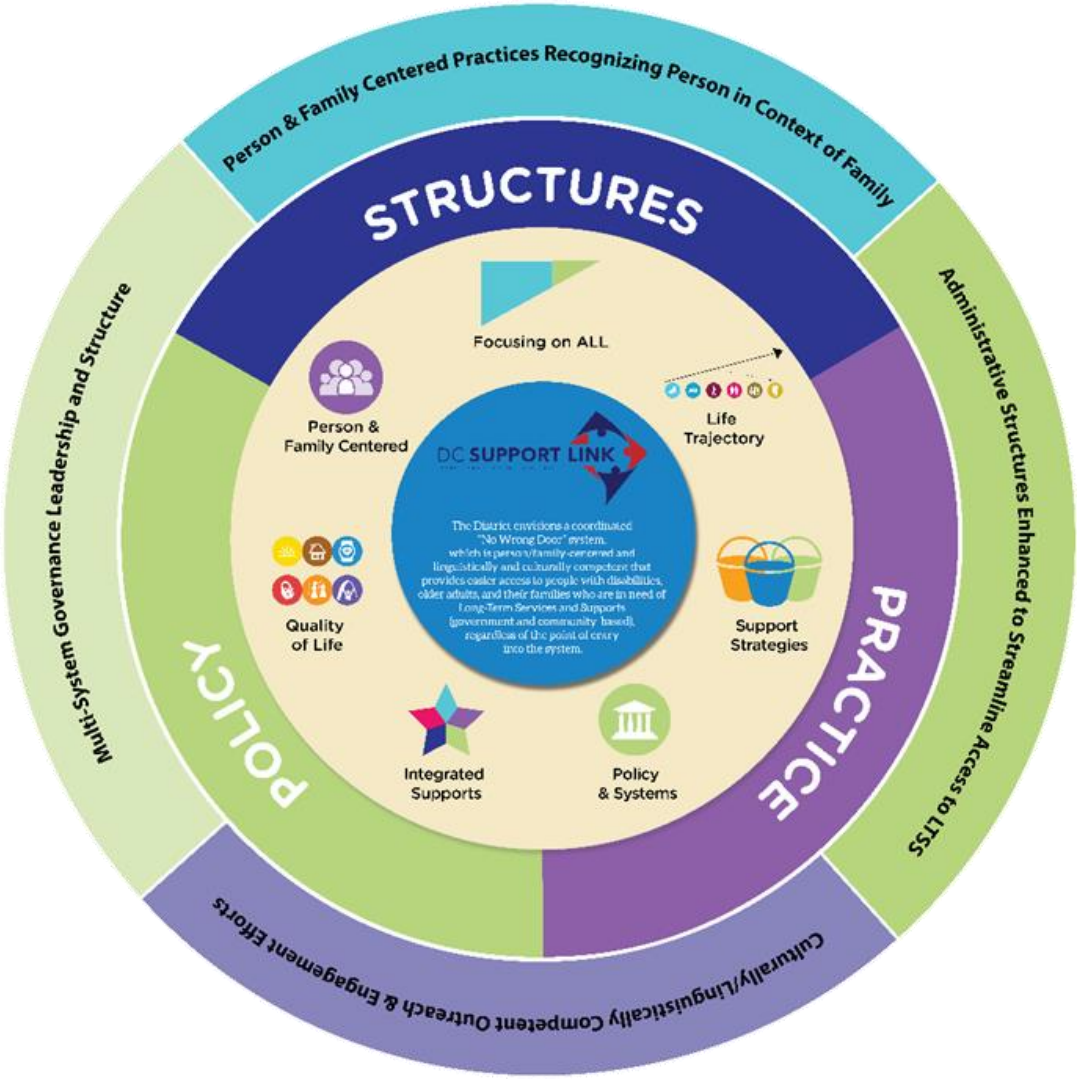
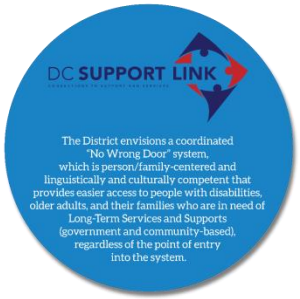
DC Support Link Golden Circle



Developed by the UMKC Institute for Human Development in partnership with DC Support Link. September 2017

DC Support Link: *Connections to Supports and Services*

(also known as No Wrong Door)

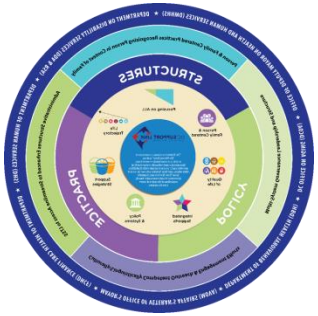


Vision

The District envisions a coordinated "No Wrong Door" system, which is person/family-centered and linguistically and culturally competent that provides easier access to people with disabilities, older adults, and their families who are in need of Long-Term Services and Supports (government and community-based), regardless of the point of entry into the system.

Guiding Principles

- **Focusing on ALL:** Focusing on all individuals to access long-term services and supports (LTSS) in a way that is person/family centered, culturally and linguistically competent to make informed choices regarding LTSS they prefer and need in order to live with dignity and be fully included in their communities.
- **Person and Family Centered:** Practices that foster self-determination, person-centered interactions that are culturally and linguistically competent and reflects the strengths and diversity of the person in need of LTSS.
- **Life Trajectory:** Enhancing life experiences and choices throughout at all stages of a person's life.
- **Quality of Life:** Focusing on all aspects of a person to enhance their vision of a good life.
- **Support Strategies:** People in need of LTSS are supported to problem solve, plan, navigate and access integrated services and supports.
- **Integrated Supports:** Connections to integrated services and supports that integrate personal strengths and assets with technology, relationships, community resources and government services.
- **Policy and Systems Change**: Align process, policy and administrative structures that support the implementation and quality assurance of person/family-centered approaches and culturally and linguistic competent practices at all levels of system.



Structures, Practice, and Policy Change

- **Multi-System Governance Leadership and Structure that works within and across systems to collectively promote on-going enhancement and sustainability within policies, procedures and practices across systems** (joint leadership, financial investment, embed innovations in system, sustainability)
- **Person and Family-Centered Practices that recognize person within the context of their family and their community** (common language for engaging, universal practices and tools for assessing, planning and problem-solving for integrated supports)
- **Administrative Structures Enhanced to Streamline Access to LTSS** (cross training, streamlining intake, clinical case management system)
- **Outreach and Engagement that is responsive to the cultural and linguistic diversity, needs, and life stages of all community members in DC** (resource portal, engagement efforts)

Partners

- Department on Disability Services (Developmental Disabilities Administration and Rehabilitation Services Administration)
- Department of Human Services (DHS)
- Department of Health Care Finance (DHCF)
- Mayor's Office of Veterans Affairs (MOVA)
- Department of Behavioral Health (DBH)
- DC Office on Aging (DCOA)
- Office of the Deputy Mayor on Health and Human Services (DMHHS)

Developed by the UMKC Institute for Human Development in partnership with DC Support Link. September 2017