

# RHODE ISLAND’S NO WRONG DOOR SYSTEM THREE PHASE STRATEGIC PLAN FACT SHEET

## What is No Wrong Door (NWD)?

NWD is a framework or concept advanced by the Administration for Community Living (ACL) to create a single, statewide system that supports consumers who need or may at some point need LTSS.

The NWD system ultimately works to:

- Raise visibility about the full range of LTSS options;
- Provide objective information, counseling and assistance to people with all levels of income; and
- Empower people to make informed decisions about their LTSS through person-centered options counseling.



**Concept:** NWD encompasses the universe of pre-eligibility, eligibility, and post-eligibility functions and interactions with Rhode Islanders who are at-risk for or in-need of LTSS and without regard to payer, provider, or personal circumstance.

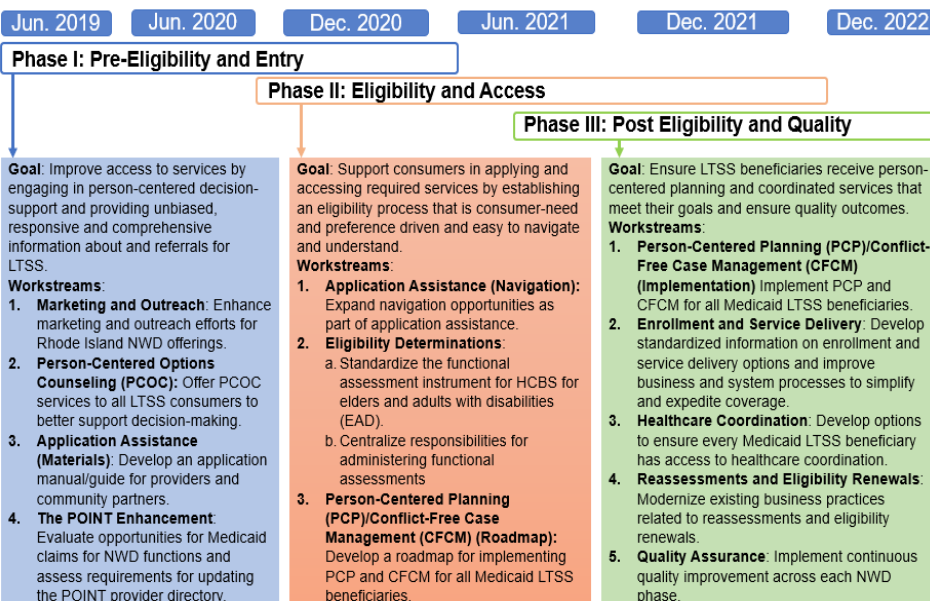


**Strategic Plan of Action:** Phased-in plan that uses the core consumer-centered principles of NWD to strengthen LTSS in Rhode Island by modernizing functions and improving access, quality and accountability system-wide.



The Rhode Island (RI) NWD System Three Phase Strategic Plan provides a road map to transform the State’s long-term services and supports (LTSS) system. RI’s redesigned LTSS system will support consumers and caregivers to make informed decisions about their LTSS options. The primary focus is to increase capacity and use of home- and community-based services (HCBS), while decreasing institutional care utilization across the State.

At the Governor’s direction, the Executive Office of Health and Human Services (EOHHS) created an interagency governing body, known as the LTSS Steering Committee, to guide the development and implementation of LTSS system redesign initiatives. In 2019, the LTSS Steering Committee approved a three-phase strategic plan, led by EOHHS, to systematically improve its LTSS system across three key areas: pre-eligibility, eligibility, and post-eligibility. EOHHS is currently implementing Phase I.



## What are the goals of RI’s NWD Strategic Plan?

The State aims to streamline access and transform its LTSS system into a model that is **person-centered, coordinated, data informed, easily accessible and highly visible, and committed to quality**. Enhancements to RI’s LTSS system will help the State align with NWD principles and effectively address the following key challenges:

- *RI demand for LTSS is expected to increase dramatically in the coming years;*
- *LTSS options are not-well-known throughout the State;*
- *Rebalancing is needed;*
- *RI lacks a comprehensive LTSS IT solution; and*
- *Person-centered options counseling is not clearly defined*

For questions, please email [OHHS.LTSSNWD@ohhs.ri.gov](mailto:OHHS.LTSSNWD@ohhs.ri.gov).