

No Wrong Door FAQs

What does the name “No Wrong Door” mean?

People who need long term services and supports often begin the process from a number of perspectives. A person being discharged from the hospital after a fall, may need extra help at home or transportation to physical therapy. A person with a physical or intellectual disability, who has lived at home with parents, may need support as they seek to live independently in the community. A person with dementia, who loses a spouse, may suddenly need support to stay in their home. Individuals and families begin their search for support through a number of different doors. Virginia’s philosophy historically has been to meet people where they are. The name of this initiative, No Wrong Door, is a reflection of the philosophy that drives it, recognizing that each person is unique, with unique needs, and begins their journey seeking long term supports, through a unique door. In Virginia, there literally is no wrong door to begin the process. Regardless of where an individual starts, No Wrong Door partners can help them understand their options, support them in their decision-making process, and help them access services quickly.

What are the benefits of No Wrong Door?

For older adults and individuals with disabilities, No Wrong Door can help them understand all of their options and provide decision support related to those options. No Wrong Door helps individuals to access long term services and supports faster, without having to retell their story over and over again. It provides a safe environment for providers to share information (with consent) so that services can be more easily be coordinated.

For caregivers and family members, No Wrong Door can take the mystery out of where to turn for help when trying to find support for a loved one, who is growing older and/or has a disability or chronic disease. No Wrong Door can also help coordinate and track referrals, so that families and the individuals they are supporting do not fall through the cracks when being served by multiple providers.

For providers, No Wrong Door can save time and money by decreasing or even eliminating duplicative administrative processes and documentation. It can also help professionals better track what is happening with an individual over time, across providers.

For managers and directors of Partner agencies, No Wrong Door provides access to a large library of standardized reports and the ability to easily pull data to run customized reports. These reports can help agencies and organizations with quality assurance, compliance, efficiencies, outcomes, and data for fundraising and grant writing. Additionally, agencies that rely heavily on referrals can benefit tremendously by participating in No Wrong Door, enabling them to send and receive automated referrals.

For communities, No Wrong Door can stretch funding and build capacity, serving more individuals with limited resources. No Wrong Door enhances communication and coordination between community partners and can even attract additional partners to collaborative efforts. No Wrong Door’s strong credibility and track record of success, is also attractive to community-based funders.

For investors, No Wrong Door can provide valuable reports and outcome data and because it is a statewide system, data can be analyzed on local, regional and statewide levels. With a secure process

for data collection, researchers are already identifying No Wrong Door as a rich source for information related to social determinants.

Who manages No Wrong Door?

No Wrong Door is a public/private partnership. There is a comprehensive governance structure to ensure that decisions made about policy, technology development and resource allocation, benefit both the public and private sectors. On the Federal level, No Wrong Door is guided by a partnership between the Administration for Community Living (ACL), Centers for Medicare and Medicaid Services (CMS), and the Veterans Administration (VA). While the federal partners provide valuable guidance, technical support, and discretionary grants, No Wrong Door is a Virginia initiative, with some similarities and some differences from other states. In Virginia, No Wrong Door is led by a Strategic Leadership Team of the Department for Aging and Rehabilitative Services (DARS), the Department of Medical Assistance Services (DMAS), the Department of Behavioral Health and Developmental Services (DBHDS), VirginiaNavigator, and the Virginia Hospital and Healthcare Association (VHHA). This team leads a 37-member statewide Resource Advisory Council, with representatives from public and private long term service and support networks, who meet quarterly to ensure good governance, enhance marketing and communications, strengthen person-centered practices, and streamline access to services. There is also a statewide group that focuses solely on the technology, to ensure that development is fair and productive. On the community level, 25 Local Advisory Councils focus on strengthening community partnerships and regional expansion of No Wrong Door.

What is CRIA?

CRIA (Communication, Referral, Information and Assistance) is an electronic tool within the No Wrong Door System that enables partners to make automated referrals back and forth, securely share information on the individuals they serve (with consent), track what is happening to an individual over time, run reports to review client-level, agency-level, and community-level progress.

What type of professional is best served by using CRIA?

Information and Referral Specialists, Service Coordinators, Social Workers, Options Counselors, Peer Counselors, Discharge Planners, Care Transition Coaches, Home Health Aides, Pre-admission Screening Teams, and medical professionals.

What is the difference between No Wrong Door and CRIA?

No Wrong Door is the name of the initiative and the name of the entire technology system. CRIA is an electronic tool within the system, used by all No Wrong Door Partners.

I already have a case management system. Why would I want to use CRIA?

Many partners of No Wrong Door already have their own case management system when they become a partner and begin to use CRIA. CRIA is not designed to replace case management systems but instead to enable automated referrals between agencies and electronically manage and track referrals. It provides very different functions from traditional case management, serving as the “electronic connector” to an entire network of partners, many of whom your agency may already be referring to through phone and fax. In fact, CRIA automates processes that have historically been accomplished by

phone, fax or email. Beyond that, however, CRIA allows a consumer record to develop over time, with input from multiple partners, providing an up-to-the-minute dynamic view of an individual's needs, preferences, and situation.

How is No Wrong Door expanding across Virginia?

The No Wrong Door initiative is both a network of partnerships and a technology system. While the system is standardized across the state, the partners vary from community to community. In most communities, the Area Agency on Aging is the lead, working closely with the Center for Independent Living. Other partners may include Community Services Boards, local Departments of Social Services, home-delivered meals and food pantries, transportation providers, home modification companies, hospitals, PACE programs, adult day services, home health, free clinics, and community action agencies.

Can a for-profit company become part of No Wrong Door?

Yes, No Wrong Door is designed for public and private partners, both non-profit and for-profit. A comprehensive set of consent requirements, security documents, utilization and partnership agreements, and standardized protocols govern the use of the technology tools and access to individual-level data.

Is there a cost to becoming a partner and using the No Wrong Door technology?

Yes, there is a cost to partners. Currently, however, the start-up (one-time-only) fees can be covered by a grant for most partners. There is also an annual license fee that equates to less than \$50/month, per user. (Some of these fees may also be covered for public agencies.) There is no cost for community consultation, demonstration of technology, or support for grant and funding applications.