

**VIRGINIA**

**No Wrong Door**

**ACCESS. OPTIONS. ANSWERS.**



**Opening Doors to Collaboration & Culture Change**

**Home & Community Based Services Conference**

Wednesday, August 29, 2018



<https://nwd.acl.gov/>

ACL is pleased to offer free access to Course 1 of the Person-Centered Counseling Training Program: [Visit the course site](#)

[Spotlights: Read about PCC success stories here](#)



is a partnership between...



### KEY FUNCTIONS OF A NO WRONG DOOR SYSTEM

- State Governance and Administration
- Public Outreach and Coordination with Key Referral Sources

Person-Centered Counseling is an interactive process whereby individuals, family members and significant others are supported by a

**50,976**

Total number of full time Person-Centered Counselors needed to meet

### GOAL:

Streamline access to Long Term Services and Supports (LTSS) for all people regardless of funding source

**ALL POPULATIONS**

+ ALL PAYSERS

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## What is Person-Centered Counseling?

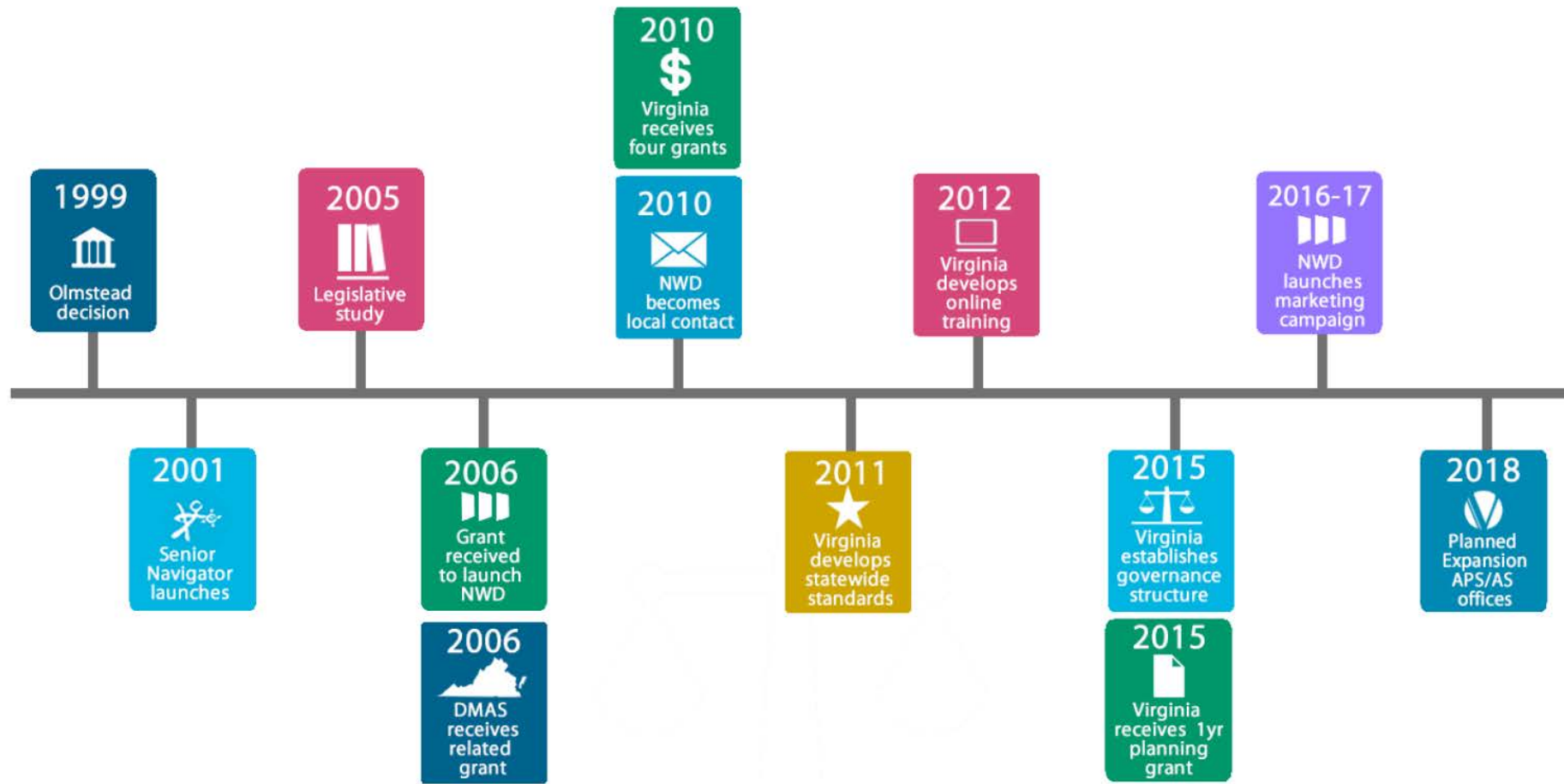
**Person-centered counseling (PCC) allows individuals to be engaged in the decision making process about their options, preferences, values, and financial resources. Individuals in need of services or who are planning for the future have access to one-on-one counseling in a variety of settings, including within the home, community residence, acute care hospital, school settings, or several other settings based on the individual's needs.**

PCC is a valuable tool for the aging and disability networks that can improve access to care through streamlined partnerships, technology, and resources that put the focus on the needs of people and their caregivers.

A person-centered system recognizes that every individual is unique and the system must be able to respond flexibly to each individual's situation, strengths, needs and preferences. Person-Centered Counseling is centered on the individual and their personal goals and desires, and is much broader in scope than any formal assessment or eligibility determination process tied to a public or private program.

### Download the Infographic Here!

[DOWNLOAD \(3.83MB\)](#)





No Wrong Door is helping people with disabilities have a better life and live in the community.

Katherine Olson

# NoWrongDoorVirginia.org



About NWD-

Network Map

History

FAQs

**No Wrong Door Virginia** is a virtual system and statewide network of shared resources, designed to streamline access to long term services and supports – connecting individuals, providers and communities across the Commonwealth.

No Wrong Door Virginia is a national leader, supporting older adults, family caregivers and individuals of all ages with disabilities. The system provides valuable tools to strengthen community networks and promote person-centered practices, for individuals to evaluate options and make informed decisions.

**The expanding No Wrong Door Network offers:**

- Access** to over 26,300 programs and services
- Options** provided by 500+ professionals using the No Wrong Door tools
- Answers** for nearly 50,000 individuals securely connected to valuable resources




No Wrong Door is helping people with disabilities have a better life and live in the community.

Katherine Olson




## Individuals




How can No Wrong Door help me find

## Providers




What are the benefits to becoming a No Wrong

## Communities



How is No Wrong Door bringing together local

## Investors



What is No Wrong Door's return on

<https://www.nowrongdoorvirginia.org/individuals.htm>

# Statewide Expansion

## No Wrong Door Partners

236 Providers w/ access to CRIA\*

*\*Includes 120 LDSS coming on w/ AS / APS*

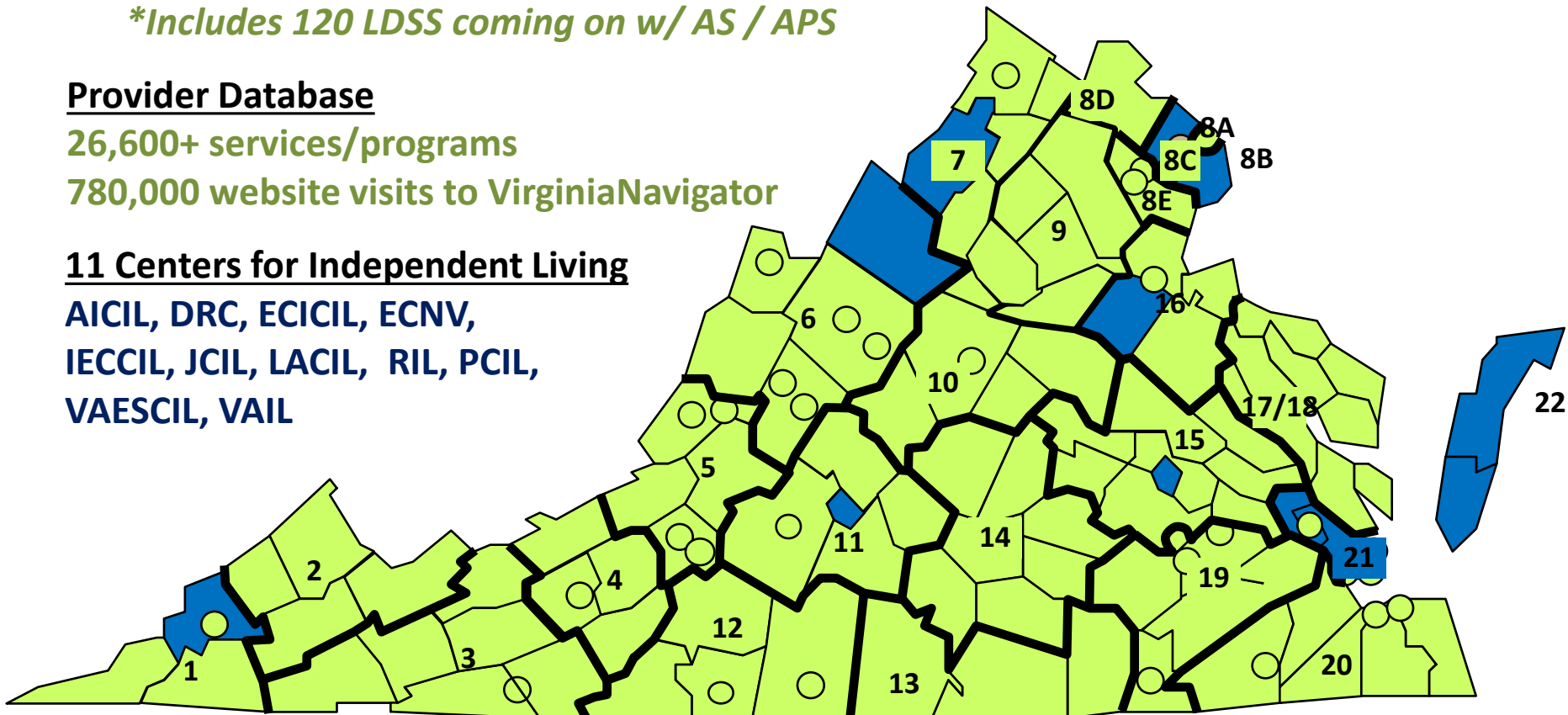
## Provider Database

26,600+ services/programs

780,000 website visits to VirginiaNavigator

## 11 Centers for Independent Living

AICIL, DRC, ECICIL, ECVV,  
IECCIL, JCIL, LACIL, RIL, PCIL,  
VAESCIL, VAIL





How does an individual currently get connected with services and supports they need through No Wrong Door?





# Meet Shirley

“Since I’ve been home from the hospital, I don’t have the strength I used to. I can’t find the energy to make hot meals or clean the house and my newspapers are piling up outside.”

# Search System for Client Information

Client ID:	<input type="text"/>	CRIA Encounter ID:	<input type="text"/>
Search Type *:	<input type="text" value="Client"/>	Phone Number:	<input type="text"/> - <input type="text"/> - <input type="text"/>
Last Name:	<input type="text" value="Brand"/>	First Name:	<input type="text" value="S"/>
Address:	<input type="text"/>		
Zip:	<input type="text"/>	State:	<input type="text" value="Select One"/>
City:	<input type="text"/>	Encounter Status:	<input type="text" value="Open"/>
<input type="button" value="Search"/>		<input type="button" value="Reset"/>	<input type="button" value="Anonymous Encounter"/>

NWD ID	LAST NAME	FIRST NAME	ADDRESS	CONSENT
1677455	Brand	Sally	252 Ryland Circle, Richmond	Yes
2641228	Brand	Scott	18 Shore Road, Richmond	Yes
8787922	Brand	Shirley	1005 Main Street, Richmond	Yes
9834162	Brand	Stanley	22 N. 7th Street, Richmond	Yes

# Robust Notes Capability

Case Manager *:	<input type="text" value="Casey Mana"/>	Date Opened:	<input type="text" value="04.12.2017"/>
Contact Type:	<input type="text" value="Client"/>	Method of Contact:	<input type="text" value="Phone"/>
Encounter Category *:	<input type="text" value="Standard CRIA"/>	Agency Category:	<input type="text" value="Select One"/>
Summarize Initial Contact/Referral Comments:	<p><b>Client recently came home from the hospital. Says she does not have the strength to do things around the house, like cooking and cleaning. She is not bringing in her newspapers because she is afraid to go down the front steps.</b></p>		
Living Environment/Support	<p><b>She lives in a townhouse and wants to stay there. Her grown children live in Northern Virginia. She knows some neighbors but has not asked them to help. She doesn't want to put them out. Her church brings her meals sometimes. Her sister, who is in a wheelchair, was living with her until she went into the hospital, but has since gone to live with her son in Maryland.</b></p>		
Follow-up	<p><i>(This will be completed at the end of the call when talking about next steps.)</i></p> <p><b>Follow-up with Shirley regarding how she is doing and inquire about scheduling a date &amp; time for her and her daughter to visit Circle Center.</b></p>		

# Easy Search for Services


## Provider Search

Program Group: **Home and Community Based Services**

Program Type: **In-Home Assistance**

**AND:**

Location Type: **Richmond City**

Choose Location:  

Agency Name (optional):



**Search**

Cancel

# View Local Search Results

Referral Send Via	Provider Services	No Wrong Door Partner Agency
<input data-bbox="127 494 384 544" type="text" value="Select One"/>	<p data-bbox="523 415 942 458"><b><u>Homemaker Services</u></b></p> <p data-bbox="523 486 811 529"><b>Family Lifeline</b></p> <p data-bbox="523 544 1431 644">2325 West Broad Street, Richmond, VA 23220 Main (804) 249-5411</p>	<p data-bbox="1470 479 1895 536">YES</p>
<input data-bbox="117 739 378 789" type="text" value="Select One"/>	<p data-bbox="523 732 1193 832"><b>Senior Connections, The Capital Area Agency on Aging</b></p> <p data-bbox="523 846 1335 1003">24 East Cary Street, Richmond, VA 23219 Main (804) 343-3000 Toll-Free (800) 989-2286</p>	<p data-bbox="1470 708 1895 765">YES</p>
<input data-bbox="117 1090 378 1140" type="text" value="Select One"/>	<p data-bbox="523 1075 797 1118"><b><u>Personal Care</u></b></p> <p data-bbox="523 1146 1068 1189"><b>JFS - Jewish Family Services</b></p> <p data-bbox="523 1203 1412 1303">6718 Patterson Avenue, Richmond, VA 23226 Main (804) 282-0006</p>	<p data-bbox="1470 1082 1895 1139">YES</p>

# Learn about Service Details

**Name:** Senior Connections

**Address:** 2325 West Broad Street  
Richmond, VA 23220

**Main Phone:** (804) 343-3000

**Toll-Free:** (800) 989-2286

**Phone TTY/TTD:** (804) 343-30008

**Website:** [www.seniorconnections-va.org](http://www.seniorconnections-va.org)

## Services description:

Provide assistance in performing routine household, yard and/or community activities for older adults and people with disabilities, or others who need or want these services. The objective of in-home assistance is to help the recipient sustain independent living in a clean, safe and healthy environment.

## Service area:

Charles City	Henrico
Chesterfield	New Kent
Goochland	Powhatan
Hanover	Richmond City

**Age requirement:** 60 years and older

**Fee structure:** Sliding fee scale

**Where service is provided:** Consumer's home

**Languages spoken:** English

**Self refer:** Yes

**Provider refer:** Yes

**What type of business is this?** Private, Non-Profit

## Services include:

- Meal preparation
- Light housekeeping
- Errand running
- Grocery shopping
- Transportation to appointments

**SEE MAP:** [GOOGLE MAPS](#)

# Make Electronic Referrals

Referral  
Send Via

Provider  
Referrals

Referral  
Comments

Electronic ▼  
Email  
Fax  
In Person  
Phone  
Postal Mail

## Homemaker Services

### Senior Connections, The Capital Area Agency on Aging

24 East Cary Street, Richmond, VA 23219  
Main (804) 343-3000  
Toll-Free (800) 989-2286

*Client was recently discharged from the hospital and is on a special diet. Please be sure to talk with her about her dietary limitations.*

Electronic ▼

## Personal Care

### JFS - Jewish Family Services

6718 Patterson Avenue, Richmond, VA 23226  
Main (804) 282-0006

*Client was recently discharged from the hospital and is on a special diet. Please be sure to talk with her about her dietary limitations.*



# Receiving Agency Notification



SRNAV-CRIA

[CRIA Encounter](#) [CRIA Communication](#) [Community Log](#) [Logout](#)

## User Tools

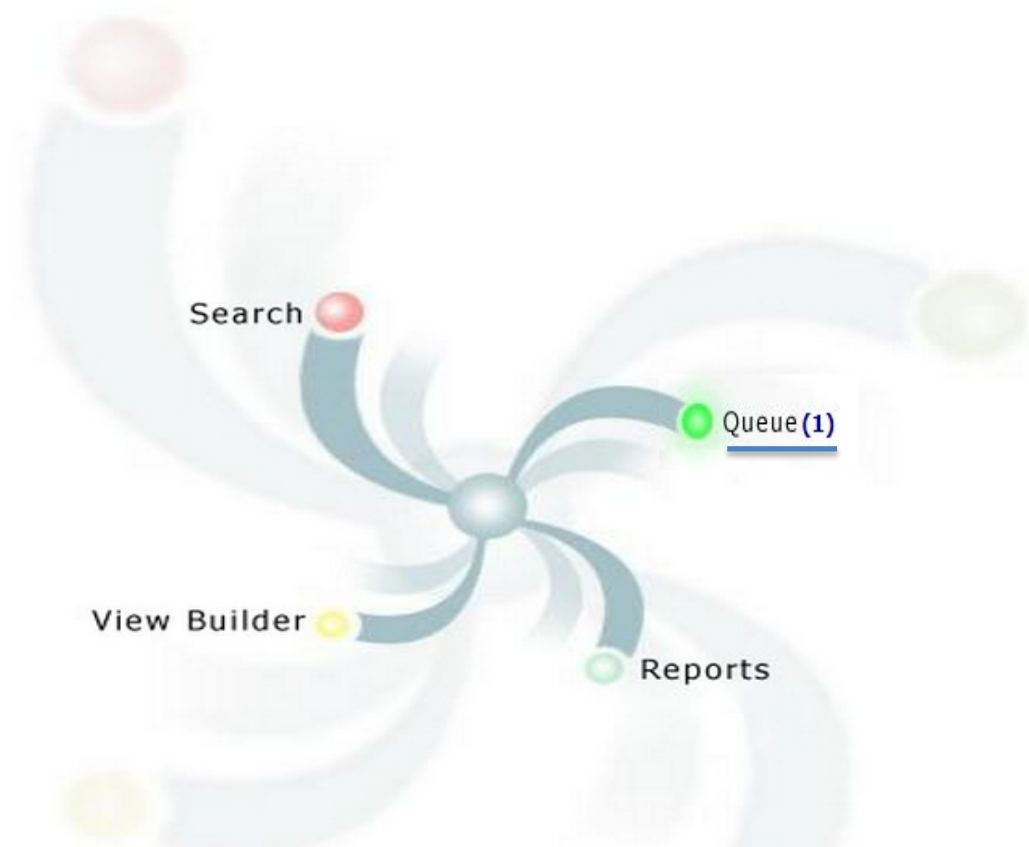
[My Pushpins](#)  
[My Ticklers](#)  
[My Follow Ups](#)

## Program Tools

[Agency Category](#)  
[Agency Goal/Activity Values](#)  
[CRIA Anonymous Unit Adjustment](#)  
[CRIA Encounter Unit Adjustment](#)  
[Information Requested](#)

## Admin/Support Tools

[Support](#)  
[Delete Process](#)  
[User Admin View](#)  
[User List View](#)



# Check Status of Electronic Referrals Made

## Referrals Made by Circle Center

<b>Case Manager:</b>	All	<b>Date Run:</b>	04/12/17
<b>Date Range Start:</b>	04/09/17	<b>Date Range End:</b>	04/12/17

Encounter ID	Referral Date	Client ID	Client Name	Referral Status	Accepted Date	Case Manager	Provider	Program Type
<a href="#">1136295840</a>	04/09/17	646829	Jake Smith	Accepted	04/10/17	Greg Beck	JABA	Companion Care
<a href="#">1157793829</a>	04/10/17	439815	Lori Lake	Accepted	04/10/17	Gail Frye	Independence Center	Transition Coordination
<a href="#">1297473825</a>	04/10/17	593381	Edith Brown	Accepted	04/11/17	Case Mana	Meals on Wheels	Home Delivered Meals
<a href="#">1379764382</a>	04/11/17	779843	Steven Marsh	Accepted	04/12/17	Gail Frye	Project Homes	Wheelchair Ramp
<a href="#">1399303768</a>	04/12/17	878792	Shirley Brand	Accepted	04/12/17	Case Mana	Circle Center Adult Day	Homemaker Services



# Meet Shirley

“Thanks to No Wrong Door, I now have someone to help me with my grocery shopping, cooking and light housework and I have people checking on me regularly.”

# No Wrong Door Panelist

**Missi Boyer, Director of Nutrition & Wellness**  
*Senior Connections, The Capitol Area Agency on Aging*  
<https://seniorconnections-va.org/>



**Sue Robinson, Director of Compliance**  
*The Woodland, Inc.*  
<http://www.thewoodlandinc.com/>



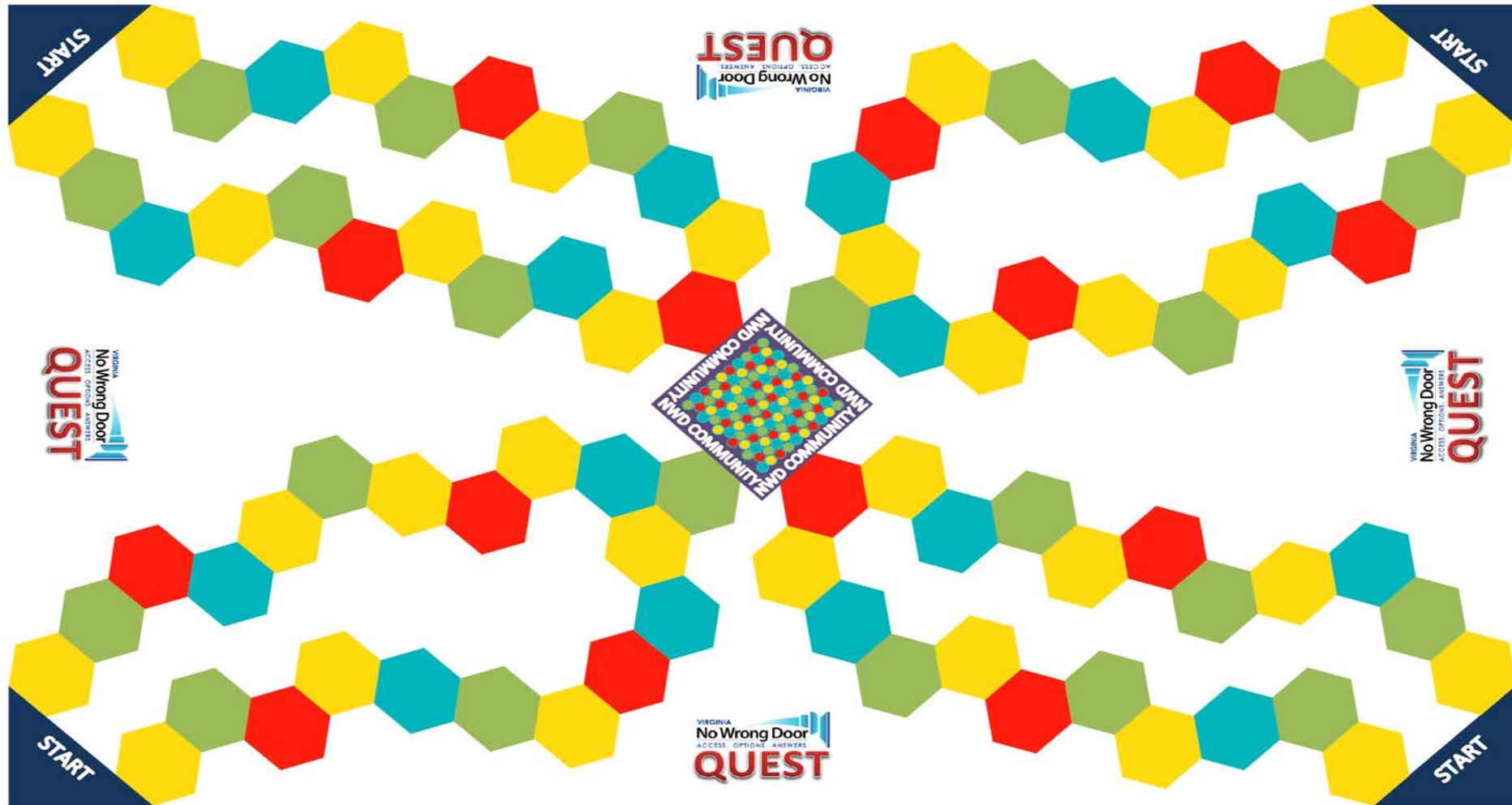
**Colleen Wilhelm, Director of Strategic Partnerships**  
*Family Lifeline*  
<http://www.familylifeline.org/>

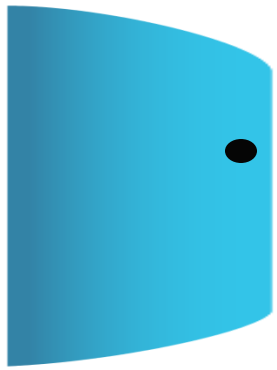


**Justine Young, Executive Director**  
*Piedmont Senior Resources, Area Agency on Aging*  
<http://www.psraaa.org/>



# No Wrong Door: QUEST





# Thank You

