

ADvancing States Enhanced Technical Assistance for States No Wrong Door Systems

The No Wrong Door (NWD) System initiative provides states and communities with a roadmap for developing a streamlined system for long-term services and supports (LTSS) information, counseling, and access. As the services and supports system can be difficult to navigate and understand, the impetus for the NWD System was to create a navigable access point for older adults and people with disabilities to LTSS and other community resources needed to maintain quality of life, independence, and community participation.

Federal partners and states worked to develop and refine a framework to help align the fragmented LTSS services infrastructure into a coordinated NWD System. Key components of the NWD System include:

- Public Outreach and Coordination with Key Referral Sources
- Person-Centered Counseling (PCC)
- Streamlined Eligibility for Public Programs
- State Governance and Administration

As populations change, with more adults of all income and ability levels needing access to LTSS, having a NWD System in place will benefit states in providing timely, efficient, and cost-effective services, helping to ensure that individuals can access the right information and supports at the right time.

ADvancing States represents the nation's 56 officially designated state and territorial agencies on aging and disabilities and supports visionary state leadership, the advancement of state systems innovation and the articulation of national policies that support home and community-based services for older adults and people with disabilities. ADvancing States brings a unique and valuable perspective through our membership, comprised of state aging and disability agencies, and through our engagement with federal, national, state and local aging and disability organizations. Our capacity and expertise are focused on long-term services and supports (LTSS), and home and community-based services (HCBS), policy, financing, and service delivery to older adults, people with disabilities, and caregivers through multiple programs and funding sources, including programs under the OAA, Medicaid, and human services programs.

Work Supported by Membership

As part of core member support activities, ADvancing States provides timely, relevant resources and tools that assist in the development and enhancements of states aging and disability systems. Including, but not limited to:

- *Training through the ADvancing States IQ online learning center*
- *Webinars for information exchange and peer learning*
- *Policy committees and ad-hoc workgroups*
- *Advancing member interests on core LTSS programs (e.g. Medicaid, Older Americans Act)*

Fee-based State-specific Services

Individual states will face state-specific opportunities as they design their NWD Systems. To support state members when these needs are identified, ADvancing States offers an array of enhanced technical assistance and support services that can be tailored to meet specific needs. These services are fee-based and not included in the core membership support. The following outlines administrative, policy and programmatic enhanced technical assistance and support services ADvancing States can provide to states.

NWD Gap Analysis

ADvancing States will provide an assessment of the states' stages of development with regards to core NWD system functions. This assessment may include stakeholder engagement to identify:

- Gaps and barriers in access
- Consumer/stakeholder input and experiences
- Existing efforts and impacts
- IT systems being used and needs/gaps in regard to NWD system functions (i.e., interoperability, information sharing)

Deliverable: NWD report card; Summary of key findings

State Governance and Administration

ADvancing States will provide assistance to states as they develop and enhance their NWD governance structure including:

- Assistance with the development of a formal multi-agency governance structure including seeking gubernatorial or executive support
- Development of governance charter and policies
- Assistance with establishing a NWD Governance Advisory Committee that will include representation from key organizations, including Medicaid, aging services, disability organizations, and behavioral health agencies and caregiver representatives

- Development of NWD Governance Advisory Committee charter and stakeholder Memorandums of Understanding
- Development of performance metrics and a continuous quality improvement framework for governance monitoring

Deliverables: Governance charter and policies; NWD governance advisory committee charter and MOUS

Public Outreach and Coordination with Key Referral Sources

ADvancing States can support states development and enhancements to their NWD partnerships and community engagement efforts through:

- Developing strategies and systems/procedures for improving communication between agencies that administer and/or oversee key referral programs
- Developing approaches to expand the network of NWD key referral sources
- Identifying strategies and examples for improved public outreach and education
- Implementing consumer listening sessions and assessments of their experiences
- Implementing call/contact process mapping
- Supporting development of quality assurance processes, which may include assessment of contact handling

Deliverables: Call Process mapping

Person-Centered Counseling

ADvancing States will help states build Person-Centered Counseling (PCC) capability by:

- Establishing standardized Person-Centered Options Counseling (PCOC) policies and procedures for the NWD system
- Developing and providing training on the state's NWD PCOC policies
- Review of financing/sustainability strategies for consumer counseling

Deliverables: State-level policies, training for NWD network agencies

Streamlined Eligibility for Public Programs

ADvancing States will provide technical assistance for states seeking to streamline their access and eligibility processes and practices through:

- Performing an environmental scan of available universal assessment tools
- Assessing consumer access and intake processes
- Exploring Medicaid Administrative Claiming (MAC) to improve sustainability and building the business case (tools, talking points) for leadership support

- Identifying programs, supports and services for cross training NWD staff and creating training framework for implementation

Deliverables: Summary of findings and recommendations; Training framework; Information for sustainability planning

Technology and Data Integration

Using the findings from the Gap Analysis, ADvancing states will support states IT development through:

- Arranging peer-to-peer engagement with states to provide firsthand user experiences
- Performing a vendor scan with matrix of services
- Implementing an assessment of service duplication

Deliverables: Vendor scan matrix

To learn more about any of these services or to request a meeting with ADvancing States to discuss these options, email: Aging@ADvancingStates.org.