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To: Kester, Tonykester@aging.sc.gov

Soura, Christianchristian.soura@scdhhs.gov

Date: 3/1/2016 4:49:34 PM

Subject: AARP State Scorecard on LTSS - South Carolina

Attachments: NWD System National Key Elements with Scorecard Measures.pdf

NWD System Scorecard Measures.docx

Dear Christian Soura and Tony Kester,

AARP, with funding from The Commonwealth Fund and The SCAN Foundation, is collecting data for the 3rd edition of the State Scorecard on Long-Term Services and Supports (LTSS) for Older Adults, People with Physical Disabilities, and Family Caregivers. The purpose of the Scorecard is to help policymakers, stakeholders, and advocates analyze state LTSS systems and target areas for improvement.

The LTSS scorecard measures performance across five key dimensions: (1) affordability and access, (2) choice of setting and provider, (3) quality of life and quality of care, (4) support for family caregivers, and (5) effective transitions. We are writing to request your assistance in providing data from your state to inform the **access** dimension of the scorecard which includes a measure of the level of sophistication of your state's No Wrong Door (NWD) System/ Aging and Disability Resource Center (ADRC) System.

To help facilitate the data collection process, we have attached the NWD System Key Elements document. The NWD System Key Elements provide a vision that all states can use, building on their past investments, current policies, and unique structures. We recognize it will take many years for most states to fully achieve the vision. The scorecard survey, based on the NWD System Key Elements, establishes a new baseline for State NWD/ADRC Systems, and is organized around the four key functions described in the NWD System Key Elements: State Governance and Administration; Public Outreach and Coordination with Key Referral Sources; Person Centered Counseling; and Streamlined Eligibility for Public Programs. In addition the survey asks about the NWD System statewide reach and includes a section assessing the state's ability and plans to track certain quantitative measures.

The expectation is that each state will submit **one** collaborative response to the survey involving input from key agencies. Please use the attached word document to plan your responses with your partners, develop one state response, and enter your response at https://www.research.net/r/AARP_NWD_System

On **March 8, 2016 at 2:30 EST** we will hold an informational webinar to provide additional guidance in completing the survey. Details are included below.

AARP Scorecard Webinar: NWD/ADRC Functions

Tuesday March 8, 2016

Time: 2:30 EST

To join, please click the link below

<https://optum.webex.com/optum/j.php?MTID=m8efa9322dce66ac34f5fa3ddf94f49a1>

Or, join by phone: 1-763-957-6300

Meeting number: 642 512 172

Meeting password: lewin

We are very grateful to you and your colleagues for completing the survey and would appreciate your response by **April 15, 2016**. Without you, this study would not be possible.

Thank you,

Kristen Rice

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