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HHSC No Wrong Door Project – Themes from Community Listening Sessions

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Disclosures



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The presenters are salaried employees of HHSC.

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- Texas Association of Regional Councils
- Texas Workforce Commission
- University of North Texas Health Science Center
- HHSC No Wrong Door Stakeholder Workgroup



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NWD Project Background



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Texas HHSC is implementing a project to assess and strengthen the structure, oversight, and function of Texas' No Wrong Door (NWD) System. NWD refers to a coordinated, streamlined system of access to long-term services and supports.

- Goals: evaluate, assess, identify, and define different aspects of Texas' NWD system with a focus on quality improvements.
- Key efforts include gathering feedback via listening sessions and a statewide survey.

What is the NWD System?

- “No Wrong Door” refers to the network of state agencies and community-based organizations that help people access long-term services and supports (LTSS).
- Core entities:
 - Local Intellectual and Developmental Disabilities Authorities (LIDDAs)
 - Aging and Disability Resource Centers (ADRCs)
 - Centers for Independent Living (CILs)
 - Area Agencies on Aging (AAAs)
 - Medicaid programs



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LTSS and Focus Populations

- **LTSS:** Includes nursing facility care, home health services, personal assistance services, transportation, home-delivered meals, and caregiver support services.
 - Also includes services that assist with activities such as eating, bathing, dressing, managing medication, cooking, and housekeeping.
- **Focus Populations:** Older adults, people with disabilities, people who've served in the military, and family caregivers



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Gathering Feedback

- Conducted 5 in-person sessions and will be hosting 1 statewide virtual sessions
- Launching a statewide survey
- How will feedback be used?



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Listening Session Themes

- Awareness
- Ease of Access
- Eligibility
- Collaboration between providers



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Future Efforts

- Survey
- Workplan with identified strategies
- Implementation of strategies



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Questions?

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