DC **SUPPORT LINK**
Connections to Support and Services

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 Services and Supports (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 on 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.

Department of Human Services

The mission of the D.C. Department of Human Services is to empower every District resident to reach their full potential by providing meaningful connections to work opportunities, economic assistance and supportive services.

Administrations within the D.C. Department of Human Services include The Economic Security Administration (ESA) and The Family Services Administration (FSA).

The Economic Security Administration (ESA) (formerly known as IMA) determines eligibility for benefits under the following programs:

- Temporary Cash Assistance for Needy Families (TANF),
- Medical Assistance,
- Supplemental Nutrition Assistance Program (SNAP) (formerly Food Stamps),
- Child Care Subsidy, Burial Assistance, Interim Disability Assistance,
- Parent and Adolescent Support Services (PASS) and
- Refugee Cash Assistance

In addition, ESA's Food Stamp Employment and Training Program (FSET) provides employment and training services to able-bodied adults without dependents who receive food stamps. ESA also performs monitoring, quality control and reporting functions required by federal law and court orders.

The Family Services Administration (FSA) provides protection, intervention and social services to meet the needs of vulnerable adults and families to help reduce risk and promote self-sufficiency.

OFFICE HOURS

Monday to Friday,
8:15 am to 4:45 pm

CONNECT WITH US

64 New York Avenue, NE, 6th Floor,
Washington, DC 20002
Phone: (202) 671-4200
Fax: (202) 671-4326
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Email: dhs@dc.gov

The Department of Behavioral Health

The mission of DBH is to develop, manage and oversee a public behavioral health system for adults, children and youth and their families that is consumer driven, community based, culturally competent and supports prevention, resiliency and recovery and the overall well-being of the District of Columbia.

The Department of Behavioral Health provides prevention, intervention and treatment services and supports for children, youth and adults with mental and/or substance use disorders including emergency psychiatric care and community-based outpatient and residential services.

DBH serves eligible adults, children and youth and their families through a network of community based providers and unique government delivered services. It operates Saint Elizabeths Hospital—the District's inpatient psychiatric facility.

The Department of Behavioral Health (DBH) embraces these values:

Respect. All persons who come in contact with the public behavioral health care system are treated with dignity and valued for their abilities and contributions.

Accountability. DBH is responsible to consumers and family members for support and unobstructed access to services. The agency encourages all interested parties to participate in the planning, development, implementation and monitoring of treatment, services, and policy.

Recovery. DBH services are provided based on the belief that people can recover from mental and substance use disorders.

Quality. The system is responsive, cost-effective, and incorporates high standards, best practices, cultural sensitivity and consumer satisfaction. Service providers are committed to professional integrity, objectivity, fairness and ethical business practices.

Education. DBH improves the service delivery system by sharing information among consumers, family members, providers and the public promoting prevention, wellness, and recovery, reducing stigma, recognizing the needs of others for information, and communicating in an open and candid manner.

Caring. DBH encourages genuine partnerships among consumers and clients, family members, providers, and others that foster an unconditional positive regard for the concerns of those who seek and receive services.

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OFFICE HOURS

Monday to Friday,
8:15 am to 5:00 pm,
except District holidays

CONNECT WITH US

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Email: dbh@dc.gov

The Department of Health Care Finance

The mission of the Department of Health Care Finance is to improve health outcomes by providing access to comprehensive, cost-effective and quality healthcare services for residents of the District of Columbia.

The Department of Health Care Finance (DHCF), formerly the Medical Assistance Administration under the Department of Health, is the District of Columbia's state Medicaid agency.

In addition to the Medicaid program, DHCF also administers insurance programs for immigrant children, the State Child Health Insurance Program (S-CHIP or CHIP) and Medical Charities (a locally funded program).

District of Columbia **Medicaid** is a joint federal-state health insurance program that provides health care coverage to low-income and/or disabled individuals and families. Medicaid covers many services, including doctor visits, hospital care, prescriptions, mental health services, transportation and many other services. To be eligible for the Medicaid in the District, applicants must be residents of the District and must meet non-financial and financial eligibility requirements. Currently, 1 out of every 3 District residents receives quality health care through the Medicaid program. To find out more about how to qualify for the DC Medicaid program connect with us.

OFFICE HOURS

Monday to Friday,
8:15 am to 4:45 pm

CONNECT WITH US

441 4th Street, NW, 900S,
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The District of Columbia Office on Aging

The mission of the District of Columbia Office on Aging (DCOA) is to advocate, plan, implement, and monitor programs in health, education and social services which promote longevity, independence, dignity, and choice for older District residents (age 60 plus), people with disabilities (age 18 to 59) and their caregivers.

The Office on Aging is the District of Columbia's Agency on Aging that oversees direct services to persons 60 and older through a Senior Service Network. Within the Senior Service Network are eight community-based agencies, funded by the Office on Aging, to provide health, education and social services. In order to use DCOA'S services, seniors are required to become registered participants through the DC Aging and Disability Resource Center in their Ward.

In-house, the Office on Aging operates one direct services program: ADRC Information and Assistance Unit (request). DCOA also operates (with support from the Department of Health Care Finance) the DC Aging and Disability Resource Center (ADRC), a one-stop resource for long-term care information, benefits and assistance for residents age 60 and older and people with disabilities age 18 and older.

Additional services provided through the community agencies include:

- Adult Day Care
- Adult Education
- Emergency Shelter
- Health Insurance Counseling
- In-Home Relief
- Legal Services
- Transportation

OFFICE HOURS

Monday to Friday,
8:30 am to 5:00 pm

CONNECT WITH US

500 K Street, NE,
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Phone: (202) 724-5626
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Email: dcoa@dc.gov

The Developmental Disabilities Administration

The mission of the Developmental Disabilities Administration (DDA) is transforming lives by providing support and fostering partnerships that empower people to live the lives they want.

The Developmental Disabilities Administration (DDA) ensures that residents with intellectual disabilities receive the services and supports they need to lead self-determined and valued lives in the community. DDA achieves this through the delivery of outreach and service coordination services; the development and management of a provider network delivering community residential, day, vocational, employment and individual and family support services; and the operation of a comprehensive quality management program.

DDA supports individuals with intellectual disabilities to have the most independence and choice and control over their own lives through person-centered service planning and delivery and increased provider capacity. DDA coordinates home and community services for over 2,000 individuals so each person can live and work in the neighborhood of his or her choosing, and promotes health, wellness and a high quality of life through service coordination and monitoring, clinical supports, and a robust quality management program.

The DDA ensures that residents with intellectual disabilities receive the services and supports they need to lead self-determined and valued lives in the community. DDA delivers:

- Outreach and service coordination services
- Development and management of a provider network delivering community residential, day, vocational, employment and individual and family support services; and
- Operation of a comprehensive quality management program

OFFICE HOURS

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CONNECT WITH US

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Phone: (202) 720-1700

Department on Disability Services

The mission of the Department on Disability Services (DDS) is to provide innovative high quality services that enable people with disabilities to lead meaningful and productive lives as vital members of their families, schools, workplaces and communities in every neighborhood in the District of Columbia.

The Department on Disability Services (DDS) provides the residents of the District of Columbia with information, oversight and coordination of services for people with disabilities and those who support them, such as service providers and employers. DDS supports the District's Disability Determination Division where Social Security Disability Insurance claims determinations are processed.

Two Administrations oversee and coordinate services for residents with disabilities through a network of private and non-profit providers:

- The Developmental Disabilities Administration (DDA)
- Rehabilitation Services Administration (RSA)

The DDA ensures that residents with intellectual disabilities receive the services and supports they need to lead self-determined and valued lives in the community. DDA delivers:

- Outreach and service coordination services;
- Development and management of a provider network delivering community residential, day, vocational, employment and individual and family support services; and
- Operation of a comprehensive quality management program.

The RSA focuses on employment, ensuring that persons with disabilities achieve a greater quality of life by obtaining and sustaining employment, economic self-sufficiency and independence. RSA achieves this through:

- Employment marketing and placement services,
- Vocational rehabilitation,
- Inclusive business enterprises and
- Support of the DC Center for Independent Living.

OFFICE HOURS

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8:15 am to 4:45 pm

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Mayor's Office of Veterans Affairs

The mission of the District of Columbia Office of Veterans Affairs (OVA) is to recognize and assist District of Columbia veterans and their families. OVA is enhancing its services by building upon established partnerships and creating new ones.

The Office of Veterans Affairs was created as an entity under the Executive Office of the Mayor in October 2001. The office was established to provide veteran benefits, assistance, information, outreach, effective advocacy, claims processing assistance and service provider coordination to veterans and their families so that they can access their entitled resources and benefits. The office also develops, coordinates and attends veteran commemorative events that recognize the military service and sacrifice of District of Columbia veterans.

Additional services provided through the community agencies include:

- Claims Assistance
- One-on-One Resume Writing Assistance
- Request Copies of Military Personnel Records
- Survey: Mayor Office of Beterans Affairs
- Veteran Voters
- Veterans Affairs Newsletter
- Voting Assistance for Military Voters

OFFICE HOURS

Monday to Friday,
9:00 am to 5:00 pm

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