Seven Steps to Becoming a No Wrong Door Partner

How do I become a No Wrong Door Partner?

There are seven easy steps to becoming a No Wrong Door Partner:

1. Reach Out

If you are interested in becoming a Partner, contact your local No Wrong Door lead agency (area agency on aging), which you can find by visiting our website, www.nowrongdoorvirginia.com. You can also email us directly at NoWrongDoor@dars.virginia.com. Be sure to include your business name, contact name and title, email address and phone number.

2. Schedule a No Wrong Door Demonstration

Our team will happy to provide an overview of No Wrong Door, via webinar or in person, for you and your team. It is best to include decision-makers and potential users of the system in this discussion.

3. Schedule a Meeting to discuss business details

In this meeting, you will receive information on becoming a No Wrong Door partner from our Expansion Team, including:

- **Associated costs;**
- **Templates for the Memorandum of Agreement, End User License Agreement, and User Responsibility & Code of Ethics Agreement; and**
- **An outline of essential next steps.**

4. Make the Commitment

The Expansion Team will be delighted to welcome you to No Wrong Door's robust network of community partners across Virginia. Next steps will include:

- **Identifying your No Wrong Door agency liaison.** This staff member will be responsible for providing information about your agency and providing updates so your organization will receive accurate and appropriate referrals from No Wrong Door partners.

- **Identifying your No Wrong Door administrator.** This will be your in-house resource to fellow staff members regarding the network and technology, and also liaise with the No Wrong Door help desk.

- **Providing the total number of users,** including their names, titles, email addresses, phone numbers, and their role to No Wrong Door.

- **Formalizing the partnership** by signing the Memorandum of Agreement, the End User License Agreement, and the User Responsibility & Code of Ethics Agreement.

- **Providing payments** for business set-up, user subscriptions, and training.

5. Develop Your Implementation Plan

The best way for No Wrong Door partners to hit the ground running is to have a roadmap to best integrate it into their business process. The Expansion Team will support you in this brief, but important, planning process, providing you with best practices, lessons learned, and answers to any questions you may have

6. Schedule New User Training

We believe great training makes great users. That is why before you go live, all the No Wrong Door users in your organization will receive comprehensive training, and a "practice period" with additional technical support, should you need it, to make sure everyone is up to speed. Users on your staff will learn how to get started, enter data, and run reports.

7. Congratulations and Welcome to No Wrong Door, Partner!

Our priority is to provide exceptional service and technical support to ensure your experience as a No Wrong Door Partner is a success. We pay attention to the details so you can pay attention to serving those in need.

It begins with a series of follow-up calls, starting two weeks after you go live.
We will answer your questions and provide support so your staff and the individuals they serve get the maximum benefit from being a part of the No Wrong Door network.

VIRGINIA
No Wrong Door
ACCESS. OPTIONS. ANSWERS.

What is the timetable for becoming a No Wrong Door Partner?

Our goal is guide you through the process at the right pace for your organization. We know that the time it takes from making the commitment (Step #4) to your agency going live on the No Wrong Door system takes approximately six weeks, but that is contingent on how quickly your agency develops an implementation plan (Step #5) and completes training (Step #6).

We will work with your agency to bring you on as a Partner as quickly as you are comfortable.

To learn more, contact your local No Wrong Door lead agency (area agency on aging) or email NoWrongDoor@dars.virginia.gov.