

An Introduction to the No Wrong Door System

1 The No Wrong Door System: Vision, Values, and Structure



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)

In the past two decades, the number of options for receiving long-term services and supports (LTSS) has grown immensely. While these options are welcome and provide more flexibility for people seeking LTSS, they also can make the process of finding and accessing the right LTSS very complex. People do not know where to get reliable information that meets their unique needs. Many professional roles are limited to specific tasks. The result is a fragmented and unwieldy process for people seeking help with no single point of contact to understand a more holistic and person-centered approach to arranging services and supports.

Welcome! (2/3)

The vision of the No Wrong Door (NWD) system is a single, statewide system for supporting access to LTSS options from any source, including those paid for through Medicaid, other government programs, insurance, and private pay. It is meant for any person, of any age or need, who is seeking or planning for LTSS. Each state will be encouraged to have a NWD system that leverages the state's strengths in supporting people to reach their goals. This lesson will introduce the vision and values of the NWD system. It will describe the structures of a successful NWD system.

Welcome! (3/3)

Learning Objective

After completing this lesson: You will be able to describe how the NWD vision, values, and structure help to improve the way people access LTSS in their communities.

— The Need for a No Wrong Door System (1/2)

Many pressures are pushing on our current systems. People want more than access to programs. They want to have support to thrive in communities of their choice. State and federal governments are also facing the realities of an aging and diverse population. The ways in which services are currently accessed and delivered will not meet these needs. Current options and access to them are often very expensive.

— The Need for a No Wrong Door System (2/2)

The proposed NWD system seeks to streamline the process of accessing Long-Term Services and Supports (LTSS). It seeks to help people of all ages, abilities, and income levels understand their options for services and support and arrange them in a timely and preferred way. It seeks to help communities put structures in place that will support ongoing attention to quality and outcomes for people, while using resources wisely.

Vision and Values of the Proposed No Wrong Door System

In 2014, the values, vision, and structure of the No Wrong Door (NWD) system was laid out and published in a collaborative Funding Opportunity Announcement (FOA) by the Administration on Community Living (ACL); the Centers for Medicare and Medicaid Services (CMS); and the Veteran's Health Administration (VHA). The full FOA link is listed in the resources section of this course.

Levels of Change

Many changes will occur as states transform their publicly administered and publicly funded long-term services and supports (LTSS) access functions into a No Wrong Door (NWD) system. It will require changes at every level of service and support. Individual practitioners, organizations, and whole networks will have to transform in order to achieve the values and vision of the NWD system.

Changing to Make the No Wrong Door (NWD) System a Reality

Each person and entity that is currently a formal part of the long-term services and support system in a state will need to adjust to make the No Wrong Door system a reality. In addition, other individuals, organizations and systems in our communities will also have to change.

Developing a High Performing No Wrong Door (NWD) System

In order for the NWD system to be successful, it must have a sustainable structure. Each state has the flexibility to design the best structure for their NWD system. That way, states can incorporate their strengths into the design. However, there are four key functions that states are expected to build as part of the NWD system.

Development of the Person-Centered Counseling (PCC) Professional Role (1/2)

Each state has an existing workforce in their No Wrong Door System. These professionals have much knowledge and many skills and abilities to apply to person-centered counseling. They also may have to learn and apply new skills and abilities to fully embody the capacity of person-centered counseling.

The PCC professional's role is designed specifically to carry out critical NWD System duties. PCC professionals are an early contact in the system for people wanting to learn more about LTSS. They are skilled in person-centered thinking and person-centered planning techniques.

Development of the Person-Centered Counseling (PCC) Professional Role (2/2)

PCC professionals also support people to have choice, direction, and control in services and support. PCC professionals support streamlined access to LTSS. This means they offer support throughout the entire process to minimize burden on individuals.

For example, some people may want support filling out applications or contacting various resources. Others may want to do the work themselves, but need to understand which things are most likely to yield the best results for them. Whatever the person's needs or preferences, PCC professionals are trained to provide meaningful support.

Major Shifts in Serving People in the No Wrong Door (NWD) System

The No Wrong Door system is required to support all people and all payers of long-term services and supports. All people means all people, regardless of their age, background, or income level. All payers of long-term services and supports means any method of funding from publicly funded programs and benefits to personal funds, such as private pay or insurance benefits.

The Value of the Implementing No Wrong Door (NWD) System

The NWD system offers states an opportunity to build a more responsive and sustainable system. They can respond to what people need and how funds are being spent for long-term services and supports (LTSS). On a state level, implementing the NWD system requires effort and coordination. The benefits are far reaching and many people and organizations will be affected. This is part of trying to make an organized structure that supports the goal of community living for everyone. The changes will impact groups differently.

Conclusion and Lesson Review (1/3)

- The NWD system has four key functions. They include: statewide governance and management, outreach and partnerships, streamlined access to services, and availability of Person-Centered Counseling professionals. In order to implement the key functions, changes will need to be made at every level of the system. These levels are: 1 (individual), 2 (organizational), and 3 (system-wide).
- The NWD system offers many benefits. People know where to go for meaningful support. Professionals can collaborate more efficiently to support people. States can use resources more efficiently and effectively.

Conclusion and Lesson Review (2/3)

- The vision is to improve our nation's LTSS access system so it is efficient and effective and more responsive to the unique needs of individuals.
- The three core values of the NWD system are choice, direction, and control on the part of the person accessing these services.

Conclusion and Lesson Review (3/3)

Learning Objective

After completing this lesson, you will be able to describe how the NWD vision, values, and structure help to improve the way people access LTSS in their communities.

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?