



CRC 101 FOR CONSUMERS

FACILITATORS:

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Workshop Report

Background...

- North Carolina originally received grants to develop Aging and Disability Resource Centers for Forsyth and Surry counties. These counties were chosen because they are both in central NC (one is somewhat rural, while the other is primarily urban).
- North Carolina recently made the decision to change from “Aging and Disability Resource Center” to a “Community Resource Connection” (CRC) approach because the idea is to have virtual links to services and information rather than one center or building.
- North Carolina CRC initiatives operate under two types of connections:
 - *Single portal*, through which the consumers would have to go through one agency to receive CRC services, or
 - *No wrong door*, through which the consumer would gain access to the CRC through any number of agencies they might contact. **Mecklenburg** chose the “no wrong door” approach.
- In the beginning, a regional effort was planned and “SPADRC” was born (Southern Piedmont Aging & Disabilities Resource Connection). In the end, counties in the Southern Piedmont decided to apply for separate grants. Mecklenburg and Cabarrus Counties have each been awarded funding to develop local CRCs. After much deliberation, the Charlotte-Mecklenburg initiative became known as **Aging & Disabilities CRC – Serving Mecklenburg County**.

Organizations Leading the Aging & Disabilities CRC Initiative...

- [Centralina Area Agency on Aging](#)
- [Council on Aging](#)
- [Disability Rights & Resources](#)
- [Department of Social Services / Just 1 Call](#)

Key Points...

- Once implemented, consumers will be able to contact any organization/agency involved in the **Aging & Disabilities CRC – Serving Mecklenburg County** and they will instantly have access to information, services or benefits that fit their particular need.
- The “no wrong door” approach allows consumers to enter the CRC through any agency or organization's door.

- The goal of **Aging & Disabilities CRC** is to minimize confusion for those in need of assistance making an informed decision about home and community based services, as well as long-term care needs.
- Just 1 Call will be a huge piece of the “how to access resources” puzzle.

Participant Feedback...

- Suggested partners: Chamber of Commerce, Charlotte School of Law, All for Seniors, Rotary Clubs, the faith communities, local colleges/universities, healthcare facilities, and other specialists in the aging and disabilities fields.
- Educate Human Resource diversity programs on Aging & Disabilities CRC.
- Add an Aging & Disabilities CRC flyer/insert into utility bills throughout the county to reach consumers.

Consumer feedback is needed. Everybody has the opportunity to attend the CRC collaborative meetings. Meetings are held the fourth Wednesday of each month from noon to 1:30 p.m. at [Centralina](#) Council of Governments (4th floor conference room).

Resources...

- **Aging & Disabilities CRC** [handout](#)