

VIRGINIA NO WRONG DOOR

COVID-19 Response and Vaccine Access



VACCINATE
VIRGINIA

[No Wrong Door \(NWD\) Virginia](#) has been responding to the COVID-19 pandemic through the use of expert person-centered approaches, accessible resources, and innovation. The resources curated to respond to the COVID-19 pandemic focus around the Social Determinants of Health and assist in the prompt connection to resources throughout the Commonwealth.

838,000+

Virginians
Reached

8,001

Virginians served through vaccine access and response efforts. NWD partnered with Virginia Assistive Technology System (VATS) to provide:

[Vaccine Access Consultations](#), [Assistive Technology Kits](#), [Training Videos](#), and items such as wheelchairs, canes, and walkers.

535,000+

individuals have accessed NWD's services and resources related to COVID-19. Resources include testing options, vaccination sites, social health resources, vaccine hesitancy courses, and symptom information. Our person-centered, accessible portal, [Virginia Easy Access](#), includes an up-to-date [COVID-19 Resources](#) page.

499

one-way trips provided to Virginians in need of transportation to COVID-19 vaccination sites.

2,079

COVID-19 shots administered to Virginians through NWD efforts.

Individuals



70,000+ individuals are served annually by NWD. NWD supports older adults, caregivers, individuals with disabilities, veterans, and their families. Linked by a secure online system to easily connect to the services you need.

Providers



500+ trained professional navigators across the state assist Virginians through an interactive decision support process to effectively connect Virginians to long-term services and supports (LTSS).

Communities



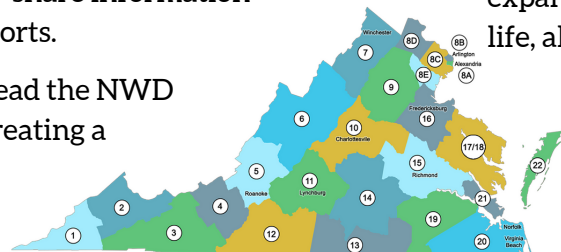
27,000+ Programs and Services are available through the NWD system. NWD offers the unique electronic tool to enable providers to work together and securely share information and expedite access to supports.

All 25 Agencies on Aging lead the NWD initiatives in their region creating a community-led effort.

Investors



\$17+ million invested in NWD since 2004. The robust technology keeps the priority on the individual while expanding access, improving quality of life, all while containing costs.



[No Wrong Door \(NWD\)](#) offers streamlined access to community services and supports for all Virginians. Our unique person-centered philosophy of working to understand the goals and needs of each individual, combined with robust technology, connecting a robust provider network, delivers efficiencies that better serve individuals across our state.



www.nowrongdoorvirginia.org



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Social Care Referrals

At the start of the COVID-19 pandemic, Joe's family decided to move in to help navigate this new way of life together. The family included his children who were working from home and his grandson who was participating in virtual schooling. As the COVID-19 restrictions began to loosen, the family began to go back to work and school. Joe, for the first time in his life, started to feel anxious and uneasy about being home alone. Prior to the pandemic, Joe had never worried about being home alone. Joe called VATS for assistance. VATS staff assessed Joe's situation and found a solution that would bring him peace of mind, an outdoor camera. Joe found comfort again in being home alone through having the ability to visualize what is happening in and around the home.

This is one example of how Joe gained access to the NWD services. Below you will see the number of ways NWD's technology assists Virginians in gaining access to our streamlined services throughout the Commonwealth.

Single-Point of Entry

A single-point-of-entry allows Joe to connect with services from any agency, using NWD's Communication, Referral, Information and Assistance (CRIA) to help coordinate supports.

Person-Centered Portal: Virginia Easy Access
Joe wants to see what services are available in his area before committing to a referral or phone call. He decides to check out Virginia Easy Access. The award-winning website gives him an accessible, easy to navigate site to locate resources.



Case Management Services

Agencies, Providers and Professionals have the ability to manage, track and deliver services from a single platform allowing Joe's story to be seen by all agencies who have permission to provide him services.

NWD Direct Connect

Through our Direct Connect feature, Joe can locate the services he needs and send a referral directly to the organization.

Integrated Resources Databases

Virginia NWD partners with two (2) powerhouse resource organizations: VirginiaNavigator and Virginia 2-1-1. Both organization provide Virginians with access to over 27,000 up-to-date programs and services that promote independence, dignity, and quality of life.

Value of Services

NWD systems encourage the use of community-based long-term services and supports (LTSS), in which early use of community-based LTSS is associated with less downstream use of institutional care. Features contributing to a lower cost include: electronic network, secure system, streamlined communication, online enrollment tracking and online, shareable Uniform Assessment Instrument (UAI). Individuals who participate in NWD's Options Counseling increase their community tenure thus reducing Medicaid LTSS costs.

NWD encourages efficiency through a single-point of access. Individuals do not have to call multiple organizations to receive services, while organizations can see which NWD partners serve an individual. Smart collaborations create streamlined access for all Virginians.

NWD continues to innovate to provide the most streamlined resource access through person-centered practices, technology upgrades, expanding community access, and building tools to provide personalized resources.

Cost-Effective

Efficient

Innovative