

Opening Doors

HB2032 and the “No Wrong Door” Initiative

Virginia Department for the Aging

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HB 2032

- Passed in 2007
- Amended Section 2.2-701 of the Code which describes the nature of Virginia’s long-term care services
- Makes the Code’s description of long-term care match the direction that Virginia’s long-term care system has taken as state agencies actively work to transform the system
- Parallels the direction of the federal Older Americans Act which guides Virginia’s 25 local AAAs

HB 2032

- Promotes self-care and independent living
- Expands long-term care services to include:
 - Educational Services
 - information for informed decisions
 - Housing Services
 - community-based residential options and opportunities for retrofitting
 - Transportation Services
 - access to public transportation or coordinated para-transit systems



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HB 2032

Activities related to Educational Services include:

- Ongoing provision of information, counseling, and referral about community-based long-term care programs by state and community agencies
- Development of Aging and Disability Resource Center
- Evolution of the No Wrong Door approach to long-term care



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HB 2032

Activities Related to Housing Services include:

- Ongoing provision of home repair and modification services through 25 local Area Agencies on Aging
- Sponsorship of local HUD Section 202 apartments for low-income older and disabled persons
- Joint sponsorship (with VHDA) of the Virginia Senior Housing symposium September 19, 2007
- Participation on work groups at the state level



HB 2032

Activities related to “Transportation Services” include:

- Funding by Virginia’s 25 local AAAs
- Coordinated transportation systems
- Participation in the *United We Ride* initiative



No Wrong Door Offers a Solution!

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What is No Wrong Door Support?

- Enables individuals to understand all of their options for services regardless of where they originally seek help
- Serves aging and disabled individuals within a geographic region, regardless of income

Why Develop No Wrong Door?

- Current system is fragmented and disjointed
- System can be confusing and frustrating for elderly and disabled persons
- Individuals could be incorrectly placed
- System is inefficient for providers of services

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Accomplishments by VDA Leadership

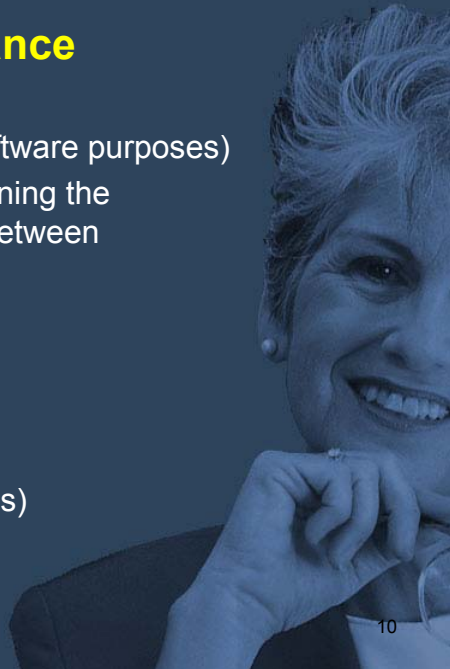
- Quality Assurance
- Organizational Structure
- No Wrong Door Implementation Sites



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Quality Assurance

- Change management (software purposes)
 - Improving and streamlining the communications flow between VDA and the AAA's
 - Help Desk
 - Training
- Data management
- Title III E reporting
- Testing (software purposes)
- Implementation



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Organizational Structure

- Project Team
 - Continued development and planning of No Wrong Door
- Production Team
 - Current stage of No Wrong Door

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No Wrong Door Implementation Sites

- Valley Programs for Aging Services
- Senior Connections, The Capitol Area Agency on Aging
- Peninsula Agency on Aging
- Bay Aging

Trained and Implemented by October, 2007:

- Mountain Empire for Older Citizens
- Rappahannock-Rapidan Community Services Board/Area Agency on Aging

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No Wrong Door Collaboration

- State Partners
- Local Partners
- Private Partners



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NWD State Partners

- Virginia Department for the Aging (VDA)
- Department of Medical Assistance Services (DMAS)
- Department of Mental Health, Mental Retardation and Substance Abuse Services (DMHMRSAS)
- Department of Rehabilitative Services (DRS)
- Department of Social Services (DSS)
- Office of the Attorney General (OAG)
- Virginia Board for People with Disabilities (VBPD)
- Community Integration for People with Disabilities



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NWD Local Partners

- Area Agencies on Aging (AAA)
- Centers for Independent Living (CILs)
- Community Action Agencies (CAAs)
- Community Services Boards (CSBs)
- Field Offices for the Department of Rehabilitative Services (DRS)
- Local Departments of Social Services (DSS)
- Community specific human services providers

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NWD Private Partners

- SeniorNavigator.com
 - Provider Directory
 - Expanding existing directory to include services for individuals with disabilities
 - Support to Private Providers
- 2-1-1 Virginia
 - No Wrong Door Call Center
 - Extended Support Coverage

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Next Steps

- **Electronic Medicaid Application**
 - Grant Award through Productivity Investment Fund
 - Collaboration between VDA, VDSS, DMAS
- **No Wrong Door Resource Team** (stakeholders)
 - The integration of 2-1-1 Virginia and No Wrong Door into a complementary solution
 - The development of the No Wrong Door portal
 - Establish processes to allow secure sharing of confidential client information in the NWD system

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Challenges

- Data Sharing
- Confidentiality
- Differentiation in business practices among partners

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National Awards and Recognition

- Intergovernmental Solutions Award
- National Association of Counties (NACO)
- National Association of State Chief Informational Officers (NASCIO)

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Questions

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