# P:\DDS Common\DDS Brand-Style Elements\DistrictLogoBowserAdm\We Are Washintgon DC Logo-3000px.pngDISTRICT OF COLUMBIA

# NO WRONG DOOR SYSTEM

The District envisions a user-friendly No Wrong Door (NWD) system that is designed for all people with disabilities, older adults, and their families/caregivers to have easy access to a full range of integrated long-term services and supports (LTSS) that is culturally and linguistically appropriate and competent, and tailored and responsive to all cultures. The NWD system will assist all people with disabilities and older adults to live their lives in dignity, maintain their independence long as possible in their homes, and remain fully included members of their communities.

Mission Statement

The District will create a network comprised of government and non-profit organizations that will engage in person and family/caregiver-centered planning and provide responsive and comprehensive information about and referrals for LTSS. The information received will enable people with disabilities, older adults, and their families/caregivers to make informed choices regarding the LTSS they prefer and need in order to live with dignity in their homes and be fully included in their communities.

Outcomes

* Access to LTSS will be streamlined by developing and implementing a single application process that is easy to use, available in multiple languages, and linked to the full range of LTSS across agencies and programs available in the District.
* The application process will result in increased awareness about the LTSS options available in the District, and provide people with disabilities, older adults, and their families/caregivers with reliable information about LTSS from government agencies and/or non-profit organizations they trust.
* LTSS planning will be person and family/caregiver-centered, culturally and linguistically competent, and focused on identifying what is important to and for each person who needs LTSS and their families/caregivers. The goal of person and family-centered LTSS planning is to enable all people with disabilities and older adults to live in their homes with dignity and be fully included in their communities.
* All people with disabilities, older adults, and their families will have streamlined access to integrated LTSS that are a blend of family/informal supports, community, and paid services that support dignity, independence, and community inclusion.
* The District’s No Wrong Door system will promote and embody the principles of person-centeredness, self-determination, cultural and linguistic competency, and accessibility.

Goals

To accomplish the vision and mission, the District of Columbia’s No Wrong Door system will:

* Offer one-on-one person- and family/caregiver-centered counseling that provides all people with disabilities and older adults access to LTSS based upon what is important to and for them and their families/caregivers;
* Be responsive to the cultural preferences, needs, and the diverse languages spoken by people with disabilities, older adults, and their families/caregivers who reside in the District; and
* Offer excellent customer service.

Objectives

The District of Columbia’s No Wrong Door system will:

* + - Be easy to access, use, and understand;
    - Be responsive to all ages and disability groups;
    - Connect people to desired services and supports regardless of where they start seeking services;
    - Respond to a person’s stated and assessed preferences and needs through either the provision of direct services or linkages to other appropriate community-based, private and/or public services and supports;
    - Use uniform methods to collect and/or summarize intake, assessment, and planning information that provides for streamlined application and eligibility processes for all public LTSS;
    - Use consistent person-centered approaches;
    - Coordinate comprehensive information, referral, and assistance to support informed choice;
    - Support knowledgeable, well-trained, respectful, and culturally and linguistically competent staff.
    - Support people to live with dignity in their homes, with the services they prefer and need to live as independently as possible and be fully included in all aspects of their communities;
    - Be fiscally responsible and efficient and ensure all sources of services and support are offered and accessed to their fullest capacity; and,
    - Link people with community-based LTSS through a coordinated and comprehensive network of public and private supports.