

**Administration on Community Living (ACL) No Wrong Door System
Person-Centered Counseling (PCC) Training Program**

Course Title: An Introduction to the No Wrong Door System

**Lesson Number & Title: 1 The No Wrong Door System: Vision, Values, and
Structure**

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Narration:

Welcome to the lesson on The No Wrong Door System: Vision, Values, and Structure. This lesson is part of the course An Introduction to the No Wrong Door System in the Person-Centered Counseling Training Program. Please review the information on this screen and go to the next page when you are ready.

Text:

Welcome!

Here is a description of the lesson you are starting:

In the past two decades, the number of options for receiving long-term services and supports (LTSS) has grown immensely. While these options are welcome and provide more flexibility for people seeking LTSS, they also can make the process of finding and accessing the right LTSS very complex. People do not know where to get reliable information that meets their unique needs. Many professional roles are limited to specific tasks. The result is a fragmented and unwieldy process for people seeking help with no single point of contact to understand a more holistic and person-centered approach to arranging services and supports. The vision of the No Wrong Door (NWD) system is a single, statewide system for supporting access to LTSS options from any source, including those paid for through Medicaid,

other government programs, insurance, and private pay. It is meant for any person, of any age or need, who is seeking or planning for LTSS. Each state will be encouraged to have a NWD system that leverages the state's strengths in supporting people to reach their goals. This lesson will introduce the vision and values of the NWD system. It will describe the structures of a successful NWD system..

Learning Objective

After completing this lesson:

You will be able to describe how the NWD vision, values, and structure help to improve the way people access LTSS in their communities.

To view course information, including On-the-Job Training Assessments, Portfolio Assignments, and a list of Activities, click on the "Menu" tab and then click Lesson Information.

This course is one of the six foundational courses in the No Wrong Door System Person-Centered Counseling (PCC) Training Program meant to provide basic skill and knowledge related to the identified competencies for a PCC professional. Click on the box below to learn about how person-centered thinking approaches are infused throughout these courses.

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Narration:

Long-term services and supports have changed in the last several decades. People have fought hard to have better options for support in their communities and better education and employment opportunities. Despite these gains, people have difficulty finding long-term services and supports that work for them. There is a growing need to have a single place where people of all ages and with various needs can get accurate, person-centered information and support for understanding and navigating the system. The No Wrong Door system seeks to address these issues so people can more easily access support that is appropriate to their circumstances and preferences. Review the information on the page. When you are ready, go to the next page.

Text:

The Need for a No Wrong Door System

Many pressures are pushing on our current systems. People want more than access to programs. They want to have support to thrive in communities of their choice. State and federal governments are also facing the realities of an aging and diverse population. The ways in which services are currently accessed and delivered will not meet these needs. Current options and access to them are often very expensive.

The proposed NWD system seeks to streamline the process of accessing

Long-Term Services and Supports (LTSS). It seeks to help people of all ages, abilities, and income levels understand their options for services and support and arrange them in a timely and preferred way. It seeks to help communities put structures in place that will support ongoing attention to quality and outcomes for people, while using resources wisely.

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Narration:

The proposed No Wrong Door System is built on a vision of easy and proactive access for people who need services and support. It is built on a set of core values that support choice, direction, and control on the part of the person supported. It is meant to improve the ways in which people currently access long-term services and supports by creating a single statewide system that serves all people seeking long-term services and supports. Review the information on the page. When you are ready, go to the next page.

Text:

Vision and Values of the Proposed No Wrong Door System

In 2014, the values, vision, and structure of the No Wrong Door (NWD) system was laid out and published in a collaborative Funding Opportunity Announcement (FOA) by the Administration on Community Living (ACL); the Centers for Medicare and Medicaid Services (CMS); and the Veteran's Health Administration (VHA). The full FOA link is listed in the resources section of this course.

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Narration:

Many changes need to come about to make the No Wrong Door system a reality in most states. Changes will need to be made at multiple levels. Professional roles will change. Organizations will need to make adjustments. And states will need to make changes at the system level. As you continue through this course, think about all the changes that might take place in your state. Think about how your role will be affected. Review the information on the page. When you are ready, go to the next page.

Text:

Levels of Change

Many changes will occur as states transform their publicly administered and publicly funded long-term services and supports (LTSS) access functions into a No Wrong Door (NWD) system. It will require changes at every level of service and support. Individual practitioners, organizations, and whole networks will have to transform in order to achieve the values and vision of the NWD system.

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Narration:

Each person and entity that is currently a formal part of the long-term services and support system in a state will need to adjust to make the No Wrong Door system a reality. In addition, other individuals, organizations and systems in our communities will also have to change. Review the information on the page. When you are ready, go to the next page.

Text:

Changing to Make the No Wrong Door (NWD) System a Reality

Activity: The Levels of Change

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Narration:

You will learn more about the evolution of the proposed No Wrong Door system in another lesson. However, the federal agencies supporting this change reviewed and considered what was working and what needed to change in order to define some of the system components that are necessary to be successful. In order to build a sustainable system, they recommended implementing four key functions. These functions provide the necessary support for a fully developed No Wrong Door system. Review the information on the page. When you are ready, go to the next page.

Text:

Developing a High Performing No Wrong Door (NWD) System

In order for the NWD system to be successful, it must have a sustainable structure. Each state has the flexibility to design the best structure for their NWD system. That way, states can incorporate their strengths into the design. However, there are four key functions that states are expected to build as part of the NWD system.

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Narration:

Person-Centered Counseling professionals are a key component of the No Wrong Door System approach. They are meant to support positive change right away in the experience of interacting with the No Wrong Door system as it evolves. They listen to people and may develop ongoing relationships with them. They help the person identify what is most important to them and support people to have choice, direction, and control as they consider options. Review the information on the page. When you are ready, go to the next page.

Text:

Development of the Person-Centered Counseling (PCC) Professional Role

Each state has an existing workforce in their No Wrong Door System. These professionals have much knowledge and many skills and abilities to apply to person-centered counseling. They also may have to learn and apply new skills and abilities to fully embody the capacity of person-centered counseling. The PCC professional's role is designed specifically to carry out critical NWD System duties. PCC professionals are an early contact in the system for people wanting to learn more about LTSS. They are skilled in person-centered thinking and person-centered planning techniques. They also support people to have choice, direction, and control in services and

support. PCC professionals support streamlined access to LTSS. This means they offer support throughout the entire process to minimize burden on individuals. For example, some people may want support filling out applications or contacting various resources. Others may want to do the work themselves, but need to understand which things are most likely to yield the best results for them. Whatever the person's needs or preferences, PCC professionals are trained to provide meaningful support.

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Narration:

The No Wrong Door system is required to support all people and all payers of long-term services and supports. All people means all people, regardless of their age, background, or income level. All payers of long-term services and supports means any method of funding from publicly funded programs and benefits to personal funds, such as private pay or insurance benefits. Review the information on the page. When you are ready, go to the next page.

Text:

Major Shifts in Serving People in the No Wrong Door (NWD) System

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Narration:

No Wrong Door systems are designed to improve the way people access long-term services and supports in their communities. In order to be successful, states, organizations, and individuals will need to make many changes. Change can be a complicated and sometimes difficult process. While change takes time and effort there are many benefits to communities and individuals if the values and vision of the No Wrong Door system are achieved. Let's look at some of the benefits of implementing the No Wrong Door system before ending the lesson. Review the information on the page. When you are ready, go to the next page.

Text:

The Value of the Implementing No Wrong Door (NWD) System

The NWD system offers states an opportunity to build a more responsive and sustainable system. They can respond to what people need and how funds are being spent for long-term services and supports (LTSS).

On a state level, implementing the NWD system requires effort and coordination. The benefits are far reaching and many people and organizations will be affected. This is part of trying to make an organized structure that supports the goal of community living for everyone. The changes will impact groups differently.

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Narration:

Congratulations! You have now finished the lesson. Let's take a few moments to review the key ideas and learning objectives.

The NWD system is meant to improve the way people access long-term services and supports. The vision is that all states will have a single, statewide No Wrong Door system that is available for anyone who seeks information and support for access to long-term services and supports. This system is guided by person-centered practices. It embeds the values of choice, direction, and control for people accessing long-term services and supports them at all stages. State governance and administration are part of the system. This body develops, finances, and oversees all efforts of the No Wrong Door system. It also supports the implementation of the four key functions of a high-performing system.

Please review the information on this page. You can also review the content as needed by using the "Left Arrow" icon at the bottom of the screen. This will take you back through the lesson. You may take the test now, later, or as requested by your employer. Good luck and thanks for completing the lesson!

Text:

Conclusion and Lesson Review

<bullet> The NWD system has four key functions. They include: statewide

governance and management, outreach and partnerships, streamlined access to services, and availability of Person-Centered Counseling professionals.

<bullet> In order to implement the key functions, changes will need to be made at every level of the system. These levels are: a 1(individual), 2 (organizational), and 3 (system-wide)

<bullet> The NWD system offers many benefits. People know where to go for meaningful support. Professionals can collaborate more efficiently to support people. States can use resources more efficiently and effectively.

<bullet> The vision is to improve our nation's LTSS access system so it is efficient and effective and more responsive to the unique needs of individuals.

<bullet>The three core values of the NWD system are choice, direction, and control on the part of the person accessing these services.

Reflection on Learning Objectives

Directions: Review the objective(s) on this page. When you are done click on the "My Notes" icon at the top of the screen to use the electronic journal or use your own notebook. Write down your answers to the following questions.

1. What did you learn in this lesson that you felt was important?
2. What will you do differently because of the content in this lesson?

Learning Objectives

After completing this lesson, you will be able to describe how the NWD vision, values, and structure help to improve the way people access LTSS in their communities.

If you are ready to take the test, click on the "Take Test" tab. You can also take the test later: It will be available from your "Personal Page." To access it, click on the "My eLearning Lessons View" button. Choose the lesson title from the list of assignments, and then click on the "Start the Lesson" button

at the bottom of the screen. Click the “Take Test” tab to start the test.

We recommend that you complete the On-the-Job Training Assessments and Portfolio Assignments for this lesson. They will help you demonstrate competencies for the ideas presented. To view On-the-Job Training Assessments, Portfolio Assignments, and a list of Activities, click on the “Menu” tab and then click “Lesson Information.”

Again, congratulations and good luck!

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