



## INFORMATIONAL MEMO

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**DIVISION AND OFFICE: OFFICE OF COMMUNITY LIVING**

**PROGRAM AREA: NO WRONG DOOR**

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*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 share what the No Wrong Door (NWD) pilot sites and the state are working on for the remaining six-months of the pilot period and beyond.

### **Information:**

The end of the NWD pilot period is September 30, 2019. During the last leg of the pilot period, pilot sites will be targeting issues that have plagued agencies who strive to connect individuals to a variety of long-term services and supports (LTSS). Pilot site lead agencies and their partner agencies are looking for ways to sustain the improved collaboration and coordination efforts after the pilot ends. The sustainability of their work will help mitigate referrals falling through the cracks and ensure individuals get connected to the supports and services they need to live dignified and self-determined lives in the community of their choice.

### Pilot Site Next Steps

- Increase outreach and education to agencies on when and how to make a referral to any of the pilot agencies.

- Create a standard new employee quick reference document, recorded training, or PowerPoint template with information regarding regional LTSS agencies and their services.
  - The objectives of these tools: to improve agency understanding of the services each partner agency provides and ensure individuals are connected to the right LTSS.
  - These tools will also help to mitigate the loss of institutional knowledge as a result of turnover as well as address varying training standards across agencies that result in a non-standardized and confusing referral experience.
- Develop agency succession plans that outline how agencies will sustain open lines of communication with other agencies in their region. Open communication helps agencies understand each other's barriers and identify if and how partner agencies may help alleviate barriers.
- Institute ability to share demographic information and background stories of individuals who want and consent to having it shared with agencies they are being referred to. This will reduce duplication of effort and individuals having to retell their stories over and over.

### Department Next Steps

As pilot sites focus their efforts towards sustaining improved collaboration and communication, the NWD Project Team is exploring ways to:

- Identify individuals who would like to share their experience accessing LTSS and track how many agencies they encounter, what referrals they receive, how long it takes to gain access to LTSS that meet their goals and needs, etc.
- Clarify expectations of interagency information-sharing to ensure continuous Medicaid coverage to prevent individuals from experiencing gaps in LTSS.
- Engage non-pilot agencies located in a region where a pilot site is present in conversations about how they can help streamline access to LTSS and sustain the improved coordination and collaboration achieved by the pilot sites.

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

**Attachments:**

None

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