



District of Columbia

DC No Wrong Door: December Newsletter

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DISTRICT OF COLUMBIA NO WRONG DOOR INITIATIVE

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No Wrong Door: Celebrating Year 1 Accomplishments

The District of Columbia envisions a coordinated District-wide “No Wrong Door” (NWD) system that will support all D.C. residents who

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are in need of Long-Term Services and Supports (LTSS), and their families, regardless of where they enter the system, in a service system in which any staff member they encounter is knowledgeable, serves them with respect, promotes their independence and inclusion in the community, supports their cultural and linguistic diversity, works to link them to community and /or public LTSS, and strives to support their individual goals, service needs and preferences.

In the first year of implementation, the NWD team:

- Solidified full partnerships across five LTSS agencies – DC Office on Aging, Department of Healthcare Finance, Department of Human Services, Department on Disability Services, and Department of Behavioral Health.
- Partnered with the [Georgetown University National Center for Cultural Competence \(NCCC\)](#) to conduct a review of cultural and linguistic competence across the 5 LTSS District agencies, focused on intake and public information processes.
- Formed an inter-agency cultural and linguistic subcommittee to make recommendations for cross-agency approaches, with representatives from all participating LTSS agencies and co-chairs from the Department of Behavioral Health and the NWD project team.
- Partnered with a marketing firm to enhance messaging and outreach about the NWD initiative.
- Formed the nation's first Person-Centered Learning Community that includes families, people receiving support, and service professionals across the LTSS system.
- Piloted multi-agency Person-Centered Training (PCT) Program. Eleven NWD Person Center Counseling trainer candidates and two mentor candidates have been successfully trained and will conduct independent trainings in fiscal year 2017.
- Completed PCT Alignment Analysis and a report on the Current State of PCT.
- Trained over 200 staff in NWD Person-Centered Practices from the 5 Core LTSS agencies and their community partners.
- Completed an assessment on current intake processes for the

5 core LTSS agencies including process maps and a crosswalk, which was shared with NWD Leadership Council to inform the recommendations for future actions.

To learn more, contact Mark Agosto at mark.agosto@dc.gov.

Embedding Cultural and Linguistic Competence System-Wide

People needing long-term services and supports (LTSS) are racially and ethnically diverse, which has implications for ensuring cultural responsiveness and language access in outreach, assessment, service planning, and service delivery policies and practices. Through the No Wrong Door Initiative, the District has partnered with [Georgetown University's National Center for Cultural Competence \(NCCC\)](#) and formed an inter-agency cultural and linguistic competency working group to make recommendations for cross-agency approaches, with representatives from all participating LTSS agencies. The working group is co-chaired by the Department of Behavioral Health and the NWD project team.



Goals for the work in cultural and linguistic competency include the following:

- Defining a set of values, principles, policies, and structures on cultural and linguistic competency.
- Building capacity to value, respond and work effectively across cultures.
- Communicating effectively and conveying information in ways that are easily understood by diverse groups, including people with limited English proficiency, limited literacy skills, people with disabilities that might impact communication, etc.
- Integrating cultural and linguistic responsiveness within outreach, intake and referral processes.

To learn more about the No Wrong Door's project's work on Cultural and Linguistic Competency, contact Vivian Guerra at vivian.guerra2@dc.gov.

Forging Ahead with Person-Centered Thinking

The District's No Wrong Door initiative is in its seventh month of providing free Person-Centered Counseling Training (PCC) to professionals at key referral and intake sources for District residents seeking long-term services and supports (LTSS). The PCC course focused on people across the lifespan who may require support from public and community services. The course also covers Person-Centered Thinking, the foundation for PCC, as it assists with identifying immediate LTSS needs and facilitating conversations to identify goals, strengths, and preferences of people in need of support and the people who support them.



Several District agency representatives, staff and community partners have attended the training, including the Department of Behavioral Health, Department on Disability Services, Department of Health Care Finance, Department of Human Services, and the DC Office on Aging. LTSS service provider agencies, agency case managers, Medicaid intake/referral specialists, and nurse practitioners have been among the over 200 attendees. Social Workers can gain 14 continuing education units for successful participation in the training.

In collaboration with [Support Development Associates, LLC](#), national experts of Person-Centered Thinking, the District has completed the process of certifying two Person-Centered Training mentors and eleven trainer representing four of the core LTSS agencies, in order to make the PCT trainings self-sustaining. This will ensure that the trainings can be provided at no cost to the District beyond the length of the No Wrong Door implementation grant. The curriculum was also adapted to include discussions on cultural awareness and competency.

If you are interested in upcoming trainings or becoming a PCT Trainer Candidate for 2017, contact Emily Price at emily.price@dc.gov.

Redesigning the Front Door to Accessing Long-Term Services and Supports

In order to redesign the "front door" to Long-Term Services and Supports (LTSS) in the District of Columbia, the NWD team has completed an assessment of the current intake/referral processes across the five core LTSS agencies. Understanding the current state of these processes will help

identify the agencies' best practices, challenges, and any gaps that exist within the intake and referral process. The assessment will provide a foundation for smart decision-making when improving the front door experience. Currently, the NWD team is collaborating with the Person-Centered Thinking and Cultural and Linguistic Competency inter-agency working groups to cross walk the draft recommendations. Feedback and recommendations will be shared with the NWD Leadership Council.

To learn more, contact Donald Clark at donald.clark@dc.gov.

Did you know?

Approximately 11 million Americans need some form of long-term services and supports each year, and about 70% of all people now turning age 65 will need long-term services and supports at some point during their life.

Source: NWD System Funding Opportunity Announcement 2015.

HAPPY HOLIDAYS FROM THE NO WRONG DOOR TEAM!

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

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