

Aging and Disability Resource LINK – No Wrong Door

Relevant information and advice when and where people need it

Is a process. Not one place.

Strengthens what we have.

Goal: Minimize confusion, enhance individual choice, and support informed decision-making regarding long-term care services

Pilot in 2 Regions

- **Region IV** (*Grand Forks, Nelson, Pembina, and Walsh counties*)
Partners/Access Points
 - Northeast Human Service Center
 - County Social Service Offices
 - Options Interstate Resource Center for Independent Living
 - Senior Centers and Other Community Partners
- **Region VII** (*Burleigh, Emmons, Grant, Kidder, McLean, Mercer, Morton, Oliver, Sheridan, and Sioux counties*)
Partners/Access Points
 - West Central Human Service Center
 - County Social Service Offices
 - Dakota Center for Independent Living
 - Northland PACE program
 - Senior Centers and Other Community Partners

Raise awareness of existing public and private community care and support services for seniors and people with disabilities through education and outreach.

Improve access to needed services.

Improve coordination between providers to better meet the needs of seniors, individuals with disabilities, and their families.

Trained Advisors at access points provide personalized solutions to individual needs.

- *Evaluate needs*
- *Explain options*
- *Explore benefits/programs they may qualify for and help apply*
 - People leave with a plan, not a list of phone numbers
- *Be accountable for outcomes and conduct follow-up*

Available to all.

- Sliding fee scale (cost sharing) for private pay

Addresses Gaps/Issues while avoiding duplication.

- Awareness of available services
- Evening and weekend access to help
- Early coordination with hospital discharge planners
- Meet private pay individuals' needs too (If don't qualify for public services, referrals and help accessing private services is currently inconsistent)
- Stigma of contacting County Office or Human Service Centers