NO WRONG DOOR VIRGINIA

Fact Sheet 2025

ABOUT NO WRONG DOOR

No Wrong Door (NWD) Virginia is an initiative to make accessing long-term care easier for older adults, people with disabilities, veterans, and caregivers. NWD was started by three federal agencies: Administration for Community Living, Centers for Medicare and Medicaid Services, and Veterans Health Administration NWD uses technology, partnerships, and person-centered practices to carry out our mission and vision.

MISSION

No Wrong Door improves access to streamlined, person-centered services for older adults, individuals with disabilities, veterans, and caregivers—strengthening communities and enhancing lives across the Commonwealth.

VISION

No Wrong Door envisions a future where all Virginians access the support they need through streamlined systems powered by technology, trusted partners, and person-centered care.



STATE-WIDE NETWORK

Access to over 27,000 programs and services available across the Commonwealth



TRUSTED SUPPORT

Options provided by over 540 professionals using the No Wrong Door technology



24/7 ACCESS

24/7 support with a trained specialist via a live chat or toll-free phone call.

OUTCOMES FOR STATE FISCAL YEAR 2025

149,667	Unique individuals supported by NWD
122,567	Visits to Virginia Easy Access, the NWD Training Platform, and the NWD Initiative websites.
92,379	Older adults, their caregivers and people with disabilities found valuable resources through NWD's extensive statewide network
18,156	Individuals screened for home- and community-based services and nursing home eligibility
92%	Of individuals served through NWD remained in the community
438	Virginia programs using NWD technology to accept direct referrals, including Area Agencies on Aging, community organizations, and Centers for Independent Living.

Initiative Highlights

REAL PAY FOR REAL JOBS (EPIC)

Through a collaboration with DARS Division for Rehabilitative Services, NWD is developing a web-based hub for Integrated Resource Teams (IRTs) to support individuals with disabilities seeking employment with the essential community resources to succeed. This work supports subminimum wage employers as they develop, implement, and sustain policy and system changes for competitive integrated employment opportunities.

BRAIN HEALTH

The DARS Brain Injury Services Coordination Unit (BISCU) partnered with NWD to enhance brain injury services and supports across the Commonwealth. This included onboarding brain injury providers to NWD's system, creating a brain health screening tool and service finder widget, and elevating brain health resources through Virginia Easy Access and NWD's two resource databases, 211 Virginia and VirginiaNavigator. As part of this effort, a statewide campaign was launched to raise awareness about brain health, and print materials were developed to support outreach and education efforts.

LONG TERM CARE OMBUDSMAN

In recognition of Residents' Rights Month, the No Wrong Door (NWD) team partnered with the Long-Term Care Ombudsman (LTCO) Program to raise awareness about the important role of ombudsmen in long-term care. As part of this initiative, NWD developed several key resources, which were officially unveiled at the LTCO Annual Training Conference: A Long-Term Care Service Finder Tool, A series of LTCO micro-learning videos, Social media messaging and other marketing materials to support outreach and engagement. These tools are designed to help individuals understand what an ombudsman does and how to access LTCO services through the Virginia Easy Access website.

AREA AGENCY ON AGING LISTENING TOUR

The Virginia NWD team completed a statewide road tour, visiting all 25 Area Agencies on Aging (AAAs) to engage in meaningful conversations, gather feedback, and collaboratively shape the future of NWD in Virginia. Each visit was structured around three key activities facilitated by DARS in partnership with AAA staff.

- NWD 101
- Identity Mapping
- Listening Sessions

Contact: Kiersten Ware - Deputy Commissioner, Aging Services
Virginia Department for Aging and Rehabilitative Services
Kiersten.Ware@dars.virginia.gov