



INFORMATIONAL MEMO

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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 updates about the No Wrong Door Initiative with interested stakeholders.

For more information please visit:

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

Information:

In September 2015, Colorado secured a three-year No Wrong Door (NWD) implementation grant from the federal Administration on Community Living (ACL) to develop a model for implementing a system statewide that can streamline how individuals access long-term services and supports (LTSS). To test the model, Colorado launched a two-year pilot consisting of four regional NWD pilot sites in summer 2017. Tasked with testing and refining various tools and approaches to create a NWD system, the pilot sites have provided the NWD Project Team with countless insights. With only three months left in the pilot, the pilot sites and Project Team are working on the following:

- Sharing their region's pilot lessons learned with other regional pilot sites;
- Launching a Project Team tour of pilot site regions;
- Mapping connections amongst pilot site agencies; and

- Finalizing the NWD System Design Plan (the Plan).

With no shortage of activities scheduled, the pilot sites will be kicking off the summer with a daylong Learning Community (LC) in July. Tasked with piloting tools and ideas to improve their interagency coordination, pilot agencies will be sharing, discussing, and learning from the trial and error they collectively experienced during the two year pilot.

After the final LC, the Project Team will be traveling to pilot site regions to discuss opportunities to sustain [progress made](#) during the pilot with pilot agency leadership. The pilot's evaluation contractor will also be mapping out how pilot agencies exchange information and resources to connect individuals to LTSS that meet their needs and goals. And the technical assistance contractor will be synthesizing pilot insights and data collected from other sources to develop the Plan.

The Plan will outline the remaining work needed to implement a streamlined, person-centered network of LTSS entry point agencies (aka an NWD System) statewide, and is expected to be completed by the end of 2019. To help develop the Plan, the Project Team has started to:

- Research other state LTSS Medicaid application processing best practices;
- Gather requirements for a data platform that can support an NWD System; and
- Explore opportunities to request additional federal funding for other agencies.

In an effort to learn from other states, the NWD Project Team will be researching how other state Medicaid programs process LTSS Medicaid applications. This work recognizes and complements other Department efforts aiming to improve timely processing of LTSS Medicaid applications.

The pilot sites invested a lot of time and energy into improving their interagency coordination, but realized that very little can change without a shared, sustainable data platform. The Project Team has begun gathering data requirements to create such a platform. The platform will allow staff to focus their attention on the LTSS needs and goals of the individual in front of them, rather than the data entry and functional inefficiencies found within the current data platform. This will also mitigate the inconsistent assessment and referral experiences individuals encounter when working with multiple agencies, and potentially consolidate the list of platforms state and local agencies currently use.

Finally, the Project Team continues to pursue financing opportunities to sustain the implementation of a statewide NWD system. Beginning with the [Medicaid Administrative Claiming \(MAC\) work](#), completed for Colorado's sixteen Aging & Disability Resources for Colorado (ADRCs), the Project Team now hopes to replicate the MAC work for

Colorado's nine Centers for Independent Living (CILs). Considering that only two states in the nation are currently receiving a federal match for their CILs via MAC, and that only six states had been receiving a federal match for their ADRCs when Colorado first started down the MAC road, the Project Team continues down a road less traveled where the ease of reaching the desired destination is unknown.

Attachment(s):

None

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