement
Phase 3. Organizational redesign
Phase 4. Strengthening internal systems
Phase 5. Training
Phase 6. Go live
Throughout the project we will work with our partners at NAVIGANT and NCAPPS to ensure that the multiple systems change projects are coordinated.
Phase One – Background Review

1. Detailed review of current operations
2. Interviews with agency leadership team
3. National comparisons
Phase Two – Stakeholder Engagement

1. Internal staff (will also use info gathered in phase one)
2. Sister state agencies
3. State policymakers
4. Community-based organizations
5. Consumers, providers, general public
6. Summary of findings to feed phase three
Phase Three – Organizational Redesign

- Develop organizational redesign draft
- Develop communications strategy for internal and external stakeholders
- Seek stakeholder input on draft
- Modify the redesign draft based on input
- Finalize redesign plan
Phase Four – Strengthening Internal Systems

1. Development of Medicaid claiming guide
2. Gap analysis of current ADRC system to transform to NWD
3. Development of value-based performance system for CBOs
4. Business acumen training for CBOs
Phase Five – Training

• Train state staff on new systems
• Train community-based organizations
Phase Six – Go Live

• Go Live!
• Troubleshoot with DAIL leadership
Martha Roherty
mroherty@advancingstates.org
Adam Mosey
amosey@advancingstates.org
Kick off meeting

September 23, 2019

DAIL’s mission: To preserve individual dignity, self-respect, and independence of Kentucky elders and individuals with disabilities through leadership, education, and delivery of programs and services.

Overall objective for engagement: To assist DAIL in the development of practical, person-centered strategies and services that will improve Kentucky’s Long Term Services and Supports system.

<table>
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<th>Time</th>
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| 11:00 a.m. – 12 p.m. | Review of workplan and expectation setting  
(Martha, Adam, Jason, Commissioner Gadd)  
Room: Commissioner Gadd’s office |
| 12 p.m. – 2 p.m.   | Working luncheon with senior DAIL leadership  
(Martha, Adam, Jason, Shannon, Lala, Janet, Tonia, Buddy, Marnie, Phyllis, Jennifer, Amy, Kelli)  
Location: Cafeteria Meeting Room |
| 2:00 p.m.-2:30 p.m. | Key informant interviews  
Lala Williams, Executive Advisor  
Location: Cafeteria Meeting Room |
| 2:30 p.m.-3:00 p.m. | Key informant interviews  
Janet Hall, Director Division of Finance & Administration  
Location: Cafeteria Meeting Room |
| 3:00 p.m.-3:30 p.m. | Key informant interviews  
Tonia Wells, Division Director Guardianship  
Location: Teleconference |
| 3:30 p.m.-4:00 p.m. | Key informant interviews  
Buddy Hoskinson (Division Director Quality Assurance & Improvement)  
Location: Cafeteria Meeting Room |
| 4:00 p.m.-4:30 p.m. | Wrap up and next steps  
(Martha, Adam, Jason, Shannon)  
Location: Shannon’s office |