

No Wrong Door (NWD) Implementation Plan: Executive Summary

Through the No Wrong Door grant, Colorado will transform its long-term services and supports (LTSS) system into an integrated, single-source point-of-reference for seniors, the disabled, and caregivers, regardless of pay source. The Implementation Plan identifies challenges within the current system and lays out a strategy – informed by stakeholders across the state - for meeting the needs of Colorado’s LTSS population.

Colorado’s No Wrong Door system builds on recommendations made in Colorado’s Community Living Plan (CCLP) – the state’s response to the Olmstead decision - as well as a report published by the Community Living Advisory Group (CLAG), a group established by Governor John Hickenlooper in 2012. These guiding principles led to the vision for Colorado’s No Wrong Door system: A self-directed and inclusive system that uses a streamlined single-entry point to provide information, recommendations, and eligibility determinations was necessary.

An assessment of the existing LTSS system was a necessary first step in understanding how to transform Colorado’s system from fragmented to seamless. The assessment identified the varied roles of LTSS entities in Colorado and illuminated opportunities for improved efficiencies. It revealed that incompatibility of information technology (IT) systems exacerbate fragmentation and cause confusion for consumers, advocates, and staff. Reducing fragmentation and simplifying the entry-point system will require collaboration among partners and streamlined IT systems.

Strong leadership and commitment from community stakeholders are essential to creating a NWD system. The Colorado Department of Health Care Policy and Financing (HCPF) will lead implementation and monitor system performance. The Colorado Department of Human Services (DHS) will be involved in decision-making and operation support. Together, leaders from these two departments will oversee the creation of the state’s new No Wrong Door system.

The NWD project group worked with stakeholders to develop the Implementation Plan and will continue to solicit feedback throughout the implementation process. Working closely with stakeholders will help the state communicate No Wrong Door’s functions and capabilities and will ensure that there is an ongoing feedback loop so that challenges can be addressed. Stakeholders will also enable NWD to reach more people than ever before by identifying underserved populations and area and by helping to craft messaging for this population.

Initial marketing and communications will focus on garnering awareness of the new No Wrong Door system. Later on in the implementation process, more specific marketing campaigns will be used to target certain underserved populations. Leveraging the knowledge and expertise of local LTSS entities, such Aging and Disability Resource Centers (ADRCs) and Single Entry Points (SEPs), will be essential.

A clear set of goals was also developed to ensure progress is made during implementation. These tasks are assigned to specific governing body members. Tasks, deadlines, evaluation metrics, potential costs and potential barriers were identified for each goal.

The governing body will monitor implementation and measure the impact. Ongoing evaluation will help identify problems early on. Evaluation metrics will be collected from participating partners and from community stakeholders, including consumers. The leadership body will meet regularly to discuss solutions to any unexpected roadblocks to ensure success of Colorado’s first No Wrong Door System.