



# Colorado

## Goals and Objectives

Colorado will work with key stakeholders over a three year period to implement regional No Wrong Door (NWD) system pilot sites throughout the state. Pilot sites will be comprised of local agencies carrying out long term services and supports (LTSS) entry point functions. The goal of the implementation period includes using the pilot sites to develop a model for implementing a fully functional NWD System statewide through regional NWD entities to address many of the major challenges that individuals seeking LTSS experience.

The objectives of this project include:

- ▶ Establishing 3-5 regional NWD pilot sites;
- ▶ Training and providing technical assistance to the pilot sites;
- ▶ Evaluating NWD operations during the pilot phase;
- ▶ Identifying the regulatory and policy barriers to accessing LTSS and the necessary actions to eliminate or mitigate barriers;
- ▶ Creating a financial model for implementing and sustaining regional NWD System entities; and,
- ▶ Determining statewide NWD System operating protocols.

## State Governance

Colorado developed the overall proposed NWD System statewide governance structure during the NWD System planning phase led by the Department and the Department of Human Services' State Unit on Aging, Office of Behavioral Health, and Division of Vocational Rehabilitation. This structure includes decision making and operational oversight at the state level, along with non-state regional entities responsible for NWD System functions across the state.

## Program Spotlight: In-depth NWD System Assessment

Through the NWD System assessment process, Colorado leveraged a 2013 state report identifying the LTSS system entry points. Independent research and key informant interviews with Colorado experts, as well as workers on the LTSS front lines, resulted in the report, and a "LTSS Puzzle" diagram. Each interviewee provided a unique look into the various silos that comprise the system. Further, as part of the NWD System planning process, the state conducted focus group discussions with over 40 consumers, advocates and caregivers, as well as 27 frontline staff workers to inform the NWD System assessment and planning process. A summary report provided an overview of the current system and compared the system to each of the six criteria of a fully functioning NWD System identified by the Administration for Community Living (ACL).

## Acronyms

LTSS = Long Term Services  
and Supports

NWD = No Wrong Door

## Project Outcomes

Anticipated outcomes of this project include:

- ▶ Development of a toolkit that includes job descriptions, decision support tools and operational protocols for implementing the NWD System at the regional level;
- ▶ Creation of action plans to address the regulatory and policy barriers related to establishing a NWD System;
- ▶ Development of a financial model and a work plan for implementing the model for the NWD System regional entities following the pilot phase;
- ▶ Marketing and outreach materials; and
- ▶ Metrics for evaluating NWD System regional pilot activities.