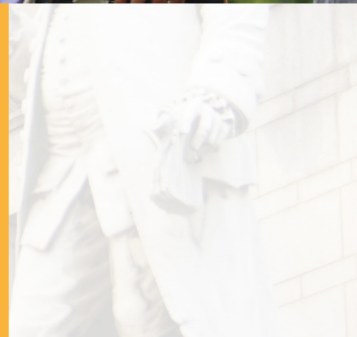
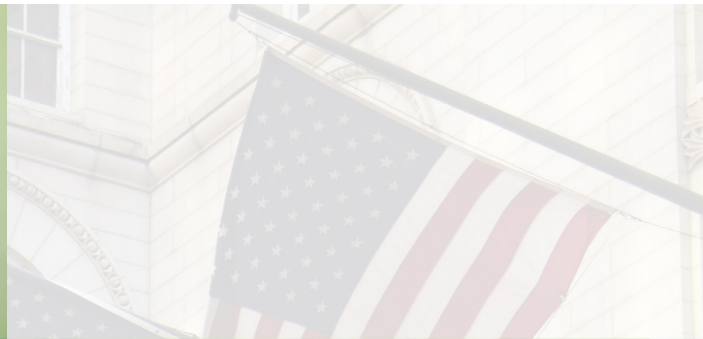




# AGING AND DISABILITY RESOURCE CENTERS: NO WRONG DOOR SYSTEM





# Aging and Disability Resource Centers No Wrong Door System

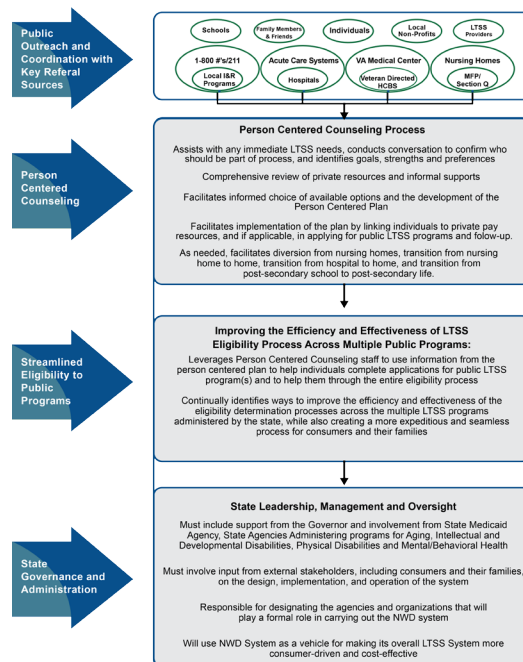
## BACKGROUND

Finding and accessing the right long term services and supports (LTSS) can be a daunting task for individuals and their families. The current LTSS system involves numerous funding streams administered by multiple federal, state and local agencies using different, often fragmented, and duplicative access processes that involve screening, intake, needs assessment, service planning, and eligibility determination. Individuals trying to access LTSS frequently find themselves confronted with a bewildering maze of organizations and bureaucratic requirements at a time when they are vulnerable and/or in crisis. This often results in people making decisions based on incomplete, and sometimes inaccurate, information about their options. This can lead to decisions to purchase and/or use LTSS options that are less than optimal for the individual and more expensive than necessary, including decisions to use nursing facility care that can quickly exhaust an individual's personal resources and result in their spending down to Medicaid.

A coordinated access system to LTSS can provide information and assistance to individuals needing either public or private resources, professionals seeking assistance on behalf of their clients, and individuals planning for their future long term care needs.



## No Wrong Door System for All Populations and All Payers



## NO WRONG DOOR SYSTEM

The No Wrong Door (NWD) System, which can be comprised of Aging and Disability Resource Centers (ADRC), represents a collaborative effort of the U.S. Administration for Community Living (ACL), the Centers for Medicare & Medicaid Services (CMS), and the Veterans Health Administration (VHA), to support state efforts to streamline access to LTSS options for all populations and all payers. In a "No Wrong Door" entry system, multiple agencies retain responsibility for their respective services while coordinating with each other to integrate access to those services through a single, standardized entry process that is administered and overseen by a coordinating entity.<sup>1</sup>

<sup>1</sup> Allison Armor-Garb, Point of Entry Systems for Long-Term Care: State Case Studies, prepared for the New York City Department of Aging, 2004.



NWD Systems serve as the entry point to publicly administered LTSS, including those funded under Medicaid, the Older Americans Act, the VHA, and state revenue programs. NWD Systems are designed to serve as highly visible and trusted places available in every community across the country where people of all ages, incomes and disabilities go to receive information and one-on-one person-centered counseling on the full range of LTSS options. A NWD System builds on the strength of existing entities such as Area Agencies on Aging and Centers for Independent Living, by providing a single, more coordinated system of information and access for all persons seeking long-term support. This minimizes confusion, enhancing individual choice, and supporting informed decision-making. Nationally, NWD Systems have taken important steps towards realizing the full vision by:

- ▶ Creating a person-centered, community-based environment that promotes independence and dignity for individuals
- ▶ Providing easy access to information and counseling to assist consumers in exploring a full range of LTSS options
- ▶ Providing resources and services that support the needs of family caregivers

### ***No Wrong Door System Benefits Individuals***

A NWD System is designed to address the frustrations many consumers and their families experience when they need to obtain information about and access to LTSS. A NWD System raises visibility of the full range of available options; provides objective information, advice, counseling and assistance; empowers people to make informed decisions about their LTSS; and helps people access public and private LTSS programs. Through the NWD System, unbiased and reliable information and counseling is provided to individuals at all levels of income. Person-centered counselors assist a wide range of individuals, including family caregivers, in obtaining long term supports and services in the most desirable and appropriate setting. Because they do not limit their services to low-income individuals, NWD System staff can also help families with private resources, which may delay or prevent “spend-down” to Medicaid or unnecessary institutionalization.

### ***No Wrong Door System Benefits States***

In addition to providing in-depth person-centered counseling

to citizens that are vulnerable or in crisis, a No Wrong Door System also reduces the financial burden on a state’s public programs, including the Medicaid system. For example, the No Wrong Door System helps to divert individuals from long nursing home stays by providing alternative long-term options. And data indicates that the likelihood of becoming Medicaid eligible increases with longer nursing facility stays<sup>2</sup>.

## **NWD FUNCTIONS**

The NWD System functions include:

- ▶ Public Outreach and Coordination with Key Referral Sources;
- ▶ Person-Centered Counseling;
- ▶ Streamlined Eligibility to Public Programs; and,
- ▶ State Governance and Administration.

***Public Outreach and Coordination with Key Referral Sources:*** To be a “visible” source of individualized counseling and help with accessing LTSS, the NWD System must proactively engage in public education to promote broad public awareness of the resources that are available from the NWD System.

***Person-Centered Counseling:*** Through the use of Person-Centered Counseling, the NWD System will empower individuals to make informed choices about their LTSS options consistent with their personal goals, and to successfully navigate the various organizations, agencies and other resources in their communities that provide LTSS.

---

<sup>2</sup> Lewin Group, Analysis of the CMS Chronic Conditions Data Warehouse (CCW) and CMS Medicaid Analytic eXtract (MAX), 2007.



**Streamlined Access to Public Programs:** A NWD System's Streamlined Eligibility to Public Programs function includes all the processes and requirements associated with conducting formal assessments and/or determining an individual's eligibility.

This includes all processes that are required by any of the state administered programs that provide LTSS to any of populations served by the NWD System.

**State Governance and Administration:** The governance and administration of a NWD System must involve a collaborative effort among multiple state agencies, since no one state agency has the authority or expertise to carry out all of the functions involved in a NWD System that serves all populations and all payers.

## NATIONAL IMPACT

- ▶ 535 sites have been established across 53 states, territories, and Washington, DC.
- ▶ 42 states/territories with ADRC programs sites currently conduct care transitions through formal intervention.
- ▶ At least 41 states/territories with a system used for publicly accessible website
- ▶ 133 sites in 29 states/territories reported serving clients with institutional transition from nursing facility, including Money Follows the Person (MFP) and non-MFP related)
- ▶ 97 sites in 24 states/territories reported serving clients with institutional transition from nursing facilities related to MFP, and 99 sites in 25 states/territories reported serving clients with institutional transition related to MFP.

## ADDITIONAL INFORMATION

### **ADRC Technical Assistance Exchange Website:**

The ADRC Technical Assistance Exchange provides information about state ADRC initiatives, tools, and resources related to streamlining access to long term services and supports, single point of entry systems, long term care options counseling, outreach and marketing, and more.

<http://www.adrc-tae.org>

### **For more information about the NWD System:**

#### **Joseph Lugo**

U.S. Department of Health and Human Services, Administration for Community Living, Washington DC 20201

**Phone:** (202) 357 – 3417

**Fax:** (202) 357 – 3555

**Email:** [Joseph.Lugo@acl.hhs.gov](mailto:Joseph.Lugo@acl.hhs.gov)

**Web:** <http://www.acl.gov>