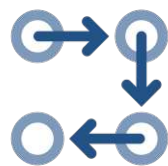


State No Wrong Door initiatives provide a coordinated way for older adults, people with any disability, and caregivers to access the services and supports they need to live in their communities. Governance of a No Wrong Door System is a collaborative effort among state agencies to lead the design, implementation, and ongoing administration of a state’s access system. Consider member roles, meeting facilitation and engagement, and performance measures when building a No Wrong Door Governing Body. Additional resources related to developing and strengthening No Wrong Door system governance are on the [TA Community](#).



Governing Body Member Roles

This resource defines roles for state agencies that are designated as core members of the No Wrong Door Governing Body (see [No Wrong Door Key Elements](#)). Lead agencies may utilize this resource to communicate No Wrong Door roles and expectations.



Governing Body Meeting Checklist

This checklist provides guidance on developing, facilitating, and sustaining a No Wrong Door Governing Body. It was developed with input from the ten ACL No Wrong Door Governance Grantees: Alaska, California, Indiana, Missouri, North Carolina, New Hampshire, Nevada, South Carolina, Tennessee, and Texas.



No Wrong Door Performance Measures

This resource provides guidance on the performance measures a No Wrong Door Governing Body can develop to assess the success of the No Wrong Door system and identify opportunities for growth.

Governance Matters

The top ten scoring states in the 2020 LTSS Scorecard reported fully or partially functioning Governing Bodies in place. The lowest scoring ten states did not report having a fully operational Governing Body in place.¹

23 States Fully Operational

Twenty-three states have a fully operational Governing Body comprised of key long-term services and supports (LTSS) state agencies, such as the state Medicaid agency; state unit on aging; agencies serving individuals with physical, intellectual, or developmental disabilities; and agencies administering mental health services.²

If your state or territory would like to build or strengthen your No Wrong Door Governing Body, please reach out to the No Wrong Door Resource Center at NoWrongDoor@acl.hhs.gov.

¹ *Aging and Disability Resource Center/No Wrong Door Functions: A Leading Indicator in the 2020 Long-Term Services and Supports State Scorecard*

² *Innovation and Opportunity: A State Scorecard on Long-Term Services and Supports for Older Adults, People with Physical Disabilities, and Family Caregivers, 2023 Edition*