

# Commonwealth of Virginia's *No Wrong Door* Initiative

## Frequently Asked Questions

### 1. What is *No Wrong Door*

Virginia has attempted numerous approaches over the past 20 years to coordinate long-term support services. The *No Wrong Door* initiative is a virtual approach where public and private agencies and providers are connected through the internet.

The *No Wrong Door* initiative is coordinated locally through Advisory Councils led by the local Area Agency on Aging. The Advisory Council is a place where agency representatives come together to educate one another about services offered, coordinate their services, and plan for current and future needs.

The *No Wrong Door* initiative includes having Resource Centers in every region of the Commonwealth. The Resource Center serves as a place where individuals can turn for information on the full range of long-term support options and entry to public long-term support programs and benefits. The local Advisory Council determines where and how these Centers will operate in their communities.

Currently an individual needing service must go through each agency and tell their story. The *No Wrong Door* system will enable individuals to tell their story only once and to receive consistent information about services and support options regardless of where they enter the system.

### 2. Which localities are currently participating in the *No Wrong Door* initiative?

[Peninsula Agency on Aging](#) – James City, York, and cities of Newport News, Hampton, Williamsburg, and Poquoson

[Valley Program for Aging Services](#) – Bath, Highland, Rockingham, and city of Harrisonburg

[Senior Connections, Capital Area Agency on Aging](#) – Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent, Powhatan, and city of Richmond

[Bay Aging](#) – Westmoreland, Northumberland, Richmond, Lancaster, Essex, Middlesex, Mathews, King & Queen, King William, and Gloucester

[Mountain Empire Older Citizens, Inc.](#) – Lee, Wise, Scott, and city of Norton

[Rappahannock Rapidan Community Services Board/Area Agency on Aging](#)  
– Orange, Madison, Culpeper, Rappahannock, and Fauquier

### **2008 Implementation Sites**

[LOA Area Agency on Aging, Inc.](#) –Alleghany, Botetourt, Craig, Roanoke,  
and cities of Covington, Roanoke, and Salem

[Senior Services of Southeastern Virginia](#) - Isle of Wight, Southampton, and  
cities of Chesapeake, Franklin, Norfolk, Portsmouth, Suffolk and Virginia  
Beach

[Shenandoah Area Agency on Aging](#) - Clarke, Frederick, Page,  
Shenandoah, Warren and the city of Winchester

[Prince William Area Agency on Aging](#) - Prince William and cities of  
Manassas and Manassas Park

### **3. What are the benefits of the *No Wrong Door* initiative?**

The benefits of the *No Wrong Door* initiative are many. It provides a structure whereby state and local agencies can plan for the long-term care needs of Virginia's citizens. It also allows agencies to become better educated about the services and supports other agencies offer. Because there is a web-based system of tools that supports the *No Wrong Door* initiative, agencies can share client information in a confidential and secure manner avoiding duplication of effort on the part of the service provider, and more importantly saving the individual from having to give the same information to every provider.

### **4. What is *Virginia Easy Access***

*Virginia Easy Access* is part of the *No Wrong Door* initiative and is the name of a portal that is being developed for use by seniors, adults with disabilities, their caregivers and the providers that support them. It is a comprehensive website that is full of helpful information about services and supports that are available to these populations. *Easy Access* is the gateway to the SeniorNavigator provider database that will be called VirginiaNavigator in this portal. The provider database will direct the user to local services and supports that are available in communities across the Commonwealth. The database is constantly updated in order to make available the most comprehensive list of supports and services. *Virginia Easy Access* will be supported by 2-1-1 through an e-mail response to

questions posed by users. It will also make available an electronic Medicaid Application (currently under construction) that can be completed on-line and submitted directly to the appropriate local social services agency for processing. Finally *Virginia Easy Access* will be the gateway to the *No Wrong Door* system tools.

## 5. What are the *No Wrong Door* Tools?

The *No Wrong Door* tools include:

- Intake and Referral
- Uniform Assessment Instrument (UAI)
- Case Management
- Reporting

## 6. What will the *No Wrong Door* tools allow me to do?

The **Intake and Referral** tool will allow the provider to collect basic demographic information as well as answers to a few questions that will determine what the individual may need in terms of services. The I & R will also collect information about the needs for which there are no services available (unmet needs) allowing the state and locality to better plan for gaps in services. The I & R is linked to a comprehensive provider data base powered by SeniorNavigator that will allow the provider to give the individual a full array of choices about what services are available in the individual's community. Electronic referrals can be made to other participating agencies providing important information in a timely manner and eliminating time consuming "phone tag" between providers. It will also pre-populate client information to the other tools in the system.

The Uniform Assessment Instrument (**UAI**) is the assessment that is used to qualify individuals for many publicly funded services such as nursing home screening and home delivered meals.

The **Case Management** tool enables the provider to document services through progress noting.

The **Reporting** tool will enable the agency to complete ad hoc reports for tracking client data.

The I & R, UAI and Case Management tools allow forms to be pre-populated with client data in the system thus avoiding duplicate data entry.

With the exception of the Reporting tool, all of these tools are currently operational in an existing system called Get Care. An RFP has been issued by the Virginia Department for the Aging that will enhance the

functionality of the I & R, UAI and Case Management tools and allow the reporting capability.

## **7. How will the system share client data?**

Through the current web-based Get Care system, electronic referrals can be made and client data shared through the I & R tool. Client data from the UAI can also be shared; however, participating agencies must first be trained in how to use the system before they can have access to this information. The enhanced system will also allow sharing of client data through the case management tool. The system is fully HIPAA compliant and meets the confidentiality requirements of AoA. Client data are stored in a secure environment that meets the security standards of the Commonwealth.

## **8. What about security and confidentiality?**

The *No Wrong Door* system has been developed to ensure security of protected information of individual client data. The Virginia Department for the Aging has created a *No Wrong Door* Security Policy that outlines technical safeguards and actions related to maintaining the security of client information. Specifically, these requirements are based on the Security Regulations of the Health Insurance Portability and Accountability Act (HIPAA), the policies of the Virginia Information Technologies Agency (VITA), and related state and federal regulations.

When using the *No Wrong Door* tools, multiple agencies have the capacity to exchange information on a shared client when the client has given written permission for the agencies to do so. Each agency within the *No Wrong Door* network uses the Uniform Authorization to Use and Exchange Information (please see attached). By using this form the individual indicates which agencies may share information in order to coordinate care. Once the form is signed by the individual, it is uploaded into the *No Wrong Door* tool system where all authorized agencies can view the most recent consent form. Client data are never shared without prior written consent.

When using the *No Wrong Door* tools, all system users are assigned access to client records based upon the Role Based Access Control (RBAC) model. This model ensures that the least amount of information possible is shared among the users of the system, allowing users to only view a client's information that is pertinent in order for services to be delivered.

## **9. What if I do not use the UAI? Can I still participate?**

Yes, you can participate in the *No Wrong Door* initiative at several different levels:

- Become a member of the local Advisory Council.
- Elect to receive client information from another agency without being required to enter client data in the system.
- Use the comprehensive SeniorNavigator provider database when investigating community options for the individuals you serve. (You can have access to this database by going to the Easy Access web portal or through SeniorNavigator's website without becoming a member of the local Advisory Council.)
- Be a provider member of the *No Wrong Door* initiative by signing an agreement with your local Area Agency on Aging and VDA and becoming trained in how to use the tools. Membership on the local Advisory Council is required in order to access the *No Wrong Door* tools.

## **10. How would the I&R be beneficial to us if we already do our own intake?**

If you already are using a software system that integrates your client data with other forms and reporting requirements used by your agency, the I & R tool may not be beneficial to you and you may choose not to use it to capture individual client data.

## **11. Will I have to key client info in multiple systems?**

If you currently use another software system and choose to use the *No Wrong Door* tools you will have to enter client data into multiple systems. A future goal of the *No Wrong Door* initiative is to use technology to allow these diverse systems to talk to one another some day. We will look for new funding to make that happen in the future.

## **12. What will it cost my agency?**

There is no cost for using the *No Wrong Door* tools if you are a public agency. The Commonwealth will support the cost for public agency participation. Private agencies can become members of the *No Wrong Door* system by entering into an agreement with SeniorNavigator that will support the private users of the system. There is a charge for this service.

**13. Will I need additional computer software, hardware or IT staff to implement the GetCare Systems Requirements?**

Depending on your computer hardware, you may need to purchase computers that can support this web-based system. However, the system has been designed for the most popular personal computer configurations using internet connections of bandwidth higher than dial-up. If you are interested, VDA can provide information about what hardware is needed to support the system.

For additional answers, please contact your local Area Agency on Aging that is participating in this initiative or call the Virginia Department for the Aging at 804-662-9333 and ask for the No Wrong Door Coordinator.

**RESOURCES:**

Uniform Assessment Instrument:

<http://www.vda.virginia.gov/pdfdocs/uai.pdf>

Uniform Authorization to Use and Exchange Information:

[http://www.vda.virginia.gov/pdfdocs/UAI Consent to Exchange.pdf](http://www.vda.virginia.gov/pdfdocs/UAI%20Consent%20to%20Exchange.pdf)

UAI User's Manual:

[http://www.vda.virginia.gov/pdfdocs/UAI User Manual.pdf](http://www.vda.virginia.gov/pdfdocs/UAI%20User%20Manual.pdf)

## No Wrong Door Contact Information

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