

California's No Wrong Door System: Preparing for 2030

California has prioritized build-out of its first statewide No Wrong Door system by 2025 in preparation for 2030, when one in four Californians will be age 60 or older, totaling more than 10 million residents. In recent years, more than \$20 million in state and federal investments have enabled the Department of Aging to accelerate planning and development on a comprehensive Information Technology (IT) infrastructure, with the project proceeding on schedule for targeted completion in 2025. California's planning is focused on three components:

- 1. Consumer Navigation Center with Live Help:** A centralized, statewide Contact Center will serve as a resource for anyone calling any time, from any location. This will build on the strength of California's network of ADRCs and AAAs by providing streamlined access to information and supports, ensuring that all Californians have equal access to a recognizable hub that offers resource navigation, assistance, and support 24 hours/seven days a week. This person-centered approach will assist older adults, people with disabilities, individuals with ADRD and their caregivers with navigating the system and connecting to local resources. The Contact Center will be promoted and marketed to the health care system, hospitals, doctors, health plans, government partners and community-based organizations to help bridge the divide between medical and social services for a more person-centered experience.
- 2. Consumer-Facing Web Portal:** A statewide consumer-facing web portal will provide consistent, streamlined, and standardized information on the array of services available to older adults, people with disabilities, individuals with ADRD and caregivers at the state and local levels. The site will be utilized by consumers and caregivers as well as the Contact Center, ADRCs, AAAs, and other partners.
- 3. Customer Relationship Management (CRM):** California's CRM project, referred to as Customers Holistic Aging Relationship and Management (CHARM), will provide a data interface for the exchange of information between CDA and local programs and services, enabling consumers and caregivers to be easily connected to other state and local programs and services. This project is scheduled to be operational by the summer of 2024.

California's Aging and Disability Resource Connections Network:

California's Aging and Disability Resource Connections (ADRCs) are a central component of California's NWD system. These programs provide the following core services for older adults, people with disabilities, and caregivers:

- **Enhanced Information and Referral Services** - Comprehensive resource information, follow-ups, and referrals via "warm hand-offs."
- **Options Counseling** - Assist in identifying goals and needs through person-centered counseling and coordinating access to public and private-funded long-term services and supports in the community.
- **Short-Term Service Coordination** - Expedited access to services and supports for individuals at risk of institutionalization, generally for 90 days or less, until a longer-term plan is in place.
- **Transition Services** - – For people who are currently in a hospital, nursing facility, or other institution and wishes to receive long-term services and supports at home or in a community-based setting.

ADRC Network – Statewide Expansion Efforts

Today, California has **15** designated ADRCs, **9** emerging ADRCs --with ADRC partnerships either established or developing in **30** counties, covering **51%** of the state population. The California Department of Aging is focusing efforts on expanding this network statewide. For a list of counties with designated or emerging ADRCs, see [this link](#).