



Nevada Care Connection

STRATEGIC PLAN

2025 - 2028

**Creating a Unified System of Access to
Long Term Services and Supports**

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Executive Summary

The Nevada Aging and Disability Services Division (ADSD), in collaboration with the Nevada Center for Excellence in Disabilities (NCED) and the No Wrong Door (NWD) governance authority—comprised of executive leaders from the Nevada Department of Health and Human Services—has developed this strategic plan to strengthen access to long-term services and supports (LTSS).

Nevada's NWD Strategic Plan envisions a more equitable system where individuals can navigate services seamlessly, without confusion or delay. Rooted in a nationally recognized model, NWD is not a new program, but a unified framework designed to enhance coordination across agencies. This plan prioritizes four key areas: governance, data, access, and sustainability.

Building on Nevada's existing infrastructure, the plan incorporates insights from a statewide system assessment, with a particular focus on underserved populations and rural communities. A responsive governance structure will not only drive implementation but also ensure ongoing progress, accountability, and adaptability to evolving needs.

Ultimately, this is about strengthening what exists, creating a more connected, efficient system that works for every Nevadan.

Mission

The mission of the Nevada Care Connection initiative is to streamline access to services and ensure that Nevadans receive individualized care that meets their needs.

Vision

Nevadans with functional limitations and family members that support them have timely access to correct information and quality services that promote choice, dignity, and independence.

Guiding Principles

- Equity: Promote inclusive access and culturally responsive services.
- Collaboration: Drive cross-agency coordination to reduce fragmentation.
- Transparency: Ensure public involvement and consumer voice.
- Accountability: Use data, governance, and outcomes to inform progress.
- Sustainability: Embed NWD functions in long-term state infrastructure and funding cycles.

The No Wrong Door Philosophy

The No Wrong Door system is a nationally supported approach led by the Administration for Community Living (ACL), the Centers for Medicare & Medicaid Services (CMS), and the Veterans Health Administration (VHA). It is designed to ensure that all individuals—including older adults, people with disabilities, veterans, and caregivers—can access long-term services and supports (LTSS) through a person-centered, coordinated, and streamlined system.

In Nevada, the NWD philosophy is more than a concept, it is a design framework for creating equitable and consistent access to support, regardless of where a person begins their journey. It emphasizes choice, dignity, and inclusion, particularly for individuals and communities historically underserved or burdened by complex systems.

A fully functioning No Wrong Door system is built upon four core pillars:

1. State Governance and Administration
2. Public Outreach and Coordination with Key Referral Sources
3. Person-Centered Counseling
4. Streamlined Access to Public Programs

Background

Nevada's aging population is growing at an unprecedented rate, creating increased demand for LTSS. According to the 2023 [Elders Count Report](#), the state's population aged 75 and older is growing nearly twice the national rate ¹. Additionally, according to data from the American Community Survey, across all ages, the number of Nevadans that have an 'independent living difficulty' has grown more than 3 times that of the U.S. population between 2021 and 2022 with the greatest growth in the age 18-64 range. These trends signal an urgent need to strengthen Nevada's infrastructure for aging and disability services and ensure that individuals can easily access the support they need to live independently and with dignity.

Nevada's No Wrong Door (NWD) system has developed over the past decade as part of the national movement to create coordinated, person-centered access points for LTSS. Based on the Aging and Disability Resource Center (ADRC) model, the state's system has evolved through a combination of federal and state investments, policy alignment, and growing recognition of the need for equitable and streamlined entry into public

¹ 2023 Elders Count Nevada Report, [Elders Count Nevada - 2023 Report](#)

programs. Early participation in federal ADRC initiatives laid the groundwork for the creation of the Nevada Care Connection (NVCC) network, which serves as the foundation for the state's NWD approach. The Aging and Disability Services Division (ADSD) is designated as the lead entity for NWD implementation and has since worked in close collaboration with other state partners, including the Division of Child and Family Services, the Division of Welfare and Supportive Services, and the Division of Public and Behavioral Health. These partnerships have been instrumental in shaping a multi-access approach, connecting health, behavioral, developmental and social services under a shared commitment to person centeredness.

Technology platforms such as [Access Nevada](#) and [Nevada 211](#) have also become integral parts of the system, providing digital and telephonic pathways to information and referrals. Additionally, the state has invested in staff training, standardized tools, and system branding to support a more unified consumer experience across different regions and populations.

This strategic plan builds on that foundation, offering a vision for the next phase of Nevada's NWD development and ensuring continued alignment with national best practices and evolving state priorities.

NWD Assessment and System Map

During the fall of 2023, the Nevada Center for Excellence in Disabilities collected data regarding the experiences of various stakeholders with the No Wrong Door (NWD) system in Nevada. Primary data collection included individual interviews with service users, their families, and providers; an original NWD Survey that was completed by service users, families, providers, and stakeholders; and input solicited from Nevada's NWD Steering Committee. NCED also used data from a survey conducted in the previous summer about experiences with the state's Olmstead services and reviewed published reports about the services provided by various state agencies. The final product of such data collection efforts was a map of Nevada's current LTSS system, including current challenges, successes, and planning priorities.

Key findings included:

- **Fragmented service navigation** – Multiple intake processes, unclear eligibility pathways, and inconsistent person-centered counseling create barriers, especially in rural, frontier, and tribal communities. Word-of-mouth and personal relationships are the primary sources of information about available services.
- **Lack of unified data infrastructure** – Agencies operate separate databases, rely on manual referrals, and have limited follow-up tracking, leaving consumers to navigate disconnected systems.

- **Workforce inconsistencies** – Staffing limitations, varied training, and uneven implementation of NWD-aligned tools lead to confusion for both providers and consumers.
- **Geographic and cultural disparities** – Service delays, lack of culturally appropriate resources, and infrastructure gaps (transportation, broadband) affect access in tribal and remote areas.
- **Inconsistent definition of LTSS** - Across agencies and providers, the term "Long-Term Services and Supports" is interpreted differently, leading to misalignment in eligibility, service scope, and coordination. This inconsistency complicates communication between stakeholders, creates confusion for consumers seeking assistance, and undermines efforts to establish a unified system of care.

Despite these challenges, Nevada has a strong foundation to build upon. The Nevada Care Connection network is recognized and trusted, and stakeholders' express readiness for governance structures, shared training, and cross-agency accountability. With investment and leadership, the state can transform its system into a more integrated, person-centered network that reflects No Wrong Door values.

The strategic direction moving forward focuses on:

- Strengthening governance, including developing a sustainable governance structure
- Investing in shared data infrastructure
- Expanding equitable access
- Ensuring long-term system sustainability

Recent Governance Decisions

As of June 2025, the governance body formerly known as the No Wrong Door Steering Committee has been renamed the Nevada Care Connection Collective (NCCC). This change reflects a closer alignment with the Nevada Care Connection brand and its longstanding commitment to the "no wrong door" philosophy. As part of this transition, the NCCC has adopted a revised definition of Long Term Services and Supports as follows:

Long-Term Services and Supports (LTSS) refers to a broad range of assistance designed to empower Nevadans—particularly older adults and individuals with disabilities—to maintain their quality of life, health, and independence in the setting of their choice. LTSS includes support with daily living activities such as bathing, dressing, eating, medication management, mobility, transportation, cooking, and managing

money. These services may be delivered at home, through community-based programs, or in residential facilities, helping people remain active, connected, and supported throughout their lives. LTSS plays a vital role in promoting well-being across diverse life experiences, including aging, disability, chronic health conditions, and the personal factors that shape daily living.

This updated definition better aligns with the state's goals for accessibility, person centered planning, and cross sector coordination.

These updates were discussed and formally adopted by consensus during the June 12, 2025, NWD Governance meeting. These updates are now incorporated into the final strategic plan and will inform the implementation of Nevada's NWD system.

Governance Structure

To drive the implementation and sustainability of the NWD system, Nevada will pursue a formal governance structure through executive action. This action will designate the Aging and Disability Services Division (ADSD) as the lead agency and outline a structure for coordinated decision-making across agencies and sectors that play a critical role in supporting older adults, people with disabilities, veterans, caregivers, and others seeking long-term services and supports.

This governance structure will not function as a traditional committee or advisory group. Instead, it will consist of designated representatives with decision-making authority from participating state and local entities, forming a time-bound, action-oriented leadership body that meets strategically throughout the biennium. These meetings will be aligned with key planning and budget timelines, allowing participants to set statewide objectives, resolve system-level issues, and guide the strategic direction of Nevada's NWD model.

Participating entities will include, but are not limited to:

- Aging and Disability Services Division (ADSD)
- Nevada Medicaid
- Division of Welfare and Supportive Services (DWSS)
- Division of Public and Behavioral Health (DPBH)
- Division of Child and Family Services (DCFS)
- Department of Employment, Training and Rehabilitation (DETR)
- Office of Data Analytics
- Nevada Department of Veterans Services (NDVS)
- Nevada Department of Transportation (NDOT)
- Nevada Housing Division
- State Independent Living Council (SILC)

- Tribal representatives
- Regional and local access partners
- Nevada Governor’s Council on Developmental Disabilities (NGCDD)
- Individuals with lived experience

This group will tap into existing structures—such as the Commission on Aging, Commission for Persons who are Deaf and Hard of Hearing, and others—to share information publicly, invite feedback, and ensure that the voices of individuals and families remain central to system development. These engagement points will serve as the public-facing mechanisms for transparency, while the governance function focuses on interagency alignment, accountability, and forward movement.

ADSD will coordinate logistics, track follow-up items, and ensure continuity across biennium cycles. By structuring governance through executive authority and integrated planning, Nevada will ensure that the No Wrong Door system is not just maintained, but meaningfully embedded into broader state strategies for access, equity, and aging and disability service transformation.

Participating agencies and potential NWD integration are outlined in the Participating Agency Matrix on [page 20](#).

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Statewide Initiatives

This effort is not an isolated project. It is a scalable framework that supports broader state priorities around accessibility, equity, and system transformation. Through its focus on governance, data integration, and person-centered service delivery, the NWD philosophy aligns with several statewide initiatives already underway or in planning, offering shared infrastructure, coordinated tools, and consistent values that can help Nevada meet its long-term goals.

Multisector Plan for Aging (MPA) – Planning Interest

Nevada has begun to gather data to help inform the development of a Multisector Plan for Aging (MPA), a cross-sector strategy to support healthy aging of the state's growing population. The NWD framework provides an early opportunity to test and refine strategies that could serve as key components of a future MPA. The use of shared decision-making structures and equity-focused access initiatives positions NWD as a natural foundation for the MPA.

Olmstead Planning

The NWD philosophy directly supports Nevada's evolving Olmstead compliance efforts by expanding community-based access points, enhancing person-centered counseling, and strengthening the state's capacity to deliver services in the least restrictive environment. These efforts align with the integration and informed-choice principles required under the Olmstead v. L.C. decision and support Nevada's broader goal of reducing unnecessary institutionalization and improving quality of life.

Governor's Strategic Framework

The Governor's Strategic Framework emphasizes cross-agency collaboration, innovation, equity, and measurable impact. The No Wrong Door (NWD) system advances these priorities by building a shared governance model across aging, disability, health, workforce, and human services systems. NWD strengthens transparency, improves service delivery coordination, and demonstrates how state and federal funding can be used to modernize state infrastructure in a way that benefits Nevadans across all regions and backgrounds.

DCFS System of Care

The Division of Child and Family Services (DCFS) is advancing a System of Care approach for youth with behavioral health and developmental needs. The NWD system complements this work by promoting coordinated access and consistent navigation for families interacting with multiple service systems. As part of expansion efforts, there is an opportunity to align intake, information, and referral protocols across DCFS and

ADSD, particularly for families who access both children's mental health and disability-related services.

Public Health and Equity Planning

Nevada's Department of Human Services (DHS) is increasingly focused on embedding equity and population health into policy and planning. The NWD system reflects these principles by prioritizing culturally responsive access, regional equity, and support for underserved communities, including rural residents, tribal nations, veterans, and individuals with limited English proficiency. These efforts support broader DHS goals related to public health infrastructure, social determinants of health, and access equity.

Dementia Friendly Nevada

The Dementia Support Specialist (DSS) pilot program represents a strategic innovation in advancing Nevada's NWD system by embedding dementia-capable services within the existing statewide infrastructure. Launched with support from the Administration for Community Living, the pilot places DSS professionals within Nevada Care Connection Resource Centers across two service regions. These specialists provide crisis response, memory screening, and navigation support, while also leading dementia-friendly community efforts. As a pilot, this initiative is being evaluated for its impact and scalability, with the goal of sustaining and expanding the program as a core component of Nevada's long-term services and supports system.

Return on Investment

While Nevada Care Connection is fundamentally about improving equity and access to LTSS, it also represents a sound investment in government efficiency, sustainability, and public value. As the state works to modernize service delivery and respond to demographic shifts, NVCC offers a high-impact model for getting more out of existing systems, with the potential to generate measurable returns over time.

Increased Efficiency Across Systems

The NVCC model reduces duplication across agencies by standardizing access, referrals, and service navigation. This means fewer repeated assessments, less administrative burden, and more efficient routing of individuals to the programs that meet their needs. As referral systems become more integrated, staff time is conserved, and service bottlenecks are reduced — especially in high-volume programs such as Medicaid, behavioral health, and disability services.

Cost Avoidance Through Early Intervention

By creating consistent, person-centered access points, NWD supports earlier identification of needs and more timely connection to community-based supports, outside of public programs. This helps prevent unnecessary hospitalizations, institutional placements, or emergency interventions — all of which are significantly more costly than proactive, home and community-based services (HCBS). Avoiding even a small number of delayed service escalations can translate into meaningful cost savings for the state.

Federal Leverage and Match Opportunities

The NVCC system improves Nevada’s ability to leverage federal funding, including Medicaid claiming for case management and navigation activities. As referral protocols and data systems become standardized, the state can more confidently claim matchable activities and streamline federal reporting. NVCC also positions Nevada competitively for future federal grants and initiatives that prioritize cross-agency coordination and data-driven access systems.

Improved Outcomes with Measurable Impact

Investing in NVCC is also an investment in better health, independence, and stability for Nevadans — outcomes that ultimately reduce strain on safety net systems. Person-centered counseling, consistent follow-up, and culturally responsive outreach are evidence-based practices that improve quality of life while helping individuals stay connected to their communities. These improved outcomes reflect not just human value, but long-term savings across multiple systems, from healthcare to housing to employment support.

Long-Term Sustainability

As NWD functions are embedded into state planning, budgeting, and agency operations, Nevada reduces its reliance on short-term grant funding. By integrating NWD roles and tools into core infrastructure, the state seeks to establish a more sustainable access system. While ongoing investment may be necessary, this transition represents progress toward long-term stability. This shift from project-based implementation to statewide ownership is, in itself, a return on investment — one that builds resilience into Nevada’s aging and disability systems.

As part of its commitment to transparency and system accountability, Nevada will complete the Return on Investment (ROI) reporting forms provided by the Administration for Community Living (ACL). These tools will be used to assess system impact over time, estimate cost savings, and guide future planning and budget justification for the NWD system.

Strategic Goals Overview

Goal 1: Establish Governance and Accountability

Nevada will formalize a governance structure to oversee the NVCC system, ensuring alignment across agencies, programs, and initiatives. This includes clarifying roles and responsibilities, facilitating interagency decision-making, and integrating public and partner input into planning and oversight. Governance will support transparency, shared leadership, and the ongoing coordination necessary to sustain a statewide system.

Goal 2: Strengthen Data Infrastructure and System Monitoring

Nevada will identify opportunities to better align data systems, referral processes, and reporting functions across its aging, disability, and health programs. Rather than creating entirely new systems, the state will explore ways to enhance existing platforms and partnerships to support referral tracking, system performance monitoring, and cross-agency collaboration. Emphasis will be placed on interoperability, practical integration, and incremental improvements over time.

Goal 3: Improve Access and Navigation

Nevada will work to improve how individuals find and engage with services, with a focus on expanding access points, enhancing person-centered counseling, and addressing equity gaps. Strategies will include standardizing navigation tools, promoting consistent training, and partnering with regional and tribal entities to reduce barriers for underserved populations. The goal is to create a more seamless, culturally responsive experience for those seeking support.

Goal 4: Ensure Long-Term Sustainability and Funding Alignment

Nevada will take steps to align its NWD approach with existing funding streams, policy frameworks, and operational processes to support long-term system sustainability. This includes integrating NWD functions into state planning and budget cycles, identifying opportunities for Medicaid and federal reimbursement, and building internal capacity to maintain staffing, training, and quality oversight.

Each goal includes clear objectives and actions, which are presented on Goals and Objective Table on [page 15](#).

Monitoring and Evaluation

The Nevada Care Connection (NVCC) system will be monitored through a coordinated performance and accountability approach that focuses on tracking system-level progress, informing continuous improvement, and supporting long-term sustainability. The Monitoring and Evaluation (M&E) Framework is designed to align with the strategic goals outlined in this plan, without duplicating action steps already detailed in the implementation table.

Performance Monitoring

ADSD, as the lead agency, will facilitate system-wide monitoring using a small set of shared performance indicators aligned to each of the four strategic goals. These indicators will focus on outcomes such as:

- Number of agencies and partners participating in formal NWD governance meetings
- Implementation of referral tracking protocols across access points
- Timeliness and follow-through on referrals across agencies
- Availability and use of person-centered counseling tools
- Regional and demographic reach of navigation and access services
- Integration of NWD goals into state budget submissions and planning cycles

Each metric will be tied to data sources such as program reports, Access Nevada analytics, partner documentation, staff training logs, and feedback from individuals with lived experience.

Data Collection and Reporting

Performance data will be collected semi-annually by ADSD and reviewed in advance of scheduled NWD governance meetings. A consolidated performance update will be produced at least once per year, with findings shared internally with participating agencies and externally through existing advisory bodies.

Where feasible, qualitative insights will supplement quantitative data—especially from underserved and frontier communities, tribal partners, and individuals navigating services. These insights will be used to contextualize system performance and identify areas for improvement.

Accountability and Adaptation

The NWD Governance Team will serve as the primary body responsible for reviewing progress and guiding course corrections. Performance findings will be used to:

- Assess implementation status of strategic goals

- Identify operational barriers or gaps in system alignment
- Recommend technical assistance, training, or policy adjustments
- Inform future funding strategies and sustainability planning

To ensure accountability, ADSD will document decisions, responses to feedback, and system adjustments in an annual Nevada Care Connection Report, which will be shared with DHHS leadership and made available to the public.

Continuous Improvement and Feedback Loops

Nevada will maintain an open feedback loop that includes structured opportunities for public input, consumer voice, and stakeholder engagement through:

- Targeted outreach sessions
- Listening posts with individuals with lived experience
- Feedback gathered via partner organizations and boards

These mechanisms will ensure the NVCC system remains responsive to the needs and experiences of the people it serves.

Conclusion

The Nevada Care Connection (NCC) Strategic Plan lays the foundation for a more coordinated, responsive, and equitable system of long term services and supports. By aligning leadership, streamlining access, and integrating data, the state is moving toward a future where every Nevadan can move forward without hitting a wall of complexity. Through continued collaboration, transparency and investment in person centered values, Nevada remains committed to a healthy no wrong door system – one that grows strong over time and remains accountable to those it serves.

Goals and Objective Table

Goal 1: Establish Governance and Accountability				
Objective	Action	Timeline	Responsible Entity	Resources Needed
Objective 1.1: Establish a formal governance structure.	1.1.1 Secure support establishing NWD governance and agency designation.	Year 1	Governor's Office, DHHS Director's Office	Legal review, administrative support
	1.1.2 Develop a governance charter including roles, responsibilities, and schedule.	Year 1	ADSD	Policy alignment and mapping
	1.1.3 Convene four to six NWD governance meetings during the 2026-2027 biennium.	Year 1	DHHS, Governor's Office	Interagency coordination
Objective 1.2: Ensure inclusive representation as part of the NWD Governance	1.2.1 Incorporate consumer voice through targeted listening sessions or embedded representation	Ongoing	NWD Manager	Listening session schedule, facilitation support Online form, outreach
	1.2.2 Engage existing boards, commissions, and advisory councils to nominate representatives or provide feedback	Ongoing	Community Engagement Coordinator	Contact and submission process

Goal 2: Strengthen Data Infrastructure and System Monitoring				
Objective	Action	Timeline	Responsible Entity	Resources Needed
Objective 2.1 Assess and align data systems for interoperability	2.1.1 Conduct inventory of NWD-related data systems	Year 2	DWSS, ADSD	NWD Manager & DHHS IT
	2.1.2 Identify gaps and opportunities for data sharing	Year 2	ADSD, DWSS	NWD Manager
	2.1.3 Propose recommendations for system alignment	Year 2	NWD Governance Structure	NWD Governance Structure
Objective 2.2 Monitor and evaluate Access Nevada referral data across public programs	2.2.1 Measure program effectiveness by tracking service utilization, success rates, and participant outcomes post-expansion	Year 1	MFP Quality and Data Analyst	Surveys, feedback forms
	2.2.2 Report findings to governance partners with system recommendations	Year 1	NWD Manager	Presentation, summary report
Objective 2.3 Align technology priorities with broader state modernization efforts	2.3.1 Identify opportunities to integrate LTSS tools into shared systems	Year 2	DHHS, OCIO	System review, Collaboration with other states
	2.3.2 Incorporate findings into strategic plan updates	Ongoing	NWD Manager	Plan documents

Goal 3: Improve Access and Navigation				
Objective	Action	Timeline	Responsible Entity	Resources Needed
Objective 3.1 Standardize person centered practices across NWD network	3.1.1 Finalize person-centered counseling standards and training	Year 1	ADSD	Staff time, policy guidance
	3.1.2 Provide training to all NWD partner staff	Year 1–2	ADSD, NWD Partners	Training platform, trainers, materials
Objective 3.2 Expand access through regional and tribal partners	3.2.1 Identify and engage additional regional/tribal access points	Year 1	ADSD, Tribal Liaisons	Stakeholder engagement, outreach funds
	3.2.2 Formalize partnership agreements	Year 2	ADSD, Legal	Templates, MOUs
Objectives 3.3 Identify barriers to access	3.3.1 Conduct statewide consumer survey	Year 1	ADSD, Regional Centers	Survey tool, community liaisons
	3.3.2 Hold listening sessions with underserved populations	Year 2	ADSD, Community Orgs	Travel funds, facilitation materials
Objective 3.4 Improve access to linguistically and culturally responsive materials	3.4.1 Review current materials for accessibility	Year 1	ADSD Communications	Staff time, ADA consultants
	3.4.2 Translate priority materials	Year 2	ADSD Communications	Translation services
	3.4.3 Distribute through partner networks	Year 3	ADSD, Partners	Printing/shipping, digital platforms

Goal 4: Ensure Long term Sustainability and Funding Alignment				
Objective	Action	Timeline	Responsible Entity	Resources Needed
Objective 4.1: Align NWD priorities with state budget planning processes	4.1.1 Integrate NWD goals and priorities into the state biennial budget request	Year 1	ADSD, DHHS Leadership	Budget analysts, strategic planning staff
	4.1.2 Engage with finance officers across partner agencies for aligned funding strategies	Year 1–2	ADSD, DCFS, DPBH, DWSS	Meeting facilitation, shared budget planning tools
Objective 4.2: Develop and implement a sustainability strategy for NWD	4.2.1 Identify and apply for new federal, state, or philanthropic funding sources	Year 2	ADSD Grants Team	Grant writer, funding opportunity tracker
	4.2.2 Develop sustainability plan with cost projections and Return On Investment	Year 2–3	Outside Consultant, ADSD	Budget forecasting tools, external consultant funds
Objective 4.3: Promote visibility and value of NWD through strategic communications	4.3.1 Create messaging and outreach strategy to demonstrate NWD impact	Year 2	ADSD Communications	Success stories, communication staff
	4.3.2 Share outcomes with legislators, executive leadership, and the public	Year 3	ADSD, NWD Partners	Legislative briefings, reports, public forums
Objective 4.4: Align NWD with statewide strategic initiatives including MPA, Olmstead, and the Governor's Strategic Plan	4.4.1 Map NWD goals and actions to existing statewide strategic initiatives (MPA, Olmstead, Governor's Plan)	Year 1	ADSD Regional Coordinators	Policy analysts, initiative documentation

Objective	Action	Timeline	Responsible Entity	Resources Needed
Objective 4.4: (cont'd) Align NWD with statewide strategic initiatives including MPA, Olmstead, and the Governor's Strategic Plan	4.4.2 Participate in planning meetings or advisory bodies related to these initiatives	Year 1–3	ADSD, NWD Governance Partners	Meeting time, interagency coordination
	4.4.3 Submit NWD updates and alignment reports to initiative leads	Year 2–3	ADSD	Reporting templates, performance data
	4.4.4 Embed NWD language and framework in future versions of the MPA and other plans	Year 3	ADSD, MPA Lead Team	Policy writers, strategic planning sessions

NWD Participating Agencies Matrix

Agency/Division	How It Ties Into NWD	Possible Asks from the Agency
ADSD (Aging & Disability Services Division)	Administers LTSS and Nevada Care Connection	Lead governance, ensure compliance, promote system-wide alignment
DWSS (Welfare and Supportive Services)	Administers Access Nevada and Medicaid eligibility	Align eligibility screening, enable cross-referrals, share data
DPBH (Public & Behavioral Health)	Behavioral health, rural clinics, substance use	Coordinate warm handoffs, expand visibility in LTSS systems
DCFS (Child & Family Services)	Supports children and transition-age youth with disabilities	Assist with youth-to-adult service transitions and shared navigation
DETR (Vocational Rehabilitation, JobConnect)	Employment supports for individuals with disabilities	Align service goals with independent living and economic self-sufficiency
Department of Education & Special Education Programs	Student transition planning	Coordinate referrals for graduating youth needing LTSS
Medicaid / DHCFP	Primary LTSS funder through HCBS waivers and MCOs	Support system navigation, align data/reporting, engage in policy change
Veterans Services	Veteran-directed care, benefits, LTSS access	Use NWD tools, refer to partner agencies, coordinate reentry for older veterans
Nevada Housing Division & Local PHAs	Housing stability is foundational to community living	Join governance, train navigators, support housing referrals and data sharing
Transportation (NDOT, RTCs, NEMT)	Access to services depends on mobility and transportation access	Improve coordination with NWD, share access/mobility data, support partnerships
Tribal Health/IHS	Trusted providers for tribal members	Join culturally specific referral networks, co-design access strategies
Local Governments (Cities/Counties)	Often operate housing, food, transit, or aging services	Align local services with NWD referral and training standards
Hospitals & Health Systems	Social needs screening, discharge planning	Use shared NWD tools, provide warm handoffs to community supports
Emergency Services / 911 / EMS	Front-line response to individuals in crisis	Provide referrals to NWD partners, offer basic resource training

NWD Participating Agencies Matrix continued		
Agency/Division	How It Ties Into NWD	Possible Asks from the Agency
Corrections / Parole / Reentry	People with LTSS needs exiting systems	Coordinate reentry planning with NWD navigation and services
Libraries & Resource Centers	Informational access points for the public	Display materials, make referrals, provide outreach space
Faith-Based & Cultural Organizations	Trusted, culturally relevant community leaders	Collaborate for outreach, navigation support, and referrals
Public Guardianship / Courts	Legal decision-makers for individuals	Ensure person-centered planning connects to LTSS systems