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## **Nevada Care Connection – No Wrong Door for Long Term Services and Supports**

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Helping People. It's who we are and what we do.

# Defining No Wrong Door

- No Wrong Door...
  - Informed decisions
  - Explore options
  - Navigate programs
  - Facilitate access



# Nevada Care Connection – Current Structure

## Single Entry Point (Information & Referral Services)

Nevada 2-1-1

## Resource & Service Navigation

Access to Healthcare  
Network

Nevada Senior Services

Lyon County Human  
Services

William Pennington Life  
Center

## Long Term Services and Support Programs

Aging and Disability  
Services Division

Division of Healthcare  
Financing and Policy

Division of Welfare and  
Supportive Services

Division of Public and  
Behavioral Health

# Nevada 2-1-1 - Overview

- **STRUCTURE**

- 24x7x365 Call Center
- State of Nevada covered with calls, email, text, instant messaging & social media
- 10,000+ contacts each month

- **ROLE IN NWD**

- 2-1-1 recommendation after active listening and discerning questions to identify caller needs
- 2-1-1 will complete the on-line Assess My Needs survey with client
- Will provide caller with a confirmation number and follow-up within a week

- **CHALLENGES**

- 211 could/should provide more Assess My Needs surveys if consumers are aware we can assist with getting them into contact with Aging and Disability

- **FUNDING**

- Nevada 2-1-1 receives no funding for this program

# Resource & Service Navigation - Overview

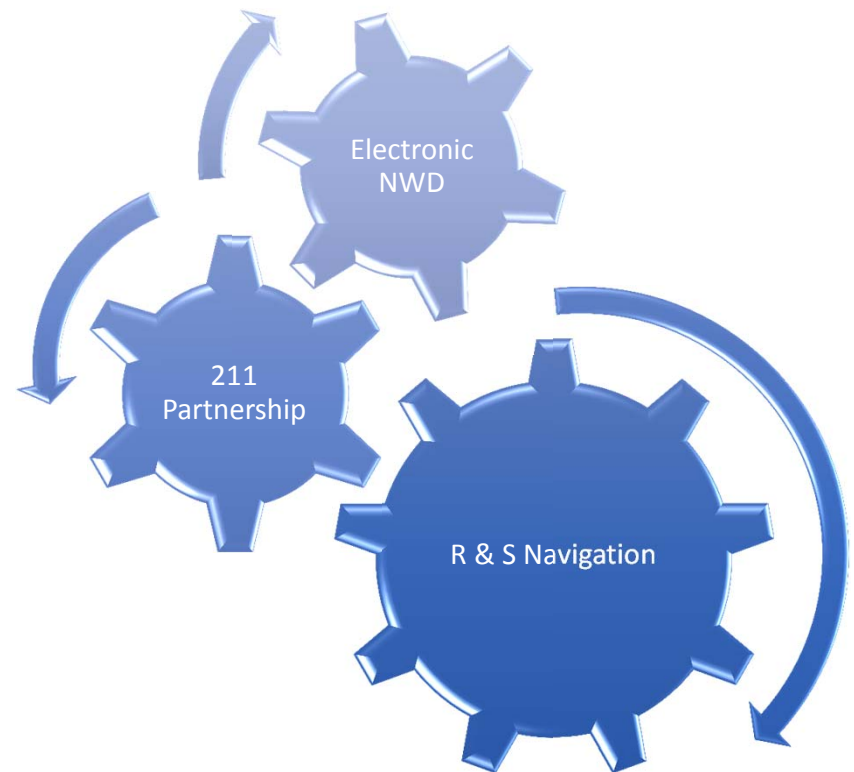
- Formal “point of entry” into LTSS system
  - Informal supports
  - Private pay services
  - Public programs
  - Veteran benefits
- Informed Decisions
  - Maximize resources
  - Strategies for achieving goals
  - Not focused on public programs
- Funding
  - Older American Act funds
- Current Challenges:
  - Individual buy-in
  - Workforce
  - Training and support
  - Funding limitations

# Future Vision – Nevada 2-1-1

- State training semi-annually
- Outreach to demonstrate 2-1-1 has ability to provide Assess My Needs survey
- Partnerships with health care organizations (homeless, mental health care, SNAP, etc.)
- Funding
- Value of intake to benefit clients
- Direct access to services, resources, and agencies for callers

# Future Vision – Resource & Service Navigation

- Network of Navigators
  - Certification Process
  - Quality Assurance
  - Funding Structure
- Expanded 2-1-1 Partnership
  - Warm hand off
  - Increased referrals
- Electronic NWD System
  - Expand existing tools
  - Promote streamlined access



# Questions?

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