

Administration and Management

No Wrong Door is a statewide public/private partnership, with the **Virginia Department for Aging and Rehabilitative Services (DARS)** as public-sector lead and **VirginiaNavigator** as private-sector lead.



In 2013, three agencies merged to create the Department for Aging & Rehabilitative Services (DARS), combining aging, disabilities, and adult protective services.

This set the stage for enhanced partnerships between DARS-affiliated local agencies, including 25 Area Agencies on Aging, 15 Centers for Independent Living, five satellite centers, and more than 100 local social services offices. **Supporting No Wrong Door, DARS:**

- Manages fiscal and program contracts with partner organizations
- Holds the contract with the IT vendor
- Manages all agreements partners regarding use of the technology, confidentiality, and system security
- Provides training and help desk support
- Provides staff support for the Strategic Leadership Team, the Resource Advisory Council, and the IT Tools Application Governance Board
- Provides technical assistance to communities in developing community expansion plans and support to local advisory councils
- Manages the data warehouse and runs state-level aggregate reports for planning and resource development
- Serves as Virginia's liaison to No Wrong Door federal partners, Administration for Community Living, Centers for Medicare and Medicaid Services, and the Veterans Administration
- Manages state and federal funds that help support No Wrong Door
- Provides daily operational and administrative support

Since 2001, this statewide nonprofit has provided comprehensive information to older adults, individuals with disabilities, veterans, and families seeking long-term services and supports, and promoted independence, confidentiality, dignity, and quality of life.

While VirginiaNavigator provides the database for four websites, providing consumers direct access to information on more than 27,000 programs, it also serves as the provider database for CRIA (Communication, Referral, Information and Assistance), the cornerstone of No Wrong Door.

Supporting No Wrong Door, VirginiaNavigator:

- Serves on the Strategic Leadership Team and the IT Tools Application Governance Board
- Staffs the Resource Advisory Council
- Provides technical assistance to communities in developing community expansion plans and support to local advisory councils
- Runs state-level aggregate reports for planning and resource development
- Provides No Wrong Door marketing support
- Provides daily operational and administrative support