

Master Plan for Aging Recommendation Form

No Wrong Door System

Issue Statement: Many older adults, people with disabilities and families face difficulty accessing the services and supports they need, when they need it. They don't know where to turn for help and don't understand the existing service system to even know where to start.

While there has been much discussion of a No Wrong Door (NWD) system in California, ultimately it does not exist. A statewide NWD system offers an opportunity to develop a structure that enables individuals to access information on a menu of services versus a single program, with support in coordinating those services.

MPA Framework Goal:

- **Goal 1:** Services and Supports: We will be able to live where we choose as we age and have the help we and our families need to do so.
- **Goal 2:** Livable Communities and Purpose: We will live in and be engaged in communities that are age-friendly, dementia-friendly, and disability-friendly.
- **Goal 3:** Health and Well-Being: We will maintain our health and well-being as we age.

Outcome: Older adults, people with disabilities, and caregivers know where and how to access LTSS information and supports through coordinated service delivery at the local level that responds to their range of needs.

Recommendation: Ensure streamlined access to LTSS information and supports through a NWD system.

Target Population and Numbers: Older adults, people with disabilities, dual eligible individuals and caregivers.

Detailed Recommendation: The new Department of Community Living should establish a statewide NWD system that helps facilitate access to the necessary services and supports (i.e., federal, state, and locally funded options) for all older Californians, people with disabilities, and caregivers in need of information and support. Additionally, the NWD system including the branding name and web platform—should be designed in partnership with consumers and their trusted advisors, using a human-centered design approach. This will help ensure that the design and marketing of the system will work as intended for the end user.

Evidence that supports the recommendation:

- Federal Administration on Community Living's No Wrong Door System overview: <https://nwd.acl.gov/>
- No Wrong Door and Medicaid Administrative Claiming: <https://www.medicaid.gov/medicaid/finance/admin-claiming/no-wrong-door/index.html>

Examples of local, state or national initiatives that can be used as an example of a best practice:

- **Washington State:** [Community Living Connections program](#)
- **Wisconsin's ADRC system:** <https://www.dhs.wisconsin.gov/adrc/index.htm>

Implementation:

- **State Agencies/Departments:** The new Department of Community Living will work with state and local partners for building out the plan and framework for NWD system implementation.
- **State Legislature:** The Legislature will provide statutory authority for the NWD framework.
- **Local Government:** City and counties will work with the state in developing the NWD framework.
- **Federal Government:** The Administration for Community Living will provide guidance, as necessary, to California as it develops its NWD system.
- **Private Sector:** The private sector will contribute information on available resources to highlight as part of the NWD system.
- **Community-Based Organizations:** CBOs would partner with state and local entities in developing the NWD framework.
- **Philanthropy:** Philanthropy could contribute resources to system planning and development.
- **Other:**

Person-Centered Metrics: People have access to a NWD platform in every county, including a web-based platform and one phone number that provides access to information about federal, state, locally, and privately-funded service options.

Evaluations:

- **Short-term (by 2020):** State commits to statewide expansion of the NWD system
- **Mid-term (by 2025):** NWD implementation plan finalized. System framework established.
- **Long-term (by 2030):** NWD system is fully functioning, resourced and staffed at state and local levels.

Data Sources: Not applicable

Potential Costs/Savings: Not applicable

Prioritization: High

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