

An Introduction to the No Wrong Door System

3 System Level Changes to Create a No Wrong Door System: Outreach, Partnerships, and Governance



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! (1/4)

The No Wrong Door (NWD) system has grown out of a need to improve the way people access long-term services and supports (LTSS). Building a successful No Wrong Door (NWD) system requires many changes.

Some of these changes are system level changes. System level changes are important because they provide structures that make the work possible. They help professionals better understand their roles. They also provide support for carrying out the vision of the NWD system. Change in practices will not be enduring without system level change.

Welcome! (2/4)

NWD systems are designed to have four key functions. This lesson focuses on two key functions at the system level. This lesson discusses the purpose and impact of these key functions and describes some key roles that professionals have in implementing them.

Welcome! (3/4)

Here are the two key functions that focus on system level changes:

1. Public Outreach and Coordination with Key Referral Sources (outreach and partnerships)
2. State Governance and Administration (governance)

The other two functions are person-centered counseling and streamlined access to LTSS. They are reviewed in another lesson.

Welcome! (4/4)

Learning Objective

After completing this lesson: You will be able to describe the function of outreach, partnerships, and governance in the NWD system.

The Importance of Outreach, Partnerships, and Governance

States are responsible for setting up structures to support the No Wrong Door (NWD) system. NWD systems rely on these statewide structures to provide high quality long-term services and support (LTSS). This can be a challenging task. Let's look at why outreach, partnerships, and governance are important.

Examples of Outreach

Some outreach will happen at the community level. For example, Person-Centered Counseling (PCC) professionals may offer educational classes for the public. Other outreach efforts will be done at the state level. For example, a state may run an advertising campaign using billboards and local media.

If outreach is successful, people will know where to go for help in understanding and accessing LTSS options in the community. There will be active and thriving partnerships across many agencies to make the NWD system a reality.

Required Formal Partnerships

Formal partnerships can help streamline access to long-term services and supports (LTSS). No Wrong Door (NWD) systems will have some formal partnerships as a foundation. This ensures that agencies and states save time and money as they coordinate efforts, learn what needs are unmet, and eliminate duplication.

Examples of State Governance and Administration (1/2)

State leaders play a critical role in developing, overseeing, and managing the No Wrong Door (NWD) system. Here are some things states should think about as they structure their NWD system:

- Appoint a members that will serve as administrators (at the state level) to coordinate all NWD system activities.
- Build formal and informal partnerships locally and regionally. Identify organizations that will carry out NWD system functions, such as Aging and Disability Resources Centers, Area Agencies on Aging, and Centers for Independent Living.

Examples of State Governance and Administration (2/2)

- Identify funding sources for all organizations involved in the NWD system.
- Support education, such as staff training and public outreach.
- Use data collection to understand how supports are being used.
- Make adjustments to improve quality (also known as, continuous quality improvement).

In the next few slides, you will learn more about blending and braiding, management information systems, and continuous quality improvement.

Blending and Braiding

States may want to consider how to manage overlapping or duplicative programs in ways that are best for the whole community. One effective strategy is blending and braiding funding streams. State or local leadership will have to make decisions about whether to pursue these options. However, once the systems are set up Person-Centered Counseling (PCC) professionals and those in similar roles will need to be informed of their roles and responsibilities in helping people access these options and tracking necessary information. While these approaches can be challenging to set up, they can make the best use of funds and services available to meet community needs.

Data Collection

Collecting data about each state's efforts and needs will help guide quality improvement efforts. Surveys and site visits allow the NWD system to have some understanding of each state's network and needs.

Professionals who work within the NWD system will need to enter data as expected. It is important to be thorough when entering data. Keeping accurate records will help states to make the best system improvements and streamline information that can reflect what's important to and for the people you serve.

Continuous Quality Improvement (CQI)

The No Wrong Door (NWD) system will engage in continuous quality improvement (CQI) efforts. Each state's NWD system state administrators will lead these efforts. Data will be helpful in determining where and how improvements can be made. The administrators will evaluate outcomes for people who get help through the NWD system. CQI efforts can help NWD systems to be responsive to the needs of the whole community.

Your Role in Outreach, Partnerships, and Governance (1/2)

Supporting outreach, partnerships, and governance in the NWD system will involve role changes. You may have roles in developing and implementing some of these structures. Here are some of the roles you might play:

- Providing input on how your state should structure outreach efforts, formal partnerships, and governance Conducting public outreach
- Setting up formal partnerships within the NWD system
- Working with formal and informal partners
- Overseeing the design and implementation of the NWD system

Your Role in Outreach, Partnerships, and Governance (2/2)

- Helping to define what data would be most helpful to track, based on the goals of the NWD system
- Entering data that follows state protocols
- Supporting processes that make it possible to blend and braid resources
- Making system improvements based on information collected from a variety of perspectives

Conclusion and Lesson Review (1/3)

- States are encouraged to engage in specific types of outreach, partnerships, and governance as a foundation for their No Wrong Door (NWD) systems. Presenting or networking at various community events is an example of local outreach a Person-Centered Counseling (PCC) professional might perform.
- States must create a committee to oversee the development and implementation of the NWD system. Members must include representatives from the state's Medicaid agency, unit on aging, and other agencies that serve specific populations.

Conclusion and Lesson Review (2/3)

- States should set up effective data systems to collect information. The governing body will use this data to support ongoing system improvements. Blending and braiding funds is one way to use resources more wisely and increase options. However, it does require work to set up these programs.

Conclusion and Lesson Review (3/3)

Learning Objective

After completing this lesson, you will be able to describe the function of outreach, partnerships, and governance in the NWD system.

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?