

GOVERNMENT OF THE DISTRICT OF COLUMBIA



DISTRICT OF COLUMBIA'S NO WRONG DOOR (NWD) PLANNING GRANT

I. Overview of the NWD Planning Grant

On October 1, 2014, the District of Columbia received a one-year grant from the Federal Administration on Community Living (ACL), in partnership with the Centers for Medicare and Medicaid Services (CMS) and the Veteran's Health Administration (VHA), to develop a three-year plan to transform current Long-Term Supports and Services (LTSS) programs and processes in the District into a single, No Wrong Door system for all populations and all payers.

Long-Term Supports & Services: Services and supports for people of all ages with disabilities and/ or chronic illnesses who need help with everyday tasks like bathing, getting dressed, preparing meals, taking medications, and managing their home.

The NWD plan is being developed in collaboration with people in need of LTSS, their families, advocates, public and private sector partners, community-based service providers and other partners. If the District is awarded a NWD Implementation Grant by ACL, the District's NWD Plan will be implemented over a three-year period from October 1, 2015 through September 30, 2018.

II. Our Goal

A coordinated, District-wide, No Wrong Door system that will support all D.C. residents in need of LTSS, regardless of where they enter the system. (Please see attached Mission and Vision.)

We aim to design a NWD system that is:

- **Person and family-centered** so that we are connecting people with LTSS based upon what is important to and important for them and their families;
- **Culturally and linguistically competent**-being responsive to cultural preferences, needs, and the diverse languages spoken by people in the District of Columbia;
- Respectful and provides **excellent customer service**;
- **Inclusive and integrated**, supporting people to live at home, with the services they prefer and need to be independent and fully included in all aspects of their community life;
- **Community-based**, linking people with LTSS through a coordinated and comprehensive network of public and private supports.

III. Overview of District’s NWD System Approach

Key Steps in the District’s NWD System	For Users of Long-term Services and Supports (LTSS)	For Providers of Long-term Services and Supports (LTSS)
Entering the NWD System	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.	LTSS providers, traditional and participant-directed, are part of a well-coordinated and linked system of supports.
Service Planning Provided Through the NWD System	Service planning is centered around the unique needs and preferences of each person and family, and is responsive to their culture and language.	LTSS providers use similar person- and family-centered approaches to service planning, making it easier to collaborate with other agencies and for people to be served by multiple agencies.
Using LTSS Identified Through the NWD System	LTSS are a blend of family, community, and paid services that support people to live as independently as possible in their homes and be fully included in their communities.	LTSS are tailored and delivered by providers (traditional and participant-directed) to each person’s preferences, strengths, and needs and promote independence.

IV. Your Feedback

We need your help to develop the NWD System for the District of Columbia. Please share your thoughts and experiences with us so we can design a system that is comprehensive, flexible, and responsive to all District residents in need of LTSS.

1. What has been your experience learning about and getting connected to LTSS in the District?
 - a. What was helpful?
 - b. What made the process difficult?

2. What has been your experience receiving LTSS in the District?
- a. What has worked for you?
 - b. What has not worked for you?

3. What do you think of the proposed NWD project?
- a. NWD Mission,
 - b. NWD Vision,
 - c. NWD Approach, and
 - d. Please share your thoughts on the other qualities that are important for the District's NWD System.

If you are comfortable, please share your name and contact information with us, so that we can keep you informed of our progress and reach out to you for continued feedback and help with planning.

Name: _____

Phone: _____

Email: _____

Thank you! If you would like to stay involved and help us plan for a NWD system, or if you have more feedback for us, please contact Erin Leveton, D.C. Department on Disability Services, at (202) 730-1754 or erin.leveton@dc.gov.

I. Vision of the District's No Wrong Door System

The vision of the District of Columbia's NWD System is to implement a coordinated, District-wide, No Wrong Door System that will support all D.C. residents in need of long-term services and supports (LTSS), and their families regardless of where they enter the system. When accessing the NWD system, people with disabilities and their families will encounter staff who are knowledgeable; serve them with respect; support their goals, service needs, preferences and cultural and linguistic diversity; promote their independence and community inclusion; and link them to community and/or public LTSS.

II. Mission of the District's No Wrong Door System

The District's mission is to create a "No Wrong Door" system for people in need of Long-Term Supports and Services (LTSS) that:

- Connects people to desired services and supports regardless of where they start seeking services;
- Responds to a person's stated and assessed needs through either the provision of direct services or linkages to other appropriate community-based and/or public services and supports;
- Uses uniform methods to collect and/or summarize intake, assessment and planning information and provides for streamlined application and eligibility processes for all LTSS regardless of payer.
- Uses an electronic infrastructure to connect agencies so people can authorize the release some or all of their information between agencies, thereby streamlining their access to services and supports between and among public and private sources of LTSS.
- Utilizes consistent person-centered approaches regardless of the LTSS for which a person is eligible and/or the door through which they enter the LTSS system;
- Coordinates information, referral and assistance;
- Supports a knowledgeable, well-trained, respectful, skilled staff that excels in customer service; have access to information about the resources and supports available from public and private sources; are helpful in connecting people and their families to supports and services quickly, offer assistance, as needed, to people navigating multiple service delivery systems; assist people in accessing formal and informal LTSS from neighborhoods and communities in addition to that which is available from the formal, publicly-funded LTSS; are skilled at linking people to a broad range of formal and informal LTSS; and are culturally and linguistically competent in their interactions, communications and outreach.