



This document provides a summary of the No wrong Door Virginia initiative, its mission, vision, and key elements.

What is NWD Virginia?

No Wrong Door (NWD) Virginia is an initiative to make accessing long-term care easier for older adults, people with disabilities, veterans, and caregivers.

- NWD was started by three federal agencies: Administration for Community Living, Centers for Medicare and Medicaid Services, and Veterans Health Administration
- NWD uses technology, partnerships, and person-centered practices to carry out our mission and vision.

Mission

No Wrong Door Virginia improves access to streamlined, person-centered services for older adults, individuals with disabilities, veterans, and caregivers—strengthening communities and enhancing lives across the Commonwealth.

Vision

A future where all Virginians access the support they need through streamlined systems powered by technology, trusted partners, and person-centered care.

Key Elements of the NWD Initiative

GOVERNANCE & ADMINISTRATION

Led by DARS, with support from local Area Agencies on Aging and advisory councils

STREAMLINED ACCESS TO PUBLIC PROGRAMS

One network with multiple entry points to connect people to local help—online, by phone, or in person

OPTIONS COUNSELING (PCOC)

Trained counselors help people explore care choices that fit their life—It's all about what matters most to the person

PUBLIC OUTREACH & COORDINATION

We keep people informed and involved