

# District of Columbia

## Goals and Objectives

The District of Columbia's Health and Human Services agencies, in partnership with people in need of long term services and supports (LTSS), families, advocates, public/private partners, referral sources, and others, will finalize and implement a 3-year plan to transform current systems into a No Wrong Door (NWD) System for all populations and all payers.

The District's goal is to create a culturally and linguistically competent LTSS system in which people encounter person- and family-centered systems/staff with core competencies that facilitate their connection to formal and informal LTSS, regardless of where they enter the system. This NWD initiative will refine a shared vision, bring promising initiatives to scale, and create a visible, trustworthy, easy-to-access, responsive, efficient and effective LTSS system.

## State Governance

The 3-year plan efforts will be led by the Office of the Deputy Mayor for Health and Human Services and the Department on Disability Services (DDS), with support from the Department of Health Care Finance (DHCF), the DC Office on Aging (DCOA), the Department of Behavioral Health (DBH), the Department of Human Services (DHS) and the Mayor's Office of Veterans Affairs (MOVA). The District's NWD project will create connections, coordination and capacity across these agencies and administrations, with the full support of the Mayor. The Leadership Council (LC) activities will strongly focus on the creation of an infrastructure that supports collaboration and develops cross-agency standardized expectations and quality standards.

Based upon feedback received from stakeholders, DC's LC will establish Guiding Principles to provide a framework within which to implement the vision and mission of DC's NWD System. The LC will play a central role in:

- ▶ Guiding and assuring coordinated approaches for Public Outreach and Coordination with Key Referral Sources, Person-Centered Counseling and Planning, and Streamlined Eligibility for Public Programs;
- ▶ Building on the initiatives already in progress through the NWD planning grant or elsewhere in the District;
- ▶ Establishing and implementing standards and protocols for person-centered counseling and staff competencies;
- ▶ Evaluating the effectiveness of statewide PCC strategies (coaching, written guidance and training of person-centered practices);
- ▶ Guiding and overseeing the culture change through clear communication of expectations for interactions with people in need of LTSS, job descriptions and performance evaluation of staff;
- ▶ Developing culturally and linguistically competent public outreach and stakeholder engagement strategies; and,



## Acronyms

LTSS = Long Term Services  
and Supports

NWD = No Wrong Door

LC = Leadership Council

PCT = Person-Centered  
Thinking

- ▶ Creating a sustainable infrastructure that can endure staff turnover and/or changes in administration.

## Program Spotlight: Person-Centered Counseling Approach

DDS, through the Developmental Disabilities Administration (DDA), has been working with Support Development Associates (SDA) for almost three years to train staff and trainers in Person-Centered Thinking (PCT). They have trained all DDA staff and providers, and families from the Supporting Families Community of Practice.<sup>1</sup> Through a program called People Planning Together, designed with SDA, they have trained self-advocates as trainers to provide PCT training to other self-advocates. Family members are also being trained as trainers in person-centered practices so they learn and use skills to assist people in controlling their own planning processes. They have also supported targeted provider transformation activities in select agencies.

In addition, the District is leveraging person-centered resources such as the Life Course toolkit. The toolkit will provide the NWD System with a framework as staff from public agencies, referral sources and community partners engage in Person-Centered Counseling to capture the personal strengths and assets, relationships, community-based supports, technology supports and eligibility-specific supports that can be integrated to support people to live well and successfully in the community.

## Project Outcomes

Expected outcomes include:

- ▶ A finalized 3-year plan with ongoing stakeholder input;
- ▶ Streamlined integrated approaches for referrals from public and private sources to organizations in the NWD system;
- ▶ Coordinated intake and eligibility determinations;
- ▶ Uniform cross-system person-centered service delivery approaches;
- ▶ User-friendly resource portals to connect people to public and private LTSS;
- ▶ Culturally/linguistically competent approaches to engage and serve stakeholders; and
- ▶ Formal agreements among NWD organizations and partners to promote sustainable change.

<sup>1</sup> For more information, visit <http://supportstofamilies.org/>.