



INFORMATIONAL MEMO

INFORMATIONAL MEMO NUMBER: HCPF IM 18-046

TITLE: NO WRONG DOOR QUARTERLY COMMUNICATION – NOVEMBER 2018

SUPERCEDES NUMBER: N/A

ISSUE DATE: NOVEMBER 27, 2018

EFFECTIVE DATE: NOVEMBER 27, 2018

**DIVISION AND OFFICE: POLICY, INNOVATION AND ENGAGEMENT DIVISION,
OFFICE OF COMMUNITY LIVING**

PROGRAM AREA: NO WRONG DOOR

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**KEY WORDS: NO WRONG DOOR, NWD, LTSS, COMMUNICATIONS, AT-A-
GLANCE**

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Informational Memo is to provide an update regarding the No Wrong Door (NWD) Pilot.

Information:

To commemorate the anniversary of the NWD pilot sites' launch in the summer 2017, the four pilot sites participated in two midpoint check-in meetings with the Department's NWD Project Team. When the pilot sites were asked to share insights, they had gathered over-the-course of the first year of the project, one pilot site stated that the project had not dramatically changed how agencies in their region worked together. Instead, the pilot site learned how to coordinate internal agency processes more efficiently and develop a common intake tool for the agencies involved in the pilot. Another pilot site stated that the progress made in their region had been complicated by turnover and learning curves; and concluded that they felt nowhere closer to having a central location where individuals can receive comprehensive information about their Long Term Services and Supports (LTSS) options.

Some pilot sites described the difficulty involved in explaining the LTSS process to individuals seeking services and conclude that NWD is not necessarily a physical location, but rather a clear and streamlined process; and as they employed different marketing strategies to make the community aware of their NWD pilot site, they discovered that their community felt more confused. Meanwhile, another pilot site stated that they would not have marketed their site to the community without first

obtaining access to the resource information needed to connect individuals to LTSS regardless of their age, disability, or pay source.

Agencies involved in a pilot site have made every effort to share their agency's resource information with the rest of the agencies in their pilot. However, most of these agencies primarily focused on connecting individuals with public programs which makes it difficult for them to help individuals' access LTSS regardless of their age, disability, or pay source. During the midpoint check-in pilot sites discussed the need to obtain more robust resource information to aide in serving those falling outside Health First Colorado services. As a result, the state shared that identifying and referring individuals to an inclusive set of LTSS resources regardless of pay source is new to the pilot sites and requires resource development. The pilot sites and the state will work together to develop a process for robust resource gathering.

Conducting a pilot is as much about finding successes as it is about finding lessons learned and barriers. Several lessons have been learned as a result of the first-year of the NWD pilot including, but not limited to:

- The support local agencies are looking for from the state;
- What it means to be a NWD partner with other local agencies and how that is different from what local agencies already do;
- What local agencies should consider when looking to implement an outreach/marketing strategy;
- What rules/policies limit how agencies work together to help individuals' access LTSS.

The state looks forward to sharing additional lessons learned from the pilot sites during the second-year of the pilot.

For past NWD communications or more information about NWD, please visit:
www.colorado.gov/hcpf/no-wrong-door-implementation-grant

Attachments:

None

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