



Listening Sessions Hosted by the State of Illinois with support from The Lewin Group

“No Wrong Door” System Listening Sessions will be held in July 2015 in three areas of the Illinois:

- **Session 1:** Tues, July 21, 2:30-4:00 p.m. – Peoria (Peoria Public Library - 107 NE Monroe St.)
- **Session 2:** Wed, July 22, 11:00-12:30 p.m. - Mt. Vernon (Rolland W Lewis Community Building - 800 S 27th St.)
- **Session 3:** Thurs, August 6, 1:00-2:30 p.m. - Chicago (Access Living – 115 W Chicago Ave.)
- **Session 4:** Thurs, August 6, 3:00-4:30 p.m. - Chicago (Access Living – 115 W Chicago Ave.)

Participants are encouraged to register in advance to attend one session. Please register online at: https://www.research.net/s/IL_NWD_RSVP or by contacting Brendan Flinn directly via email at Brendan.Flinn@lewin.com or by phone at 703-269-5722.

Each session will follow the same agenda presented below:

Agenda	Time
Welcome and Introductions by State Agency Staff Presentation about federal and state efforts related to improve access to information and assistance with long term services and supports: <ul style="list-style-type: none"> • Vision of a statewide No Wrong Door (NWD) System to serve all populations (supported with federal funding for Aging and Disability Resource Networks, a No Wrong Door Planning Grant, and the Balancing Incentive Program) • Vision of the Coordinated Entry Process • Overview of organizations involved and their roles in the NWD System • Overview of state plans for new processes, tools, training • Overview of state plan for communication/marketing of the NWD System 	20-25 Minutes
Small Group Discussion: What strengths does Illinois have that should be part of a statewide NWD System to help people of all ages and with all types of disabilities get information, make decisions about and access long term services and supports (LTSS)? <ul style="list-style-type: none"> • What are we already doing to help people access long term services and supports? What do we have in place to build on? • What is currently working well, for some or all populations? • How can I/we/my organization help? 	15-20 minutes
Small Group Discussion: What are some challenges to building a statewide NWD System in Illinois? <ul style="list-style-type: none"> • What is not currently working well for some or all populations? What barriers stand in the way of people trying to access information and assistance? • What could be done to remove barriers and improve coordination across networks? • How can I/my organization/network help? 	15-20 minutes
Small Group Discussion: How can Illinois make people more aware of their service options and how to access information and assistance? <ul style="list-style-type: none"> • How do people learn how to access information and services now? • How are services and supports currently advertised and marketed? • What kinds of marketing strategies are most effective? • What could I/my organization/network do to help raise visibility? 	15-20 minutes
Closing, wrap-up, thank you!	5 minutes

*Participants are asked to refrain from wearing strongly scented personal products (perfumes, colognes, hairspray, etc.) in case others in attendance have chemical sensitivities.