Opening Doors to Collaboration & Culture Change
Home & Community Based Services Conference
Wednesday, August 29, 2018
https://nwd.acl.gov/
ACL is pleased to offer free access to Course 1 of the Person-Centered Counseling Training Program: Visit the course site.

Spotlights: Read about PCC success stories here.

is a partnership between...

GOAL:
Streamline access to Long Term Services and Supports (LTSS) for all people regardless of funding source.

ALL POPULATIONS + ALL PAYERS

KEY FUNCTIONS OF A NO WRONG DOOR SYSTEM

- State Governance and Administration
- Public Outreach and Coordination with Key Referral Sources

Person-Centered Counseling is an interactive process whereby individuals, family members and significant others are supported by a network.

50,976
Total number of full time Person-Centered Counselors needed to meet
What is Person-Centered Counseling?

Person-centered counseling (PCC) allows individuals to be engaged in the decision making process about their options, preferences, values, and financial resources. Individuals in need of services or who are planning for the future have access to one-on-one counseling in a variety of settings, including within the home, community residence, acute care hospital, school settings, or several other settings based on the individual's needs.

PCC is a valuable tool for the aging and disability networks that can improve access to care through streamlined partnerships, technology, and resources that put the focus on the needs of people and their caregivers.

A person-centered system recognizes that every individual is unique and the system must be able to respond flexibly to each individual's situation, strengths, needs and preferences. Person-Centered Counseling is centered on the individual and their personal goals and desires, and is much broader in scope than any formal assessment or eligibility determination process tied to a public or private program.

Download the Infographic Here!
No Wrong Door is helping people with disabilities have a better life and live in the community.

Katherine Olson

https://www.nowrongdoorvirginia.org/individuals.htm
No Wrong Door Virginia is a virtual system and statewide network of shared resources, designed to streamline access to long term services and supports – connecting individuals, providers and communities across the Commonwealth.

No Wrong Door Virginia is a national leader, supporting older adults, family caregivers and individuals of all ages with disabilities. The system provides valuable tools to strengthen community networks and promote person-centered practices, for individuals to evaluate options and make informed decisions.

The expanding No Wrong Door Network offers:

- **Access** to over 26,300 programs and services
- **Options** provided by 500+ professionals using the No Wrong Door tools
- **Answers** for nearly 50,000 individuals securely connected to valuable resources

---

No Wrong Door is helping people with disabilities have a better life and live in the community.

Katherine Olson
Statewide Expansion

No Wrong Door Partners
236 Providers w/ access to CRIA*
*Includes 120 LDSS coming on w/ AS / APS

Provider Database
26,600+ services/programs
780,000 website visits to VirginiaNavigator

11 Centers for Independent Living
AICIL, DRC, ECICIL, ECNV, IECCIL, JCIL, LACIL, RIL, PCIL, VAESCIL, VAIL
How does an individual currently get connected with services and supports they need through No Wrong Door?
Meet Shirley

“Since I’ve been home from the hospital, I don’t have the strength I used to. I can’t find the energy to make hot meals or clean the house and my newspapers are piling up outside.”
## Search System for Client Information

### Table: Client Information

<table>
<thead>
<tr>
<th>NWD ID</th>
<th>LAST NAME</th>
<th>FIRST NAME</th>
<th>ADDRESS</th>
<th>CONSENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1677455</td>
<td>Brand</td>
<td>Sally</td>
<td>252 Ryland Circle, Richmond</td>
<td>Yes</td>
</tr>
<tr>
<td>2641228</td>
<td>Brand</td>
<td>Scott</td>
<td>18 Shore Road, Richmond</td>
<td>Yes</td>
</tr>
<tr>
<td>8787922</td>
<td>Brand</td>
<td>Shirley</td>
<td>1005 Main Street, Richmond</td>
<td>Yes</td>
</tr>
<tr>
<td>9834162</td>
<td>Brand</td>
<td>Stanley</td>
<td>22 N. 7th Street, Richmond</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Search Filters:***
- **Last Name:** Brand
- **First Name:** S

**Search Criteria:**
- **Search Type:** Client

**Additional Information:**
- **CONSENT:** All records have a consent status of Yes.
Client recently came home from the hospital. Says she does not have the strength to do things around the house, like cooking and cleaning. She is not bringing in her newspapers because she is afraid to go down the front steps.

She lives in a townhouse and wants to stay there. Her grown children live in Northern Virginia. She knows some neighbors but has not asked them to help. She doesn’t want to put them out. Her church brings her meals sometimes. Her sister, who is in a wheelchair, was living with her until she went into the hospital, but has since gone to live with her son in Maryland.

(This will be completed at the end of the call when talking about next steps.)

Follow-up with Shirley regarding how she is doing and inquire about scheduling a date & time for her and her daughter to visit Circle Center.
Easy Search for Services

Provider Search

Program Group: Home and Community Based Services
Program Type: In-Home Assistance
Location Type: Richmond City

Choose Location: Select One
Agency Name (optional):

Search  Cancel
<table>
<thead>
<tr>
<th>Provider Services</th>
<th>No Wrong Door Partner Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Homemaker Services</strong></td>
<td>YES</td>
</tr>
<tr>
<td><strong>Family Lifeline</strong></td>
<td>YES</td>
</tr>
<tr>
<td>2325 West Broad Street, Richmond, VA 23220  Main (804) 249-5411</td>
<td></td>
</tr>
</tbody>
</table>
| **Senior Connections,**  
The Capital Area Agency on Aging | YES |
| 24 East Cary Street, Richmond, VA 23219  Main (804) 343-3000  Toll-Free (800) 989-2286 | |
| **Personal Care** | YES |
| **JFS - Jewish Family Services** | |
| 6718 Patterson Avenue, Richmond, VA 23226  Main (804) 282-0006 | |
Learn about Service Details

**Name:** Senior Connections  
**Address:** 2325 West Broad Street  
Richmond, VA 23220  
**Main Phone:** (804) 343-3000  
**Toll-Free:** (800) 989-2286  
**Phone TTY/TTD:** (804) 343-30008  
**Website:** www.seniorconnections-va.org

**Services description:**  
Provide assistance in performing routine household, yard and/or community activities for older adults and people with disabilities, or others who need or want these services. The objective of in-home assistance is to help the recipient sustain independent living in a clean, safe and healthy environment.

**Service area:**  
Charles City  
Chesterfield  
Goochland  
Hanover  
Henrico  
New Kent  
Powhatan  
Richmond City

**Age requirement:** 60 years and older  
**Fee structure:** Sliding fee scale  
**Where service is provided:** Consumer’s home  
**Languages spoken:** English  
**Self refer:** Yes  
**Provider refer:** Yes  
**What type of business is this?** Private, Non-Profit

**Services include:**  
- Meal preparation  
- Light housekeeping  
- Errand running  
- Grocery shopping  
- Transportation to appointments

**SEE MAP:** [GOOGLE MAPS](#)
Homemaker Services

Senior Connections,
The Capital Area Agency on Aging
24 East Cary Street, Richmond, VA 23219
Main (804) 343-3000
Toll-Free (800) 989-2286

Client was recently discharged from the hospital and is on a special diet. Please be sure to talk with her about her dietary limitations.

Personal Care

JFS - Jewish Family Services
6718 Patterson Avenue, Richmond, VA 23226
Main (804) 282-0006

Client was recently discharged from the hospital and is on a special diet. Please be sure to talk with her about her dietary limitations.
# Check Status of Electronic Referrals Made

## Referrals Made by Circle Center

<table>
<thead>
<tr>
<th>Encounter ID</th>
<th>Referral Date</th>
<th>Client ID</th>
<th>Client Name</th>
<th>Referral Status</th>
<th>Accepted Date</th>
<th>Case Manager</th>
<th>Provider</th>
<th>Program Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1136295840</td>
<td>04/09/17</td>
<td>646829</td>
<td>Jake Smith</td>
<td>Accepted</td>
<td>04/10/17</td>
<td>Greg Beck</td>
<td>JABA</td>
<td>Companion Care</td>
</tr>
<tr>
<td>1157793829</td>
<td>04/10/17</td>
<td>439815</td>
<td>Lori Lake</td>
<td>Accepted</td>
<td>04/10/17</td>
<td>Gail Frye</td>
<td>Endependence Center</td>
<td>Transition Coordination</td>
</tr>
<tr>
<td>1297473825</td>
<td>04/10/17</td>
<td>593381</td>
<td>Edith Brown</td>
<td>Accepted</td>
<td>04/11/17</td>
<td>Case Mana</td>
<td>Meals on Wheels</td>
<td>Home Delivered Meals</td>
</tr>
<tr>
<td>1379764382</td>
<td>04/11/17</td>
<td>779843</td>
<td>Steven Marsh</td>
<td>Accepted</td>
<td>04/12/17</td>
<td>Gail Frye</td>
<td>Project Homes</td>
<td>Wheelchair Ramp</td>
</tr>
<tr>
<td>1399303768</td>
<td>04/12/17</td>
<td>878792</td>
<td>Shirley Brand</td>
<td>Accepted</td>
<td>04/12/17</td>
<td>Case Mana</td>
<td>Circle Center Adult Day</td>
<td>Homemaker Services</td>
</tr>
</tbody>
</table>
Meet Shirley

“Thanks to No Wrong Door, I now have someone to help me with my grocery shopping, cooking and light housework and I have people checking on me regularly.”
No Wrong Door Panelist

Missi Boyer, Director of Nutrition & Wellness
*Senior Connections, The Capitol Area Agency on Aging*
https://seniorconnections-va.org/

Sue Robinson, Director of Compliance
*The Woodland, Inc.*
http://www.thewoodlandinc.com/

Colleen Wilhelm, Director of Strategic Partnerships
*Family Lifeline*
http://www.familylifeline.org/

Justine Young, Executive Director
*Piedmont Senior Resources, Area Agency on Aging*
http://www.psraaa.org/
No Wrong Door: QUEST
Thank You