District of Columbia No Wrong Door System Trajectory

Person/Family

People trying to access resources and their families need accurate information to navigate systems of support and make informed choices about their options for long term supports and assistance with problem-solving for the future and everyday life.

System Level

Seamless, cohesive, coordinated policies, processes and requirements are needed throughout the LTSS process, from screening, intake, needs assessments, service planning, eligibility determination and beyond.

Governance

- Continue to build and strengthen the NWD Leadership Council within District government
- Establish system performance measures across systems that measure satisfaction.
- Monitor project impact to assess progress, system growth and enhancement, improved experiences.

PCT

- Create a Person-Centered Profile with common information (reflect preferences and needs)
- Develop cross-system guidelines and protocols to facilitate and ensure informed choice from available options
- Develop procedures, protocols, and PCC and Planning Training across public, private, and community systems, person and family

Outreach

- Develop culturally and linguistically competent internal and external outreach strategies
- Establish clear expectations to ensure the ongoing meaningful involvement of key stakeholders
- Develop an accessible online LTSS resource portal
- Develop targeted outreach plan to facilitate transitions to the community, youth service agencies, veterans.

Streamline Eligibility

- Develop standards and protocols to continually assess consumer's experience
- Develop measurements and tracking mechanisms to provide data on how long it takes to complete the various eligibility processes, requirements and forms.
- Track the efficiency and effectiveness of the eligibility determination processes within and across agencies.

VISION for a No Wrong Door System in DC

PERSON/FAMILY

Where people are respected to lead their own lives, are viewed through strengths, and receive supports needed to achieve individually defined goals for their ideal life that includes:

- Being independent
- Living well in the community
- Accessing integrated formal and community based supports
- Making own decisions and having choices
- Having direction and control
- Having family, friends, and relationships

SYSTEM

To create a sustainable infrastructure for a No Wrong Door (NWD) System in the District of Columbia that:

- Enhances a person's choice and control;
- Supports people to live with dignity in their community;
- Results in a more person driven, efficient and cost effective system of Long-Term Supports & Services (LTSS);
- Embeds cultural and linguistic competent practices/protocols;
- Responsive throughout the lifespan;
- Explores linkages to supports to relationships/family, community and technological supports and services prior to or concurrent with discussions about publicly funded LTSS.

IMPLEMENTATION BARRIERS TO AVOID

- Working in silos
- Losing sight of vision/mission
- Not continuously assessing and measuring
- Lack of ongoing and meaningful involvement
- Not involving stakeholders

What We DON'T Want

PERSON/FAMILY

- Not engaged
- Isolated from the community, family, and friends
- In crisis all the time
- No control or decision-making in life
- Navigating a maze of bureaucracy
- Not empowered
- Dependency on the "system"
- Not validated
- Lack of opportunities

SYSTEM

- Leadership not engaged
- Unsustainable system
- Lack of coordination
- Duplicative processes
- Fragmented processes
- Gaps in service, supports, community-based resources
- Not fiscally responsible and efficient
- System driven – not person/family centered
- Unresponsive to cultural diversity and language needs
- Not reaching underserved communities
- Not encompassing the lifespan
- Bureaucratic requirements at time of vulnerability or crisis

The Trajectory Worksheet is a template of the UMKC IHD, UCEDD, and was adapted by the DC Department on Disability Services.