

# What is a No Wrong Door System?

Since 2003, ACL, Centers for Medicare and Medicaid Services (CMS) and the Veterans Health Administration (VHA) have partnered to support states' efforts to help individuals and their families improve access to long term services and supports (LTSS). The first funding opportunities were granted to all 50 states to launch the Aging and Disability Resource Center (ADRC) program. Recognition that LTSS access systems involve multiple payers and providers soon emerged as the number of participating states grew, evolving the ADRC program into a "systems change" initiative known as the No Wrong Door (NWD) System. A state NWD System is a network of community-based organizations and state agencies **that manage access to services** that older adults, individuals with disabilities (including Veterans), and their caregivers need to maintain quality living in the community.

## Forms of State HCBS Infrastructure That Support Access



Of the 56 states and territories, 55 have ADRC/NWD System activity with over 1,000 access points nationwide. NWD Systems ensure individuals only need to tell their story once, as the information they provide is automatically shared with the agencies that coordinate/provide the appropriate services.

### Prior to NWD System Implementation



### After NWD System Implementation



The foundation of a No Wrong Door System is built on four key functions designed to help states effectively transform their access systems for all populations and payers.<sup>1</sup>

NWD Key Function	Examples of State Operations
<b>Public Outreach &amp; Coordination with Key Referral Sources</b>	Outreach and education for individuals and families; coordination with community-based organizations/state agencies/technology systems; and partnerships with providers.
<b>Person-Centered Counseling</b>	Development and adherence to standards for statewide person-centered counseling; facilitate informed choice; promote independence; and support individuals and families to meet their preferences and goals.
<b>Streamlined Eligibility to Public Programs</b>	Improve the efficiency and effectiveness of LTSS eligibility processes through partnerships with state organizations; coordinate statewide information sharing; and streamlining public program applications.
<b>State Governance and Administration</b>	Create and strengthen a vision for NWD with partners; form a multi-agency governing body with federal/state/local agencies to coordinate NWD efforts; involve stakeholders in NWD; continually measure impact of and improve the performance of NWD; and utilize technology platforms to support the system.

Governance is the key to a successful NWD System. All top-10 scoring states in the scorecard reported fully or partially functioning multistate agency bodies that coordinate the state government’s work to develop a single NWD System for all people needing LTSS, regardless of income, age, or disability. This body includes the state Medicaid agency, state unit on aging, state agencies that serve or represent the interests of individuals with physical disabilities and intellectual and developmental disabilities, and the state authorities administering mental health services. To date, 33 states have had some form of Legislative or Governor support confirmed in state statute and budget allocations.

Over the course of the COVID-19 pandemic, NWD systems reached over 69,750,000 people (n=49 states and territories) through health education campaigns, facilitation of vaccine and testing access, and through direct outreach providing individual assistance to individuals and their families most in need of support.<sup>2</sup> Of the states and territories who reported vaccine outreach, the majority actively expanded their NWD infrastructure during the pandemic to support family caregivers, develop stronger relationships with other state agencies, and provide a variety of services to promote social connectedness. These expansion efforts were also focused on improving access to care for historically underserved populations including older adults with low-income status, individuals living with disabilities in rural areas, and various ethnic and minority groups, and individuals living at home.

<sup>1</sup> NWD Key Elements: <https://nwd.acl.gov/pdf/NWD-National-Elements.pdf>

<sup>2</sup> ADRC Vaccine Access Grantee Reporting, April 2021 -December 2021