

Seven Easy 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) Initiate Communication with Us.

To let us know that you have interest, contact your local No Wrong Door Lead Agency (Area Agency on Aging) or email NoWrongDoor@dars.virginia.gov

Include your business name, contact name and title, email address and phone number

2) Schedule a No Wrong Door Demonstration and/or Overview

Our team will be happy to share information about No Wrong Door via webinar and/or with an in person presentation for you and/or your team. It is best to include both decision-makers and potential users of the System in the discussion.

3) Schedule a Meeting to Discuss Business Details Related to Becoming a No Wrong Door Partner

The state/local No Wrong Door Expansion Team will:

- Provide costs associated with becoming a partner organization
- Share templates for the three partner agreements:
 - Memorandum of Agreement
 - End User License Agreement
 - User Responsibility and Code of Ethics Agreement
- Outline essential next steps required to becoming a No Wrong Door partner.

4) Make a Commitment to Become a No Wrong Door Partner

The No Wrong Door Expansion Team is delighted to welcome you to our robust network of community partners across Virginia. To officially establish your agency as a partner:

- Identify your agency liaison for No Wrong Door - This staff member will provide organization name (legal name w/ IRS), service information and updates about services at your organization for the No Wrong Door statewide database, to ensure that you receive accurate and appropriate referrals from other No Wrong Door Partners.
- Identify a No Wrong Door Administrator for your agency - first point of contact when other staff members have questions about the network and technology. This individual will also serve as liaison between your staff and the No Wrong Door Help Desk.
- Provide total Number of No Wrong Door Users in your business - names, titles, contact email and phone number, and role/relation to No Wrong Door
- Formalize No Wrong Door Partnership by signing:
 - Memorandum of Agreement
 - End User License Agreement
 - User Responsibility and Code of Ethics Agreement
- Provide payments made for business setup, user subscriptions and training

5) Develop an Implementation Plan

Partners that realize the greatest benefits from joining the No Wrong Door System are those who have a roadmap for how best to integrate it into their business process. The No Wrong Door Expansion Team will support you in this brief but important planning process, providing you with best practices, lessons learned and answering any questions you may have.

6) Schedule Training for New Users

Our team will provide training for all users in your organization, before you “go live.” Training includes, how to get started, nuts and bolts, short cuts, how to enter data and run reports. Additionally, your staff will be provided a “practice period” with additional technical assistance, should you need it and ongoing support through the No Wrong Door Help Desk. Our philosophy is “great training makes great users!”

7) Congratulations and Welcome to No Wrong Door as a New Partner!

We are determined to provide exceptional customer service, support and technical assistance to make your experience as a No Wrong Door Partner a success! Our team will schedule follow-up calls two weeks and four weeks after your “go live” launch to answer any questions and support your organization on the network. It is our job to make sure that you and the individuals you serve are getting the maximum benefit from being part of the No Wrong Door network. We pay attention to the details so you can pay attention to serving those in need.

How long does it take to become a No Wrong Door Partner?

From the time you make the commitment (step 4) until your agency “goes live” it takes approximately six weeks. However, the time table will shift, depending on your agency’s response to steps 4, 5, and 6 and your availability for training. If expediency is a priority, we will work with your agency to bring you on as a Partner as quickly as possible.

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