The No Wrong Door System

for Long Term Services and Supports

LTSS Local Family Members Individuals Providers Non-Profits & Friends Sources of Referral 1-800 #'s/211 VA Medical Center Acute Care Systems **Nursing Homes** to Person Centered Local I&R MFP/ Veteran Directed Counseling Hospitals Section Q Programs **HCBS** Confirming Need For/Interest in Person Centered Counseling Support Any Immediate LTSS Needs, Conducts Personal Interview and Identifies Strengths and Preferences **Person Centered** Counseling Comprehensive review of private resources, informal caregiver supports and initial screening for public programs Facilitates the development and implementation of the Person Centered Plan Linking Individuals to Private Pay Resources Helps individuals connect to services that will be covered out of pocket or through other community resources **Preliminary Functional Eligibility Preliminary Financial Eligibility Assessment for Public Programs:** Assessment for Public Programs: Collects any additional functional Supports the individual in submitting data needed for public programs applications for public programs including, if appropriate, Medicaid. including, if appropriate, Medicaid. Streamlined Access to Public Programs **Final Determination of Functional** Final Determination of Financial Eligibility for Public Programs: **Eligibility for Public Programs:** Completes the process that officially Completes the process that officially determines that individuals are determines that individuals are eligible for public programs. eligible for public programs. Follow-up Ensures the plan's services are initiated, meets the needs of the individual and is adjusted as needed. Management Information Systems A MIS which allows information/data to flow with client from the initial person centered plan all the way through follow-up Administration of **Continuous Quality Improvement** the NWD System MIS is used to support CQI at the individual and system level

State Administration, Governance & Financing
Responsibility for oversight and management of the state's single NWD System