



## Wake County Community Resource Connections for Aging and Disabilities End of Year Update for July 1, 2019- June 30, 2020

Wake County Community Resource Connections for Aging and Disabilities (Wake CRC) links resources within the community and strengthens relationships among existing providers through partnerships and collaboration to facilitate a “no wrong door” approach to providing services for older adults and adults with disabilities. “No wrong door” is both a philosophy and a model; it is a philosophy of public service that strives to give consumers information about services and supports available, and facilitate access to these services regardless of how or where they first enter the system. The goal of Wake CRC is to provide seamless access to information, minimize confusion, enhance individual choice and informed decision-making, and increase the cost effectiveness of long-term support systems.

Partner agencies include:

- Alliance of Disability Advocates/CIL
- Community Partnerships
- First in Families
- LGBT Center of Raleigh / SAGE
- Meals on Wheels of Wake County
- National Alliance on Mental Illness (NAMI) – Wake County
- NC Division of Aging and Adult Services
- NC Division of Services for the Blind
- NC Division of Vocational Rehabilitation – Independent Living Program
- Resources for Seniors
- Senior Community Care of North Carolina – PACE
- Southeastern Healthcare of North Carolina
- The Arc of the Triangle – Wake County
- The Center for Volunteer Caregiving
- Transitions LifeCare
- Triangle J Council of Governments Area Agency on Aging
- Triangle Radio Reading Service
- Wake County Human Services

The core functions of Wake CRC are Information, Referral and Awareness; Options Counseling/Service Coordination; Streamlined Eligibility Determination for Public Programs; Person-Centered Transition Support; Consumer and Stakeholder Involvement; and Quality Assurance/Improvement.

Meetings are held bi-monthly with 20+ representatives in regular attendance. Planning and governance for the network of partners are guided by an elected six-member leadership team, bylaws, membership application and memorandum of agreement for partner agencies.

Wake CRC adopted its first four-year action plan on July 1, 2016, developing next the first annual work plan to guide and prioritize activities in concert with targeted objectives contained in both the GOLD Coalition’s and Triangle J Area Agency on Aging’s four-year action plans.



Wake County Community Resource Connections  
for Aging and Disabilities  
Accomplishments July 1, 2019 – June 30, 2020

**Selected Presentations and Discussion Topics:**

- Substance Misuse and Older Adults
- Disaster Preparedness
- Future Planning for Aging Adults with Intellectual and Developmental Disabilities.
- Preparing for Census 2020
- Wake CRC Four-Year Review
- COVID-19 Response

**Lunch and Learn Programs:** Annual series of education events designed to inform and connect the aging and disability networks, and to engage the broader community. The 2019-2020 *Breakthrough Series* presented by The Center for Volunteer Caregiving will be themed “Caregiver Perspectives.”

- Caregivers from the Hidden Heroes Program provided attention the untold stories of military caregivers and the challenges they face.
- *The March presentation on **Hearing Loss and Hearing Aides** was cancelled due to COVID-19 restrictions.*

**Requests for Information and Assistance:**

Wake CRC received 19 website and telephone inquiries from individuals having difficulty navigating the system of aging and disability services, such as

- Volunteer Opportunities
- Rental Assistance
- In-Home Aide
- Affordable Housing
- Hospice in Long-Term Care Facilities
- Medicaid Eligibility
- Utility Assistance

Wherever possible, partner agencies provide seamless information and assistance, minimizing frustration and repetitive steps. Consumers can also link directly to service providers through the CRC website.

**Work Plan Objectives accomplished include, but are not limited to:**

- Identify new resources, services and programs; promote sharing and collaboration among CRC members
- Facilitate the Care Transitions Coalition of Wake County in order to foster communication and collaboration on person-centered transitions between home and community-based care providers and health care providers
- Create opportunities through education and relationship building to link older adults and adults with disabilities from diverse populations to community resources
- Disseminate information on family caregiver training and educational resources to CRC members