BE A DC SUPPORT LINK DIFFERENCE MAKER

DC SUPPORT LINK
CONNECTIONS TO SUPPORT AND SERVICES

DC Support Link (also known as No Wrong Door) is a coordinated approach to providing access to District residents in need of long-term services and supports (LTSS).

The success of DC Support Link depends on you being a ***DC Support Link Difference Maker***. Frontline staffers like you transform lives with your person/family centered approach and cultural/linguistic responsiveness no matter what DC Support Link partner agency you call home.

By opening new doors to DC residents in search of LTSS, you connect people to services regardless of where they first seek help, always ensuring they live with dignity and independence.

How do you become a ***DC Support Link Difference Maker***?

LEARN
how DC Support Link works

DC Support Link has integrated person and family centered practices into its intake processes for the six DC government agencies serving older adults, people with mental health diagnoses, and people with physical, sensory, intellectual and developmental disabilities, regardless of age or income.

Access to LTSS in the District will be simplified by implementing a single application process that is easy to use, available in multiple languages and linked to the full range of LTSS across agencies and programs.

To ensure everyone who is working in the system becomes a ***DC Support Link Difference Maker,*** frontline workers receive person/family-centered training that supports cultural and linguistic diversity and promotes independence and inclusion in the community, while helping to find appropriate community-based services and public supports for District residents.

TAKE
ownership of your service

Because DC Support Link is a fresh approach to providing access to LTSS to DC residents, your experience is essential in implementing this system to ensure it not only works but also succeeds.

As a ***DC Support Link Difference Maker,*** you are encouraged to take ownership of the program and use person-centered approaches to fully engage our District residents in making informed choices about their services and supports. By learning more about the individuals and the families you serve, you can make a difference daily.

EMPOWER
people to better choices

Through the use of person-centered approaches, ***DC Support Link Difference Makers*** like you empower individuals and families to make informed decisions about their LTSS options.

When you do more than present a list of services, you are able to have conversations that are focused on what is possible for individuals and families using a strengths-based approach.

By professionally and supportively doing your job in this way, you immediately create a positive impact in the lives and choices of people and families who may otherwise struggle to find and access services in the District.

LOOK
to the future

By effectively cultivating success and lessening hurdles, and by tailoring options to services and supports to each person or family, you can enhance someone's quality of life in big and small ways.

District residents and their families must have the information to plan, navigate, and connect to public, community-based and private supports and services they need both now and in the future.

To be consistently effective, ***DC Support Link Difference Makers*** like you must fully adopt DC Support Link's vision of individualized supports and services to ensure that everyone is given opportunities to decide their future.

BE
a DC Support Link Difference Maker

DC Support Link is designed to be a highly visible and trusted system where people and their families get individualized information and support on the full range of LTSS options available from public and community sources.

By partnering with individuals and families, learning about their values and preferences, and discussing integrated LTSS options, you are a ***DC Support Link Difference Maker.***

DC Support Link Difference Makers
CHECKLIST

- Use person/family-centered approaches to engage District residents in need of Long term services and supports, regardless of a person's eligibility or original entry point into the system
- Link people to community and public long-term services and supports via the Resource Portal
- Apply your knowledge, training and experience in serving District residents using a strengths-based approach
- Provide options and opportunities for accessing Long term services and supports to promote a person's independence and inclusion in the community
- Acknowledge and respond to individuals and families language needs and cultural diversity
- Encourage people to develop goals that reflect their needs and preferences