

**No Wrong Door Business Case Development Workplan – Chautauqua County
September 1, 2018 – August 31, 2020**

Goal: Construct a methodology for calculating Return on Investment (ROI) and demonstrate the impact the NWD System has on multiple populations, health care utilization, and streamlined access to community-based long term services and supports.									
Objectives:	Metric:	Timeframe:							
		Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
1) Identify and evaluate the data elements that are necessary to determine how the NWD System delays or prevents the use of more costly care.	a) Participate on state and federal calls/webinars to discuss business case development and identify preliminary data elements for ROI calculation.	X	X	X	X	X	X	X	X
2) Implement a care transitions program to target eligible individuals in the hospital.	a) Develop necessary MOU/MOA with respective health systems.	X	X	X					
	b) Hire staff to provide care transitions services and Options Counseling/Person-Centered Counseling that meet the necessary core competencies.	X	X	X					
	c) Provide necessary training to relevant staff (NY Connects, Options Counseling/Person-Centered Counseling, care transitions, etc.).		X	X	X	X	X	X	X
	d) Establish expanded eligibility and enrollment criteria.		X	X	X				
	e) Develop protocols for informing target population of intervention.		X	X	X				
	f) Facilitate care transitions for 100 individuals per grant year.			X	X	X	X	X	X
	g) Provide Options Counseling/Person-Centered Counseling and long term follow up to 50 of the targeted 100.			X	X	X	X	X	X

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3) Identify data elements that will demonstrate the value of Person-Centered Counseling.	a) Participate on state and federal calls/webinars to identify data elements that are essential to informing the value of Person-Centered Counseling.	X	X	X	X	X	X	X	X
	b) Utilize data monitoring and quality assurance reviews (consumer satisfaction surveys) to identify characteristics of Person-Centered Counseling that are most essential to effective care transitions.	X	X	X	X	X	X	X	X
	c) Provide state partners with input on proposed changes to the statewide client data system that would assist with the overall goals of project.	X	X	X	X				
4) Systematically track and report the identified data elements that will inform the calculation of ROI.	a) Collect and share identified data elements with state and federal partners.			X	X	X	X	X	X
	b) Implement enhancements to the statewide client data system in the provision of intervention.					X	X	X	X
	c) Provide state partners with feedback on the functionality and user interface of client data system enhancements.					X	X	X	X
	d) Assist state and federal partners with the development of a methodology to calculate ROI.					X	X	X	X