



**NEVADA  
AGING AND  
DISABILITY SERVICES  
DIVISION**

**OLMSTEAD PLAN  
2023-2028**

# ADSD OLMSTEAD PLAN:

## WHY AN ADSD SPECIFIC OLMSTEAD PLAN WAS CREATED

The 2016 Nevada State Department of Health and Human Services (DHHS) Olmstead Plan set forth a bold agenda to change the culture of service provision in Nevada for older Nevadans and those living with intellectual, developmental and/or physical disabilities. It was designed to be inclusive rather than focusing on exclusive subpopulations and was intended to solve gaps that were, in part, due to the state structure.

Unfortunately, the plan encountered critical barriers that impeded implementation efforts. The most significant barrier in plan deployment was the identification of goals and strategies that crossed multiple divisions within DHHS without clear authority given to the Aging and Disability Services Division (ADSD) to allocate resource or hold other divisions accountable for implementation activities.

Because of this, ADSD developed the 2023 plan contained herein with a focus on activities that were strictly within their control.

Despite the current plan being focused on ADSD specifically, the plan recognizes and calls forth efforts to identify a statewide solution in the future as depicted in Goal 5 and its corresponding objectives and strategies.

# ESTABLISHING THE ADSD OLMSTEAD PLAN

## Preparation

- Contracted with SEI to facilitate process
- Established a Steering Committee made up of people with disabilities and other partners
- Tested and confirmed the approach to developing an Olmstead Plan for ADSD specifically

## Exploration

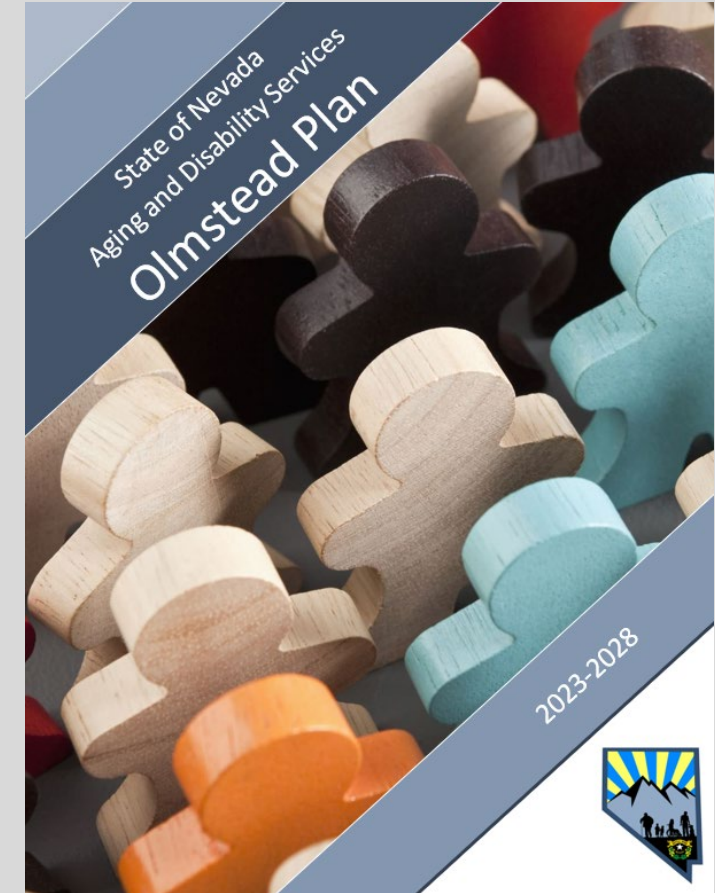
- Gathered and summarized information about the current system from ADSD
- Solicited input from key partners, people with disabilities, and other interested parties
- Identified assets and gaps facing people with disabilities wanting to live in community settings

## Plan Development

- Developed goals, objectives and strategies that were within ADSD authority to influence
- Established ADSD leads, timing and benchmarks for measuring success for all activities in plan
- Determined how implementation efforts would be tracked and how plan would be updated

## Review & Finalization

- Steering Committee approval of completed draft Plan
- Presentations to ADSD Boards and Commissions and public input solicited
- Steering Committee consideration of public input and finalization of plan



# ADSD OLMSTEAD PLAN: **BACKGROUND AND PURPOSE**

- In November 2022, the Aging and Disability Services Division (ADSD) within the Nevada State Department of Health and Human Services (DHHS), embarked upon a process to develop a division specific Olmstead Plan.
- ADSD established an Olmstead Planning Steering Committee made up of individuals who are disabled, individuals who represent specific populations served by ADSD, and ADSD staff.
- This group met over a one-year period to accomplish three objectives:
  1. Understanding the **current system** of providing community-based services and supports to people with disabilities
  2. Identifying the **strengths and weaknesses** within said system
  3. Developing a **plan of action** to ensure that older adults and persons with disabilities have the opportunity to achieve optimal quality of life in the community of their choice.

# ADSD OLMSTEAD PLAN: CURRENT SYSTEM OF SUPPORT

- ADSD is one of many systems that is charged with ensuring individuals with disabilities have access to services and supports that help ensure people can live, work, and play in the community of their choice. Beyond ADSD, the other systems that impact community integration include those that provide behavioral health, housing, transportation, job training, education, and healthcare.
- A review of the current system of support was limited to ADSD for the purpose of this plan. The review included:
  - Programs and corresponding services offered by ADSD as well as the number of people historically served.
  - The number of people on various waitlists and the average time spent on waitlists.
  - The number of individuals served in HCBS Waiver programming versus those served in Medicaid-funded intermediate care facilities or nursing homes
  - Information collected from people with disabilities, individuals who make up their support system, and other community service providers.

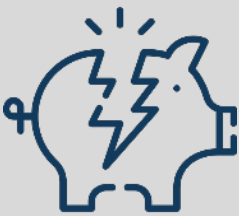
# ADSD OLMSTEAD PLAN: ISSUES REQUIRING ACTION



Fractured and complex system



Limited knowledge of service availability



Lack of sufficient and flexible funding



Lack of understanding of the Olmstead Decision



Workforce shortages and sufficiency



Gaps in services for people with disabilities



Inadequate data collection, tracking, and sharing across programs

# ADSD OLMSTEAD PLAN: GOALS FOR 2023-2027



Improve knowledge about ADSD services and other resources.

Expand workforce capacity to serve people in community-based settings.

Increase accountability within ADSD for the implementation of timely, high quality, community-based services for individuals with disabilities.

Embed a person-centered culture among all ADSD staff and within Division operations.

Develop a systems-wide approach to addressing the comprehensive needs of individuals with disabilities from a person-centered framework.

# ADSD OLMSTEAD PLAN: PLAN OF ACTION

## GOAL #1: OBJECTIVE 1.1

**Goal #1: Improve knowledge about ADSD services and other resources.**

**Objective 1.1: Promote accurate, comprehensive, and accessible information about what supports are available through ADSD and how to navigate the system.**

**Strategy 1.1a: Overhaul the ADSD website to ensure it has accurate, comprehensive, and accessible information about what resources are available through ADSD and how to navigate the system.**

**Strategy 1.1b: Develop and implement a communications plan which includes strategies for each specific population served by ADSD (according to disability, age, marginalized communities, and geographical location).**

**Strategy 1.1c: Establish a mechanism (such as listservs) to provide ongoing updates to the public about ADSD programs and services.**



# ADSD OLMSTEAD PLAN: PLAN OF ACTION

## GOAL #1: OBJECTIVE 1.2

**Goal #1: Improve knowledge about ADSD services and other resources.**

**Objective 1.2: Ensure providers, parents, and consumers know about the full spectrum of support available to individuals with disabilities.**

**Strategy 1.2a: Implement division-wide benefits counseling for individuals with disabilities regardless of program participation or payee of services.**

**Strategy 1.2b: Facilitate twice per year fairs highlighting ADSD and community-based resources available for individuals with disabilities.**

**Strategy 1.2c: Train ADSD staff on services available beyond ADSD to assist them in connecting individuals to the full range of care needed.**

# ADSD OLMSTEAD PLAN: PLAN OF ACTION

## GOAL #1: OBJECTIVE 1.3

**Goal #1: Improve knowledge about ADSD services and other resources.**

**Objective 1.3: Educate parents and caregivers of transition aged youth (TAY) about resources available through ADSD and the intersection of its work with that of local school districts and workforce development/job training providers.**

**Strategy 1.3a: Establish outreach materials targeting transition aged youth (TAY) and their families, customizing the materials as well as the distribution strategy to each region throughout Nevada.**

**Strategy 1.3b: Establish and deploy in-service training with educational institutions and job training providers in Nevada.**

# ADSD OLMSTEAD PLAN: PLAN OF ACTION

## GOAL #2: OBJECTIVE 2.1

**Goal #2: Expand workforce capacity to serve people in community-based settings.**

**Objective 2.1: Improve ADSD workforce recruitment and retention efforts.**

**Strategy 2.1a: Research, document, and advocate (if needed) regarding the impact of ADSD staff shortages on consumer access to needed services and business operations.**

**Strategy 2.1b: Identify primary barriers to ADSD staff recruitment, and quality and retention efforts and advocate for necessary changes.**

**Strategy 2.1c: Explore opportunities for how more individuals with disabilities can become employed by ADSD (beyond the work of the 700 hours program).**

# ADSD OLMSTEAD PLAN: PLAN OF ACTION

## GOAL #2: OBJECTIVE 2.2

**Goal #2: Expand workforce capacity to serve people in community-based settings.**

**Objective 2.2: Prioritize provider recruitment efforts for services that are most needed and least available, with an emphasis on services in the rural areas of the state.**

**Strategy 2.2a: Establish a shared understanding between ADSD and consumer advocacy groups, boards, and commissions regarding workforce shortage areas.**

**Strategy 2.2b: Deploy ADSD staff to outreach and engage potential providers that fill workforce shortage areas.**

# ADSD OLMSTEAD PLAN: PLAN OF ACTION

## GOAL #2: OBJECTIVE 2.3

**Goal #2: Expand workforce capacity to serve people in community-based settings.**

**Objective 2.3: Support free/low-cost and ongoing professional development offerings to workforce (internal and external to ADSD) serving individuals with disabilities.**

**Strategy 2.3a: Develop a learning platform that will be accessible online for staff and for family/community members around issues of importance to individuals with disabilities.**

**Strategy 2.3b: Continue offering training focused on person-centered practices, self-determination, resources/services available, and other issues of critical importance for community integration efforts.**

# ADSD OLMSTEAD PLAN: PLAN OF ACTION

## GOAL #3: OBJECTIVE 3.1

**Goal #3: Increase accountability within ADSD for the implementation of timely, high quality, community-based services for individuals with disabilities.**

**Objective 3.1: Establish reliable, timely, and consistent data collection efforts across ADSD programming.**

**Strategy 3.1a: Assess ADSD data system's capacity and limitations for identifying individuals funded to receive community-based services and projecting unmet needs.**

**Strategy 3.1b: Generate regular reports across all programs on the numbers and demographics of individuals served, services provided, and service settings.**

**Strategy 3.1c: Establish a methodology for intra-agency data sharing capabilities to identify individuals and families receiving services provided, the cost of care, and gaps in care.**

# ADSD OLMSTEAD PLAN: PLAN OF ACTION

## GOAL #3: OBJECTIVE 3.2

**Goal #3: Increase accountability within ADSD for the implementation of timely, high quality, community-based services for individuals with disabilities.**

**Objective 3.2: Develop division-wide quality assurance practices.**

**Strategy 3.2a: Review existing practices around consumer satisfaction assessments and grievance policies throughout the division, identifying components that should be expanded and those that should be discontinued or modified.**

**Strategy 3.2b: Ensure individuals understand and have access to grievance practices and retaliation mitigation efforts within and throughout ADSD.**

**Strategy 3.2c: Collect consumer surveys for information about satisfaction with services, barriers to access, and other supports needed but not received for all ADSD service recipients on at least an annual basis, identifying opportunities for operational improvements.**

# ADSD OLMSTEAD PLAN: PLAN OF ACTION

## GOAL #3: OBJECTIVE 3.3

**Goal #3: Increase accountability within ADSD for the implementation of timely, high quality, community-based services for individuals with disabilities.**

**Objective 3.3: Implement best practices and regulatory requirements associated with community integration efforts.**

**Strategy 3.3a: Create a mechanism to implement ADSD Olmstead Plan, monitor activities, and measure efforts on a regular basis.**

**Strategy 3.3b: Track implementation efforts of No Wrong Door (NWD) governance project and Nevada adherence to National Key Elements.**

**Strategy 3.3c: Monitor implementation of 2023 Home and Community Based Services (HCBS) Final Settings Rule, reporting every other year on the Quality Measure Set for HCBS programs.**



# ADSD OLMSTEAD PLAN: PLAN OF ACTION

## GOAL #4: OBJECTIVE 4.1

**Goal #4: Embed a person-centered culture among all ADSD staff and within Division operations.**

**Objective 4.1: Simplify the process for accessing ADSD services.**

**Strategy 4.1a: Determine the feasibility of implementing a single point of entry/application process for ADSD services.**

**Strategy 4.1b: Establish and widely distribute an accessible video which demonstrates the step-by-step process involved in applying for ADSD services.**

**Strategy 4.1c: Expand the capacity of ADSD's NWD navigator system, in which a single provider/program is available to support families in accessing services throughout their lifespan and within the variety of systems that offer services.**

# ADSD OLMSTEAD PLAN: PLAN OF ACTION

## GOAL #4: OBJECTIVE 4.2

**Goal #4: Embed a person-centered culture among all ADSD staff and within Division operations.**

**Objective 4.2: Require the use of person-centered care among all ADSD staff.**

**Strategy 4.2a: Develop and utilize a universal definition of “person-centered care” among ADSD staff, community providers, people with lived experiences, and their family members/support system.**

**Strategy 4.2b: Expand the understanding of individual potential and the exploration of all possibilities for individuals with disabilities, their family members/support system, and providers who serve them.**

**Strategy 4.2c: Integrate the requirement of person-centered care with a focus on community integration into both ADSD personnel employment standards and ADSD-supported provider performance standards**

**Strategy 4.2d: Require the use of person-centered care among all ADSD staff.**

# ADSD OLMSTEAD PLAN: PLAN OF ACTION

## GOAL #5: OBJECTIVE 5.1

**Goal #5: Develop a systems-wide approach to addressing the comprehensive needs of individuals with disabilities from a person-centered framework.**

**Objective 5.1: Establish more formal connections with other state, county, city, and community-based services providers.**

**Strategy 5.1a: Establish more collaborative partnerships with other state, county, city, and community-based services providers.**

**Strategy 5.1b: Host gatherings focused on community integration which brings together various state, county, city and community-based service providers to identify strengths and challenges and establishes plans for more integrated service deployment.**

**Strategy 5.1c: Research, assess, and recommend to the Directors office and/or the Legislature, a statewide approach to implementing Olmstead.**

# ADSD OLMSTEAD PLAN: PLAN OF ACTION

## GOAL #5: OBJECTIVE 5.2

**Goal #5: Develop a systems-wide approach to addressing the comprehensive needs of individuals with disabilities from a person-centered framework.**

**Objective 5.2: Establish advocacy efforts aimed at improving support for individuals with disabilities in areas that either fall outside the authority of ADSD to implement or that require legislative support.**

**Strategy 5.2a: Build a unified advocacy agenda focusing on the issues most important to ensuring community integration is available to individuals with disabilities.**

**Strategy 5.2b: Actively promote ADSD Olmstead Plan to support change efforts among other providers and partner agencies.**

**Strategy 5.2c: Support ADSD Boards and Commissions (as described in Appendix H) to effectively advocate for systems change.**

# ADSD OLMSTEAD PLAN: ACCOUNTABLE FOR CHANGE

<h2>Quarterly Monitoring</h2>	<p>Activities will be monitored on a quarterly basis within ADSD. ADSD will use this quarterly practice to share progress made, identify issues impacting implementation, and modify activities as needed. This quarterly review will be summarized and presented to the Commission on Services for Persons with Disabilities (CSPD) as a standing agenda item</p>
<h2>Semi-Annual Review</h2>	<p>A mid-year status report will be developed and provided to the Commission on Services for Persons with Disabilities (CSPD) as the recognized oversight entity for Olmstead efforts.</p>
<h2>Annual Report and Update</h2>	<p>An annual report on ADSD Olmstead Plan progress will be completed. This annual report will include an internal assessment of all efforts and identified recommendations for modifications to the plan. The annual report will be shared with the various boards and commissions that serve ADSD and input will be solicited regarding recommendations and/or other emergent issues that should be addressed to support expanded community integration opportunities. The input received from such boards will then be integrated into the Annual Report which will be presented and adopted by the CSPD.</p>



**THANK YOU**

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