DC SUPPORT LINK

CONNECTIONS TO SUPPORT AND SERVICES

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CONNECTIONS TO SERVICES AND SUPPORTS (ALSO KNOWN AS NO WRONG DOOR)

"Person-centered planning creates a space of empowerment—a level playing field—that allows for consideration of personal preferences as well as health and safety needs, without unnecessarily restricting freedoms."

—Sharon Lewis, Former Commissioner, Administration on Developmental Disabilities and Principal Deputy Administrator of ACL

Long-Term Services and Supports

DC Support Link uses Person/Family – Centered approaches and Culturally/Linguistic competent practices with people and their families in need of long-term services and supports that are flexible and put the person seeking assistance at the center of the decision-making process.

DC Support Link is working with key government agencies and public programs to streamline LTSS access and eligibility processes.

Department on Disability Services

Department of Health Care Finance

Department of Behavioral Health

Department of Human Services

DC Office on Aging

Mayor's Office of Veterans Affairs

DC Support Link is providing support to public service staff so that they are equipped with the knowledge and skills needed to offer Person/Family-Centered counseling, guidance and planning support.

DC Support Link Benefits

DC Support Link is designed to address the frustrations many people and their families experience when they need to obtain information about and/or gain access to LTSS.

DC Support Link raises visibility of the full range of available options; provides objective information, advice, counseling and assistance; empowers people to make informed decisions about their LTSS; and helps people access public and community LTSS programs.

Through DC Support Link, people receive unbiased and reliable information and guidance, regardless of where an individual starts, so that they can choose their preferred long-term services and supports to live with dignity and be fully included in their communities.

DC SUPPORT LINK
FREQUENTLY ASKED QUESTIONS

What is DC Support Link?

DC Support Link (also known as No Wrong Door) is a coordinated system designed to support people in the District of Columbia in need of Long-Term Supports and Services (LTSS) to live successfully in the community.

People in need of LTSS who may require support from more than one agency often begin the intake process by having to retell their experiences repeatedly. With DC Support Link, regardless of where an individual starts, DC Support Link partners can help them understand their options, support them in their decision-making process, and help them access services quickly by only telling their story once. The information received from DC Support Link and its partners will enable people with disabilities, older adults, and their families/caregivers to make informed choices regarding the LTSS they prefer and need in order to live with dignity and be fully included in their communities.

DC Support Link is funded by the Administration for Community Living (ACL), Centers for Medicare and Medicaid Services (CMS), and the Veterans Health Administration (VHA).

Who are DC Support Link Partners?

Department of Behavioral Health

Department on Disability Services

Department of Healthcare Finance

Department of Human Services

DC Office on Aging

Mayor's Office of Veterans Affairs

The goal is to continue to expand DC Support Link Partners to include child and youth serving agencies, hospitals, providers, primary care, managed care organizations, and more.

What are the benefits of DC Support Link?

DC Support Link helps individuals to access long-term services and supports in a way that is person/family centered, culturally and linguistically competent, and without having to retell their story over and over again. DC Support Link can help people understand all of their options and provide decision-making support related to those options.

For caregivers and family members: DC Support Link can take the mystery out of where to turn for help when trying to find support for a loved one, who is growing older and/or has a disability, or has long-term health issue. DC Support Link can also help coordinate and track referrals so that families and the individuals they are supporting do not fall through the cracks when being served by multiple providers. DC Support Link is a safe environment for individuals to share information (with consent) so that services can be more easily coordinated.

For staff, managers, and directors of partner agencies: DC Support Link can save time and money by decreasing or even eliminating duplicative administrative processes and documentation.

It can also help staff better track what is happening with an individual over time, across providers.

For communities: DC Support Link enhances knowledge and information about community and District government partners and add collaborative efforts.

What changes will DC Support Link initiate?

- Information is coordinated between key agencies so that service-users are not repeatedly required to "retell their story."
- There is better monitoring and tracking of service user progress between District agencies.
- There is recognition that people should be supported to self-direct their LTSS.
- Better collaborations, coordination and referral pathways will improve service user experience.
- DC Support Link is improving partnerships and collaboration between District agencies.

Who manages DC Support Link?

In the District of Columbia DC Support Link is led by a Strategic Leadership Team that includes the Department on Disability Services/Developmental Disabilities Administration, DC Office on Aging, Department of Health Care Finance, Department of Behavioral Health, the Department of Human Services and the Mayor's Office of Veterans Affairs.