This document provides a summary of the No wrong Door Virginia initiative, it's mission, vision, and key elements.

What is NWD Virginia?

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 Virginia 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

A future where all Virginians access the support they need through streamlined systems powered by technology, trusted partners, and person-centered care.

Key Elements of the NWD Initiative

GOVERNANCE & ADMINISTRATION

Led by DARS, with support from local Area Agencies on Aging and advisory councils

STREAMLINED ACCESS TO PUBLIC PROGRAMS

One network with multiple entry points to connect people to local help—online, by phone, or in person

OPTIONS COUNSELING

Trained counselors help people explore care choices that fit their life—It's all about what matters most to the person

PUBLIC OUTREACH & COORDINATION

We keep people informed and involved

This document explains the importance of Virginia's coordinated partner network, and the NWD partner levels offered in Virginia.

The Importance of NWD Virginia's Coordinated Partner Network

Human needs do not exist in bubbles. In fact, it is common for people to seek support from multiple service providers for a variety of needs—sometimes all at once. No Wrong Door Virginia's Coordinated Partner Network finds opportunities to streamline service information and delivery, so that accessing information and receiving care is easier for everyone.

Partner Levels

COMMUNITY PARTNERS

Community Partners are local organizations that help shape how care is delivered in Virginia.

- A seat at local meetings to connect and collaborate with other service providers
- Monthly updates with news, training, and partner highlights
- Access to free training and helpful tools on the NWD Partner Page

NETWORK PARTNERS

Network Partners share technology to send referrals and coordinate support in real time.

- Securely share client information & notes
- Direct Connect unlocks electronic referrals for opted-in programs

About NWD

No Wrong Door (NWD) Virginia is an initiative to make accessing long-term care easier for older adults, people with disabilities, veterans, and caregivers.

Key Elements of the NWD Initiative

- Governance & Administration
- Streamlined access to public programs
- Options Counseling
- Public Outreach & Coordination

This document outlines the technology NWD Virginia uses to carry out it's mission and vision, and key technology partners.

What Technology does NWD Virginia Use?

NWD Virginia uses a group of secure web-based tools and sites—including the Virginia Easy Access website, CRIA module, and Training Platform—to link individuals with services and information that match their needs.

VIRGINIA EASY ACCESS

A website designed to connect Virginians with local services. It features a 24/7 live chat, toll-free number, and profile. It is also home to tools including Service Finders, Direct Connect, and Health Screeners.

COMMUNICATION, REFERRAL, INFORMATION & ASSISTANCE

Otherwise known as CRIA, a technology solution that allows network partners to coordinate services by sending, receiving, and recording client referrals. It also allows users to securely share client information and notes.

TRAINING PLATFORM

Where you can find free, self-paced trainings such as data literacy, person-centered standards, and trauma-informed care. It also is where CRIA users complete their annual mandatory security training.

Technology Partners

Through relationships with the following technology partners, we work to maximize No Wrong Door Virginia's efficiency and accuracy.

- PeerPlace
- VirginiaNavigator
- 211 Virginia
- United Way Worldwide National Data Platform

This document defines terms and phrases that are helpful to know when learning about or participating in No Wrong Door Virginia.

Helpful Terms & Phrases

ACCESS POINT

A place—physical or virtual—where people first receive aging or disability information and services. AAAs, NWD Partners, and Virginia Easy Access are all examples of access points.

AGING AND DISABILITY RESOURCE CENTER (ADRC)

A local "access point" where people can get trusted information and guidance on long-term services and supports. ADRCs simplify the process of finding help by identifying a central place to get resources and begin receiving aging services and disability service information. In Virginia, AAAs are designated ADRC locations. NWD has expanded the ADRC approach by introducing multiple, coordinated access points that span beyond ADRC locations.

AREA AGENCY ON AGING (AAA)

An AAA is a public or nonprofit organization that helps older adults live independently and safely in their communities of choice. Each AAA serves a specific locality or region and coordinates home- and community-based services like meals, home care, and other supports. AAAs are regulated according to the Older Americans Act, are designated as the Commonwealth's ADRCs, and serve as NWD Network leads. Specific services offered may vary between AAAs as each agency is unique and responsive to the needs of their local communities.

HOME- AND COMMUNITY-BASED SERVICES (HCBS)

Services that support individuals in their own homes or communities rather than in institutional settings, such as nursing homes or hospitals. HCBS includes things like personal care, meal delivery, transportation, adult day programs, and home modifications. These services help people stay independent, safe, and connected to their communities while receiving the support they need.

This document defines terms and phrases that are helpful to know when learning about or participating in No Wrong Door Virginia.

Helpful Terms & Phrases

LONG-TERM SERVICES AND SUPPORTS (LTSS)

Long-term services and supports (LTSS) help people do everyday activities. This type of support includes medical and non-medical care to meet the unique needs of each person and prioritizes independence and safety.

OPTIONS COUNSELING (PCOC)

Options counseling is a person-centered practice that helps individuals understand and explore their choices for long-term services and supports. It involves trained professionals guiding someone through a collaborative conversation about their goals, needs, and preferences—empowering them to make informed decisions.

PERSON-CENTERED PRACTICES

Person-centered practices focus on you. They are practices that value your choice, preferences, strengths, needs, and circumstances. Options Counseling is an example of a person-centered practice.

SELF-DIRECTED TOOLS

Self-Directed tools on Virginia Easy Access allow you to independently take initiative, make decisions, and manage your own learning, activities, and care. The Social Health Connector is an example of a self-directed tool.

SOCIAL DETERMINANTS OF HEALTH (SDOH)

Social Determinants of Health (SDOH) are the conditions in the environments where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks.

SOCIAL HEALTH

A person's level of connection with others and their community. Social health impacts well-being, and NWD offers tools to promote social engagement and reduce isolation.