

# *Colorado's No Wrong Door Efforts: Solving the Puzzle of LTSS*

Aron Snyder

June 22, 2017



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# *Our Mission*

**Improving** health care access and outcomes for the **people** we serve while demonstrating sound stewardship of financial **resources**



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## *What is No Wrong Door?*

No Wrong Door (NWD) is a seamless entry point system for all individuals accessing long-term services and supports (LTSS), regardless of age, disability or pay source.



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# *Background*



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# *Recent Recommendations*

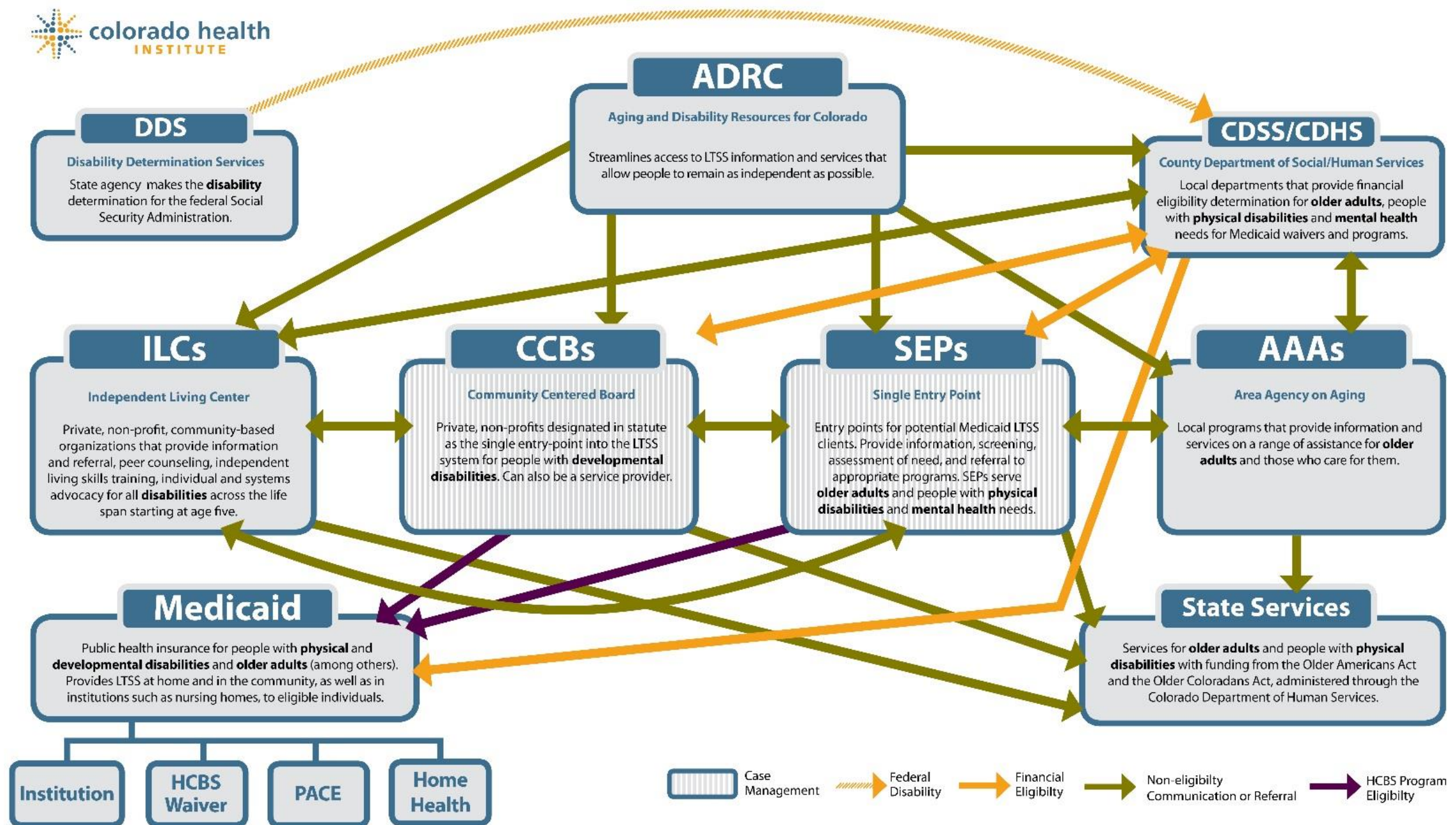
- Community Living Advisory Group (CLAG)
  - Create comprehensive access points for all LTSS
- Colorado's Community Living Plan (CCLP)
  - Improve communication among LTSS entry point organizations to provide accurate, timely and consistent information about service options in Colorado
  - Transition from long-term care facilities and hospitals
  - Diversion from long-term care facilities



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# LTSS Puzzle: The Status Quo



SOURCE: Analysis by Tasia Sinn, Senior Analyst, Colorado Health Institute



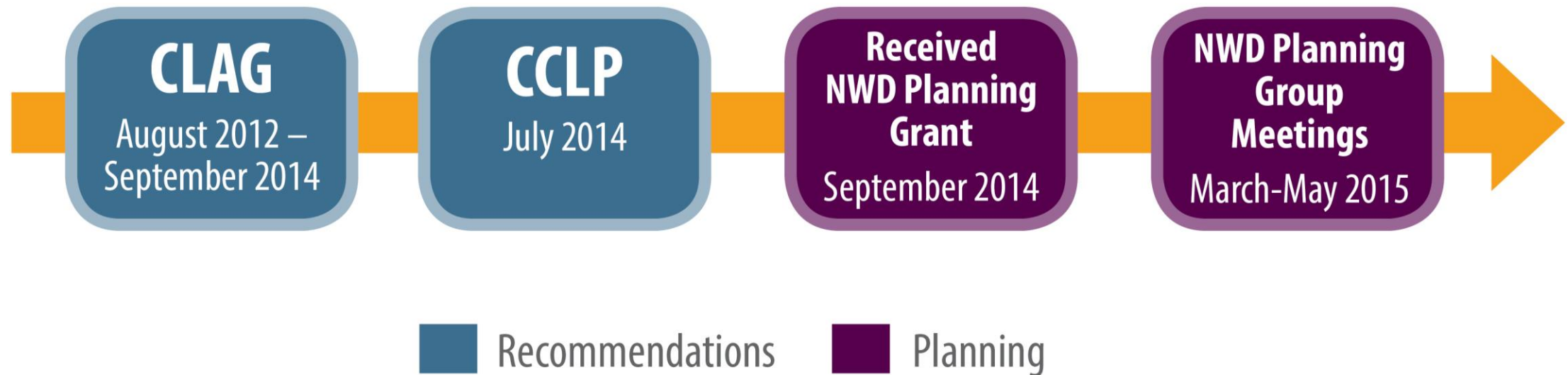


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### *Planning Timeline*



# *Feedback from NWD Focus Groups*

- Lost, alone, not in control
- Retelling the same story
- Long process, delays
- Overloaded with paperwork
- Transitions are difficult



- Lack of information about what is available at other agencies
- Regulatory restrictions
- Powerlessness
- Unmanageable workload
- Emotional toll







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# *Colorado's Three-Year NWD Implementation Plan*



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## *NWD Mission*

*Colorado's NWD system, through collaborative partnerships, increased communication and shared technology, ensures that all Coloradans with disabilities and older adults are connected to the supports and services they need to live dignified and self-determined lives in the community of their choice, regardless of pay source.*





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## *NWD Vision*

*Coloradans with disabilities and older adults can easily obtain comprehensive information and streamlined access to personalized supports and services that promote dignity, respect and freedom of choice from wherever they enter the system and for as long as they need services through the system.*



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### *Six Criteria of Colorado's NWD System*

Information,  
Referral and  
Community  
Awareness

Person-Centered  
Counseling

Streamlined  
Eligibility  
Determination for  
Public Programs

Person-Centered  
Transition Support

Consumer Populations,  
Partnerships  
and Stakeholder  
Involvement

Quality Assurance and  
Continuous Improvement



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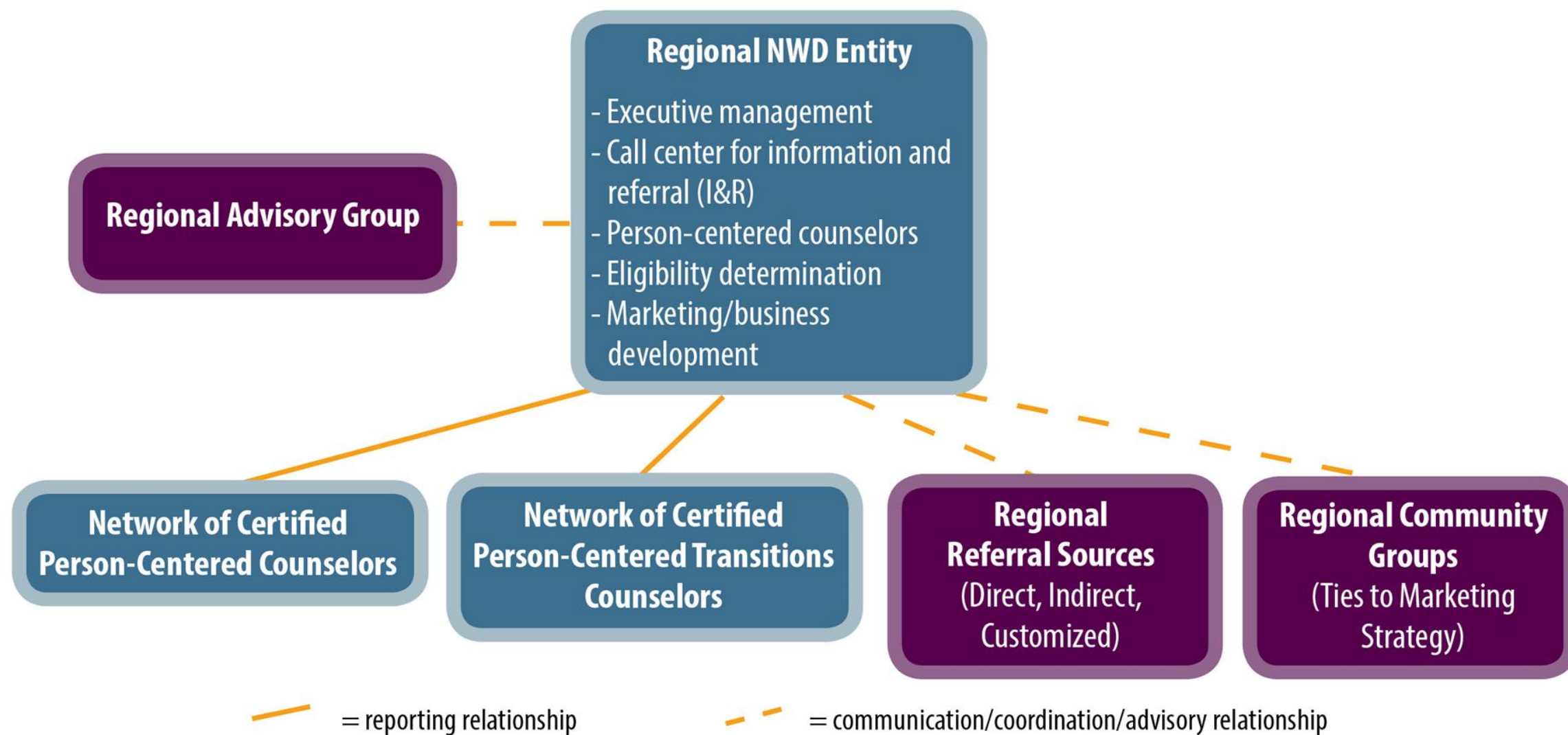


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# *NWD on the Ground*



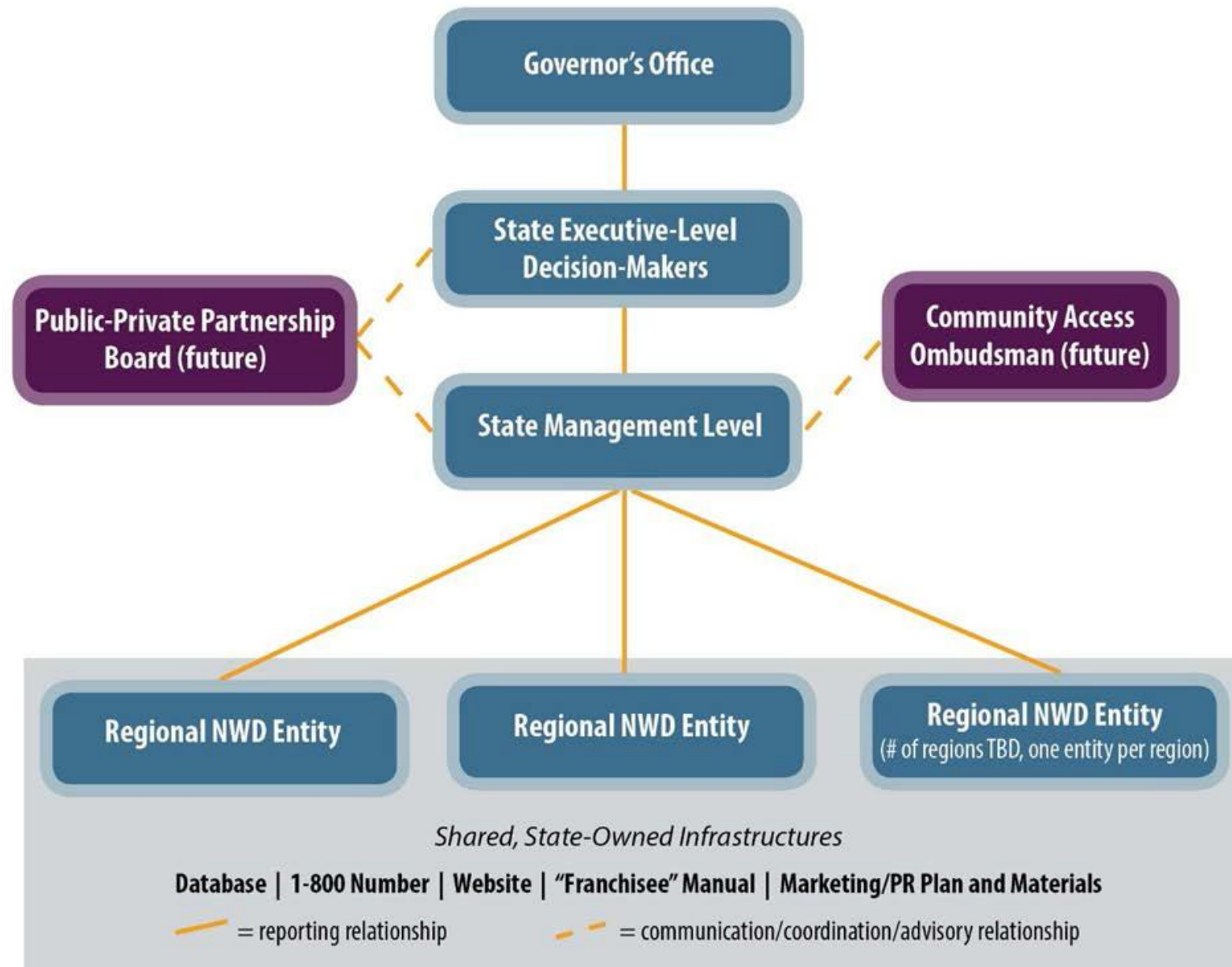




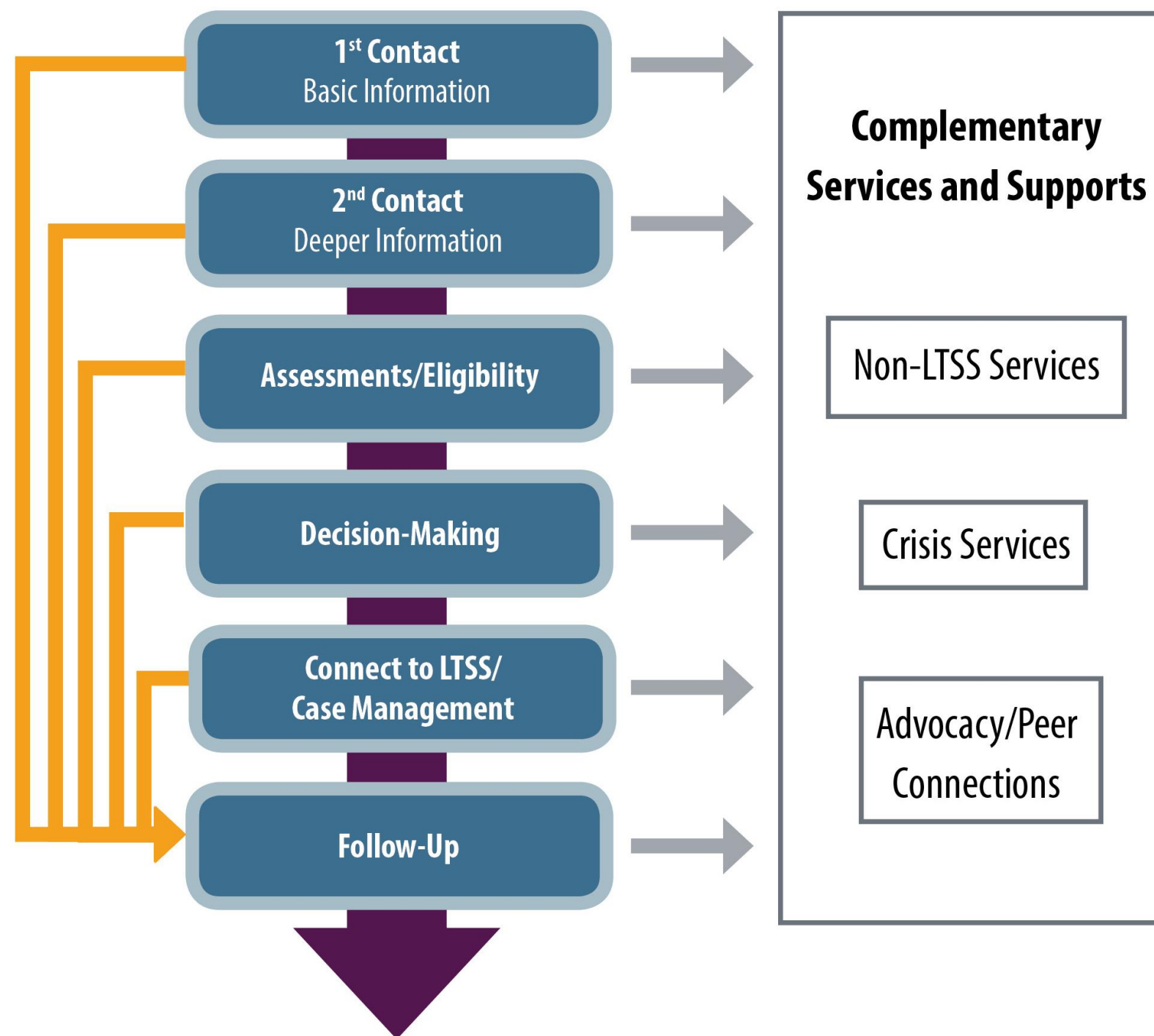
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## State Level Oversight



# Person-Centered Counseling Process





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## *NWD Pilot Program*

- Four Colorado communities selected as pilot sites
- Pilot sites will be used to:
  - Test the Regional NWD model
  - Implement NWD-specific person-centered counseling
  - Identify best practices





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# *Metro Pilot Site*

- Serving:
  - Adams, Arapahoe, Denver and Douglas Counties
- Lead Agency
  - Colorado Access
- Project Lead
  - Penny Cook, Executive Director
- Participating CCBs
  - Developmental Pathways
  - Rocky Mountain Human Services



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# *Larimer County Pilot Site*

- Lead Agency
  - Larimer County DHS
- Project Lead
  - Kelly Morrison, Deputy Division Manager, DHS Benefits Planning Division
- Participating CCB
  - Foothills Gateway, Inc.







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# *Pueblo County Pilot Site*

- Lead Agency
  - Senior Resource Development Agency (ADRC)
- Primary Contact
  - Tara Morrow, ADRC/211 Supervisor
- Participating CCB
  - Colorado Bluesky Enterprises, Inc.





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# *San Juan Basin Pilot Site*

- Serving:
  - Archuleta, Dolores, La Plata, Montezuma and San Juan Counties
- Lead Agency
  - San Juan Basin Area Agency on Aging
- Primary Contact
  - Christina Knoell, SBJ AAA Director
- Participating CCB
  - Community Connections





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## *Next Steps*

- Currently working to execute contracts with pilot sites
- Launching late summer or early fall



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# *Questions*



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# *Contact Information*

**Aron Snyder**

No Wrong Door Implementation Project Manager

[Aron.snyder@state.co.us](mailto:Aron.snyder@state.co.us)

<https://www.colorado.gov/hcpf/no-wrong-door-implementation-grant>



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# *Thank You!*



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