

## Charter

### NWD Tools Application – Managers Exchange Group

#### **Purpose**

The No Wrong Door (NWD) Tools Application -- Managers Exchange Group provides SeniorNavigator and public agencies participating in the use of the NWD Tools Application (Peerplace System) an opportunity to give feedback and receive a status report on ongoing projects, change requests, outstanding help desk issues, and planned future enhancements. The Call primarily focuses on technology and use of the NWD Tools Application. This communication exchange serves as a valuable mode for providing information that can be forwarded to decision makers at all levels to influence positive change in the system.

#### **Participants**

The call is required for Peerplace system administrators and Peerplace business managers, and is open to agency directors and information security officers (ISOs). Participants are responsible for relaying appropriate information to agency heads and Peerplace end-users, thus creating a method for all to receive current information on the progress of NWD.

#### **Frequency**

The Call is held the second Tuesday of each month from 3:00 pm to 4:30 pm. Call length or frequency can be adjusted as the need occurs.

#### **Mode**

Teleconference calls are coordinated by VDA NWD staff. Related documents are provided as appropriate to the subject matter. Participants contribute to the development of the Agenda. A prescribed amount of time is routinely set aside at the end of each call to provide participants with an opportunity to introduce items for discussion. Items submitted prior to the call will be considered first.

#### **Objectives**

Update participants on the status of ongoing projects, change requests, help desk issues and future enhancements.

Provide a forum for participants to give feedback in relation to the information shared.

Create an efficient method for exchanging information with decision makers about use of the NWD Tools Application so that it is conveyed to users at all levels.

Promote constructive change in the system.

