[[1]](#endnote-1)No Wrong Door Initiatives – Improving Behavioral Health Services for Older Adults

Overview

The No Wrong Door describes the way State, Federal and local agencies work together to help individuals needing long term services and supports remain in the community.   It includes public outreach and coordination with key referral sources, person centered counseling and streamlined eligibility for public assistance.  This help supports the goals of each person to live a good life in community.   The Department of Aging and Disability Services State Unit on Aging, the Connecticut Department of Social Services, and other state agencies are working together to look for ways to improve the way older adults, persons with disabilities and caregivers get connected and receive help.

Who is eligible?

Older adults, persons with disabilities, caregivers and any Connecticut resident can receive help from the No Wrong Door system regardless of age or ability to pay.

Getting Started

Individuals can obtain help exploring the options through the State’s No Wrong Door website, My Place CT or through our state’s toll-free number, 1-800-994-9422.

**My Place CT Website** ([**www.myplacect.org**](http://www.myplacect.org/)) is the designated site for individuals with computer skills to access information about long-term services and supports.  It uses our state’s 211 database to provide people with the information needed to connect with agencies and resources. The website has a chat feature where you can receive help.

**Information/Referral and Application Assistance:**Area Agencies on Aging (AAA) are funded by the Older Americans Act funds to offer Information/Referral and Application assistance to older adults, and their caregivers who are exploring options to remain in the community.  The AAA can connect you to community services through activities such as benefit screening, application assistance, and options counseling. Some staff called themselves Person Centered Counselors, Aging and Disability Resource Center staff, Community Choices Counselors, but their roles are very similar.

Five Centers for Independent Living also offer Information/Referral and Application assistance to individuals who have a disability, regardless of age. You can locate a Center for Independent Living for your area by going to the Connecticut State Independent Living Council website:  [**http://ctsilc.org/independent-living-centers.**](http://ctsilc.org/independent-living-centers)

The Area Agencies on Aging and the Centers for Independent Living can connect you with services such as:

* Adult Day Care
* Disability Services
* Abuse Prevention
* Employment, Financial, Housing and Equipment assistance
* In-home Services
* Legal Services
* Mental Health / Substance Abuse Services
* Transportation
* Nutrition

The Area Agencies on Aging administer many programs that help older adults and persons with disabilities.  Some of these services are funded by the National Council on Aging for Benefits Enrollment Centers, some are funded by the Veterans Administration while others are funded by the Department of Social Services to function as the dedicated Access Agency for long term services and supports through Medicaid.  You can contact the main toll-free number, 1-800-994-9422, and they will screen you for the programs that you may qualify for.

**Stay Connected Project**

The State Unit on Aging, in partnership with the Connecticut Tech Act project, are using CARES act funds to connect adults aged 18 years of age with a disability, or older adults sixty years of age, with the most appropriate Assistive Technology (AT) to foster improved communication with medical professionals, family/friends and the community during COVID-19. All five Area Agencies on Aging and Centers for Independent Living are using a validated 6-question screening tool during calls to their agency to select individuals who would gain the most from technology help.   Those eligible, are referred to one of three CT Tech Act partners for a technology consultation and training.

Once referred, the CT Tech Act partner conducts a remote consultation with the individual to find the best selection of AT device based on the person’s needs and preference.  Individuals are provided with guidance on the price/purchase location for the recommended AT device/internet, assistance with uploading applications or software onto the recommended AT device and training and support on its use .  A connection to community supports will be provided. Individuals who need only training and support for an existing device in the home can call to be screened for the “Stay Connected” program for the needed training and support.

Individuals interested in being screened for the “Stay Connected” program can all their Area Agency on Aging (1-800-994-9422) or Center for Independent Living Program.

For more Information contact:  [**Patricia.Richardson@ct.gov**](mailto:Patricia.Richardson@ct.gov) or [**Arlene.Lugo@ct.gov**](mailto:Arlene.Lugo@ct.gov)

**Person-Centered Thinking Training**

Connecticut state agencies and our educational settings have been training staff throughout the State to ensure individuals within school settings, and those receiving services and supports, have  a plan for support that is person-centered and based on your personal goals and strengths.  Various state and local agencies offer Person-Centered Thinking trainings throughout the state.  Some are called “Charting the LifeCourse”, “The No Wrong Door Person-Centered Thinking Training”, “ MAPS”, “PATHS”, “Person-Centered Recovery Planning” and “Family-Centered Coaching”.  While some trainings are designed for certain people in certain situations, they all review the need to balance what is important to you with what is important for you.  The State Unit on Aging offers a 2-day in-person Person Thinking Training to Connecticut providers free of charge through a grant from the Administration for Community Living.  You can obtain more information about this training at [**aging.sda@ct.gov.**](mailto:aging.sda@ct.gov.)

**National Center on Advancing Person-Centered Practices and Systems (NCAPPS**) The Department of Aging and Disability Services, the Department of Social Services, Department of Mental Health and Addiction Services, Department of Developmental Disabilities, the Department of Labor, University of Connecticut Center for Excellence in Developmental Disabilities and the CT State Department on Education are working together to improve our Person-Centered Thinking and Practices in Connecticut.  These agencies jointly applied for and have been selected to receive technical help from NCAPPS.  This core team is looking for ongoing feedback from persons with lived experience to help Connecticut review our training curriculum.  We hold quarterly meetings of a Stakeholder Group for feedback and input.  Persons can attend through zoom, conference call or in-person.  The meeting is open to any agency, caregiver or person with lived experience.  Contact [**aging.sda@ct.gov**](mailto:aging.sda@ct.gov) to be placed on an email notification list.

For More Information

Website: [**www.portal.ct.gov/ADS**](http://www.portal.ct.gov/ADSContact%20aging.sda@ct.gov%20Patricia%20Richardson860-424-5698)

Contact: [**aging.sda@ct.gov**](mailto:aging.sda@ct.gov)

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1. Source: [No Wrong Door Initiatives Improving Behavioral Health Services for Older Adults (ct.gov)](https://portal.ct.gov/aginganddisability/content-pages/programs/no-wrong-door-initiatives--improving-behavioral-health-services-for-older-adults) [↑](#endnote-ref-1)