



CRC 101 FOR PROVIDERS

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Workshop Report



Key Points...

- It takes time to implement an Aging and Disability Resource Connection (ADRC) – or in Mecklenburg’s case, a Community Resource Connection (CRC).
- Aging organizations and disability organizations need to come together and work toward a common goal.
- IT (technology) and money challenges can present themselves. There will be a need for collaborators to “share” necessary data or resources.
- Measuring the effectiveness of a CRC can be difficult. How do you measure collaboration?
- Client satisfaction surveys may be necessary.
- Mecklenburg is working to define needs, as opposed to eligibility. Services are being focused around the individual, using a person-centered approach.
- The CRC will work to provide long-term support, to help keep people in the community for as long as possible.
- In Mecklenburg, there are four ‘Core Agencies’ leading the CRC initiative: [Centralina Area Agency on Aging](#), [Council on Aging](#), [Disability Rights & Resources](#), and [Mecklenburg County DSS / Just 1 Call](#).
- Just1Call will eventually be transferred to NCcareLINK (statewide) for IT support.
- Mecklenburg is using a “No Wrong Door” approach.
- Challenges in the implementation of the CRC might include confidentiality and HIPPA regulations.

*The **Aging & Disabilities CRC** will officially “roll out” September 1st. Stay tuned for future trainings to get more involved as a provider!*

Resources...

- HANDOUT: Glenn Landers “Best Practices” Workshop PowerPoint [presentation](#)
- HANDOUT: CRC 101 for Service Providers PowerPoint [presentation](#)
- NCcareLINK [website](#)
- Aging & Disabilities CRC [description](#)