



COLORADO No Wrong Door

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

In Summer 2017, Colorado launched four regional No Wrong Door (NWD) pilot sites to test a model for streamlining access to long-term services and supports (LTSS). To help inform future, statewide implementation of a NWD system, pilot sites were asked to share their lessons learned and milestones based on the first three months of pilot site operations. Lessons learned and milestones include focusing on more tangible solutions to: align partners, combine collective knowledge on an electronic platform, and coordinate overall agency operations while understanding that developing a more efficient way to work together takes time.

Larimer County No Wrong Door has been looking at what a NWD system means to Larimer County and how key partners can work together to streamline access to LTSS. Much of this first quarter has been dedicated to planning for the rest of the pilot phase and creating infrastructure. In reflecting on the lessons learned since the beginning of the project, the team has identified that while Larimer County prides itself on working well with its internal and external partners, the NWD project has truly upped the challenge. It has required the partners to more clearly focus on tangible solutions to develop a system that aligns the many different business practices in a coordinated manner to enhance the experience of the individual seeking LTSS. The partners in Larimer County No Wrong Door have been willing to come to the table, roll up their sleeves and actively participate in creating standards and operations for a NWD system including Person Centered Options Counseling and communication strategies. In addition, the partners are working to concentrate on meaningful cross-training across systems to assure a streamlined referral process. To move the project forward, gain insight, and provide support across the community, an advisory council has been formed. Larimer County No Wrong Door is excited and enthused to be working more collaboratively amongst partners.

The **No Wrong Door Metro** collaborative consists of many partner agencies including Atlantis, Colorado Access, Denver Regional Council of Governments, Developmental Pathways, Rocky Mountain Human Services and the Adams, Arapahoe, Denver, and Douglas county Departments of Human Services. The primary lesson No Wrong Door Metro has learned thus far is that collective knowledge will be the key to improving the experience individuals have in accessing LTSS. Although the representatives of the partner organizations have always been aware of each other and the functions they serve, the NWD project partnership has fostered a more intense understanding of what each partner does. We will be able to provide more concise and accurate information to consumers. In addition, it supports our communication with each other, on behalf of the people we serve, and has made us aware that an electronic platform is needed to allow the transfer of information between organizations so that people do not have to retell their story each time they speak to a different partner. We have remarked many times that no matter the results of the pilot, the relationships that have developed between the partner entities are and will continue to be one of the most positive outcomes of the work we have done so far.

In October, **Pueblo County No Wrong Door** convened its first advisory council meeting since the start of the pilot. We discussed the need to combine efforts among the various groups that look to streamline access to LTSS. We have officially consolidated advisory councils to include efforts from Alzheimer's Association, Center for Disabilities, Colorado Bluesky Enterprises, Inc., Integrated Community Health Partners (RCCO 4), Pueblo Area Agency on Aging, and Pueblo County Department of Social Services Single Entry Point. The advisory council shall provide input and guidance to Pueblo County No Wrong Door regarding service delivery policies and procedures, marketing strategies, service gaps and resource development, overall coordinated agency operations, service quality, client satisfaction, and other related professional problems or issues. Pueblo County No Wrong Door's next steps will involve revising bylaws to reflect the combined efforts. We look forward to working in a coordinated manner to maximize client access and satisfaction to LTSS.

Southwest Colorado's No Wrong Door is comprised of many partners in Archuleta, Dolores, La Plata, Montezuma and San Juan counties. Since being launched, the primary lesson learned is that it takes time to develop the needed infrastructure for partners to start collaborating in a different, more efficient manner than before the NWD pilot. Partners are anxiously waiting to begin using a shared database to improve the individual's experience, and enhance already strong, positive relationships amongst NWD partners. This lesson helps inform what agencies will experience when Colorado implements a NWD system model statewide. Implementing organizational change across many agencies invariably requires an understanding that transition takes time.

All four pilots are helping the **NWD Project Team** learn about the state level support needed to develop and sustain a regional NWD system model. The team consists of individuals from 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. The NWD Project Team has learned more about the infrastructure needed on a local and state level to implement a NWD system statewide.

For more information, please visit:

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