



COLORADO

No Wrong Door

Department of Health Care Policy & Financing
Department of Human Services
Department of Labor and Employment

In September 2015, Colorado secured a three-year implementation grant from the federal Administration on Community Living (ACL) to develop a model for implementing a No Wrong Door (NWD) system statewide. A NWD system that provides a seamless entry point system for all individuals seeking long-term services and supports (LTSS), regardless of age, disability or pay source. The objective is that the system also addresses many of the major challenges currently experienced by individuals seeking LTSS. In March 2017, four proposals were selected to serve as regional pilot sites (Pilot Sites) over a two-year period. The Pilot Sites will test and refine various tools and approaches to carry out the functions of a NWD system as articulated by the federal Administration on Community Living (ACL). The Pilot Sites launched summer 2017 and will help Colorado determine how to create a single NWD system model to be implemented statewide, following the end of the pilot period.

The Regional Pilot Site Lead Agencies:

- **Denver Metro Area – Colorado Access** (Single Entry Point or SEP). The Denver metro area pilot (serving Adams, Arapahoe, Denver and Douglas Counties) will utilize a traveling team of person-centered counselors and individuals with lived experience who will travel throughout the region to help individuals navigate the region's LTSS system. Partner agencies in the Denver metro pilot area include:
 - All four County Department of Human Services Offices
 - Atlantis Community, Inc. (a Center for Independent Living or CIL)
 - Developmental Pathways (a Community Centered Board or CCB)
 - Denver Regional Council of Governments (serving as an Area Agency on Aging (AAA) and an Aging and Disability Resources for Colorado (ADRC))
 - Rocky Mountain Human Services (CCB)
- **Larimer County – Larimer County Department of Human Services** (CDHS). The Larimer County pilot will rely on a Person-Centered Options Counselor position that will capitalize on a streamlined screening process for all referrals among partners and will act as a link to connect individuals with appropriate resources. Partner agencies in the Larimer County pilot include:
 - Disabled Resource Services (CIL)
 - Foothills Gateway, Inc. (CCB)
 - Rocky Mountain Health Plans (Regional Care Collaborative Organization or RCCO)
 - SummitStone Health Partners (Community Mental Health Center or CMHC)
- **Pueblo County – Senior Resource Development Agency (SRDA)** (ADRC). The Pueblo County pilot will utilize a call center and a database as resources for information on and referrals to all available LTSS across all partnering agencies. Partner agencies in the Pueblo area include:
 - Alzheimer's Association
 - Center for Disabilities (CIL)
 - Colorado Bluesky Enterprises, Inc. (CCB)
 - Pueblo Area Agency on Aging
 - Pueblo County Department of Social Services

- **San Juan Basin – San Juan Basin Area Agency on Aging (AAA)**. The San Juan Basin pilot (serving Archuleta, Dolores, La Plata, Montezuma and San Juan Counties) will develop a regional database, called Network of Care, that will provide a centralized hub for linking an individual's information, options counseling and referrals, as well as a care portal for linking the individual's information across all partners, through a secure system. Partner agencies in the San Juan Basin pilot include:
 - Alzheimer's Association
 - Archuleta Department of Human Services
 - Axis Health System (CMHC)
 - Community Connections (CCB)
 - Dolores County Senior Services (ADRC)
 - La Plata County DHS (Co-located with VA Community-Based Outpatient Clinic)
 - La Plata County Senior Services (ADRC)
 - La Plata Family Centers Coalition on behalf of the Medical Coverage Collaborative of Archuleta and La Plata Counties
 - Montezuma County Public Health Department (SEP)
 - Montezuma County Senior Services (ADRC)
 - San Juan Basin Health Department (SEP)
 - San Juan County Public Health (Silverton)
 - Southern Ute Community Actions Programs, Inc.
 - Southwest Center for Independence (CIL)

During the two-year pilot period, the Colorado Department of Health Care Policy and Financing, the Department of Human Services, the Department of Labor and Employment, and contractors Nonprofit Impact and the Center for Network Science at the University of Colorado-Denver, will be working to provide the Pilot Sites with:

- Direction and resources to help Pilot Sites mitigate identified issues;
- Technical assistance and evaluation; and
- Support in collecting data on the NWD experience.

A streamlined entry point and access system was a core recommendation of the Community Living Advisory Group (CLAG) and a goal of Colorado's Community Living Plan (CCLP). CCLP was Colorado's response to the Olmstead decision which holds states accountable for providing community-based programs for individuals with disabilities whenever appropriate to meet individual needs, with their agreement or choice, rather than placing them in institutional settings. The NWD framework comes from the CLAG and CCLP and aims to develop a streamlined entry point and access system for individuals seeking LTSS. Funding for this work comes from a three-year NWD implementation grant secured from ACL September 2015. The purpose of the grant, is to develop a model for implementing a NWD system statewide to address many of the major challenges individuals seeking LTSS currently experience.

For more information, please visit:

www.colorado.gov/hcpf/no-wrong-door-implementation-grant