



No Wrong Door

Mission, Vision & Guiding Principles

DRAFT FOR REVIEW

Vision

Nevadans—including all populations and payers needing long term services and supports--have easy access to information and services that maximize independence, choice and dignity.

Mission

The mission of the No Wrong Door Initiative is to unify Nevada's social services intake system and ensure that every applicant is on a direct path to receive meaningful assistance that meets their needs.

Guiding Principles

1. **Accessible:** The LTSS system will offer multiple access points with streamlined eligibility practices making it easy for families to enter into the system of care.
2. **Person-Centered:** The LTSS System will provide services from a person-centered framework, focusing on individual needs, strengths and choices.
3. **Coordinated:** The LTSS system will coordinate efforts across state agencies, public, and private service providers to increase consumer satisfaction, produces more positive outcomes, and reduces costs to governments while maintaining or enhancing service delivery.

Mission Vision and Guiding Principles (All Responses)

A total of 9 of the 13 Advisory Board Members responded to the survey and provided input.

Vision: (n=9)

- Nevada residents have easy access to comprehensive information, and high quality long term supports and services that maximize independence, choice and dignity through partnerships and shared technology.
- A Nevada where all its citizens are able to easily access the spectrum of human services through one application.
- In collaboration with state and community partners, develop a NWD/ADSD System for the aged and disabled which is person centered, financially sustainable and high quality that supports individuals to achieve their goals for community living.
- No Wrong Door/ADSD in Nevada will provide older adults and persons with disabilities with comprehensive information and streamlined access to available supports through collaborative partnerships and shared technology.
- Nevadans will have easy access to a simple system that provides comprehensive information and personalized, long-term support.
- Nevada residents will have access to a wide range of high quality services that is responsive to them.
- The vision of No Wrong Door in Nevada is to provide access to a single statewide contact point for anyone (all populations and all payers) needing LTSS
- Create a single entry point where individuals and their families can receive all the information and assistance needed to make informed decisions regarding the care of themselves and their loved ones.
- Nevada's vision for no Wrong Door is for individuals with disabilities to be welcomed and walked through one door.

Mission: (n=9)

- To develop a comprehensive system of community based and institutional LTSS options. Such a system will establish a single pathway that provides access to services for individuals over their lifespan which are the most integrated, affordable, and of high quality.
- Redesign access to Nevada's systems of human service to establish a universal pathway that provides access to services for individuals over their lifespan and life needs.
- To provide streamline access to long term support resources and services aligned with people's needs.
- To provide guidance for the development of a single pathway comprehensive system of community based and LTSS options. Develop a system that promotes access to affordable, high-quality, cost-effective services and supports that are delivered in the most integrated, life-enhancing setting and maximizes autonomy, choice and dignity.
- To unify Nevada's social services intake system and ensure that applicants are escorted on the path toward meaningful assistance with their first call.

- To provide information and access to the full range of long term services and supports for Nevadans regardless of age, income or disability type.
- To design an easily accessible computer portal that will ensure access to community based services for people in Nevada
- Create a single entry point where individuals and their families can receive all the information and assistance needed to make informed decisions regarding the care of themselves and their loved ones.
- To redesign Nevada's system where individuals have access to care, shared resources, and the programs work together for the person to effectively meet their individualized needs and desires.

Guiding Principles

<i>Answer Options</i>	1 - Most Critical - In my Top 5	2 - Less Critical - Not in Top 5	Rating Average	Response Count
1. Access: The LTSS system should offer multiple access points with streamlined eligibility practices making it easy for families to enter into the system of care.	8	1	1.11	9
5. Person-Centered: The LTSS System should provide services from a person-centered framework, focusing on individual needs, strengths and choices.	7	2	1.22	9
6. Coordination: The LTSS system should coordinate efforts across state agencies, public, and private service providers to increase consumer satisfaction, produces more positive outcomes, and reduces costs to governments while maintaining or enhancing service delivery.	7	1	1.13	8
7. Sustainability: The LTSS system should be economically sustainable yet generous enough to reasonably meet demand.	6	3	1.33	9
8. Accountability: The LTSS system should be accountable through measurement and reporting of quality and outcomes, including indicators of expenditures, utilization, health status, consumer quality of life, and satisfaction.	6	3	1.33	9
4. Choices: The LTSS system should promote independence and autonomy, offering people the desired level of control over their services, and support in handling that responsibility.	6	2	1.25	8
2. Service Equity: The LTSS system should be equitable across all age groups, disability categories, and other individual characteristics. The system should be targeted broadly to include all people at risk of institutionalization, isolation, or functional decline in the absence of service.	5	3	1.38	8
3. Information: The LTSS system should provide information and supports that promote informed decision-making.	2	7	1.78	9

*I would hope that employment, Voc. Rehab. & Job Connect would be included.