



This document defines terms and phrases that are helpful to know when learning about or participating in No Wrong Door Virginia.

Helpful Terms & Phrases

ACCESS POINT

A place—physical or virtual—where people first receive aging or disability information and services. AAAs, NWD Partners, and Virginia Easy Access are all examples of access points.

AGING AND DISABILITY RESOURCE CENTER (ADRC)

A local “access point” where people can get trusted information and guidance on long-term services and supports. ADRCs simplify the process of finding help by identifying a central place to get resources and begin receiving aging services and disability service information. In Virginia, AAAs are designated ADRC locations. NWD has expanded the ADRC approach by introducing multiple, coordinated access points that span beyond ADRC locations.

AREA AGENCY ON AGING (AAA)

An AAA is a public or nonprofit organization that helps older adults live independently and safely in their communities of choice. Each AAA serves a specific locality or region and coordinates home- and community-based services like meals, home care, and other supports. AAAs are regulated according to the Older Americans Act, are designated as the Commonwealth’s ADRCs, and serve as NWD Network leads. Specific services offered may vary between AAAs as each agency is unique and responsive to the needs of their local communities.

HOME- AND COMMUNITY-BASED SERVICES (HCBS)

Services that support individuals in their own homes or communities rather than in institutional settings, such as nursing homes or hospitals. HCBS includes things like personal care, meal delivery, transportation, adult day programs, and home modifications. These services help people stay independent, safe, and connected to their communities while receiving the support they need.



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LONG-TERM SERVICES AND SUPPORTS (LTSS)

Long-term services and supports (LTSS) help people do everyday activities. This type of support includes medical and non-medical care to meet the unique needs of each person and prioritizes independence and safety.

OPTIONS COUNSELING (PCOC)

Options counseling is a person-centered practice that helps individuals understand and explore their choices for long-term services and supports. It involves trained professionals guiding someone through a collaborative conversation about their goals, needs, and preferences—empowering them to make informed decisions.

PERSON-CENTERED PRACTICES

Person-centered practices focus on you. They are practices that value your choice, preferences, strengths, needs, and circumstances. Options Counseling is an example of a person-centered practice.

SELF-DIRECTED TOOLS

Self-Directed tools on Virginia Easy Access allow you to independently take initiative, make decisions, and manage your own learning, activities, and care. The Social Health Connector is an example of a self-directed tool.

SOCIAL DETERMINANTS OF HEALTH (SDOH)

Social Determinants of Health (SDOH) are the conditions in the environments where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks.

SOCIAL HEALTH

A person's level of connection with others and their community. Social health impacts well-being, and NWD offers tools to promote social engagement and reduce isolation.