



Criteria of a Fully Functioning No Wrong Door System

Person-Centered Options Counseling

Person-Centered Options Counseling provides person-centered, one-on-one assistance and decision making support to individuals and others they may wish to include in the process, such as family members and/or caregivers/support persons. The main purpose of Person-Centered Options Counseling is to help individuals understand and assess their situation, assist them in making informed decisions about long-term service and support (LTSS) choices in the context of their preferences, strengths and values. Individuals and families who receive Person-Centered Options Counseling should be able to make service and support choices that optimally meet their needs and preferences and use their own personal and financial resources more efficiently and effectively.

Person-Centered Options Counseling Functions

- A No Wrong Door (NWD) agency provides objective, accurate and comprehensive Person-Centered Options Counseling to individuals of all income levels, ages and with all types of disabilities.
- A NWD agency uses standard intake and screening instruments.
- Person-Centered Options Counseling sessions are conducted by staff trained and qualified to provide objective, person-centered assistance and decision support to individuals, as evidenced by certification, minimum qualifications and/or training/cross-training practices.
- A NWD agency provides intensive support to individuals in short-term crisis situations until long term support arrangements have been made.
- A NWD agency consistently conducts follow-up with individuals receiving Person-Centered Options Counseling to determine the outcome and whether more assistance is needed.
- A NWD agency provides individuals and families with assistance in planning for future LTSS needs directly or contractually by staff that possess specific skills related to LTSS needs planning and financial counseling.



Streamlined Access to Public Programs

Long-term services and supports are funded by a variety of different government programs administered by a wide array of federal, state and local agencies, each with its own eligibility rules, procedures and paperwork requirements. The Streamlined Access to Public Programs component of a NWD agency is defined by its ability to serve as a single point of entry/no wrong door, to all publicly funded long-term supports, including those funded by Medicaid, the Older Americans Act (OAA), the Rehabilitation Services Act and other state and federal programs and services.

This requires NWDs to have the necessary protocols and procedures in place to facilitate an integrated and/or fully coordinated approach to performing the following administrative functions for all public programs (including both home and community-based services programs and institutional-based programs):

- Consumer intake
- Screening
- Assessing an individual's needs
- Determining programmatic, functional and financial eligibility

The goal is to create a process that is both administratively efficient and seamless for individuals regardless of which program for which they are eligible or the types of services they want and/or receive.

Intake and Screening Functions

- A NWD agency has a standardized process for helping individuals access all publicly-funded LTSS programs available in the state.
- The intake and screening process is coordinated and standardized across entry points and across the state so that individuals experience the same process wherever they enter the system.

Financial and Functional Eligibility Processes

- Financial and functional/clinical eligibility determination processes for public programs are highly coordinated by the NWD agency, so individuals experience it all as one process.
- A NWD agency uses uniform criteria to assess risk of institutional placement in order to target support to high-risk individuals.
- The NWD agency conducts level of care assessments that are used for determining functional/clinical eligibility or NWD agency has a formal process in place (e.g. MOUs, written protocols) for seamlessly referring individuals to the agency that conducts level of care assessments.

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- A NWD agency staff assist individuals as needed with initial steps in completing the application (e.g., taking applications, assisting applicants in completing the application, providing information and referrals, obtaining required documentation to complete the application, assuring that the information contained on the application form is complete and conducting any necessary interviews).
- A NWD agency staff can determine financial eligibility (staff co-located from or delegated by the Single State Medicaid Agency) or NWD agency staff can submit completed applications to the agency authorized to determine financial eligibility directly on behalf of applicants.

Tracking Eligibility Status

- A NWD agency is able to track individuals' eligibility status throughout the process of eligibility determination and redetermination.
- A NWD agency is routinely informed of individuals who are determined ineligible for public LTSS programs or services. The NWD agency conducts follow-up with those individuals to provide further Person-Centered Options Counseling.
- In localities with waiting lists for public LTSS programs or services, the NWD agency is routinely informed of individuals who are on the waiting list and conducts follow up with those individuals.

Person-Centered Transitions

Person-Centered Transitions encompasses a NWDs agency's ability to create formal linkages between and among the major pathways that people travel while transitioning from one setting of care to another or from one public payer program to another as well as in life transitions. These pathways include preadmission screening programs for nursing home services and hospital discharge planning programs. They also represent critical junctures where decisions are made – usually in a time of crisis - that often determine whether a person ends up in a nursing home or is transitioned back to their own home. The NWD agency can play a pivotal role in these transitions to ensure that people understand their options and receive LTSS in the setting that best meets their individual needs and preferences, which may be in their own homes.

- A NWD agency has formal agreements with local critical pathway providers such as hospitals, physicians' offices, nursing homes, rehabilitation centers, other community residential housing and service providers and Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID) that include:
 - An established process for identifying individuals and their caregivers who may need transition support services;
 - Protocols for referring individuals to a NWD agency for transition support and other services; and

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- Regular training for facility administrators and discharge planners about the NWD agency and any protocols and formal processes that are in place between the NWD agency and their respective organizations.
- A NWD agency works with the State Medicaid Agency to provide transition services for institutionalized individuals who indicate they wish to return to the community via the Section Q of the MDS 3.0 assessment.

