



Virginia

Goals and Objectives

The Commonwealth of Virginia (the Commonwealth) will implement its three-year plan to expand the No Wrong Door (NWD) System, with a goal to provide a barrier-free, high-quality, sustainable, person-centered, single statewide NWD System of long-term services and supports (LTSS) for individuals of all ages and disabilities. The NWD System will help individuals achieve their unique goals for community living; streamline access to community supports; and promote efficiencies and enhance coordination between all providers and payers.

Project objectives include:

- ▶ Increasing partner participation in the NWD System;
- ▶ Replacing the case management information system currently used by Local Departments of Social Services Adult Protective Services/Adult Services with the NWD System’s web-based tool;
- ▶ Integrating person-centered practices into the Uniform Assessment Instrument (UAI), related assessment tools, curriculum, training materials, and policies;
- ▶ Increasing citizen-centric access, consumer direction and self-referrals and capturing data entered by consumers in the NWD System through the NWD Virtual Provider Directory; and
- ▶ Developing and implementing “Best Practices” for the NWD System that promote systems interoperability.

State Governance

When the NWD System first launched in Virginia, it focused on serving older adults. Over the past five years, Virginia focused on expanding collaboratively with the disability network. In 2012, the Virginia Department for the Aging merged with the Department of Rehabilitative Services to become the Department for Aging and Rehabilitative Services (DARS). The following year, DARS expanded again to include Adult Services and Adult Protective Services (AS/APS). These infrastructure changes generated a spirit of collaboration between aging and disability providers on the state and local levels. Formal partnerships resulted from intentional relationship building, a pathway that Virginia continues to pursue. Revised language and terminology reflect collaboration between the aging and disability communities, both in practice and within the NWD System.

The Strategic Leadership Team for this initiative consists of representatives from: Department of Medical Assistance Services; Department of Behavioral Health and Developmental Services (from both the Developmental Services and Health Services units); DARS; the Office of the Secretary of Health and Human Resources; and the Virginia Hospital and Healthcare Association to assist with communicating recommendations to the Governor. The Strategic Leadership Team informs and guides the NWD Resource Advisory Council, consisting of almost 40 public and private LTSS representatives from across the state.

Acronyms

ADRC = Aging and Disability Resource Center

LTSS = Long Term Services and Supports

MCO = Managed Care Organization

MFP = Money Follows the Person Program

NWD = No Wrong Door

CSB = Community Service Board

UAI = Uniform Assessment Instrument

RAC = Resource Advisory Council

PACE = Program of All-inclusive Care for the Elderly

MMP = Medicare-Medicaid Plan

CRIA = Communication, Referral, Information and Assistance

Program Spotlight: Coordination of Public/Private Partners

Under a NWD System Planning Grant, Virginia established the NWD Resource Advisory Council (NWD RAC), a 37-member council of thought-leaders, who collectively represent public and private LTSS across Virginia. During its planning year, the RAC met monthly to discuss barriers, challenges, and opportunities for transforming Virginia's multiple LTSS access functions and processes across programs and payers into a single integrated statewide NWD System. As the RAC continues to serve as the policy and advisory Council for NWD, Virginia has an unprecedented opportunity to attract and educate critical pathway partners. The groundwork has been laid to seek statewide association endorsements; develop "peer-to-peer" advocates for each type of service provider (including hospitals, PACE, home health, transportation, CSBs); and work with DMAS and the Virginia Association of Health Plans to educate MMPs and MCOs.

Virginia strives to create both a NWD System and a statewide network of NWD Communities – connecting NWD partners (public and private providers of LTSS for older adults and individuals with disabilities) to a shared statewide client database and a shared provider database now containing more than 26,000 unique programs and supports. While the technology behind the NWD System offers electronic tools for everything from intake to complex care coordination/case management, CRIA (Communication, Referral, Information and Assistance) serves as the cornerstone for all NWD partners, incorporating ADRC's key functional elements.

The Commonwealth also plans to:

- ▶ Develop two levels of NWD partners in the NWD System's web-based tool, adjusting technology fees to more accurately reflect its use;
- ▶ Expand statewide capacity by hiring a full-time CRIA trainer;
- ▶ Expand local capacity by providing one-year capacity-building matching micro-grants to NWD Communities for technical assistance, strategic planning, onsite demonstrations and training; and
- ▶ Offer scholarships to non-profits to cover one-time-only "start-up" expenses thus enabling providers to use the technology more immediately

Project Outcomes

Anticipated project outcomes include:

- ▶ Older adults and individuals of all ages with a disability will have increased access to available options for home and community-based supports (HCBS);
- ▶ Older adults and individuals of all ages with a disability will have increased person-centered decision support as part of the process for seeking HCBS;
- ▶ Providers of LTSS will have increased access (with consent) to secure information for individuals seeking HCBS; and
- ▶ The Commonwealth will strengthen coordination and integration of multiple access functions associated with state-administered programs that pay for LTSS.

Products will include: marketing materials for consumers, providers, and legislators; a report to begin to evaluate the effects of NWD on Community Tenure; documentation of best practices; and an updated 3-Year NWD System Implementation Plan.