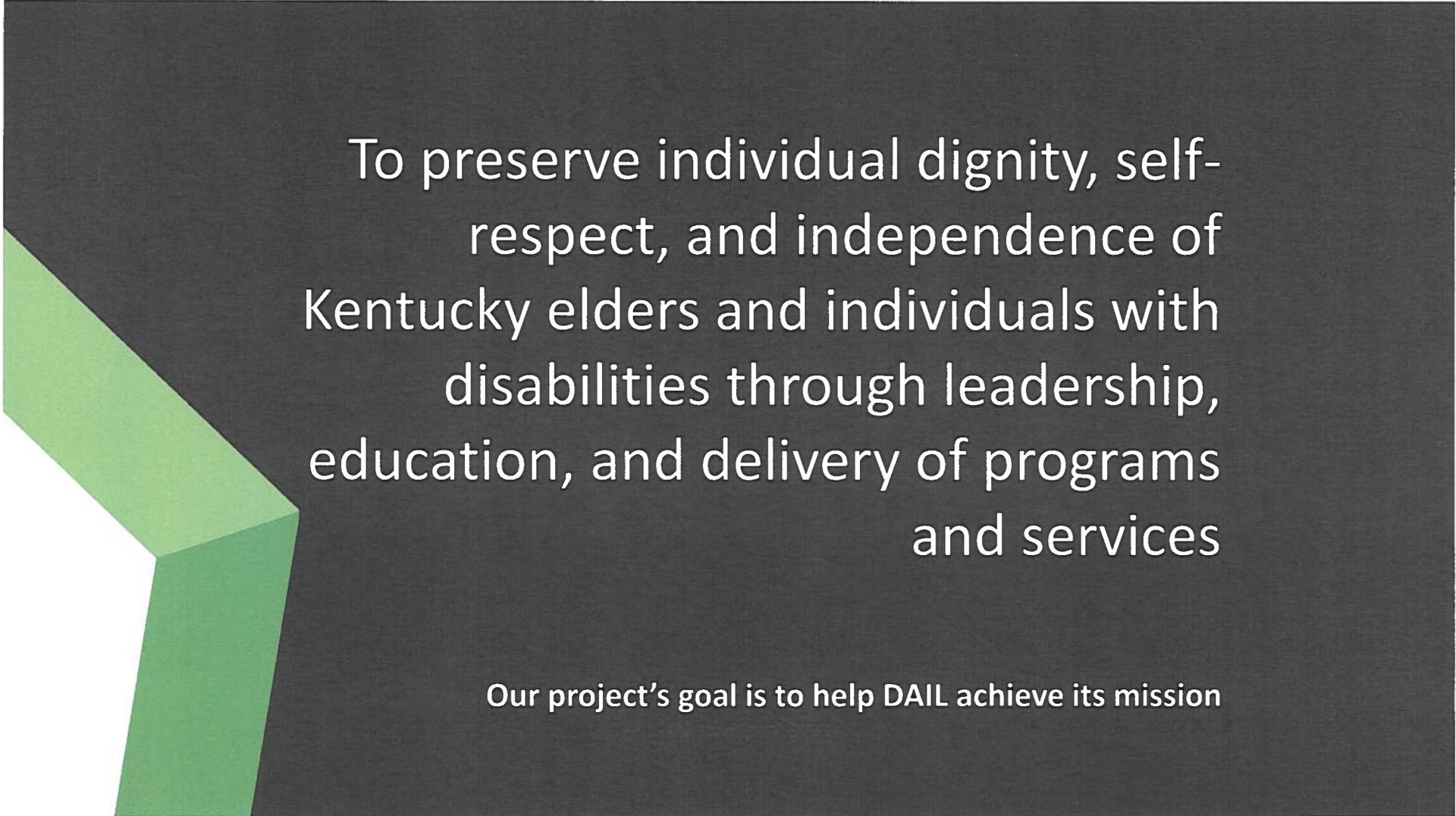




Redesign of Kentucky Department for Aging and Independent Living:

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

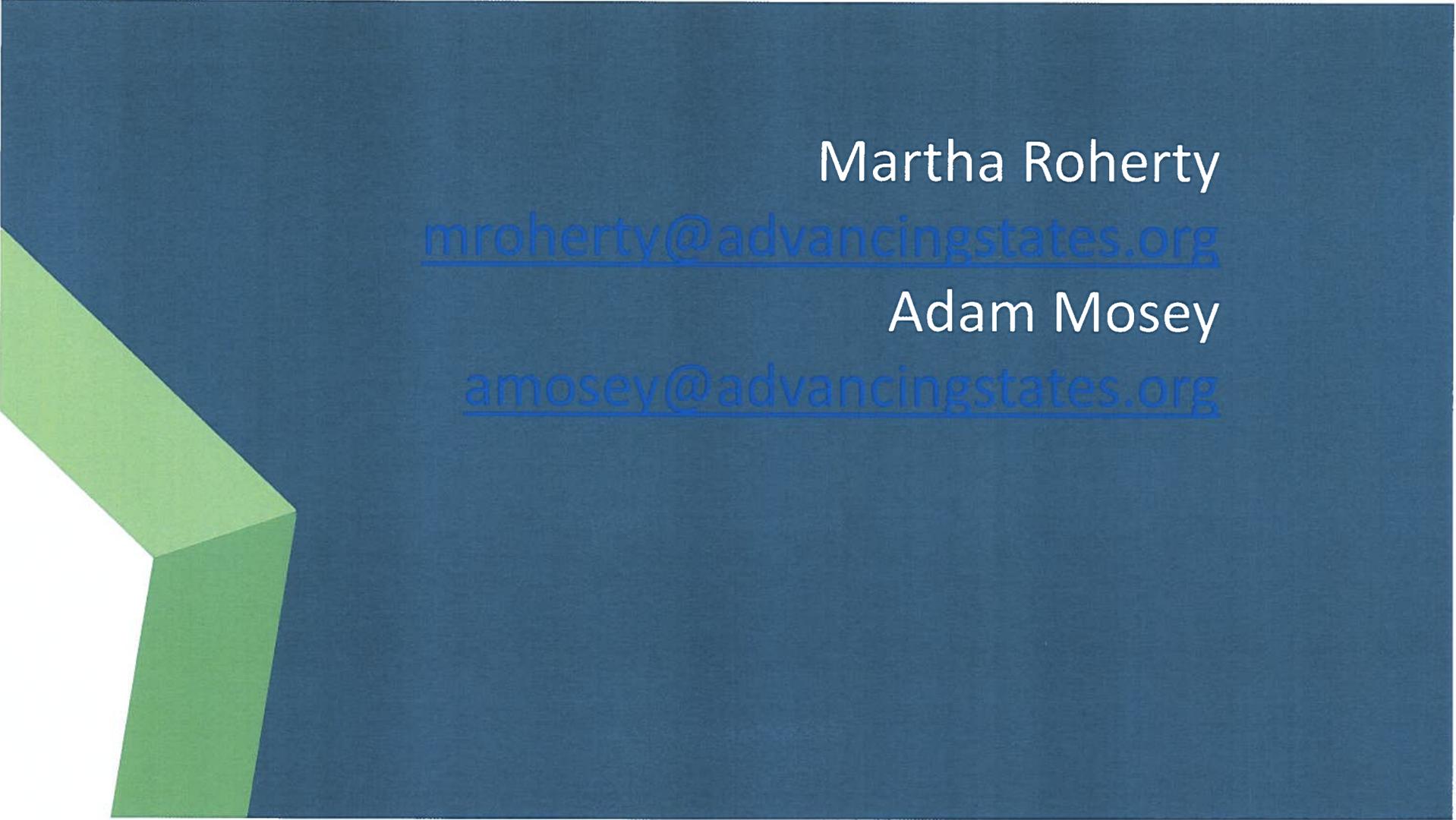
1. Development of Medicaid claiming guide
2. Gap analysis of current ADRC system to transform to NWD
3. Development of value-based performance system for CBOs
4. Business acumen training for CBOs

Phase Five – Training

- Train state staff on new systems
- Train community-based organizations

Phase Six – Go Live

- Go Live!
- Troubleshoot with DAIL leadership



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Agenda



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.

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