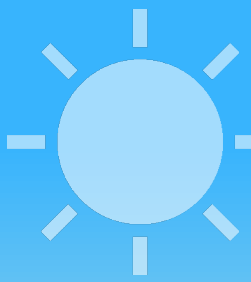




Welcome to the No Wrong Door Summit



NO WRONG DOOR SUMMIT
THINK. INNOVATE. ACTIVATE.



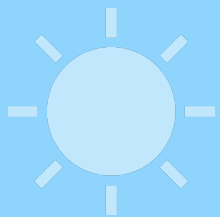
APRIL 19 & 20, 2023



Think.Innovate.Activate.

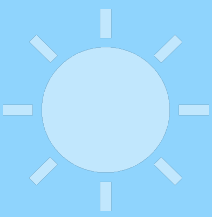
AGENDA

1. Welcome by Commissioner Hayfield
2. NWD's Impact - Statewide Panel
3. Framing Virginia's No Wrong Door
- Break*
4. Zumba Gold
5. Person Centered Thinking Activity
6. What is our Why?
7. Creative Collaborations - VATS
8. Workgroup Introductions
- Lunch*
9. Workgroup Sessions 1 and 2
- Break*
10. Workgroup Sessions 3 and 4
11. Finishing the Story – Actionable items for your community
- Adjourn*





QUESTIONS?



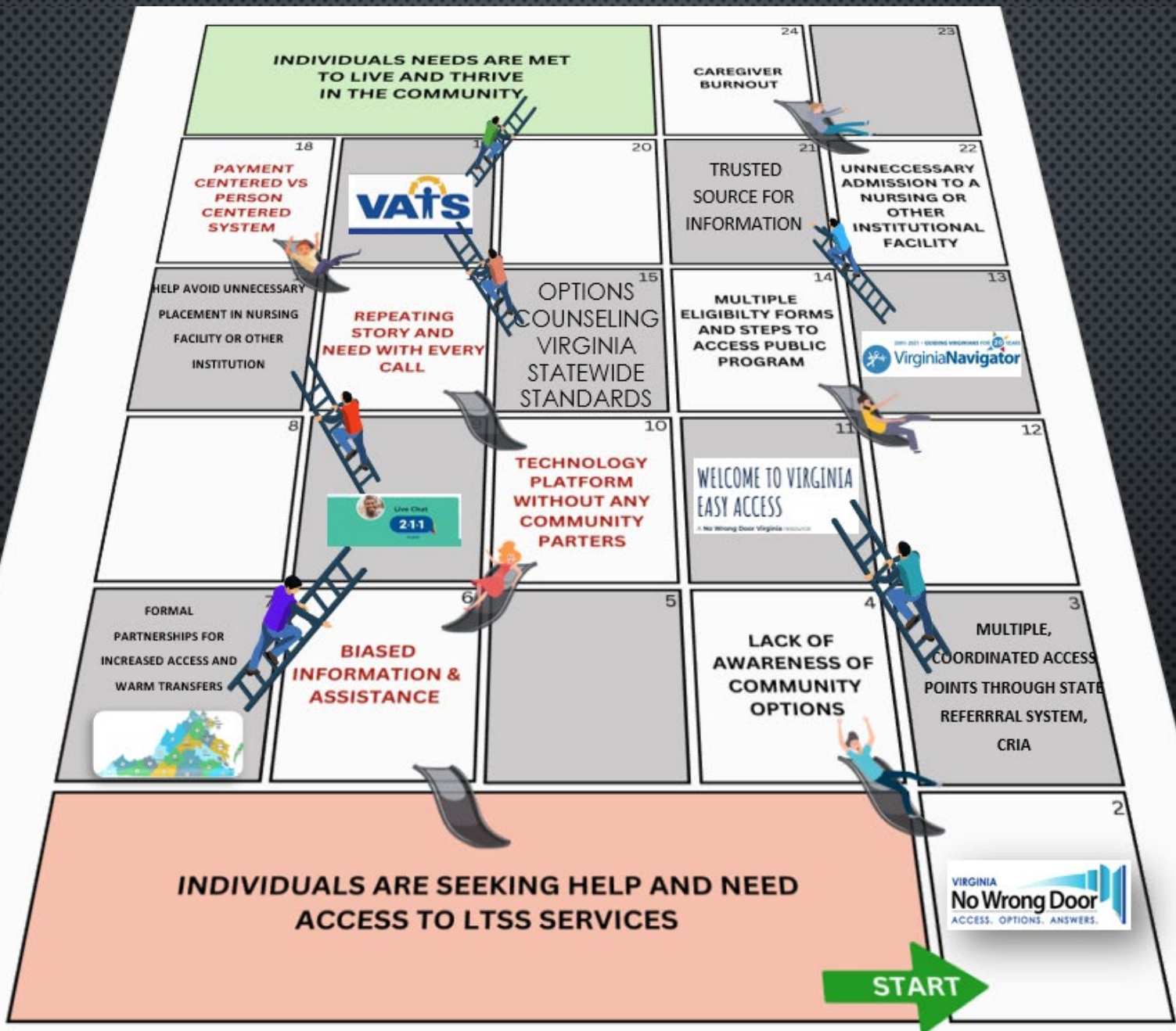
Joseph Lugo

Director, Office of Network Advancement



Administration for Community Living

*Advancing independence, integration,
and inclusion throughout life*



INDIVIDUALS NEEDS ARE MET TO LIVE AND THRIVE IN THE COMMUNITY

PAYMENT CENTERED VS PERSON CENTERED SYSTEM



TRUSTED SOURCE FOR INFORMATION

UNNECESSARY ADMISSION TO A NURSING OR OTHER INSTITUTIONAL FACILITY

HELP AVOID UNNECESSARY PLACEMENT IN NURSING FACILITY OR OTHER INSTITUTION

REPEATING STORY AND NEED WITH EVERY CALL

OPTIONS COUNSELING VIRGINIA STATEWIDE STANDARDS

MULTIPLE ELIGIBILITY FORMS AND STEPS TO ACCESS PUBLIC PROGRAM



TECHNOLOGY PLATFORM WITHOUT ANY COMMUNITY PARTNERS

WELCOME TO VIRGINIA EASY ACCESS

FORMAL PARTNERSHIPS FOR INCREASED ACCESS AND WARM TRANSFERS



BIASED INFORMATION & ASSISTANCE

LACK OF AWARENESS OF COMMUNITY OPTIONS

MULTIPLE, COORDINATED ACCESS POINTS THROUGH STATE REFERRAL SYSTEM, CRIA

INDIVIDUALS ARE SEEKING HELP AND NEED ACCESS TO LTSS SERVICES



Nanette Relave

Senior Director, National I&R Support Center





ADvancing States - Our Vision:

Older adults, individuals with disabilities, and their caregivers will have access to the resources they need to live well & thrive in every community.

Our Mission:

To design, improve, and sustain state systems delivering long-term services and supports for people who are older or have a disability, and their caregivers.





NWD Access to LTSS: Key Elements and Core Components

Key Elements

Public Outreach and Coordination with Key Referral Sources

Person-Centered Counseling

Streamlined Access to Public Programs

State Governance and Administration

Core Components

Partnerships

Technology

Process

Training

Staffing and staff roles

Quality and oversight

Assessment

Intake

Financing



**Partnerships
are at the 
of NWD
systems:**

Encourage broad
access to services

Minimize
duplication of
effort

Address
workforce
challenges

Leverage available
funding and new
opportunities

Increase system
capacity

Reduce gaps in
service

Strengthen
referral pathways

Facilitate cross-
training



NWD Consumer Access

NWD are entry point for LTSS:

link to other public benefits;

resources;

community partnerships

CBOs can provide:

public outreach;

information, referral and assistance;

screening and assessment;

person-centered decision support;

application assistance for key programs



Promising Practices

ncor | Age+Action
www.ageplusaction.org

No Wrong Door: From Foundations to Intentional Community Partnerships

Age+Action 2022 Conference



Agenda

ADVANCING STATES

Aging and Disabilities Symposium

AIRS 2022 Conference: Envision I&R
Monday, October 17, 2022 (USAgging Room, Key 1&2)

7:00 a.m. – 9:00 a.m.	Breakfast on Your Own
9:00 a.m. – 9:30 a.m.	Aging & Disabilities Symposium Welcome and Introductions <ul style="list-style-type: none">Nanette Relave, I&R Support Center Director, Advancing StatesSara Tribe Clark, Director, Eldercare Locator and Disability Information and Access Line, USAggingSherri Clark, Senior Aging Services Program Specialist, Administration for Community Living
9:30 a.m. – 9:50 a.m.	The Elements of I&R Partnerships <ul style="list-style-type: none">Nanette Relave, Support Center Director, Advancing StatesSara Tribe Clark, Director, Eldercare Locator and DIAL, USAgging
9:50 a.m. – 10:50 a.m.	Better Together: State No Wrong Door and 211 Partnerships <ul style="list-style-type: none">Amanda Distefano, Administrator, Long Term Services, Maryland Department of AgingQuinton Askew, President/CEO, 211 MarylandSara Link, Director, No Wrong Door, Virginia Department for Aging and Rehabilitative ServicesRobert Morrow, Statewide Director, 211 VirginiaQuestion facilitation – Nanette Relave and Sara Tribe Clark
10:50 a.m. – 11:00 a.m.	Break
11:00 a.m. – 11:20 a.m.	Peer-to-Peer: Small Group Discussion of I&R Partnerships
11:20 a.m. – 11:30 a.m.	Wrap Up and Adjourn <ul style="list-style-type: none">Nanette Relave and Sara Tribe Clark
11:30a.m.	Transition to Opening Luncheon (Key Ballroom)

Leadership, innovation, collaboration for state Aging and Disability agencies. ADVANCING STATES 1

NWD Systems: Guide for Community Organizations

ADVANCING STATES

State Approaches to CBO Partnerships

States approaches to partnerships with CBOs can vary in structure and arrangement, such as services and resources offered through the NWD System, type of CBO entities, and support and training. Below are examples of two state approaches to engagement of community partners.

Virginia No Wrong Door

The Virginia No Wrong Door (NWD) system is a statewide network of community partners and shared resources linked through a virtual system, designed to streamline access to LTSS – connecting individuals, providers, and communities across the Commonwealth. The initiative of the Virginia Department of Aging and Rehabilitative Services (DARS) is supported by two statewide resource databases, [VirginiaNavigator](#) and [Virginia 2-1-1](#), to offer a statewide one-stop, coordinated, and person-centered system. Virginia's NWD system was designed to provide individuals with streamlined access to LTSS information through collaborative partnerships supporting older adults, family caregivers, individuals with disabilities, and veterans seeking services and supports. Each of the 25 AAAs serve as a lead agency in their community and work with local partner agencies, such as CILs, transportation and home care agencies, and other agencies or organizations within the community to connect services and benefits to individuals. These network partners participate in Local Advisory Councils and statewide NWD network calls. In addition, network partners have access to the NWD Training Platform that hosts training modules, such as person-centered options counseling, trauma-informed care, assistive technology and more. The training site is regularly updated and is free to any NWD network partners.

Information on community resources consisting of over 27,000 statewide providers of long-term programs and services, as well as an individual's personal information (with consent), is shared among community network partners using a secure system called 'CRIA' or Communication, Referral, Information and Assistance. CRIA is an electronic communication and referral tool that enables referrals to agencies and subsequent tracking to be done electronically instead of by phone, fax, or email. With consent from the individual, personally identifiable information is secured and protected under federal HIPPA guidelines and state guidelines of the Office of the Attorney General. Using this tool, individuals can access services quicker and more efficiently as compared to independently contacting several agencies; however, this is not the only way individuals can connect with resources. Through NWD's suite of solutions individuals can access the system via a person-centered web portal, Virginia Easy Access, 24/7 live chat, and a toll-free number. Individuals also have the option to self-direct and request local services, institute referrals, and securely share data through the No Wrong Door Direct Connect tool.

Virginia's NWD system has been recognized as a national leader in design, development, investment, and governance. The governance structure includes a Resource Advisory Council including Local Advisory Councils, an Advocacy Group, and an implementation team known as Home and Community Based Services, whose work focuses on the policy of the NWD system, including communication and marketing, person-centered practices, streamlined access, and governance and administration.

Advancing States www.advancingstates.org 10

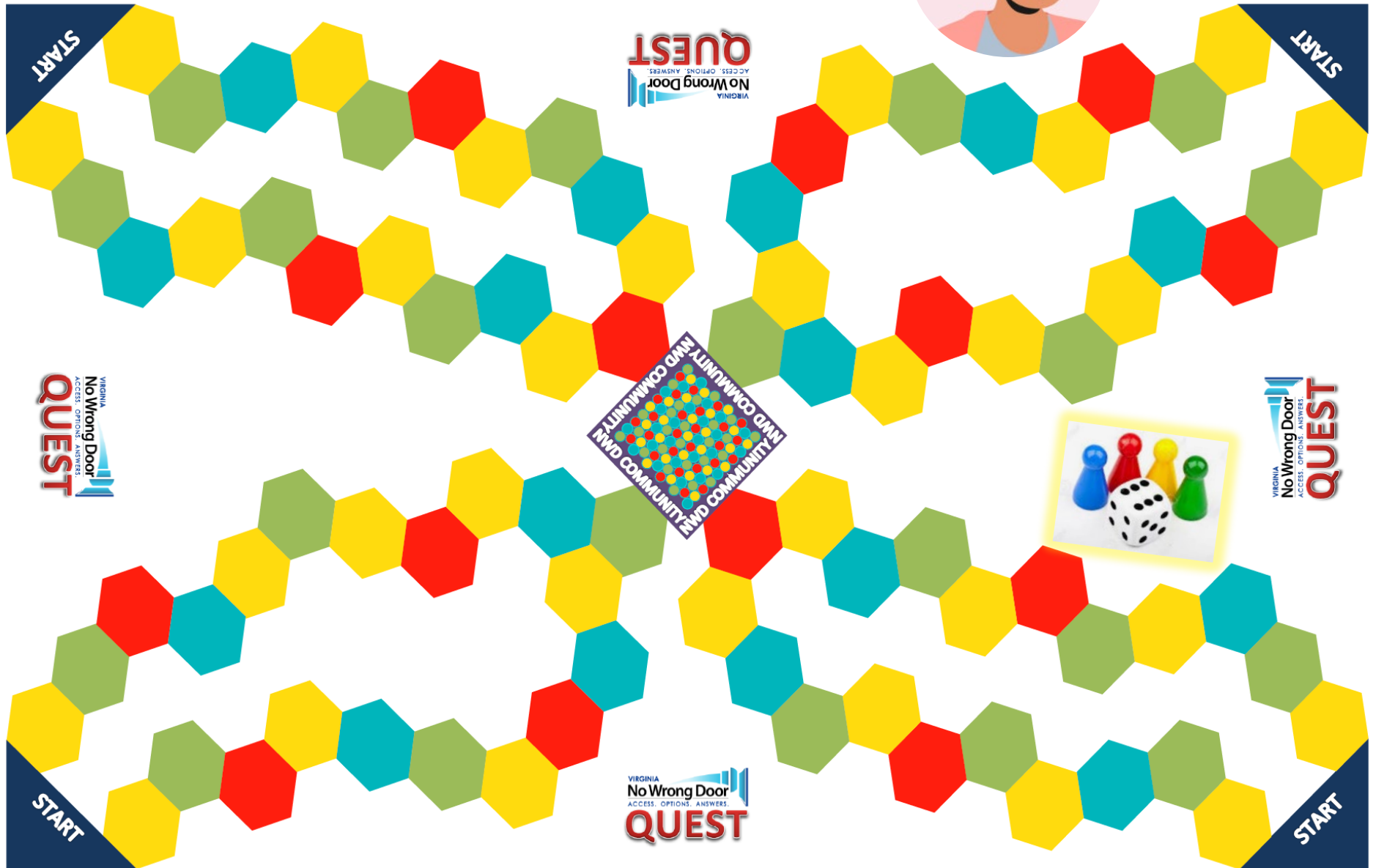


Panel Discussion

Kathy, Nanette, Joseph



No Wrong Door Virginia



Keeping the Person at the Center of our Work

Providing for the journey toward long-term supports

What Are the Benefits of No Wrong Door?

PEOPLE IN NEED

Understand options & tell the story once. Safe, secure care coordination.

SERVICE PROVIDERS

Person-centered training & secure data sharing increases quality of referrals.

CAREGIVERS

Find services for multiple needs. Coordinate & track referrals with different providers.

COMMUNITIES

Improve health outcomes, stretch funds & increase partner collaboration.

HEALTHCARE SYSTEMS

Save time & money by avoiding duplication. Track individual over time & across providers.



NWD COVID-19 Response

VIRGINIA NO WRONG DOOR

COVID-19 Response and Vaccine Access



No Wrong Door (NWD) Virginia has been responding to the COVID-19 pandemic through the use of expert person-centered approaches, accessible resources, and innovation. The resources curated to respond to the COVID-19 pandemic focus around the Social Determinants of Health and assist in the prompt connection to resources throughout the Commonwealth.

838,000+
Virginians
Reached

8,001

Virginians served through vaccine access and response efforts. NWD partnered with Virginia Assistive Technology System (VATS) to provide:
[Vaccine Access Consultations](#),
[Assistive Technology Kits](#), [Training Videos](#), and items such as wheelchairs, canes, and walkers.

535,000+

individuals have accessed NWD's services and resources related to COVID-19. Resources include testing options, vaccination sites, social health resources, vaccine hesitancy courses, and symptom information. Our person-centered, accessible portal, [Virginia Easy Access](#), includes an up-to-date [COVID-19 Resources](#) page.

499

one-way trips provided to Virginians in need of transportation to COVID-19 vaccination sites.

2,079

COVID-19 shots administered to Virginians through NWD efforts.

Individuals



70,000+ individuals are served annually by NWD. NWD supports older adults, caregivers, individuals with disabilities, veterans, and their families. Linked by a secure online system to easily connect to the services you need.

Providers



500+ trained professional navigators across the state assist Virginians through an interactive decision support process to effectively connect Virginians to long-term services and supports (LTSS).

Communities



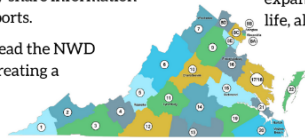
27,000+ Programs and Services are available through the NWD system. NWD offers the unique electronic tool to enable providers to work together and securely share information and expedite access to supports.

All 25 Agencies on Aging lead the NWD initiatives in their region creating a community-led effort.

Investors



\$17+ million invested in NWD since 2004. The robust technology keeps the priority on the individual while expanding access, improving quality of life, all while containing costs.



No Wrong Door (NWD) offers streamlined access to community services and supports for all Virginians.

Our unique person-centered philosophy of working to understand the goals and needs of each individual, combined with robust technology, connecting a robust provider network, delivers efficiencies that better serve individuals across our state.



www.nowrongdoorvirginia.org

NoWrongDoor@dars.virginia.gov

Social Care Referrals

At the start of the COVID-19 pandemic, Joe's family decided to move in to help navigate this new way of life together. The family included his children who were working from home and his grandson who was participating in virtual schooling. As the COVID-19 restrictions began to loosen, the family began to go back to work and school. Joe, for the first time in his life, started to feel anxious and uneasy about being home alone. Prior to the pandemic, Joe had never worried about being home alone. Joe called VATS for assistance. VATS staff assessed Joe's situation and found a solution that would bring him peace of mind, an outdoor camera. Joe found comfort again in being home alone through having the ability to visualize what is happening in and around the home.

This is one example of how Joe gained access to the NWD services. Below you will see the number of ways NWD's technology assists Virginians in gaining access to our streamlined services throughout the Commonwealth.

Single-Point of Entry

A single-point-of-entry allows Joe to connect with services from any agency, using NWD's Communication, Referral, Information and Assistance (CRIA) to help coordinate supports.

Person-Centered Portal: Virginia Easy Access
Joe wants to see what services are available in his area before committing to a referral or phone call. He decides to check out Virginia Easy Access. The award-winning website gives him an accessible, easy to navigate site to locate resources.



Case Management Services

Agencies, Providers and Professionals have the ability to manage, track and deliver services from a single platform allowing Joe's story to be seen by all agencies who have permission to provide him services.

NWD Direct Connect

Through our Direct Connect feature, Joe can locate the services he needs and send a referral directly to the organization.

Integrated Resources Databases

Virginia NWD partners with two (2) powerhouse resource organizations: VirginiaNavigator and Virginia 2-1-1. Both organization provide Virginians with access to over 27,000 up-to-date programs and services that promote independence, dignity, and quality of life.

Value of Services

Cost-Effective

NWD systems encourage the use of community-based long-term services and supports (LTSS), in which early use of community-based LTSS is associated with less downstream use of institutional care. Features contributing to a lower cost include: electronic network, secure system, streamlined communication, online enrollment tracking and online, shareable Uniform Assessment Instrument (UAI). Individuals who participate in NWD's Options Counseling increase their community tenure thus reducing Medicaid LTSS costs.

Efficient

NWD encourages efficiency through a single-point of access. Individuals do not have to call multiple organizations to receive services, while organizations can see which NWD partners serve an individual. Smart collaborations create streamlined access for all Virginians.

Innovative

NWD continues to innovate to provide the most streamlined resource access through person-centered practices, technology upgrades, expanding community access, and building tools to provide personalized resources.

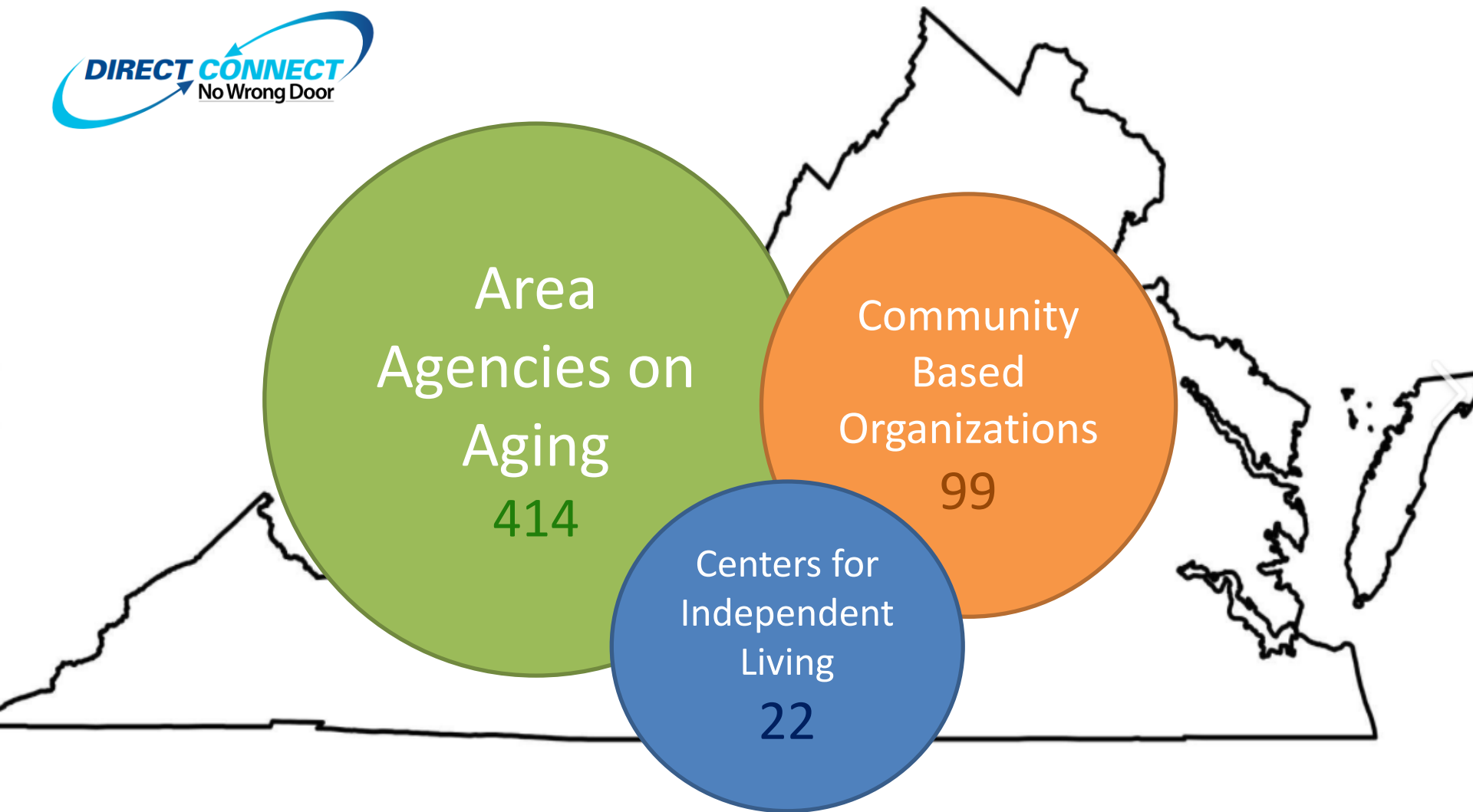


NWD Direct Connect PSA



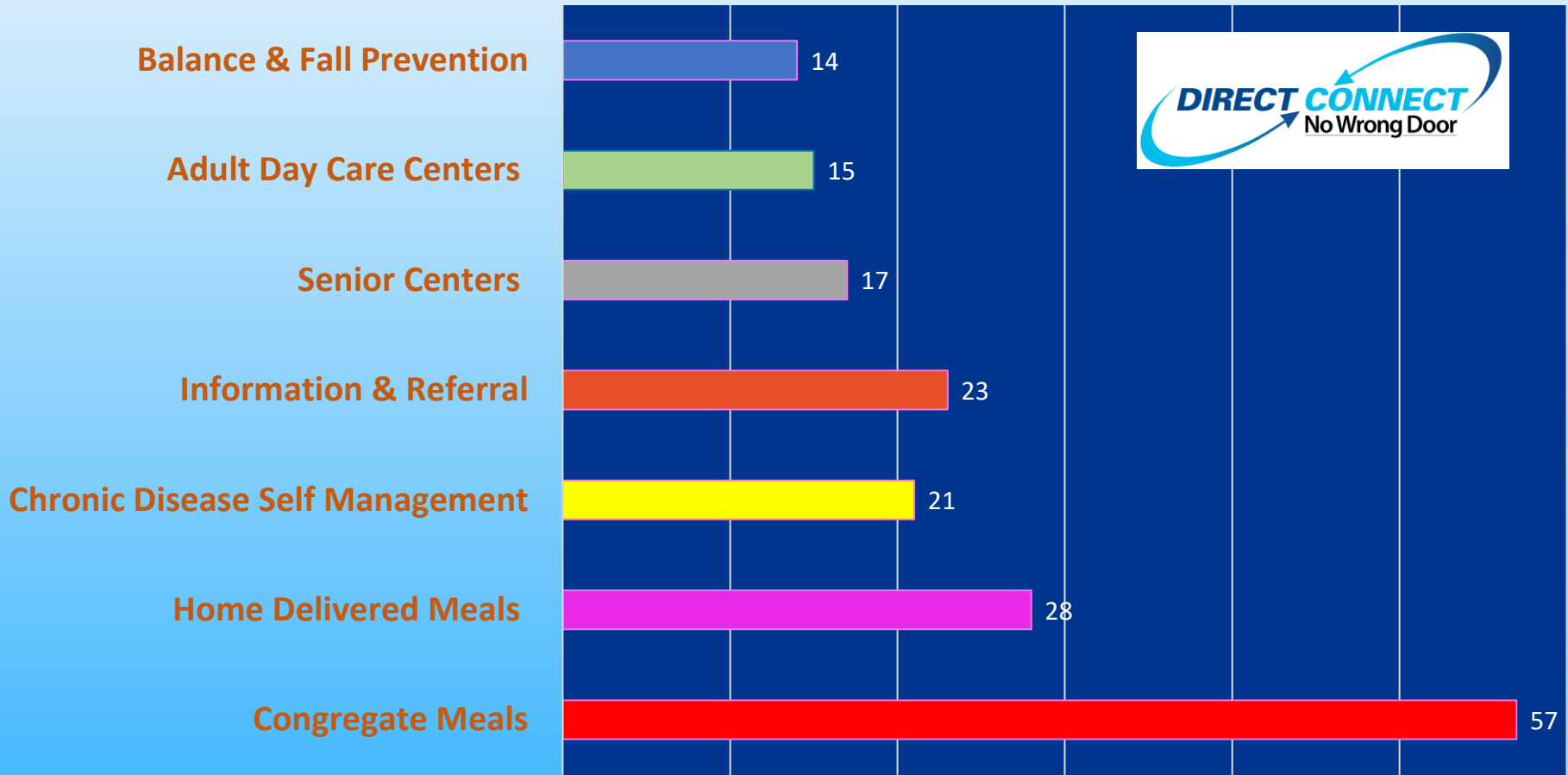
https://www.youtube.com/channel/UCthKy_nqWeQhoJYaG3wTEtA

NWD Direct Connect opted-in programs



535 total services/programs opted-in

Top Categories for NWD Direct Connect opted-in programs



NWD Direct Connect

NWD DIRECT CONNECT

No Wrong Door Direct Connect is an easy and efficient way to connect Virginians who need services with the organizations that can help. Older adults, people with disabilities, veterans, and their families and caregivers can directly request services online and get an answer quickly.



What is NWD Direct Connect? +

How do I use NWD Direct Connect? +

Benefits to Providers +



Get started connecting with Direct Connect Providers!

[Service Search and Tools](#)

HOME

SERVICE SEARCH



ASSISTIVE TECHNOLOGY

No Wrong Door (NWD) and Virginia Assistive Technology (VATS) partnered to provide assistive technology (AT) items to Virginians and improve access to vaccines throughout the Commonwealth. View our flier outlining our partnership here.

No Wrong Door Virginia: How Assistive Technology is Helping Virginians through the COVID-19 Pandemic

This report shares the accomplishments of the No Wrong Door and Virginia Assistive Technology System (VATS) Partnership and the stories of Virginians assisted through these efforts.

Gallery of Assistive Technology



NWD and VATS have collaborated to create three (3) Assistive Technology kits: *Social Health Kit*, *Emergency Preparedness Kit*, and *Training Videos Kit*. This gallery outlines the items in the *Social Health Kit* and *Emergency Preparedness Kit*. The *Training Videos Kit* can be found on the **NWD Training Platform**.



Brain Injury State Partnership

Traumatic Brain Injury State Partnership Program



BI Landing Page

- Resource Page to be housed on Easy Access
- Plan to set-up meeting with BIAV to ensure cohesive and aligned resources

easyaccess.virginia.org/brain-injury-resources



BI Providers

Onboarded



- BI Connections of Shenandoah Valley
- BI Services of Southwest Virginia
- Bridgeline
- Virginia Supportive Housing
- Brain Injury Services, Inc.



- No Limits Eastern Shore
- Community Brain Injury Services

Tentative Providers

- Brain Injury Association of Virginia (BIAV)
- Eggleston Services

BI Screening Tool

Screening tool to be housed on Virginia Easy Access to increase access to BI resources across the state

Suggestion: Screeners encouraged to take Trauma-Informed module prior to administering screening



Person-Centered Options Counseling

VCU Partnership for People with Disabilities

Contract has been approved by VCU. VCU starts working on:

- Toolkit of BI Person-Centered Resources
- Scripting for training Virginia 2-1-1 operators on administering BI Screening Tool



VirginiaNavigator & Virginia 2-1-1

- Audit of BI resources in database to ensure accurate, well-rounded BI resources
- Provide report of BI resource traffic
- 2-1-1 Operators to be trained on BI resources to offer to Virginians



Virginia HEAR

Objectives

Multimedia Intervention

A solution-focused, multimedia intervention: Recognizing and identifying abuse, the role of ageism, barriers to reporting abuse and seeking services, and best practices for linking systems of care.

Focus on rural communities of interest

Currently, no such intervention exists to address ageist attitudes and elder abuse – two issues that are inextricably intertwined.

Safety Connector

Develop a web-based tool that is integrated with No Wrong Door Virginia: Modeled after the linking systems of care best practice, the Safety Connector provides screening and instant access to the resources people need to be safe and well.



Implementation & Dissemination

The multimedia intervention will be implemented first in **rural, Southwest Virginia** then widely via statewide APS networks, local DSS agencies, and partner networks.

Web-based tool e-marketing campaigns will reach **400,000 users**. **20,000 unique users** will engage and receive instant access to resources and services, making Virginia a safer state for people to age into elderhood.

Outcomes

Knowledge, Trust & Identification

- Increase in knowledge about resources available
- Understanding of what constitutes abuse
- Knowledge for intervening/responding to abuse
- Decrease in ageist attitudes
- **Increased trust** between APS and other community organizations
- Identify enduring and emerging challenges

Connected, Collaborative

- **Increase in referrals to and utilization of services that promote safety and well-being**
- More victimized older adults in Virginia will be accurately identified in a wide range of community settings and organizations
- Connection to needed resources and services
- Increase in collaboration with APS and other community partners

Streamlined Services & Policy Recommendations

- Increase in interdisciplinary efficiency and streamlined delivery of services.
- Recommendations for priority actions in research, practice, and policy
- Ensure that Virginia's older adults are **served by a better linked and more efficient network of systems**
- Long term shifting of attitudes about aging to promote a less ageist society

Virginia HEAR Project



VIRGINIA DEPARTMENT FOR AGING AND REHABILITATIVE SERVICES



Welcome to the No Wrong Door Training Platform.

No Wrong Door (NWD) Systems empower individuals to make informed decisions, to exercise control over their long term care needs, and to achieve their personal goals and preferences.

We hope this site is easy for you to navigate and find the information you need. If you have any feedback or questions, please contact Liz Havenner at 804-662-7047 or email us at nowrongdoor@dars.virginia.gov.

Person Centered Options Counseling courses

- VATS courses
- Emergency Preparedness
 - Online Food Ordering
 - Social Health Kit

CURRENT COURSE OFFERINGS

2022 NWD Security Training
12/28/2021 - 12/31/2022

NWD Direct Connect
1/1/2021 - 12/31/2022

PC-OC 2021 Annual Refresher
1/1/2021 - 12/31/2022

Trauma and Resilience: An Introduction for Community-based Organization and Direct Service Workers
11/1/2021 - 12/31/2022

VATS Emergency Preparedness Kit Tour
1/27/2022 - 12/31/2022

VATS NWD Online Food Ordering
1/1/2021 - 12/31/2022

VATS Social Health Kit Tour
1/27/2022 - 12/31/2022

Trauma Informed Care course

Data Literacy Training Series



Session 1: Assessing Data Literacy

Session 2: Understanding the Power and Value of NWD Data

Session 3: How to Work Effectively with NWD Data

Session 4: How to Develop a NWD Data Mindset

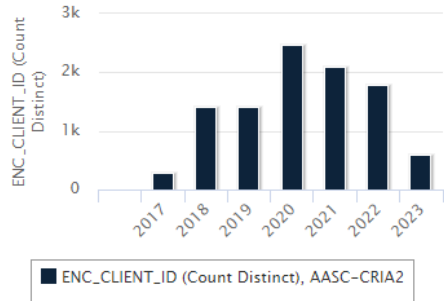
Data Master	Data Apprentice	Data Explorer	Data Browser	Data Cynic
An illustration of a woman with glasses and a white shirt, holding a red book labeled "Data Experts".	An illustration of a person sitting at a desk with a computer, looking at a screen displaying data charts and graphs.	An illustration of a woman holding a magnifying glass over a laptop screen, symbolizing investigation or exploration.	An illustration of a woman sitting at a desk with a laptop, looking at the screen.	An illustration of a man looking at a computer monitor displaying a red triangle with the number "404" and exclamation marks, symbolizing a 404 error or a cynical view of data.

JasperSoft- Data Dashboard

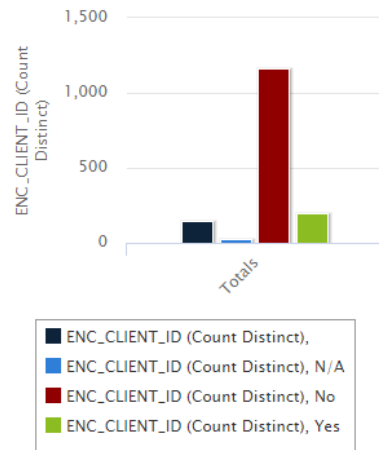
NWD DASHBOARD DRAFT 4



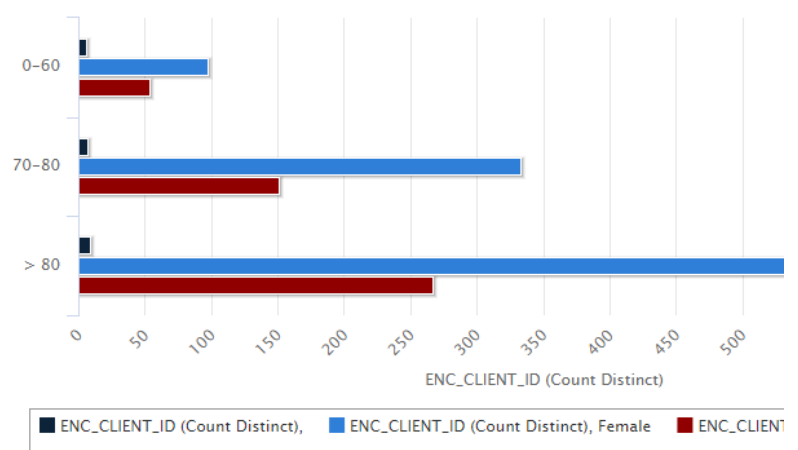
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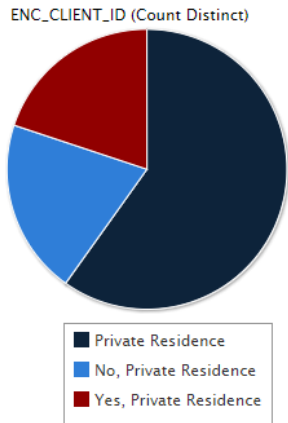
CLIENTS by VETERAN STATUS



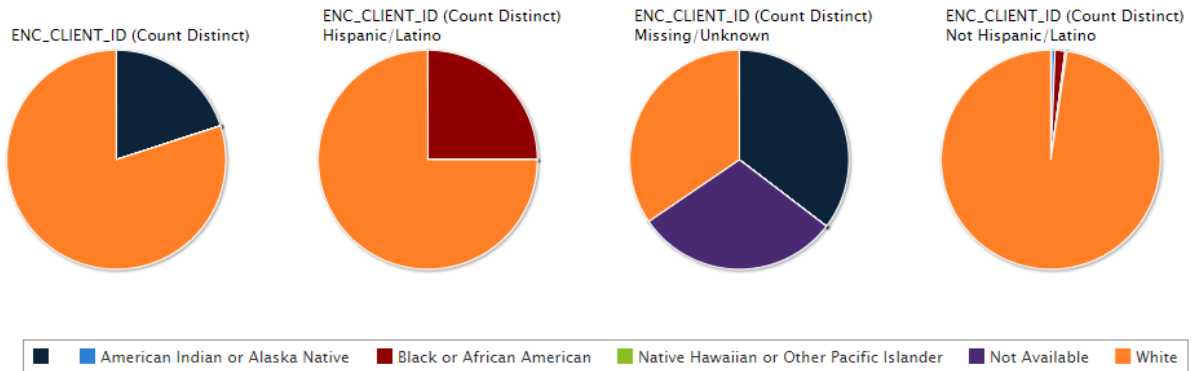
CLIENTS by AGE and GENDER



CLIENTS by LIVING ENV



CLIENTS by RACE and ETHNICITY



No Wrong Door Knowledge: CRIA Focus

NO WRONG DOOR KNOWLEDGE

CRIA FOCUS



Mark your calendars! Every 3rd Thursday, No Wrong Door will host learning opportunities to learn more about the NWD System.

WEBINAR SERIES

Join us for a bimonthly webinar series, the 3rd Thursday of every other month. We will explore the No Wrong Door System by focusing on the CRIA module. This series will be tailored to your questions and concerns.

MARCH 16

JUNE 15

AUGUST 17

OCTOBER 19

DECEMBER 21

OFFICE HOURS

Join our NWD Trainer, Liz Havenner every other month for an opportunity to have all of your burning questions about the No Wrong Door System answered. If you just have a single question or need a little refresher, this is your opportunity to learn from the expert!

MAY 18

JULY 20

SEPTEMBER 21

NOVEMBER 16

HOME

SERVICE SEARCH



NWD SUMMIT

THINK. INNOVATE. ACTIVATE

April 19-20, 2023

Envisioning No Wrong Door's future in your local communities by way of: data analytics, consumer voices and accessibility, outreach and marketing, and person-centered options counseling. Inspire **change** in your local community. **Share** success stories and lessons learned. **Cultivate** enrichment amongst colleagues to better serve Virginians.

April 19: 9am-4:30pm

April 20: Noon-4pm (AIRS Training, *optional*)

Maymont Park - Westover Building: 1000 Westover Road, Richmond, VA 23230

Event Information



Day 1: Agenda



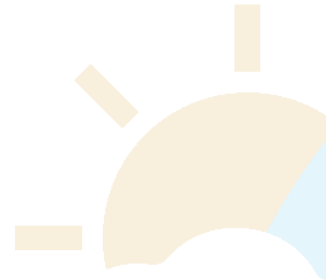
Workgroup: Consumer Voices and Accessibility



Workgroup: Data Analytics



Workgroup: Outreach and Marketing



<https://easyaccess.virginia.gov/nwd-summit>

Refreshing Soon: Virginia Easy Access

The screenshot shows the current website layout. At the top left is the logo for Virginia No Wrong Door. The navigation bar includes a 'Service Finder' button, a phone number (888-992-0959), a search bar, and links for 'Sign In', 'Create a Profile', and 'Logout'. Below the navigation is a 'WELCOME TO VIRGINIA EASY ACCESS' section with a group of diverse people and a sun illustration. The main content area is divided into two columns: 'SERVICE FINDER' and 'EXPLORE MY COMMUNITY'. The 'WAYS WE CAN HELP' section features a central sun icon with rays pointing to categories: COMMUNITY, HEALTHCARE, FINANCES, NEIGHBORHOOD, LOVE, EDUCATION, and FOOD. A 'NEWS HEADLINE' section is visible, dated October 07, 2022, with a 'Learn More' button. The footer contains a grid of links for 'SERVICE FINDER', 'ABOUT US', 'LOCATION', and 'CONTACT US', along with contact information for the Virginia Department for Aging and Rehabilitative Services.

The screenshot shows the proposed new website layout. It features a clean, modern design with a light blue background and a large sun illustration. The navigation bar is simplified, with a 'SIGN IN' button and a 'Create a Profile' link. The main content area is dominated by a large 'WELCOME TO VIRGINIA EASY ACCESS' section with a group of diverse people and a sun illustration. A 'LIVE CHAT' button is visible in the bottom right corner.



Coming to Easy Access Virginia this summer

Social Health Connector



An enhanced user experience

WAYS WE CAN HELP

Social determinants of health (SDOH) are the conditions in the environments where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks.

Click each icon to learn how each factor could benefit you!



Coming Soon...

- And more Coming to Easy Access Virginia


The screenshot displays the 'Explore Your Community' section of the Easy Access Virginia website. At the top, there is a navigation bar with the Virginia 'No Wrong Door' logo, a 'Service Finder' button, a phone number (888-992-0959), a search bar, and a user profile for Michelle Lawson with a 'Log Out' button. Below the navigation, the main content area features a map of Virginia with a dark blue star highlighting the Piedmont region. To the right of the map is a 'Zip Code' input field with a search icon and a prompt to enter a zip code for related resources. Below the map, a dark blue banner reads '#14: PIEDMONT SENIOR RESOURCES' and lists the counties: Amelia, Buckingham, Charlotte, Cumberland, Lunenburg, Nottaway, and Prince Edward. Underneath this banner are three columns of information: 'AGENCY ADDRESS AND WEBSITE' for Piedmont Senior Resources (1413 South Main Street, Farmville, VA 23901, www.psraaa.org), 'CONTACT(S)' for Justine Young, Director (jyoung@psraaa.org, (800) 995-6918), and 'COMMUNITY PARTNERS' with three placeholder items: 'An item', 'A second item', and 'A third item'. To the right of the map, a 'PIEDMONT RESOURCES' section is visible, featuring a 'VAAAA RESOURCES' header and a list of services: Home Delivered, Adult Day, Transportatio, Chronic Disease Self Management, and Virginia Insurance Counseling & Assistance Program (VICAP). A 'Learn More' button is located at the bottom of this list.

Explore My Community

Service partnered with 211, FarmLink, Conservation and Recreation and more!

Users can enter in zip code, or click on their Area Agency on Aging (AAA) region to see resources specific to their area.

Once an area is selected, the AAA office location populated in a 'card' below the Virginia Map.

- Social Health Connector 
- Service Search
- Helplines & Hotlines
- Medicare Options Counseling
- Social Connection & Assistive Technology

WELCOME TO VIRGINIA EASY ACCESS

Life's challenges can feel so heavy. When we support each other, the load is lighter. When we share ideas, our minds open. When we light the way for someone else, hope shines like the sun. Remember, you're not alone. You're right where you need to be. This is about making a better life.

Let's get started.



SERVICE FINDER

Get help with housing, in-home services, transportation programs and more.

Service Finder

POWERED BY VIRGINIANAVIGATOR

SOCIAL HEALTH CONNECTOR

Take the new Social Health Connector Survey to receive a personalized Social Connection Plan with local suggestions and helpful tips just for you. It's free, easy, and confidential.



Take Survey



How Social Health Connector works



1. The individual answers a set of questions.



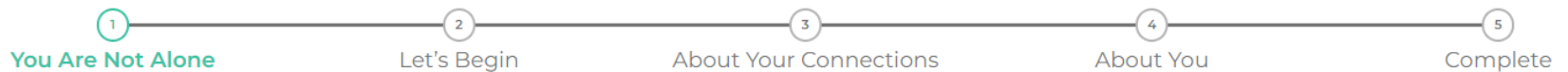
2. Natural Language analysis derives keywords that is processed by our model.



3. Generate a personalized social connection plan



SOCIAL HEALTH CONNECTOR



Hi, friend! We're so glad you found the Social Health Connector survey. We want you to know that everyone feels lonely sometimes. While being alone isn't always a bad thing, feeling like you belong somewhere is an important part of your health and wellbeing.

This survey helps you think about the social connections that are right for you and what's going on in your life right now. After you complete the survey, you'll receive a customized Social Connection Plan. You can print, download, or save it. Your Plan will list some things that are providing social support and other things you can focus on for improvement. Virginia residents will see a list of community resources in your area, curated just for you. Further reading and connection options will follow, too.

Remember, the more you tell us in your confidential survey answers, the more helpful your results will be.

If you haven't already, you may create a profile on this website to save and return to your results. You can also save resources you like from around the site and come back to them later.

Not sure what a question means? "Hover" your mouse over "?" icon (or tap it, if you're on a phone or tablet) to learn more.

Take a deep breath, and let's begin!

I am answering these questions on behalf of

- Myself
- Friend
- Family Member
- Client
- Testing
- Other

Next >



SOCIAL HEALTH CONNECTOR

1

You Are Not Alone

2

Let's Begin

3

About Your Connections

4

About You

5

Complete

The first set of questions asks you about things you enjoy doing.



What are some activities you (they) enjoy doing?

Are there things that keep you from doing the things you enjoy?

Yes

No

What are some new things you would like to start doing?

What are things you would like to stop doing?

What makes you feel relaxed?

< Previous

Next >

SOCIAL HEALTH CONNECTOR

1
You Are Not Alone

2
Let's Begin

3
About Your Connections

4
About You

5
Complete

You're doing great! The next set of questions asks you about your relationships and supports you receive from people around you. You'll also think about any big events that happened last year. Take another deep breath, and let's keep going!

Do you have someone to call when you need help?

Yes No

Think about the people you are closest to. Do you feel supported by them?

Yes No

Do any of the following make it harder to socialize with others?

- Hearing
- Vision
- Speech
- Social Stress
- Physical Mobility
- Transportation Access
- Processing and reasoning
- No, I have no issues socializing

Do you provide care to someone that needs help with everyday tasks?

Yes No

Does anyone live with you?

Yes No Choose not to answer

When you think about your closest relationships, do you feel safe?

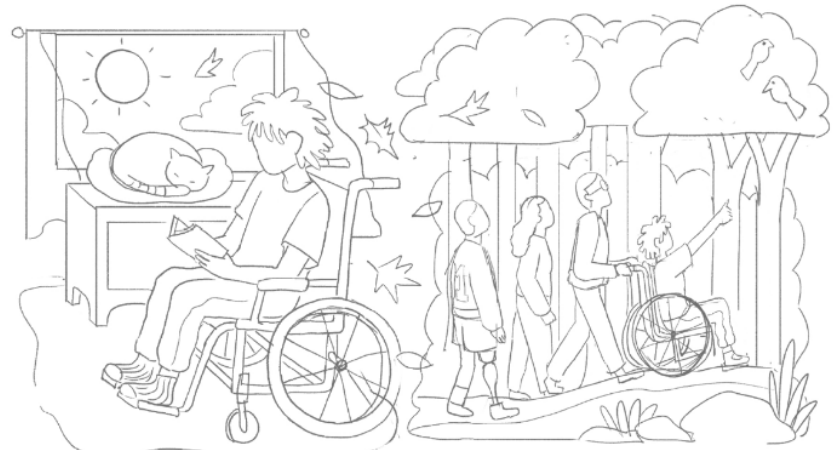
Very Safe

Safe

Neutral

Unsafe

In Danger



SOCIAL HEALTH CONNECTOR



You're almost done! The last set of questions will ask for some demographic information. These help us improve services for everyone, and understand who we may reach even better over time. Your information is confidential and will not be shared outside this survey.



What is your ZIP Code?

We want to email you the personalized plan developed for you based on your answers. Could you share an email address or phone number with us? (Use email for testing)

Do you want to save your personalized plan in a secure personal profile? That way you can revisit the suggested resources again at a later time.

Yes No

Are you a veteran?

Yes No

What is your age?

What is your gender?

Male	Female	Transgender	Non-binary	Choose not to answer
------	--------	-------------	------------	----------------------

Can we stay in touch with you to share updates about new resources or tools on our site?

Yes No

< Previous

Submit



LIVE CHAT

2:11

MY SOCIAL CONNECTION PLAN

WELCOME TO YOUR PERSONALIZED SOCIAL CONNECTION PLAN.

Congratulations on taking the next step on your social connection journey. It's not always easy take time to reflect on your life, but you've taken an important step by doing so! Think of this Plan like any nutrition plan or workout goals: it's all about getting and staying healthy and happy. The more effort you put in, the greater benefit you will receive. This Plan was created just for you based on the responses you provided to the survey. If you completed the survey on behalf of someone else, please share this Plan with them.

HERE ARE SOME ANSWERS YOU'LL FIND IN THIS PLAN:

1. What is social connection and why does it matter?
2. What are my unique risk factors and protective factors?
3. Where can I find help near me? (Virginia Residents Only)
4. Where can I go for further information? [Or something else? Not sure how to conclude?]

WHAT IS SOCIAL CONNECTION?

What do you think is the greatest predictor of happiness in life? Is it money? Perfect health? A fabulous appearance? Actually, researchers have found that the greatest predictor of happiness in a person's life is actually the quality of our relationships. Good relationships impact our happiness at every life stage like nothing else. They help us celebrate good times and get through tough times. They even impact our physical health.

Chances are, if you completed this survey, you already know that social connection is important. This Plan is here to help you think even more about taking care of YOU: your needs, your likes and dislikes, and the circumstances in your life that make socializing a little easier or a little harder.

Remember, everyone is different, and that's okay. Some of us need more time around people than others to find the "right" kind of social connection. There is no magic formula. On one hand, being alone is not the same thing as loneliness. Some people feel happy spending most of their time by themselves. On the other hand, being around lots of people doesn't necessarily mean you feel happy. Without feeling like you truly belong, even being around other people can feel lonely.

While all of us need at least some high-quality relationships to thrive, social wellbeing does NOT mean you need to have lots of friends. It also doesn't mean you have tons of hobbies, go out on the town every night, or enjoy talking to strangers. Instead, social health is about the quality of the relationships you do have, not the quantity. What do you think YOUR needs are?

Let's look at the things in your life that are affecting your social connection.



Personalized Social Connection Plan

My Unique Considerations

These responses have been shown to decrease your likelihood of social isolation or loneliness. Try to maintain and grow these social safety nets.

Research has found mixed results on the impact of some of your responses. It will depend on how you experience them.

You may need additional support to deal with responses that have been shown to increase social isolation and loneliness.

WHAT ARE MY UNIQUE CONSIDERATIONS?

As with our physical health, many different factors play a role in telling the complete story of your social health. Your responses to the survey can help predict whether you are at risk of social isolation and loneliness.



SUPPORTING WELLBEING

These responses have been shown to decrease your likelihood of social isolation or loneliness. Try to maintain and grow these social safety nets.

- You have someone to call when you need help.
- You feel supported by the people you are closest to.
- You feel safe in your closest relationships.
- Your employment or volunteering may provide a convenient location and routine to interact with other people.



FOR CONSIDERATION

Research has found mixed results on the impact of some of your responses. It will depend on how you experience them.

- While caring for someone who needs help with everyday tasks may provide social time and a sense of purpose, it can also make it harder for you to find time or energy to socialize with others.



HANDLE WITH CARE

You may need additional support to deal with responses that have been shown to increase social isolation and loneliness.

- You said that there are things that keep you from doing things you enjoy.
- You could not think of someone to call if you need help.
- You do not always feel supported by the people you are closest to.
- You do not always feel safe in your closest relationships.
- You have experienced a major life event in the last year. Don't forget to ask for help when you need it and refuel with the people you care about!
- Being in the community for work or volunteerism that you enjoy can create connections, build a routine, and add purpose to your life.



WHERE CAN I FIND HELP NEAR ME?

Your responses have highlighted some services that may help you take care of yourself and grow your social connection. If you're 60 or older or disabled, you may start with a call to your nearest No Wrong Door office. They can continue to point you in the right direction for a variety of needs with the most local results.

SERVICES:

Provided by No Wrong Door Virginia and 211



2-1-1

No Wrong Door

Alexandria Division Of Aging And Adult Services

6101 Stevenson Avenue, Suite 200. Alexandria, VA 22302

(703) 746-5778

www.alexandriava.gov/Aging

Grief and Bereavement

Haven of Northern Virginia

4606 Ravensworth Road Annandale VA 22003

(703) 941-7000

www.havenofnova.org

Peer Counseling

Veteran Peer Navigator

7901 Jones Branch Drive Suite 600 McLean, VA 22102

(855) 738-7176

servingtogetherproject.org

Virtual Caregiver Support Call

Fairfax Area Agency On Aging

6101 Stevenson Avenue, Suite 200. Alexandria, VA 22302

(703) 746-5778

www.alexandriava.gov/Aging

Division Of Rehabilitative Services

Virginia Department For Aging And Rehabilitative Services

8004 Franklin Farms Dr Henrico, VA 23229

(804) 662-7000

www.dars.virginia.gov

Telephone Reassurance

Friendship Line, Institute on Aging

575 Geary Boulevard San Francisco, CA 94118

(888) 670-1360

www.ioaging.org/friendship-line

Recreation

Master Gardeners of Northern Virginia

3308 South Stafford St, Arlington, VA 22206

(703) 228-6400

www.mgnv.org

Volunteer Clearinghouse And Resource Center

Volunteer Alexandria

6101 Stevenson Avenue, Suite 200. Alexandria, VA 22302

(703) 746-5778

www.alexandriava.gov/Aging

SERVICES:

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Division Of Rehabilitative Services

Virginia Department For Aging And Rehabilitative Services

6101 Stevenson Avenue, Suite 200. Alexandria, VA 22302

(703) 746-5778

www.alexandriava.gov/Aging



Location,
phone number
and website
provided



Further Reading

Additional links

QR Code to FAQ Page

Disclaimer statement

WHERE CAN I FIND FURTHER INFORMATION?

Read on for more tips and tools to improve your social wellbeing. Plus, learn about the research and data behind the survey.



FURTHER READING:

Stay socially connected with tips from Virginia Easy Access.

Find a confidential Helpline or Hotline to meet your needs.

Stay engaged with Commit to Connect resources.

Learn to use technology to enjoy the things you want to do.

Join a group or find an event at Meetup.com

Find community and companionship for anyone over 50 with Stitch.net

Preserve and share your unique journey at StoryCorps.

Explore Person-Centered Options Counseling for Long-Term Care .

Person-Centered Options Counseling - a process whereby a person is supported in making long-term support choices in the context of your unique preferences, strengths, needs, values, and circumstances.



With support from Commit To Connect

FURTHER READING:

Hold your phone camera over this image for a few seconds and tap the notification that appears. You will be taken to Virginia Easy Access for FAQ, contact information, and sharing options.



Disclaimer: If you have a medical emergency, call 911 immediately. If you or someone you know is in emotional distress or suicidal crisis, free and confidential help is available by dialing 988 anytime. For TTY Users: Use your preferred relay service or dial 711 then 988.

This Plan is not a substitute for professional healthcare including mental healthcare. The resources provided are for informational purposes only. None of the authors, employees, agents, contractors or representatives of the Commonwealth of Virginia, Department for Aging and Rehabilitative Services, and/or the No Wrong Door Virginia System can be responsible for your use of the information contained in or linked to this resource document. Phone numbers and addresses may change without notice.

Page 4 of 4



Virginia No Wrong Door
Virginia Department for Aging and Rehabilitative Services
NoWrongDoor@dars.virginia.gov



Does anyone have a burning question they would like to ask?



Don't forget to leave any questions, comments or concerns in the Parking Lot



10 Minute Break





SHAKE IT AT YOUR OWN PACE

GET ACTIVE WITH GREAT PEOPLE
AT THE DANCE PARTY WORKOUT
FOR THE YOUNG AT HEART.

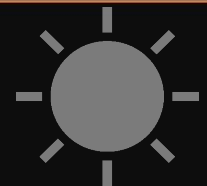


Zumba Gold

Latin Dance Fitness for Diverse Abilities & Mobilities

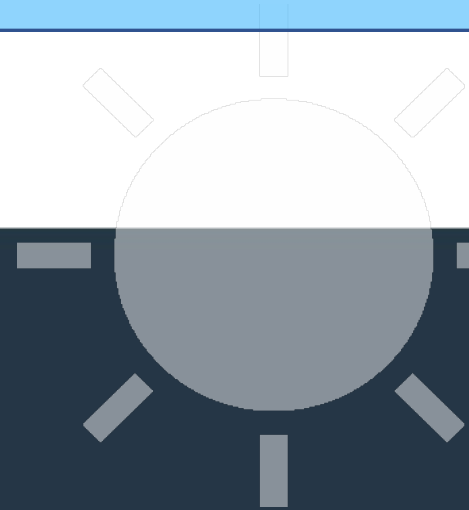
Today's 5-minute fitness break will be **seated** and is, of course, **entirely optional**. Be kind to yourself!

Hollie Lutz is a licensed Zumba Gold instructor.



PCT Activity

Liz Havenner - NWD Trainer & OC Specialist



The whole is greater than
the sum of its parts.

Aristotle

What is your Why?



VIRGINIA ASSISTIVE TECHNOLOGY SYSTEM



Sonja Schaible and Paula Martin
VATS AT Specialists

Who We Are

- State AT Program
- Purpose is to assist Virginians of all ages and abilities to acquire affordable assistive devices or services they need to be active and productive citizens.
- Our goal is to improve:
- Independence
- Safety
- Overall quality of life



What We Do

- To achieve our goal, we provide the following services:
- Information and Assistance with Referrals and Resources
- Device Demonstration and Training
- Device Lending (“try before you buy”)
- Device Reuse



VATS and AAA's How the partnership began...

- Small staff – large state!
- What organizations are already working with the aging population and doing it well? AAA's
- Strategically Chose 7 AAA's
- AT Kits (x2)– User friendly and inexpensive devices
- AT for many disabilities
- Used during Lunch and Learns, Health Expos/Fairs, demonstrating with and loaning to clients to “try before they buy”
- Check out your tables!
- Success Story



VATS and NWD GOOD comes out of BAD...

- COVID hits = BAD!
- NWD and VATS were both independently trying to figure out how to help this vulnerable population during a very difficult time
- VATS = AT expertise but no funding
- NWD = funding but no AT expertise
- See where this is going?! GOOD!



VATS and NWD a perfect marriage...

- With NWD funding VATS created more AT kits
- VATS created 3 AT kits
- Social Health Kit – AT to address isolation, prevent depression and anxiety and in-home safety
- Most popular item in the kit?!?!?!?
- Paula Martin instrumental in distribution and the other two kits.....



+

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**THANK
YOU FOR
YOUR
TIME!**



Sonja Schaible and Paula Martin



Consumer Voices and Accessibility

Participants will gather real world tips and self-directed tools to foster personal empowerment.



Person-Centered Options Counseling

Empower individuals to utilize self-directed services/resources in their communities.

Develop guidance documentation / templates for providing person centered resources and closed loop referrals.



Data Analytics/ Dashboard

Participants gather tools for improving data collection techniques to help better target resources and better serve local communities.



Outreach and Marketing

Develop language on how to explain No Wrong Door in the local community.

Showcase the trusted resources and information provided through No Wrong Door.

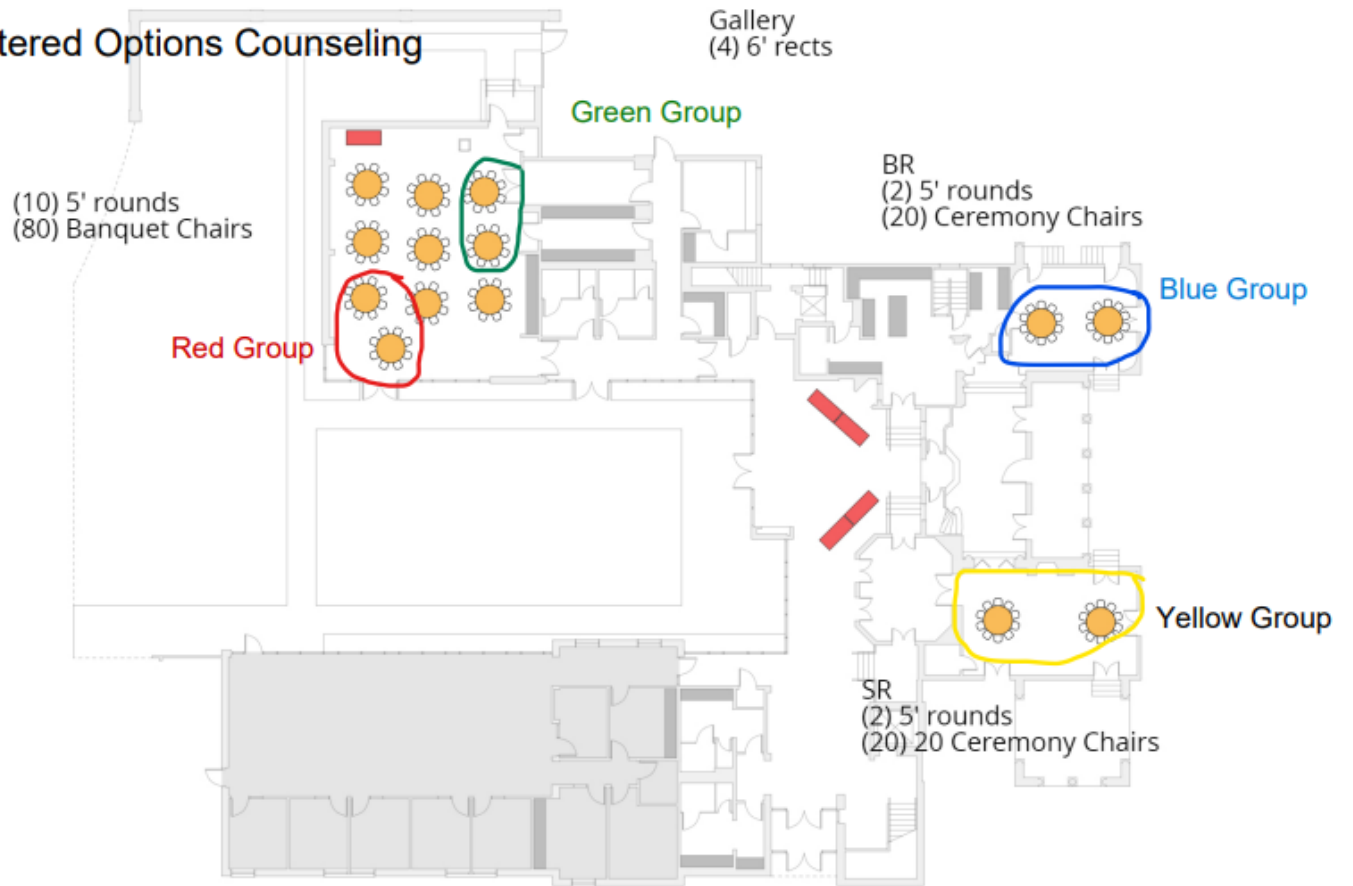
Workgroup Session Locations

Red Group: Consumer Voices & Accessibility

Green Group: Data Analytics

Blue Group: Outreach and Marketing

Yellow Group: Person-Centered Options Counseling



1pm to 2pm

LUNCH
TIME

Workgroup
Session 1
and 2





10 Minute Break



Workgroup
Session 3
and 4





Finishing the Story

Actionable Items for your Community



Action Items





GIVEAWAY





**LET'S EAT, DRINK, CONNECT
AND HAVE SOME FUN!**

Senior Connections invites you to join in for special gathering @ The Park RVA

April 19 Starting at 5:30pm

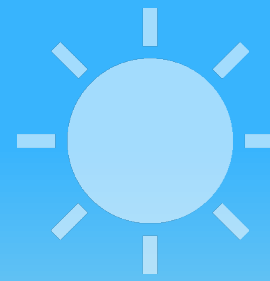
1405 Cummings Dr. Richmond, VA

WWW.THEPARK.COM

**ANY QUESTIONS? EMAIL COLLEEN WILHELM
CWILHELM@YOURAAA.ORG**



THANK YOU!



VIRGINIA
No Wrong Door
ACCESS. OPTIONS. ANSWERS.



NO WRONG DOOR SUMMIT
THINK. INNOVATE. ACTIVATE.



We appreciate that you joined us!



Think.Innovate.Activate.