Practical Systems Change: Integrating Service Delivery at the Local Level
The “No Wrong Door”

Individuals, families and caregivers often have multiple needs across systems....
The No Wrong Door

To accommodate these needs, the NWD was established.

NY Connects is the “Hub” of the NWD – a comprehensive resource for all individuals who need access to long term services and supports (LTSS).
The No Wrong Door

As the Hub, NY Connects will connect with “specialized” partner agencies to better serve individuals with particular LTSS needs.
The No Wrong Door

Partner agencies/networks:

Office for the Aging
Department of Health
Office for People with Developmental Disabilities
Office of Mental Health
Office of Alcohol and Substance Abuse Disorders
Independent Living Centers
The No Wrong Door

Through these interconnections and partnerships, the NWD agencies will work closely together to provide a seamless experience for individuals and caregivers regardless of how or where they enter the system.
Let’s build a Case...(home)
Key Characteristics

It is a Friday afternoon and the NWD line rings, you answer “Hello, thank you for calling NY Connects, how may I help you?”

Well, I am...

- Gender
- Age
- Ethnicity
- Chronic conditions
- Supports
- Living situation
- Special needs
- Cognitive challenges
- Development challenges
- Capacity
- Income
- Family status
- Homeless or at risk of
- Insurance
- Family status
- Homeless or at risk of
- Current providers
- Case managed or not
- Pets
- Reason for call
- Mental health
- Medications
- Substance use or abuse
Our Person in Need of Help:
Let’s build our Hallways...
Connections…
State Organization
Mission Statements
Office for the Aging

• **Mission**
  – Our Mission is to help older New Yorkers be as independent as possible for as long as possible through advocacy, development and delivery of person-centered, consumer-oriented, and cost-effective policies, programs and services which support and empower older adults and their families, in partnership with the network of public and private organizations which serve them.

• **Vision**
  – A New York State aging and disability service system that promotes dignity, purpose, and independence through policies and advocacy.

Source: http://www.aging.ny.gov/
Department of Health

• Mission
  – We protect, improve and promote the health, productivity and well being of all New Yorkers.

• Vision
  – New Yorkers will be the healthiest people in the world - living in communities that promote health, protected from health threats, and having access to quality, evidence-based, cost-effective health services.

Source: https://www.health.ny.gov/commissioner/mvv.htm
Office for People with Developmental Disabilities

• The Vision Statement
  – People with developmental disabilities enjoy meaningful relationships with friends, family and others in their lives, experience personal health and growth and live in the home of their choice and fully participate in their communities.

• The Mission Statement
  – We help people with developmental disabilities live richer lives.

Office of Mental Health

• **Mission**
  – The New York State Office of Mental Health promotes the mental health and well-being of all New Yorkers. Our mission is to facilitate recovery for young to older adults receiving treatment for serious mental illness, to support children and families in their social and emotional development and early identification and treatment of serious emotional disturbances, and to improve the capacity of communities across New York to achieve these goals.

• **Vision**
  – We envision a future when every New Yorker experiences hope and recovery and when people across New York have access to and choice among the supports and services that fosters self-determination for living, working, learning and participating fully in their communities.

Office of Alcoholism and Substance Abuse Services

• MISSION
  – To improve the lives of all New Yorkers by leading a comprehensive premier system of addiction services for prevention, treatment, and recovery

• VISION
  – A future where New York State is alcohol safe and free from chemical dependence and compulsive gambling.

Source: https://www.oasas.ny.gov/pio/oasas.cfm
HOME...

- Holistic
- Opportunities
- Mission
- Empowerment
Questions..
NEW YORK STATE OF OPPORTUNITY

NY Connects
Your Link to Long Term Services and Supports

www.nyconnects.ny.gov
1-800-342-9871