

## **“No Wrong Door” in Virginia**



### **A Service Integration Information System**

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## **What is “No Wrong Door” Support?**

- A system that enables individuals to understand all of their options for services regardless of where they originally seek help.
- A system designed to serve all individuals within a predefined population and geographic region, regardless of income.

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## **Why Develop “No Wrong Door” in Virginia?**

- As is true with other states, Virginia’s current system is fragmented and disjointed with thousands of public and private programs and services delivered by a variety of agencies and organizations.
- Navigating the long-term support system can be confusing and frustrating for persons who are elderly and who have disabilities of all ages and their family members.
- Individuals may be placed in an institutional facility because they or their family members are unaware of, or could not easily access, home and community-based long-term support services.
- The current system is also confusing and inefficient for professionals who are often unaware of all the services available to their client.

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## **What’s the Problem?**

- Confusion about where to turn for help
- Eligibility requirements vary with each service provider
- Service Enrollment requires separate forms for each service provider
- Service Providers are not aware of each other or of eligibility requirements beyond the scope of their own agency

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## **Challenges with Existing System**

- Time Consuming – Not automated
- Duplicated collection of same information
- New information collected is not shared
- Data collected doesn't feed reports needs
- Can't avoid duplicated counts

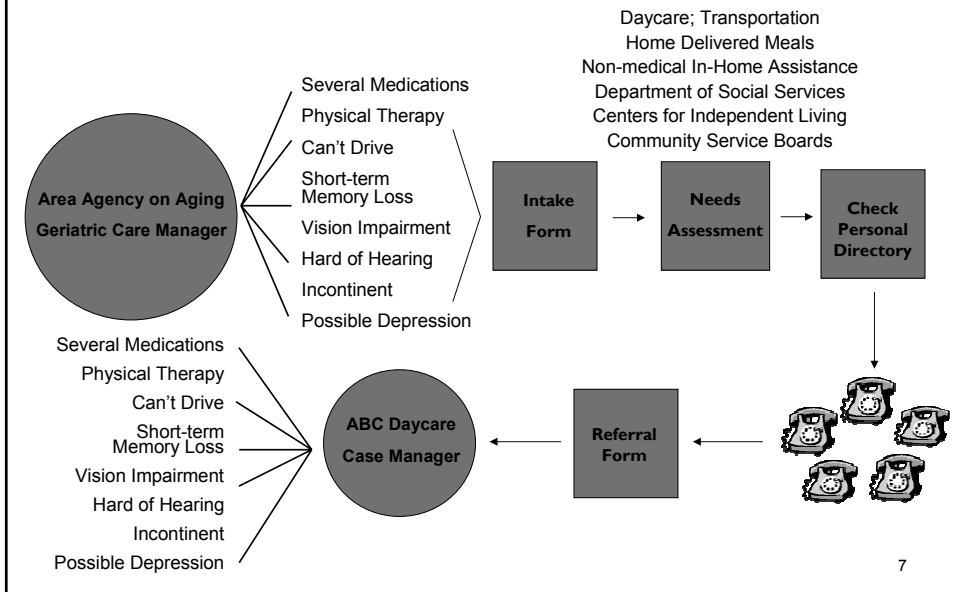
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## **What Is the Solution?**

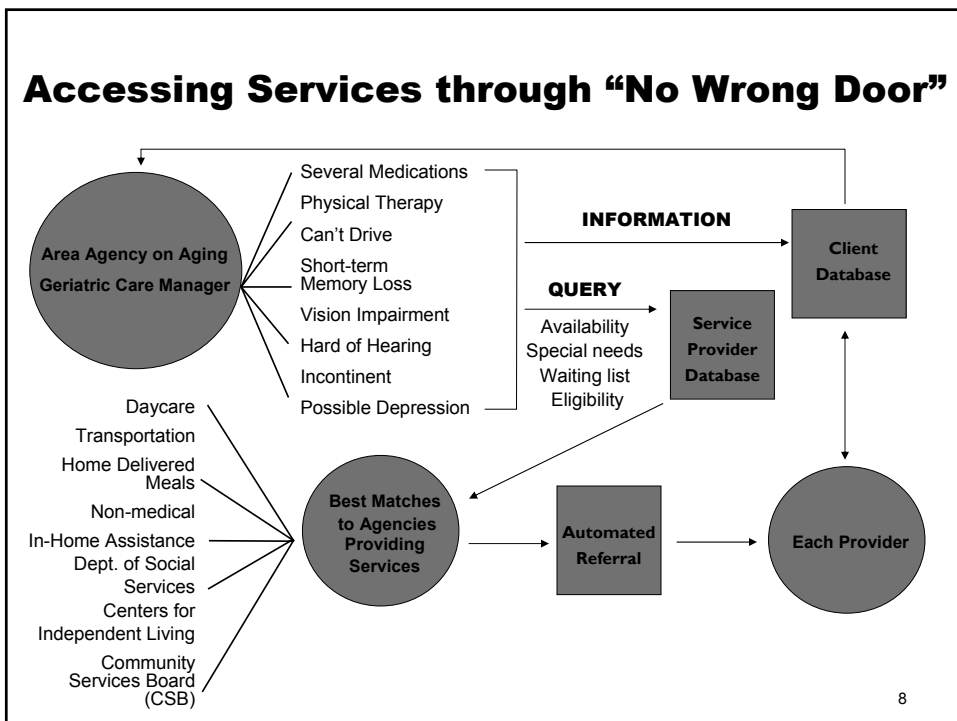


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## Seeking Services in the Current System



## Accessing Services through "No Wrong Door"



## What is needed to Develop “No Wrong Door” in Virginia?

Service  
Providers who  
want to  
participate

Database of  
Local  
Service  
Providers

Web-based  
Technology  
Tools to enable  
providers to  
create a shared  
client database

Policies and  
Procedures

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### **Current Pilot Communities Lead by the Local AAA:**

Service  
Providers who  
want to  
participate

**Peninsula Agency on Aging** – Newport News, Hampton, Williamsburg, Poquoson, James City County and York County

**Valley Programs for Aging Services** – Augusta, Bath, Highland, Rockbridge, Rockingham, and Cities of Buena Vista, Harrisonburg, Lexington, Staunton, and Waynesboro

**Senior Connections, Capital Area Agency on Aging** – Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent, Powhatan, and City of Richmond

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## **Benefits to the Consumer**

- Increased access to Home and Community-based services
  - Decrease in unnecessary institutional placements
  - Financial savings
- Improved Outcomes
  - Services faster
  - Less frustration
- Greater Opportunity for Consumer direction
  - Web-based
  - Baby boomers
- Security and Access
  - Unique Member ID and Password
  - Permissions based on “Need to Know”

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## **Benefits to the Commonwealth**

- Increased access to Home and Community-based services
  - Decrease in unnecessary institutional placements
  - Financial savings
- Clear picture of aging services
  - Gaps
  - Trends
- Tools to help them work more efficiently
  - Share Information
  - Eliminate Duplication of Effort
- Tools that can be accessed from anywhere
  - Web-based

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## Goals & Functions of the NWD

### Awareness & Information

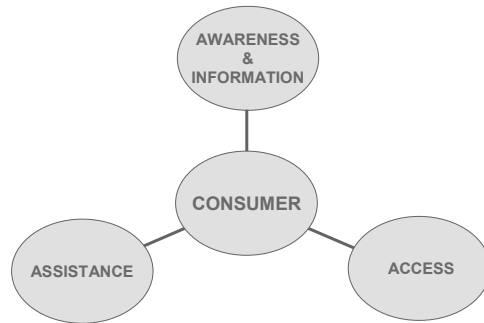
- Public Education
- Information on Long-Term Support Options

### Assistance

- Long-Term Support Options Counseling
- Benefits Counseling
- Employment Options Counseling
- Referral
- Crisis Intervention
- Planning for Future Needs

### Access

- Eligibility Screening
- Private Pay Services
- Comprehensive Assessment
- Programmatic Elig. Determination
- Medicaid Financial Elig. Determination
- 1-Stop Access to all Public Programs



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## Information and Referral Tool

- Ability to enter and track client requests for information, referrals and assistance.
- Electronic doorway for professionals to over 20,000 services in SeniorNavigator.
- A great way to match the two together.
- The ability to see numbers and statistics about your community you never knew before.

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## **UAI Tool**

- Paper format has been translated into an on-line, convenient and accessible form.
- Leveraging the use of a common client database makes sharing assessments within, and between agencies easier.
- Existing assessment data can be imported to and exported from the new system.
- Processing of client and assessment data no longer has to be done centrally within an agency.

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## **Case Management Tool**

- Same client database as I&R and UAI tools.
- Contains many of the data elements from the UAI tool.
- Expanded demographic information, additional assessments, service enrollment, VA specific financial eligibility information, progress notes and Care Plans.

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