

**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: 3 System Level Changes to Create a No Wrong Door System: Outreach, Partnerships, and Governance**

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## **Narration:**

Welcome to the lesson on System Level Changes to Create a No Wrong Door System: Outreach, Partnerships, and Governance. 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 brief description of the lesson you are starting:  
The No Wrong Door (NWD) system has grown out of a need to improve the way people access long-term services and supports (LTSS). Building a successful No Wrong Door (NWD) system requires many changes. Some of these changes are system level changes. System level changes are important because they provide structures that make the work possible. They help professionals better understand their roles. They also provide support for carrying out the vision of the NWD system. Change in practices will not be enduring without system level change. NWD systems are designed to have four key functions. This lesson focuses on two key

functions at the system level. This lesson discusses the purpose and impact of these key functions and describes some key roles that professionals have in implementing them.

Here are the two key functions that focus on system level changes:

- 1) Public Outreach and Coordination with Key Referral Sources (outreach and partnerships)
- 2) State Governance and Administration (governance)

The other two functions are person-centered counseling and streamlined access to LTSS. They are reviewed in another lesson.

**Learning Objective:**

After completing this lesson:

You will be able to describe the function of outreach, partnerships, and governance in the NWD system.

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:**

The No Wrong Door system is trying to improve the way people are supported in accessing long-term services and supports. States are responsible for developing structures to support this vision. These structures will help the public understand the purpose and value of a No Wrong Door system. They ensure professionals collaborate more effectively. They will also help state governments make ongoing system improvements. Review the information on the page. When you are ready, go to the next page.

## **Text:**

### **The Importance of Outreach, Partnerships, and Governance**

States are responsible for setting up structures to support the No Wrong Door (NWD) system. NWD systems rely on these statewide structures to provide high quality long-term services and support (LTSS). This can be a challenging task. Let's look at why outreach, partnerships, and governance are important.

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## **Narration:**

Some outreach efforts will be tailored toward the general public. Other efforts will focus on reaching professionals at local agencies and organizations. Education may include general awareness about the No Wrong Door system and its value. It may also include information on available resources. It may be designed to enhance interest of potential partnerships. Review the information on the page. When you are ready, go to the next page.

## **Text:**

### **Examples of Outreach**

Some outreach will happen at the community level. For example, Person-Centered Counseling (PCC) professionals may offer educational classes for the public. Other outreach efforts will be done at the state level. For example, a state may run an advertising campaign using billboards and local media. If outreach is successful, people will know where to go for help in understanding and accessing LTSS options in the community. There will be active and thriving partnerships across many agencies to make the NWD system a reality.

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## **Narration:**

The No Wrong Door system in your state will have many different partnerships. Some will be formal. Others will be informal. States will have formal agreements with key referral sources like veterans' affairs medical centers and acute care centers. They may have relationships with other places such as local libraries, cultural centers, and faith-based organizations, to name a few. Coordinating efforts between resources will help make the NWD system a reality. Review the information on the page. When you are ready, go to the next page.

## **Text:**

### **Required Formal Partnerships**

Formal partnerships can help streamline access to long-term services and supports (LTSS). No Wrong Door (NWD) systems will have some formal partnerships as a foundation. This ensures that agencies and states save time and money as they coordinate efforts, learn what needs are unmet, and eliminate duplication.

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## **Narration:**

Each state is encouraged to set up a sustainable No Wrong Door system. In order to do this, states will organize a system-level committee to oversee No Wrong Door initiatives. They will also lead efforts to identify funding sources, train staff, and track critical information for continuous improvement. Review the information on the page. When you are ready, go to the next page.

## **Text:**

### **Examples of State Governance and Administration**

State leaders play a critical role in developing, overseeing, and managing the No Wrong Door (NWD) system. Here are some things states should think about as they structure their NWD system.

- <bullet> Appoint a members that will serve as administrators (at the state level) to coordinate all NWD system activities.
- <bullet> Build formal and informal partnerships locally and regionally.
- <bullet> Identify organizations that will carry out NWD system functions, such as Aging and Disability Resources Centers, Area Agencies on Aging, and Centers for Independent Living.
- <bullet> Identify funding sources for all organizations involved in the NWD system.
- <bullet> Support education, such as staff training and public outreach.
- <bullet> Use data collection to understand how supports are being used.

<bullet> Make adjustments to improve quality (also known as, continuous quality improvement).

On the next few pages, you will learn more about blending and braiding, management information systems, and continuous quality improvement.

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## **Narration:**

Blending and braiding is a strategy that can help people to use financial resources effectively. However, it takes some work. Each program will have specific guidelines that will influence how a person can blend or braid their financial resources. No Wrong Door Systems at the local and state level must carefully follow reporting guidance, such as that prescribed for Medicaid administrative claiming, to ensure the proper use of funding. States that pursue blending and braiding options may be able to increase their ability to meet the needs of more people while reducing duplication of effort. Review the information on the page. When you are ready, go to the next page.

## **Text:**

### **Blending and Braiding**

States may want to consider how to manage overlapping or duplicative programs in ways that are best for the whole community. One effective strategy is blending and braiding funding streams. State or local leadership will have to make decisions about whether to pursue these options. However, once the systems are set up Person-Centered Counseling (PCC) professionals and those in similar roles will need to be informed of their roles and responsibilities in helping people access these options and tracking necessary information. While these approaches can be challenging to set up, they can make the best use of funds and services available to meet

community needs. Here is a link to more information: <http://sparkpolicy.com/blendandbraid.htm>

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## **Narration:**

Collecting accurate information is critical to improving services and supports for people receiving long-term services and supports. Professionals in the No Wrong Door system should follow the policies and procedures for collecting and documenting information. Each state's No Wrong Door state administrators will decide what data is tracked and how to use it effectively. Review the information on the page. When you are ready, go to the next page.

## **Text:**

### **Data Collection**

Collecting data about each state's efforts and needs will help guide quality improvement efforts. Surveys and site visits allow the NWD system to have some understanding of each state's network and needs.

Professionals who work within the NWD system will need to enter data as expected. It is important to be thorough when entering data. Keeping accurate records will help states to make the best system improvements and streamline information that can reflect what's important to and for the people you serve.

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## **Narration:**

Continuous quality improvement efforts are critical at all levels of the system. The state administrators handle statewide quality improvement. Each organization within the No Wrong Door system should look carefully at how they measure their success, and how they are improving services. States may want to measure a variety of different things. For example, states may measure how easy it is to access the No Wrong Door system. They may learn how to be more helpful to people. Review the information on the page. When you are ready, go to the next page.

## **Text:**

### **Continuous Quality Improvement (CQI)**

The No Wrong Door (NWD) system will engage in continuous quality improvement (CQI) efforts. Each state's NWD system state administrators will lead these efforts. Data will be helpful in determining where and how improvements can be made. The administrators will evaluate outcomes for people who get help through the NWD system. CQI efforts can help NWD systems to be responsive to the needs of the whole community.

### ***Activity: Maintaining High Quality***

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#### **Narration:**

Outreach, partnerships, and governance are central components of a No Wrong Door system. You may help in developing or implementing some of these system level changes in your state. Review the information on the page. When you are ready, go to the next page.

#### **Text:**

##### **Your Role in Outreach, Partnerships, and Governance**

Supporting outreach, partnerships, and governance in the NWD system will involve role changes. You may have roles in developing and implementing some of these structures. Here are some of the roles you might play:

- <bullet> Providing input on how your state should structure outreach efforts, formal partnerships, and governance
- <bullet> Conducting public outreach
- <bullet> Setting up formal partnerships within the NWD system
- <bullet> Working with formal and informal partners
- <bullet> Overseeing the design and implementation of the NWD system
- <bullet> Helping to define what data would be most helpful to track, based on the goals of the NWD system
- <bullet> Entering data that follows state protocols
- <bullet> Supporting processes that make it possible to blend and braid resources

<bullet> Making system improvements based on information collected from a variety of perspectives

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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. This lesson introduced the system level changes that states can make to build a No Wrong Door system. Outreach involves educating people and organizations about available resources and partnerships. Partnerships promote collaboration between agencies to streamline and personalized access to long-term services and supports. Statewide governance must occur to support the development and management of the No Wrong Door 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> States are encouraged to engage in specific types of outreach, partnerships, and governance as a foundation for their No Wrong Door (NWD) systems.

<bullet> Presenting or networking at various community events is an example of local outreach a Person-Centered Counseling (PCC) professional might perform.

<bullet> States must create a committee to oversee the development and implementation of the NWD system. Members must include representatives from the state's Medicaid agency, unit on aging, and other agencies that serve specific populations.

<bullet> States should set up effective data systems to collect information. The governing body will use this data to support ongoing system improvements.

<bullet> Blending and braiding funds is one way to use resources more wisely and increase options. However, it does require work to set up these programs.

## **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 the function of outreach, partnerships, and governance in the NWD system.

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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