



DISTRICT OF COLUMBIA NO WRONG DOOR INITIATIVE

No Wrong Door Project Management Team

Program Director
[Erin Leveton](#)

Grant Administrator
[Rebecca Salon](#)

Program Manager
[Mark Agosto](#)

Business Analyst
[Robin Barnes](#)

Lead Streamlining Intake &
Eligibility
[Donald Clark](#)

Lead Outreach &
Engagement
[Vivian Guerra](#)

Lead Person-Centered
Thinking
[Emily Price](#)

October 2016

Vol. 1, Issue 1

- [DC No Wrong Door Initiative](#)
- [District Inter-Agency Partners](#)
- [Outreach & Engagement](#)
- [Community Meeting on No Wrong Door Logo & Name](#)
- [Meet the No Wrong Door Project Management Team](#)
- [Upcoming Topics](#)

DC No Wrong Door Initiative

The District of Columbia is 1 of 5 states in the country to be awarded a \$2.2 million 3-year implementation grant through the [Administration for Community Living](#), [Centers for Medicare and Medicaid Services](#), and [Veteran's Health Administration](#).

The Department on Disability Services is leading the District's No Wrong Door initiative, in collaboration with the District's Health and Human Services agencies, Veteran's Affairs, and the people who receive supports, their families, advocates and providers.

The goal of the No Wrong Door grant is to build a system that makes it easier for District residents to get access to the long-term services and supports they may need to live independently in the community. We are changing the front door to long-term services and supports in the District, so that residents experience a system that is person-centered, linguistically and culturally responsive, and that links them to government and community-based supports, no matter where they come for help.

The federal Administration for Community Living is highlighting the District's approach as a best practice model for other jurisdictions throughout the country.

District Inter-Agency Partners

Systems change is never quick or easy. It takes many partners starting within the government. For over the past year, the District's Health and Human Services agencies have worked together to plan for the implementation of a District No Wrong Door system. The No Wrong Door District agency core partners include: [District of Columbia Office on Aging](#), [Department of Behavioral Health](#), [Department of Human Services](#), [Department of Health Care Finance](#), and the [Department on Disability Services](#). Through the No Wrong Door future partnerships will involve both public and private collaboration to include veterans, schools, child & youth, housing, to name a few.

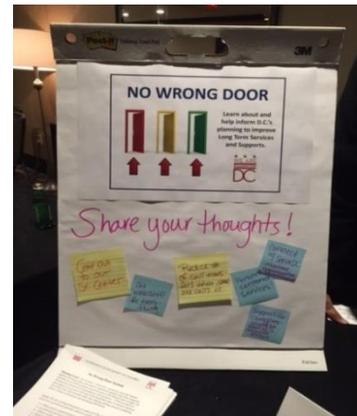
Outreach & Engagement

Why NWD Outreach and Engagement is Important to Us

In establishing an effective NWD system, public outreach and engagement is vital to ensure continuous and meaningful input from key stakeholders – the people who receive supports, their families, advocates and providers.

What Have We Done so Far on Outreach?

- Developed a NWD Stakeholder Engagement Workgroup during the planning process to provide input toward the NWD Grant application
- Conducted several stakeholder engagement sessions and holding focus groups with people with intellectual/developmental disabilities, physical disabilities, older adults, District-wide intake staff, and Aging Disability Resource Center staff
- Received stakeholder input on the experience in accessing services and supports
- Outreached to each NWD partner agency to brainstorm strategies for better work and District inter-agency collaboration
- Attended and presented on NWD at various stakeholder groups and District agencies



What Are Our Next Steps for Outreach?

- Developing a unified messaging and “look” for the NWD
- Developing and communicating policies to increase culturally and linguistically diverse stakeholder involvement
- Creating web, mobile, print and social media to communicate the NWD message and provide project updates
- Attending and presenting at stakeholder meetings and community engagement opportunities
- Establishing a NWD Outreach Subcommittee

To learn more about No Wrong Door outreach and ways to get involved, please contact Vivian Guerra at vivian.guerra2@dc.gov or 202-615-9508.

Community Meeting on No Wrong Door Logo & Name

We are hosting two community meetings to obtain input on the No Wrong Door draft logo and name. We want to hear from you on how we should talk about and present No Wrong Door, which will help District resident's access long-term supports and services. Please join us!

Two Locations:

Thursday, October 13, 2016

6:30pm-7:30pm

Shaw (Watha T. Daniel) Library

1630 7th Street NW (closest metro: Shaw-Howard Metro - yellow/green line)

Friday, October 21, 2016

1:00pm-2:00pm

DC Department on Disability Services

250 E. Street SW (closest metro: Federal Center SW - blue/orange line)

**Stipends will be provided for your time, childcare and transportation costs for those who qualify.*

RSVP: Contact Jestina Heroe at jestina.heroe@dc.gov or 202-730-1586

Meet the No Wrong Door Project Management Team



Top Row: Mark Agosto, Erin Leveton, Emily Price

Bottom Row: Donald Clark, Vivian Guerra, Rebecca Salon, Robin Barnes

Upcoming Topics

No Wrong Door Yearly Progress
Person-Centered Thinking and Trainings
Cultural and Linguistic Competency
Streamlining LTSS Intake and Referrals

Visit the No Wrong Door website for more information: <http://dds.dc.gov/page/no-wrong-door>

