

An Introduction to the No Wrong Door System

2 The Evolution of the No Wrong Door System



Introduction

These slides contain content adapted from the Administration for Community Living's Person Centered Counseling Training Program. The content includes text and narration from online courses. To view original content or for more information, please visit nwd.acl.gov or contact NoWrongDoor@acl.hhs.gov.

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Welcome! (1/3)

The No Wrong Door (NWD) system is designed to address some of the most significant barriers individuals face when accessing Long-Term Services and Supports (LTSS). The vision and structure of the NWD system draws on a long history of developments at the federal and state levels meant to overcome some challenges of an expensive and fragmented system. The full structure of the proposed NWD system is new, though the efforts toward making LTSS more accessible to all have been going on for years.

Welcome! (2/3)

This lesson helps the learner understand more about past initiatives. It describes the lessons learned from these previous approaches. It reviews how the NWD system is designed to move LTSS systems to the next phase. Finally, it provides a context for culture change and invites the learner to reflect on their own role in culture change.

Welcome! (3/3)

Learning Objective

After completing this lesson: You will be able to describe your potential role in culture change, working toward a NWD system based on lessons learned from previous initiatives for improving access to long-term services and supports.

The Need for a No Wrong Door System

Fragmentation of services has been a developing issue for some time. It is an unexpected result of development of more long-term services and support options. People welcome more options and flexibility. However, these options can also be overwhelming or difficult to find and access.

The No Wrong Door system is meant to reduce the experience of fragmentation and support streamlined access to long-term services and supports. It is meant to help individuals and communities use resources thoughtfully and in ways that are most likely to be useful.

Evolution of Streamlined Access and Coordination

As a result of HCBS being funded from a variety of state and local funds, fragmentation and duplication in the system became more of a problem. In response to this, Aging and Disability Resource Centers were developed.

Aging and Disability Resource Center organizational partners such as the Centers for Independent Living or the Area Agencies on Aging have been instrumental in streamlining access to long-term services and supports. They have helped people live in communities of their choice rather than institutional settings. The No Wrong Door system intends to build on these successes. It is designed to simplify access to the services and supports that people want.

Building on Lessons Learned

The No Wrong Door (NWD) System is developing a seamless process where people can explore options for long-term services and supports (LTSS) and work with people that understand and respect their goals and preferences. The significance of this type of help has been realized as the LTSS system has been evaluated.

Understanding the Foundation of Success

The NWD system is meant to support people with long-term services and supports (LTSS) needs to live fulfilling lives in the communities of their choice. Many have been working hard to develop the next phase in meeting this goal. The following attributes were identified through a survey of past Aging and Disability Resource Centers (ADRC) efforts and lessons learned as participating states practiced incorporating NWD system components.

These attributes are essential components for a successful NWD system. As you can see, many of these are part of the NWD system key functions. The NWD system recognizes that services available must have quality to provide support.

Applying Person-Centered Thinking Skills to Support Culture Change

You may or may not take the online courses to learn more about person-centered thinking, depending on your role. However, three skills and concepts taught in person-centered thinking may be especially helpful in culture change.

In order for the No Wrong Door (NWD) system to become fully functioning, there will need to be big shifts in the culture of services.

Continued Support for Improving the No Wrong Door (NWD) System

The NWD system is designed to identify gaps and respond accordingly. It is designed to adapt to the changing needs of communities. It is also built to anticipate needs and fill gaps before they become a problem. To do this there must be system level structures in place. In order to support states in developing sustainable NWD systems, the Administration on Community Living (ACL), the Centers for Medicare and Medicaid Services, and the Veterans Health Administration (VHA) have taken on the following tasks.

Conclusion and Lesson Review (1/3)

- The No Wrong Door (NWD) system builds on the successes of past efforts and aims to achieve affordable and meaningful community living for all.
- The structure of the NWD system is designed to help streamline access to long-term services and supports (LTSS).
- Person-Centered Counseling (PCC) professionals play an important role in supporting people's access to meaningful LTSS options. They support people of all ages and backgrounds in identifying and organizing their services and supports in a way that aligns with their own values and goals.

Conclusion and Lesson Review (2/3)

- Implementing a fully functioning NWD system as proposed will be a culture change for those who receive support and for those who provide it.
- The Administration on Community Living, the Centers for Medicare and Medicaid Services, and the Veteran's Health Administration are dedicated to collaborating with states and supporting them as they build their NWD systems.

Conclusion and Lesson Review (3/3)

Learning Objective

After completing this lesson, you will be able to describe your potential role in culture change, working toward a NWD system based on lessons learned from previous initiatives for improving access to long-term services and supports.

Reflection on Learning Objective

Directions: Review the objective(s) on this page. Write down your answers to the following questions.

1. What did you learn in this lesson that you felt was important?
2. What will you do differently because of the content in this lesson?