

**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: 2 The Evolution of the No Wrong Door System

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Page No: 1

Narration:

Welcome to the lesson on the Evolution of the No Wrong Door System. 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:

The No Wrong Door (NWD) system is designed to address some of the most significant barriers individuals face when accessing Long-Term Services and Supports (LTSS). The vision and structure of the NWD system draws on a long history of developments at the federal and state levels meant to overcome some challenges of an expensive and fragmented system. The full structure of the proposed NWD system is new, though the efforts toward making LTSS more accessible to all have been going on for years. This lesson helps the learner understand more about past initiatives. It describes the lessons learned from these previous approaches. It reviews how the NWD system is designed to move LTSS systems to the next phase. Finally, it provides a context for culture change and invites the learner to reflect on their own role in culture change.

Learning Objective

After completing this lesson:

You will be able to describe your potential role in culture change, working toward a NWD system based on lessons learned from previous initiatives for improving access to long-term services and supports.

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:

Fragmentation of services has been a developing issue for some time. It is an unexpected result of development of more long-term services and support options. People welcome more options and flexibility. However, these options can also be overwhelming or difficult to find and access. The No Wrong Door system is meant to reduce the experience of fragmentation and support streamlined access to long-term services and supports. It is meant to help individuals and communities use resources thoughtfully and in ways that are most likely to be useful. Review the information on this page. When you are ready, go to the next page.

Text:

The Need for a No Wrong Door System

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Narration:

As a result of HCBS being funded from a variety of state and local funds, fragmentation and duplication in the system became more of a problem. In response to this, Aging and Disability Resource Centers were developed. Aging and Disability Resource Center organizational partners such as the Centers for Independent Living or the Area Agencies on Aging have been instrumental in streamlining access to long-term services and supports. They have helped people live in communities of their choice rather than institutional settings. The No Wrong Door system intends to build on these successes. It is designed to simplify access to the services and supports that people want. Review the information on the page. When you are ready, go to the next page.

Text:

Evolution of Streamlined Access and Coordination

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Narration:

Now you have a better understanding of the No Wrong Door system's partners and the timelines of its evolution. Through analysis of these previous efforts, the participating states and federal administrations have identified some critical pieces of what is working and what needs to be improved. On this page is some information regarding these lessons learned. Review the information on the page. When you are ready, go to the next page.

Text:

Building on Lessons Learned

The No Wrong Door (NWD) System is developing a seamless process where people can explore options for long-term services and supports (LTSS) and work with people that understand and respect their goals and preferences. The significance of this type of help has been realized as the LTSS system has been evaluated.

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Narration:

Based on previous initiatives and lessons learned, the federal partners have identified some key attributes that are needed for success. These attributes are meant to help states build a high performing No Wrong Door system. Review the information on the page. When you are ready, go to the next page.

Text:

Understanding the Foundation of Success

The NWD system is meant to support people with long-term services and supports (LTSS) needs to live fulfilling lives in the communities of their choice. Many have been working hard to develop the next phase in meeting this goal. The following attributes were identified through a survey of past Aging and Disability Resource Centers (ADRC) efforts and lessons learned as participating states practiced incorporating NWD system components.

These attributes are essential components for a successful NWD system. As you can see, many of these are part of the NWD system key functions. The NWD system recognizes that services available must have quality to provide support.

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Narration:

Before going on, let's take a minute to review a couple of the key aspects of the No Wrong Door system. Review the information on the page. When you are ready, go to the next page.

Text:

Review Activity

Activity: Evolution of the No Wrong Door (NWD) System

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Narration:

The changes that are occurring through the No Wrong Door system will help make community living a reality for all people and all payers. These changes will require a culture change. Many people will be affected. This includes professionals as well as those who are seeking support. Review the information on the page. When you are ready, go to the next page.

Text:

Applying Person-Centered Thinking Skills to Support Culture Change

You may or may not take the online courses to learn more about person-centered thinking, depending on your role. However, three skills and concepts taught in person-centered thinking may be especially helpful in culture change.

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Narration:

Before going on, consider your own role in culture change. Review the information on the page. When you are ready, go to the next page.

Text:

Reflecting on Culture Change

In order for the No Wrong Door (NWD) system to become fully functioning, there will need to be big shifts in the culture of services.

Reflection Activity: You and Culture Change

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Narration:

The culture change needed to create the No Wrong Door System will take ongoing effort and collaboration. The federal partners work in collaboration with the states to support success. This page will describe some of the ways that the federal partners are planning to support states. Review the information on the page. When you are ready, go to the next page.

Text:

Continued Support for Improving the No Wrong Door (NWD) System

The NWD system is designed to identify gaps and respond accordingly. It is designed to adapt to the changing needs of communities. It is also built to anticipate needs and fill gaps before they become a problem. To do this there must be system level structures in place. In order to support states in developing sustainable NWD systems, the Administration on Community Living (ACL), the Centers for Medicare and Medicaid Services, and the Veterans Health Administration (VHA) have taken on the following tasks.

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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. Many efforts have been made in the past to help people with long-term service and support needs have more options and support for managing a fragmented and complex system. Aging and Disability Resource Centers, Centers for Independent Living, Area Agencies on Aging, and other organizations have helped many people by using supportive approaches such as options counseling. The No Wrong Door system is the next phase in this effort. It builds upon past successes and lessons learned to do more. It uses person-centered approaches and coordinates programs and services in a streamlined way. It helps people connect with resources that make sense. It is meant to help people experience choice, direction, and control and more opportunity through services. 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 No Wrong Door (NWD) system builds on the successes of past efforts and aims to achieve affordable and meaningful community living for all.
- <bullet> The structure of the NWD system is designed to help streamline

access to long-term services and supports (LTSS).

- <bullet> Person-Centered Counseling (PCC) professionals play an important role in supporting people's access to meaningful LTSS options. They support people of all ages and backgrounds in identifying and organizing their services and supports in a way that aligns with their own values and goals.

- <bullet> Implementing a fully functioning NWD system as proposed will be a culture change for those who receive support and for those who provide it.

- <bullet> The Administration on Community Living, the Centers for Medicare and Medicaid Services, and the Veteran's Health Administration are dedicated to collaborating with states and supporting them as they build their NWD systems.

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 will be able to describe your potential role in culture change, working toward a NWD system based on lessons learned from previous initiatives for improving access to long-term services and supports.

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!

DRAFT