

## Promising Practices

# Person- and Family-Centered Practices Checklist For Aging and Disability Resource Centers and No Wrong Door Systems

Author  
AARP Public Policy Institute

The AARP Public Policy Institute in collaboration with the Lewin Group and the U.S. Administration for Community Living created this checklist. It provides a roadmap for states to move toward person- and family-centered practices within Aging and Disability Resource Centers and No Wrong Door (NWD) systems. The items stem from relevant measures within the NWD composite indicator in the Long-Term Services and Supports (LTSS) Scorecard, as well as promising practice interviews with leading states. The LTSS Scorecard—written by the AARP Public Policy Institute and funded by The SCAN Foundation and The Commonwealth Fund—measures state-level performance of state LTSS systems that assist older people, adults with disabilities, and their family caregivers.

AREA OF PRACTICE		CHECK WHEN COMPLETE
1	<b>Leadership and Management Support</b>	<ul style="list-style-type: none"> <li>✓ Managers and other key staff throughout the NWD System have an understanding of the philosophy, values, concepts, and practices of person- and family-centered practice as part of its strategy to make its LTSS system more consumer-driven.</li> <li>✓ Leadership and management engage all involved in the NWD System, including families and providers.</li> </ul>
2	<b>Standards</b>	<ul style="list-style-type: none"> <li>✓ The NWD System uses statewide standards that define person- and family-centered practice.</li> </ul>
3	<b>Basic Competencies</b>	<ul style="list-style-type: none"> <li>✓ NWD System staff has the basic competencies to practice in a person- and family-centered way consistent with the Person-Centered Planning requirements in the U.S. Centers for Medicare &amp; Medicaid Services (CMS) home- and community-based services settings rule.</li> </ul>
4	<b>Specialized Competencies</b>	<ul style="list-style-type: none"> <li>✓ The NWD System has staff with skills and expertise required to successfully               <ul style="list-style-type: none"> <li>• facilitate hospital-to-home, nursing, or rehabilitation facility-to-home transitions;</li> <li>• transition individuals from nursing facilities back to the community;</li> <li>• help youth with disabilities to transition from secondary education to postsecondary life that involves options that can keep them integrated in the community; and</li> <li>• facilitate the use of self-directed models.</li> </ul> </li> </ul>

AREA OF PRACTICE		CHECK WHEN COMPLETE
5	<b>Protocols for Developing Plans</b>	✓ The NWD System has established protocols for the development of person- and family-centered plans.
6	<b>Variety of Organizations</b>	<p>✓ The NWD System uses a variety of different organizations identified by the states to practice in a person- and family-centered way to serve different populations with LTSS needs.</p> <p>✓ Departments and organizations collaborate and coordinate together.</p>
7	<b>Futures Planning and Private Pay</b>	✓ The NWD System has a process in place to facilitate access to private sector LTSS for individuals who can pay for all or part of their costs and to help people plan for future LTSS needs.
8	<b>Follow-up</b>	✓ There are written protocols for routine follow-up with individuals.

*Excerpted from Bowen, C.N. and Fox-Grage, W. (March 2017) No Wrong Door: Person- and Family-Centered Practices in Long-Term Services and Supports. AARP Public Policy Institute: Washington, D.C.*

Promising Practices 2017-XX, March 2017

© **AARP PUBLIC POLICY INSTITUTE**  
601 E Street, NW  
Washington DC 20049

Follow us on Twitter @AARPolicy  
on facebook.com/AARPolicy  
www.aarp.org/ppi

For more reports from the Public Policy Institute, visit <http://www.aarp.org/ppi/>.



**Public Policy  
Institute**