

BACKGROUND

Finding the right long-term services and supports can be a difficult task for individuals and their family members. While there are many options currently available in home, residential, and institutional settings, navigating the maze of this fragmented system can be overwhelming for families. This is especially true when they are dealing with disability, a health crisis, or an injury in a loved one.

The current system for long-term services and supports involves multiple agencies and numerous funding streams. Each agency has unique intake forms and assessment procedures. Dismayed by the bureaucratic complexity of finding the right services, many families inadvertently choose expensive options—most notably institutional care—which can quickly drain resources and negatively impact quality of life.

THE NO WRONG DOOR SYSTEM

No Wrong Door, a coordinated access system to long-term services and supports, offers a more streamlined approach. It provides information and assistance to individuals needing either public or private resources, professionals seeking assistance on behalf of clients, and people planning for their future long-term care. The No Wrong Door system is a collaborative effort of the Administration for Community Living, the Centers for Medicare and Medicaid Services, and the Veterans Health Administration. It supports state efforts to streamline access to long-term services and supports for all populations and all payers. The system also serves as the entry point to public programs, including those funded under Medicaid, the Older Americans Act, the Veterans Health Administration, and state revenue sources.

No Wrong Door activities are available in communities across the country. They are recognizable, trusted places where people of all ages, incomes, and abilities can go for information and one-on-one counseling about the full range of available options. The goals of the No Wrong Door system include:

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

The No Wrong Door model is designed to address the frustrations many consumers and their families experience when they need long-term services and supports. By building on the strengths of the existing care-provider network, which includes the Area Agencies on Aging and the Centers for Independent Living, the No Wrong Door system provides a coordinated network

of information and access for all persons seeking long-term support. The system empowers families to make informed decisions by increasing public awareness of available options; and providing objective information and assistance to people who need both public and private long term supports and services. In addition, because the No Wrong Door system is open to anyone, regardless of income, it can help families use their private resources more efficiently, which can delay or prevent “spend-down” to Medicaid or unnecessary institutionalization.

FUNCTIONS OF NO WRONG DOOR

The No Wrong Door system functions include:

- **Public outreach and coordination with key referral sources:** To be a recognizable source of individualized counseling and help with accessing long-term services and supports, the No Wrong Door system proactively engages in public education to promote broad public awareness of the resources that are available.
- **Person-centered counseling:** Through the use of person-centered counseling, the No Wrong Door system empowers individuals to make informed choices about their long-term services and supports options consistent with their personal goals, and to successfully navigate the various organizations, agencies, and other resources in their communities that provide services.
- **Streamlined access to public long-term services and supports:** Through efficient information sharing, all the processes and requirements associated with conducting formal assessments and determining eligibility for public programs are simplified so each individual only needs to apply for help once.
- **State governance and administration:** The governance and administration of a No Wrong Door system involves a collaborative effort among multiple state agencies. No single state agency has the authority or expertise to carry out all of the functions involved in a No Wrong Door system. Instead, it exists to serve all populations and all payers.

NATIONAL IMPACT OF THE NO WRONG DOOR SYSTEM

- 535 No Wrong Door sites have been established across 53 states, territories, and Washington, D.C.
- 42 states and territories with Aging and Disability Resource Center program sites currently conduct care transitions through formal intervention.
- At least 41 states and territories offer a No Wrong Door website for consumers.
- 133 No Wrong Door sites in 29 states and territories reported serving clients with institutional transitions from nursing facilities using both Money Follows the Person (MFP) and non-MFP-related protocols; 97 sites in 24 states or territories reported serving clients with institutional transitions from nursing facilities using MFP; and 99 sites in 25 states or territories reported serving clients with institutional transitions using MFP program funding.

See what people are saying about No Wrong Door:

- *“I am using this agency for my Dad who is unable to take care of himself... Your agency has been wonderful and a godsend. I would truly recommend this agency to all my friends that have older parents that need help and assistance to help “rid” the burden of doing it all by themselves.”*
- *“My brother has never been happier in his life! Thank you so much!”*
- *“Thanks for going the extra mile. I was at the end of my rope in terms of what I could do [for this client]. It’s great to have an agency like yours to turn to when we’re out of options.”*
- *“I never knew that this could be so easy and pleasant. I was expecting something far more bureaucratic and difficult!”*

FOR ADDITIONAL INFORMATION ABOUT NO WRONG DOOR

Aging and Disability Resource Center Technical Assistance Exchange Website

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

This online resource provides information about state efforts to streamline access to long-term services and supports; single point of entry systems; long-term care options counseling; outreach and marketing; and much more.

Eldercare Locator

<http://www.eldercare.gov>

In addition, individuals can find information about long-term services and supports for older adults through the Eldercare Locator website or by calling 1-800-677-1116.

For more information about ACL

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