



## Wake County Community Resource Connections for Aging and Disabilities Mid-Year Update for 2018-2019

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, 2018 – December 31, 2018

**Selected Presentations and Discussion Topics:**

- The Caregiving Challenge – Lack of Preparedness, Having the Conversation, Workforce Shortage, and emerging issues such as Youth Caregivers
- The Changing Healthcare Landscape – Countdown to Medicaid Managed Care
- Update on NAMI Wake County Chapter - Education, Support and Advocacy opportunities
- 2019-2023 State Aging Services Plan – Listening Sessions Recap and Next Steps

**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 2018-2019 series will be an exploration of Perspectives on Dementia, professional and personal.

- Dementia from Perspective of the Person Living with Dementia – what they are experiencing, how to communicate, how to care for and support them. This September kickoff session drew largest crowd to date with 50 attending.

**Requests for Information and Assistance:**

Wake CRC received 18 website and telephone inquiries (July-December) from individuals having difficulty navigating the system of aging and disability services, such as

- Transferring Medicaid services from another state
- Transportation
- Legal Aid
- Affordable Housing
- Volunteer Opportunities
- Post Rehab Home Care Options

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. Success stories include assisting a gentleman caught in loop of voice mail messages to make contact with the local provider to continue services for his 53-year-old daughter with intellectual disabilities that she had been receiving in another county. Staying in contact throughout the process enabled Wake CRC to provide additional church-based resources, and for the individual to connect Wake CRC to a valuable new intake brochure from Alliance Behavioral Health with clear and easy steps to access assistance with I/DD services.

**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