

# No Wrong Door

## The Commonwealth of Virginia's “No Wrong Door”

### For Adult Health and Human Services



For PROVIDERS

For CONSUMERS

For YOU



**Agencies  
on Aging**

**Adult Day  
Centers**

**Centers for  
Independent  
Living**

**Local Social  
Services**

**Other  
Providers**

# Acronyms

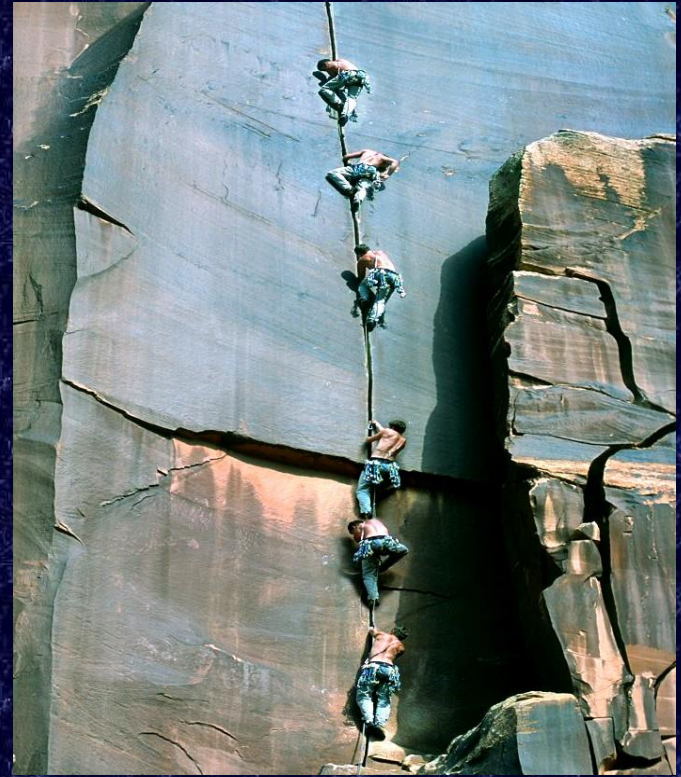
- Area Agencies on Aging (**AAAs**)
- Uniform Assessment Instrument (**UAI**)
- Aging and Disability Resource Center (**ADRC**)
- No Wrong Door (**NWD**) – sometimes referred to as Single Entry Point or One-Stop
- Community-based Coordinated Services System (**CCSS**)
- Statewide Advisory Council for the Integration of Community-based Services (**SACICS**)
- Systems Transformation Grant (**STG**)



# The Consumer

When does a person need a supportive service?

- ❖ Usually because of a life changing event such as an accident, health crisis, injury, etc.
- ❖ The need for supportive service is often unplanned – which results in families needing to deal with issues they never had to deal with before.



Setting up the services takes time, patience and knowledge of what is needed.

How are we going to pay for the supportive service?

How does someone figure out how the system works?

# **The Federal Aging and Disability Resource Center (ADRC) Initiative**

- ❖ Federal initiative developed and administered jointly by the Administration on Aging (AoA) and the Centers for Medicare & Medicaid Services (CMS).
- ❖ The vision is for every state to create a coordinated system of information and access for persons seeking long-term support to minimize confusion, enhance individual choice, and support informed decision-making.
- ❖ One of the goals of the 2005 grantees is to streamline access and in effect create a 'No Wrong Door' system.



## **No Wrong Door Takes Root in Virginia**

- ❖ The 2005 General Assembly passed House Joint Resolution 657, which requested the Secretary of Health and Human Resources to study a “No Wrong Door” approach for Virginia’s long-term care service system.
- ❖ Virginia’s approach is to create a virtual ‘No Wrong Door’.
- ❖ VDA is responsible for coordinating NWD at the state and local level.

# **No Wrong Door Approach**

The vision of the No Wrong Door initiative is to have Resource Centers in every community serving as a highly visible and trusted place where individuals can turn for information on the full range of long-term support options and entry to public long-term support programs and benefits.

## **Funding for the Program**

- Aging and Disability Resource Centers
- System Transformation Grant
- Private funds organizations

# Goals & Functions of ADRC

## Awareness & Information

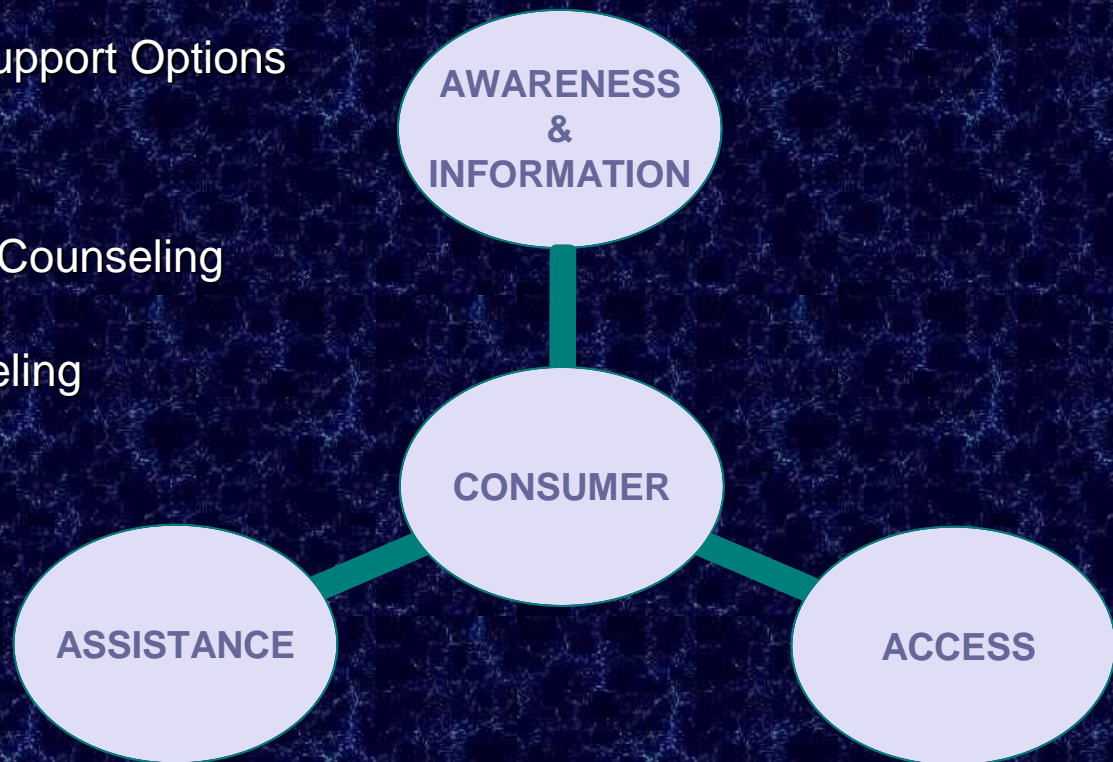
- Public Education
- Information on Long-Term Support Options

## Assistance

- Long-Term Support Options Counseling
- Benefits Counseling
- Employment Options Counseling
- Referral
- Crisis Intervention
- Planning for Future Needs

## Access

- Eligibility Screening
- Private Pay Services
- Comprehensive Assessment
- Programmatic Elig. Determination
- Medicaid Financial Elig. Determination
- 1-Stop Access to Public Programs





# **Streamlining Access Plan Objectives**

## **Eligibility Screening for Public Programs**

- ❖ Reduce the number of application

## **Medicaid Financial Eligibility Determination**

- ❖ Expand the organizations that can verify documents

## **Programmatic Eligibility Determination for Medicaid Services**

- ❖ DMAS to create an electronic submission of PreAdmission Screening (PAS)



# Advisory Councils

**Statewide Advisory Council (SACICS)** – Chaired by the Secretary of Health and Human Resources. Vice Chair Commissioner of VDA. Provides primary support for No Wrong Door in Virginia.

State Government: AG Office, DBVI, DMAS, DRPT, DRS, DSS, VBPD, VDA, VDH, Community Integration for People With Disabilities

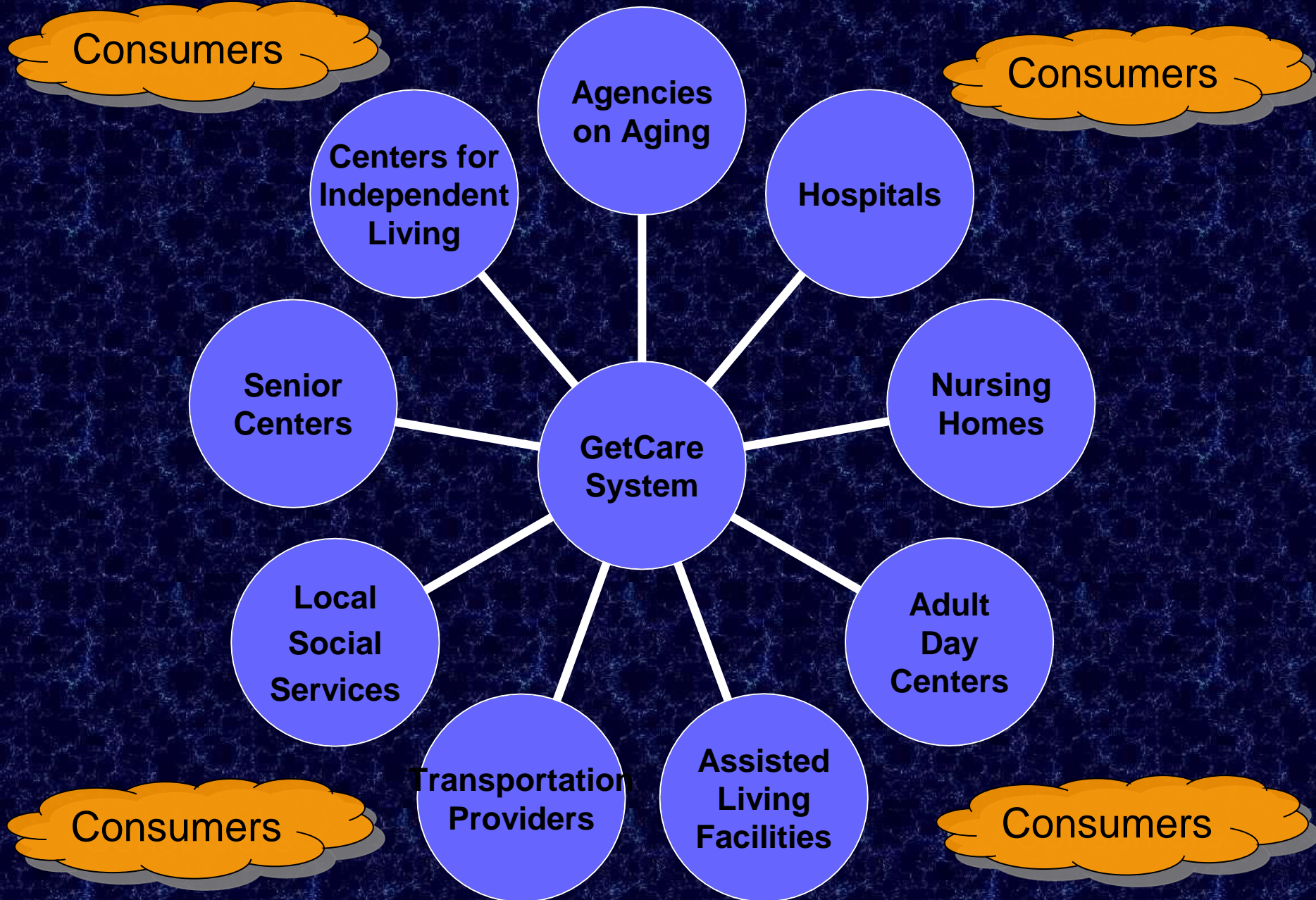
State Groups: SeniorNavigator, 211 Virginia, Centers for Independent Living

Agencies on Aging: Peninsula, Senior Connections/Capital, Valley

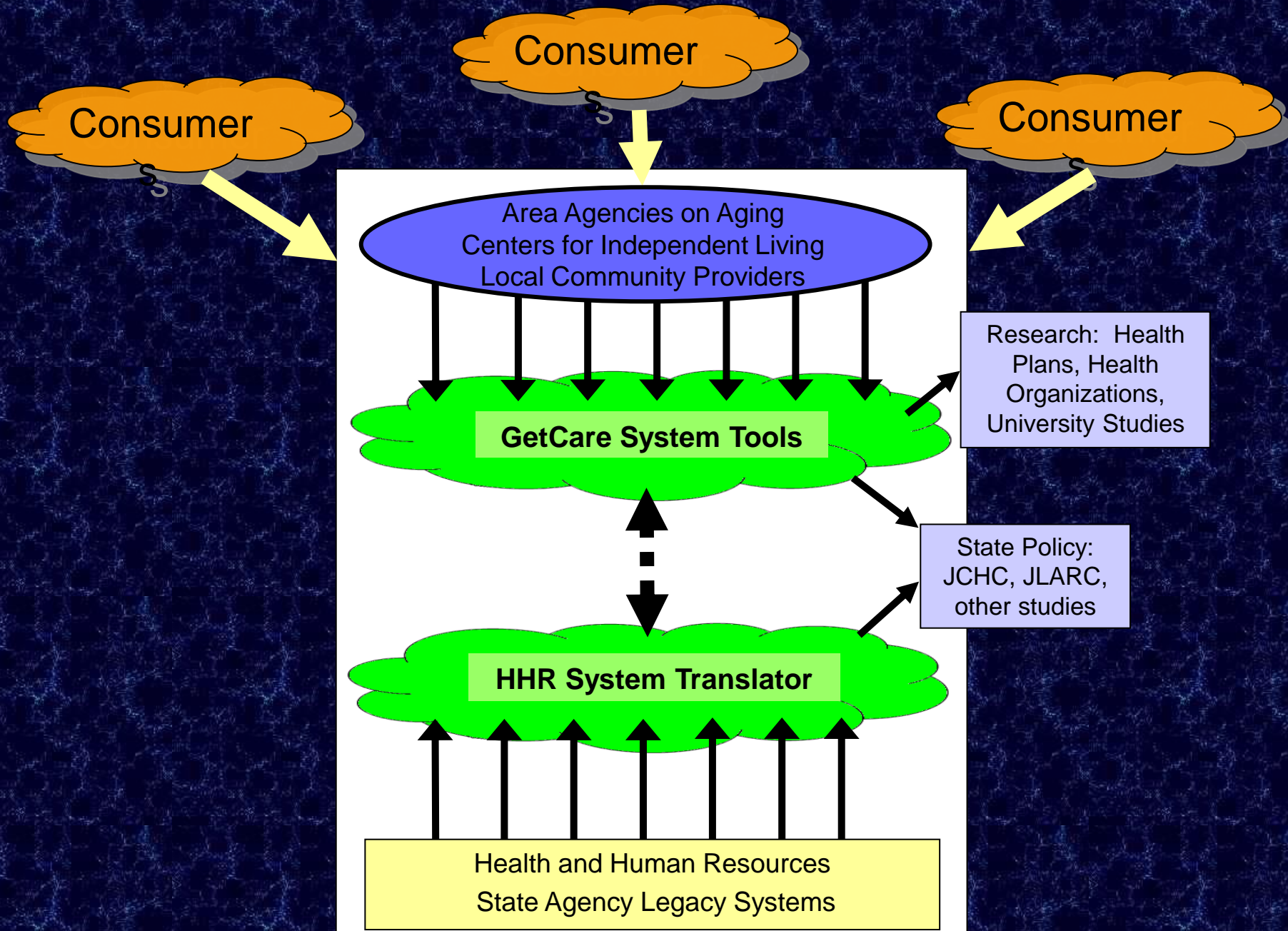
Programs Local Groups: Chesterfield CSB, Rockingham DSS, Richmond DSS, Williamsburg DSS

**Local Advisory Council** – Representation from public, private, and for-profit service providers within the community. Determine matters involving policy and protocol of how individuals will move through the continuum of care.

# No Wrong Door at the Community Level

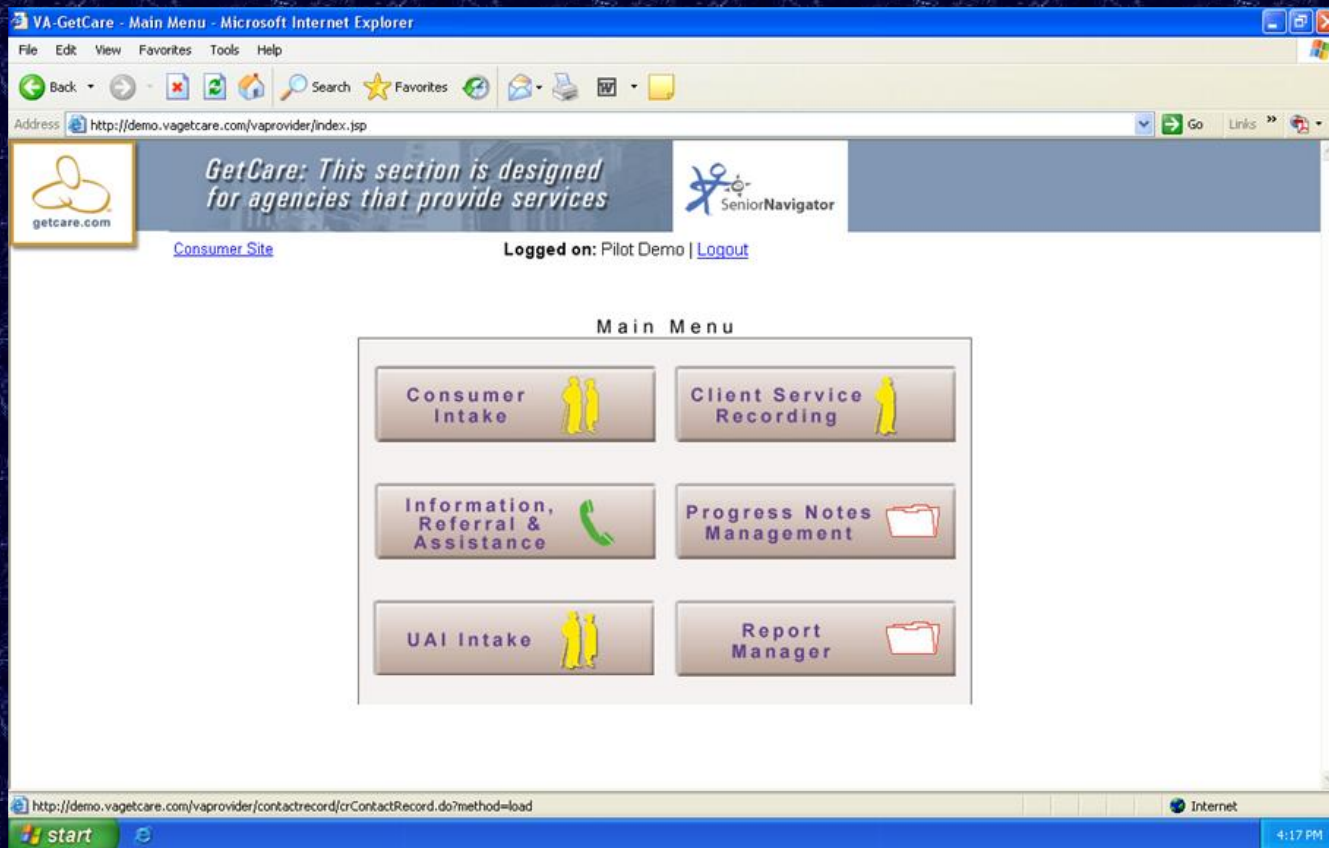


# No Wrong Door at the State Level





# GetCare System



- Information and Referral (I&R)
- Uniform Assessment Instrument (UAI)
- Progress Notes – Case Management
- Service Enrollment
- Reporting

## VIRGINIA DEPARTMENT FOR THE AGING

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Use the links on the left side of this page to navigate our site, or those below to visit some of the most popular topics.

## Disaster - It Could Happen To You

VIRGINIA HURRICANE PREPAREDNESS 2006

IT COULD HAPPEN TO YOU



Many people believe that a major hurricane cannot affect them or that there is nothing they can do to protect themselves. But, it could happen to you, and there are simple, low-cost steps families and businesses can take to get ready. Visit the [Virginia Department of Emergency Management](#) for tips and information.

## No Wrong Door

"No Wrong Door" is the Commonwealth of Virginia's approach to one-stop for health and human services. It is a collaborative public/private effort between the Virginia Department for the Aging (VDA), Department of Rehabilitative Services, Department of Medical Assistance Services, Department of Social Services, Department of Mental Health, Mental Retardation and Substance Abuse Services, SeniorNavigator, a 501(c)(3) non-profit organization, pilot Area Agencies on Aging (AAAs) and their local governments and local providers.



## **Immediate Plans!**

- ✓ Integrate No Wrong Door planning with Systems Transformation planning
- ✓ Working with the AG's office on shared consent form and data sharing with state agencies
- ✓ Determine technology and process barriers to state agencies using NWD system
- ✓ Expand number of providers using the system in the current 3 pilots and begin data sharing
- ✓ Expand Pilots for the second year to 3 additional communities
- ✓ Implement Streamlining Access Plan



# Comments or Questions?

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