

# No Wrong Door

Many people struggle to find trustworthy information about long-term care and services they can receive at home or in their community. When they try to get help, they often face a confusing system with many different programs that do not work well together. This makes it difficult for them to get the support they need.

No Wrong Door changes this experience by helping everyone – no matter their age, disability, or how much money they have.

No Wrong Door helps people:

- Learn about all their support options
- Make informed choices about their care
- Have more control over how their needs are met
- Work towards their personal goals



**One-Stop Coordinated System**  
Simplified access to multiple services



**Single Standard Process**  
Common protocols and information exchange



**Objective and Neutral**  
Impartial and unbiased



**Seamless and Person-Friendly**  
Tell your story once



**Person-Centered**  
Focusing on you and not the system



**Use of Private and Public Programs**  
Streamlined access and enrollment processes

**A No Wrong Door system makes it easier for people to get the services they need.**

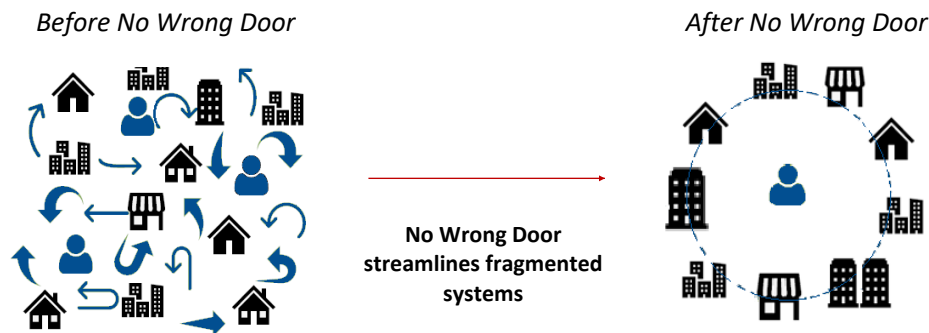
State No Wrong Door initiatives provide a coordinated way for older adults, people with any disability, and caregivers to access the services and supports they need to live in their communities. The No Wrong Door Resource Center provides national technical assistance to states and territories looking to modernize outreach, information, referral, and enrollment processes through a person-first approach – striving for more efficient and user-friendly navigation of services and programs.

# What is No Wrong Door?

States shape their own No Wrong Door system to match their needs and communities.

Strengthening state No Wrong Door systems is centered on four [key elements](#):

1. **Public Outreach and Coordination with Key Referral Sources:** Helping people learn how to get services and building partnerships so more organizations are working together to improve people's experiences.
2. **Person-Centered Counseling:** Training the workforce to focus on what matters to the person and ensuring people can make informed choices.
3. **Streamlined Eligibility to Public Programs:** Making the whole process easier, starting with the initial request for help and assessing individual needs and program eligibility, to figuring out the right services and tracking progress.
4. **State Governance and Administration:** Creating a leadership team across different state and local agencies to guide their state's No Wrong Door vision and using that information to maximize the use of resources and technology.



## Connect with Us

- Technical assistance is available for **all** states and territories. For more information or to schedule a call, email: [nowrongdoor@acl.gov](mailto:nowrongdoor@acl.gov).
- [Resources to Strengthen No Wrong Door Systems](#), a complement to the [Key Elements of a No Wrong Door System](#), offers state examples and resources to operationalize No Wrong Door.
- **Are you getting the weekly No Wrong Door Monday Mailer newsletter?** Complete [this form](#) to sign up!

Join the [No Wrong Door TA Community](#), a collaboration space to stay informed, access resources and connect with one another.