DISTRICT OF COLUMBIA
COMPREHENSIVE PLAN FOR THE NATIONAL CAPITAL: DISTRICT ELEMENTS
SECOND AMENDMENT CYCLE

DC NO WRONG DOOR AMENDMENTS

NEW POLICY: Improving Access to Long-Term Supports and Services for people with disabilities, older adults, and their families *(Lead Agencies: DDS, DHCF, DCOA, DHS, DBH)*
Continue to develop a person/family-centered, linguistically and culturally responsive "no wrong door" system across District agencies that can better support the needs of people with disabilities, older adults, and their families by providing them with links to government and community-based resources such as long-term services and supports, regardless of their point of entry into the District's service system.

NEW ACTION: Connecting District Residents to Resources (Lead Agencies: *DDS, DHCF, DCOA, DHS, DBH)*
The District shall develop, deploy and maintain a digital resource portal that disseminates resources on a cross-agency basis to better connect people with government and community-based resources.

NEW ACTION: Improve Coordination and Service Delivery among District Agencies (Lead Agencies: DHCF, DDA within DDS; DCOA)
Enhance cross-agency communications to support enhanced coordination and service delivery by creating a unified cross-agency case management system.

NEW ACTION: Advance People/Family-Centered Practices (Lead agency: DDS; Support Agencies: DCOA, DHCF, DBH)
The District shall develop Person-Centered Thinking training and other forms of outreach and engagement for Long-Term Services and Supports agencies.

NEW ACTION: Advance Cultural and Linguistic Competency (Lead Agency: DDS; Supporting Agencies: DBH, DHS, DCOA, DHCF)
Enhance and embed cultural and linguistic competence within and across District agency policies, structures and practices.