

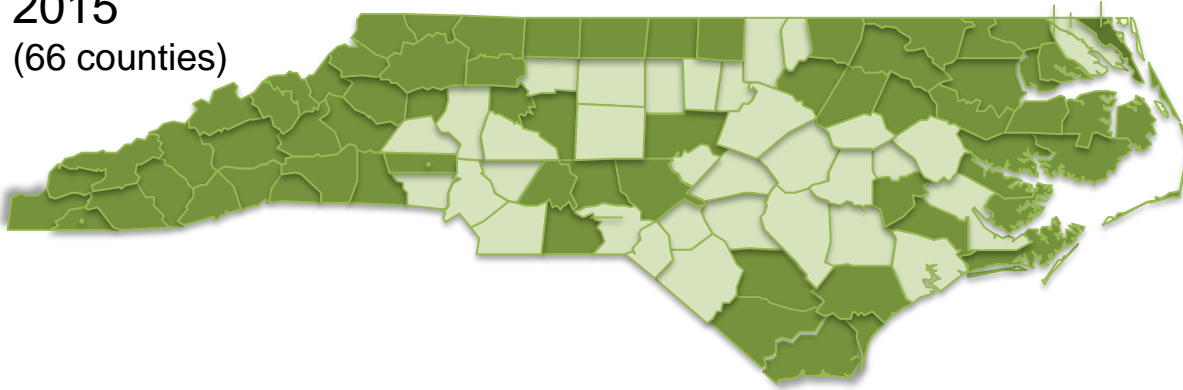


*A No Wrong Door
Vision for North Carolina*

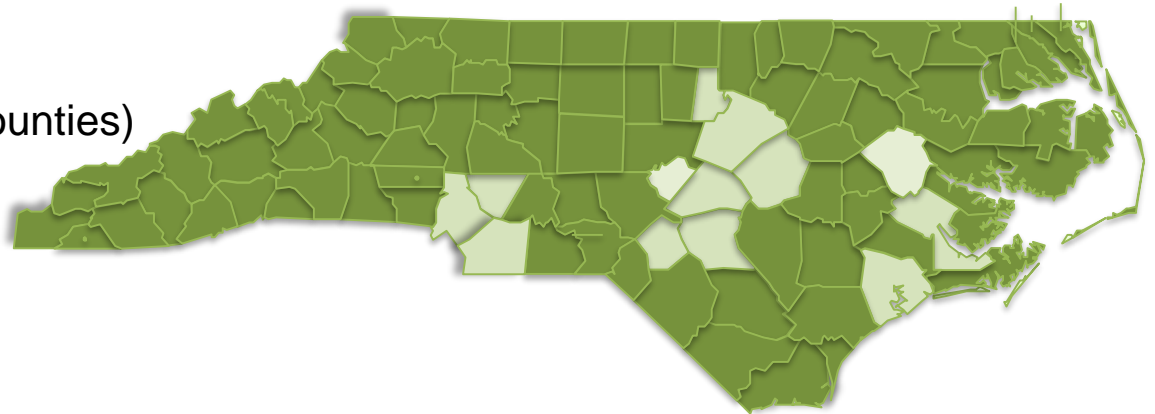




Counties with more people age 60 and over than 0-17

2015
(66 counties)



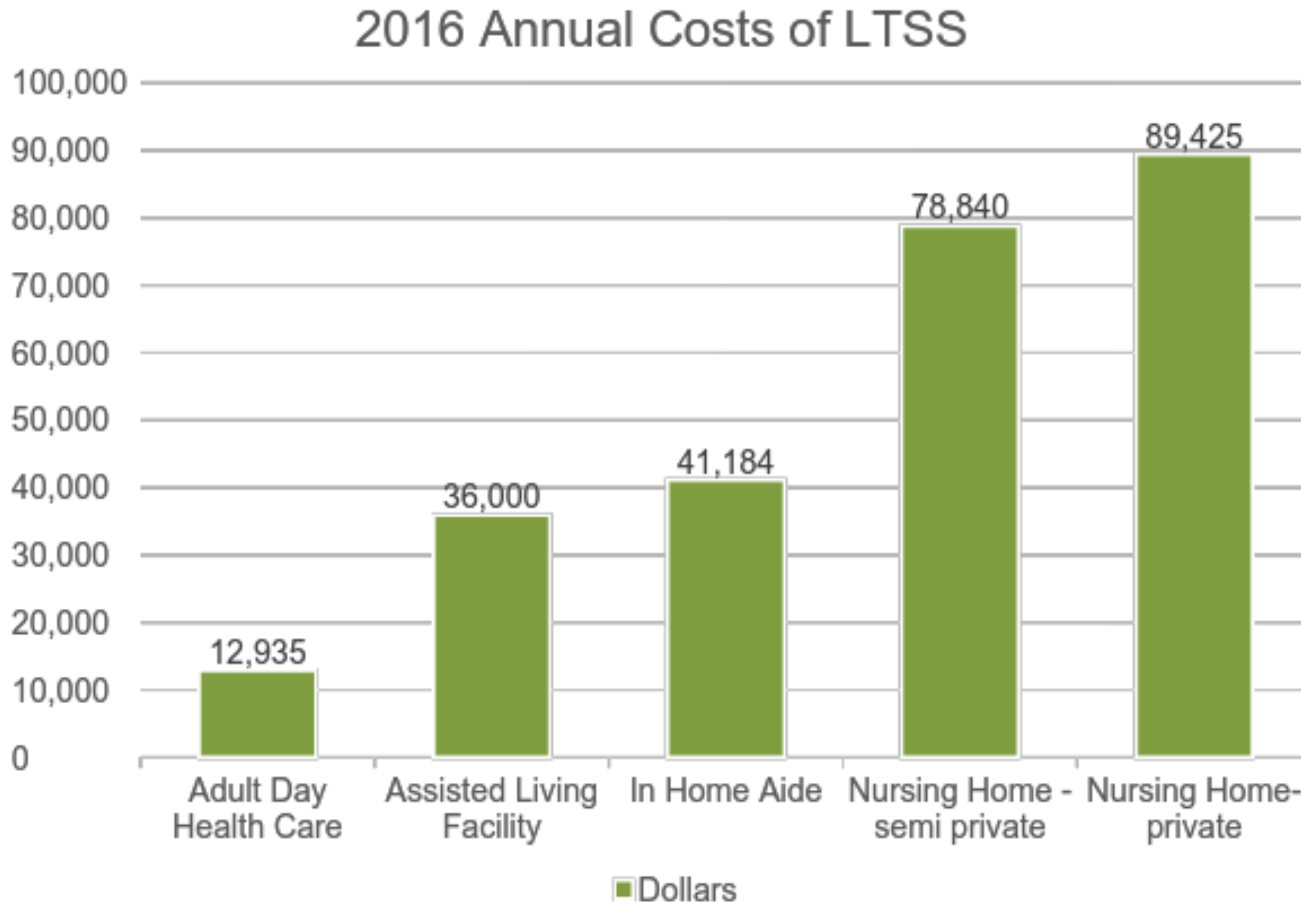
2025
(87 counties)



-  Counties with more people ages 60+ than 0-17
-  Counties with more people ages 0-17 than 60+

By 2035, 94 counties will have more people 60 and over than under age 18. The 6 counties with more people 0-17 than 60 and over are Craven, Cumberland, Durham, Harnett, Hoke and Onslow.

Median Annual Costs of Long-term Services and Supports in NC



No Wrong Door Vision and Mission

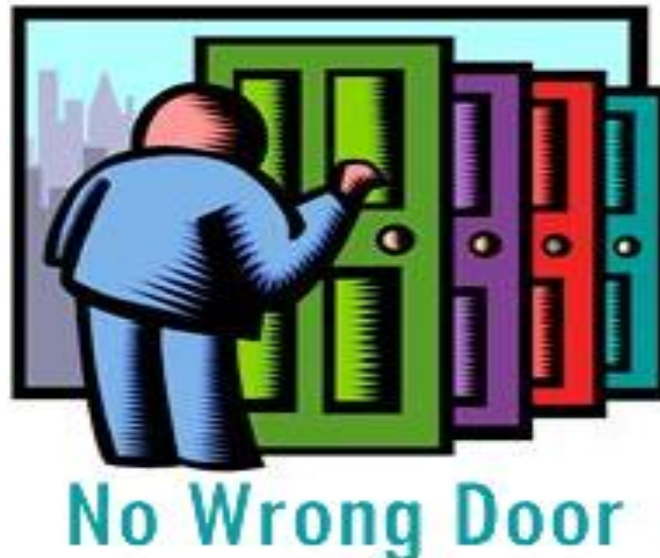
North Carolinians needing long-term services and supports have easy access to information and services that maximize independence, choice and dignity.

The mission of the No Wrong Door initiative is to unify entry into North Carolina's long-term services and supports system and ensure that every individual is on a direct path to receive meaningful assistance that meets their needs.



Why is NWD so Important?

- A No Wrong Door system will make it easier for individuals, families, older adults, and people with disabilities to learn about and access the help they need to support independence and remain in their homes and communities.
 - It is fiscally smart
 - It recognizes a changing population
 - Identified as a legislative priority
 - It is the right thing to do





United Way's Information and Referral

- Available 24/7/365
- Free, Confidential, Multilingual
- Easy to remember 3-digit dialing code
- Statewide, serving all 100 counties
- Staffed by trained call specialists
- Database of health and human services resources
- Over 129,000 calls in 2016
- State Emergency Response Team for disasters



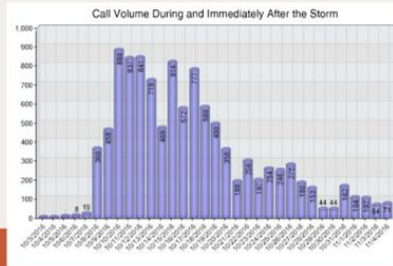
Hurricane Matthew

NC 2-1-1

A Critical Part of NC's Response to Hurricane Matthew



12,067
Callers
Dialed 2-1-1
for Disaster
Assistance



During & after the storm, what did callers need?

 3,217 Disaster Food Stamps	 1,263 Meal Shes	 1,213 Food Pantries	 1,187 Disaster Claims Processing Centers
 984 What do I do next?	 944 Shelters	 645 Post Disaster Cleanup	 470 Disaster Donation Coordination
 429 Road Closure Information	 476 Utility Needs	 404 Clothing and Household Goods	 367 Drinking Water
 243 Home Rehab	 229 Evacuation Information	 102 Healthcare Resources	 11 Emergency Rescues



NC 2-1-1 is brought to you by your local United Way
To learn more, visit nc211.org
All numbers, other than the Peak Call Volume Chart, are as of December 31, 2016



More than 12,000 Calls

Over 5,500 Food Related Calls

11 Emergency Rescue Assists

Support from Four 2-1-1 Networks



*NC 2-1-1 and No Wrong Door
Major Developments in 2016 – 2017*

Growth of Resource Database

Increased Call Volume

Getting to Know the NWD Caller

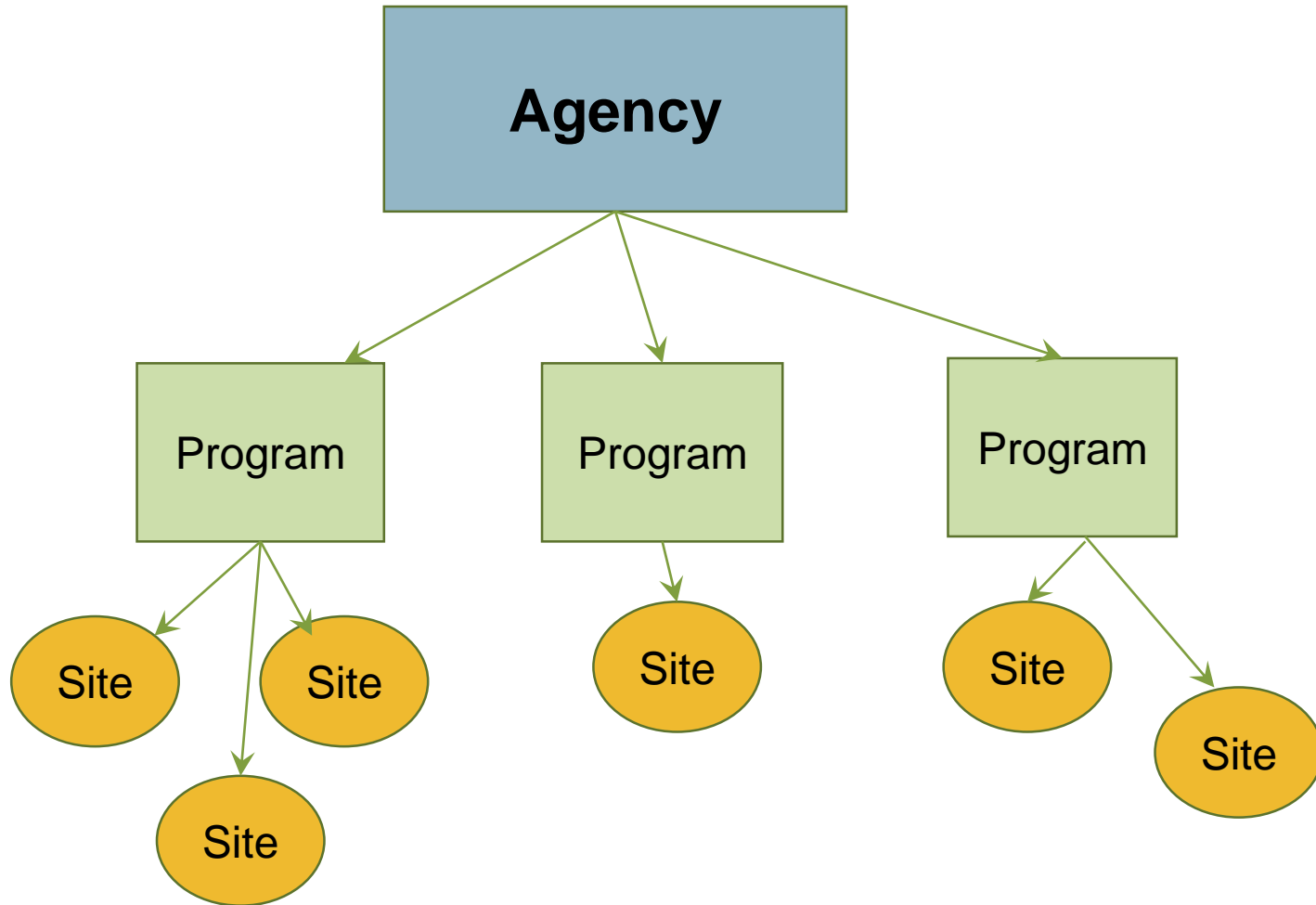
Raising Awareness



Growth of Resource Database



Resource Structure



LTSS Resources

**3,416 Programs
Updated**

**2,005 Programs
Audited as
Current**

**38 New
Agencies
Added**

**760 New
Programs
Added**

**483 Agencies
Updated**

6,702 LTSS Resources Reviewed



New and Improved Website



- Guided Search Buttons
- Find Help Search Bar
- Agency Professionals Tab
- Updated NWD taxonomies to streamline search results
- Added “use references” for easier searching
- Re-organized highlighted search terms on the website
- Edited / deleted inactive taxonomies

nc211.org

Program: Total Life Center Adult Day Services - Bond Park
[Agency: Resources for Seniors, Inc.](#)

Alternate name: Resources for Seniors; Total Life Centers Adult Day Care

Description

Total Life Center is a program of Resources for Seniors, providing daytime care for adults in a group setting. The center is appropriate for adults with dementia, physical disabilities, or other conditions that require care and supervision. The program offers medication monitoring, nutritious meals, physical activity and exercise, mental stimulation, opportunities to interact with peers, learn new skills, and get out of the house. Fees include craft supplies, breakfast, lunch, and an afternoon snack.

This center has a registered nurse (RN) on staff for clients in need of skilled services.

Program Phones:

919-460-9008

Main

Website: www.resourcesforseniors.com; www.totallifecenters.org

Location information

Sites offering this program

[Total Life Center-Bond Park](#)

[+ Total Life Center-Bond Park ->](#)

Location:

110 Maury O'Dell Place

Cary, NC 27513 [\(Map\)](#)

Program Hours:

Monday - Friday, 7:00 a.m. - 6:00 p.m.

Program Delivery

Eligibility: Adults age 18 and older

Application Process: Please call.

Program Fees: Varies based on client's needs

Defined coverage area:

NC -Wake County

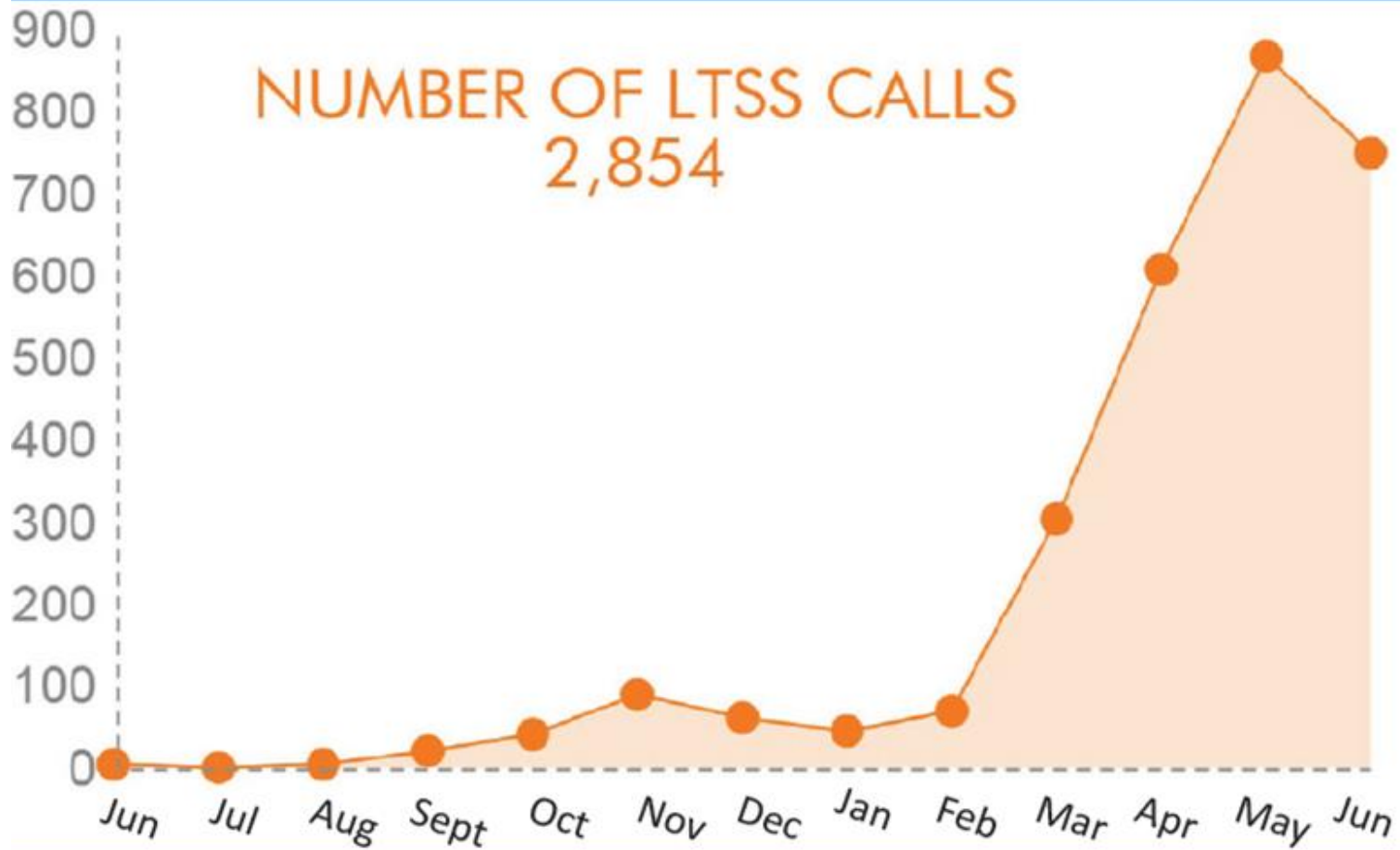
Volunteering:

Volunteer opportunities are available.

Volunteer requirements:

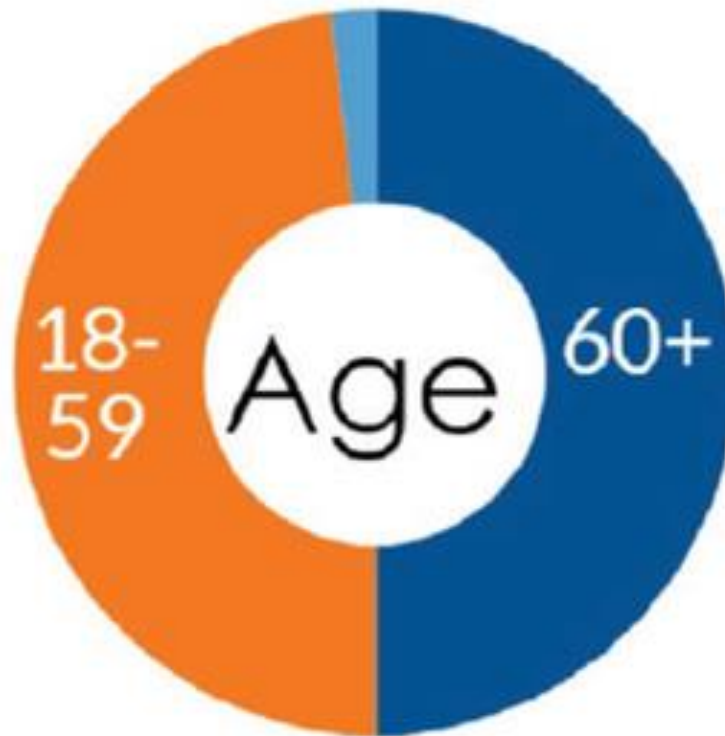
Volunteer duties: Always accepting volunteers. Please





Year One Results







75%



25%





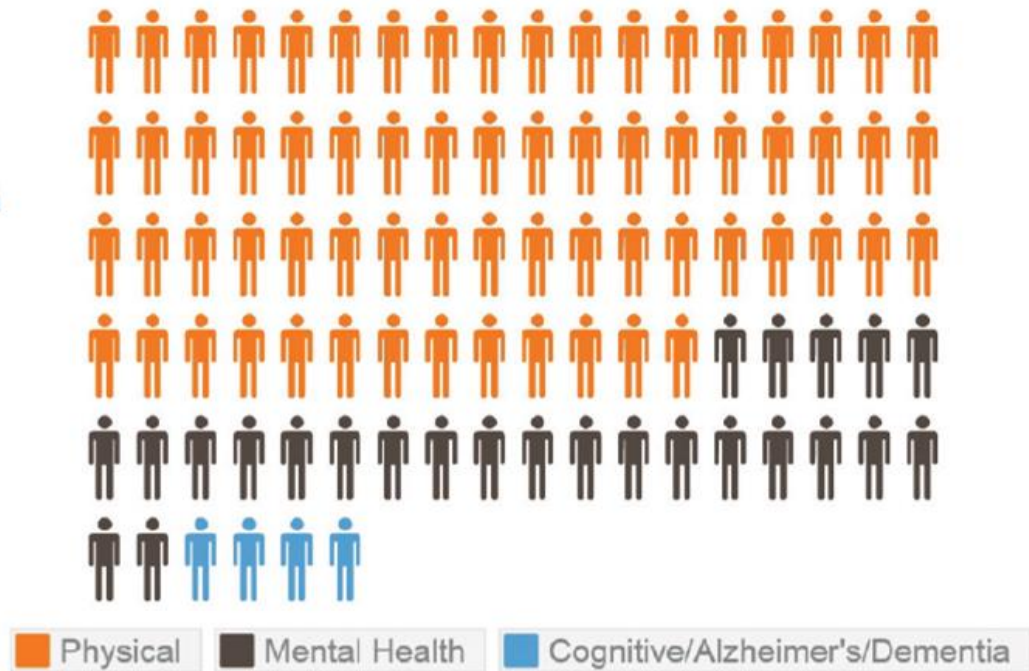
12%
are
Veterans



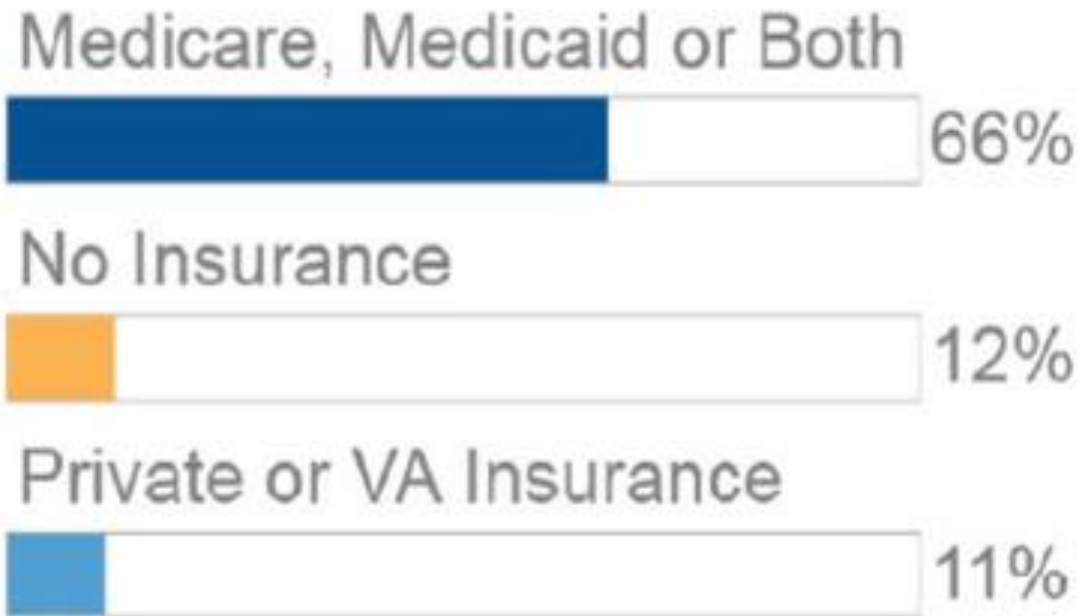


85%
identify as
having a
disability

TYPES OF DISABILITIES REPORTED



Type of Insurance





**Home
Rental
Listings**



**General
Minor Home
Repair
Programs**



**Water
Service
Payment
Assistance**



**Low Income-
Subsidized
Private Rental
Assistance**



**Prescription
Expense
Assistance**





**Electric
Service
Payment**



**Food
Pantries**



**Home
Rehabilitation
Programs**



**Homeless
Shelter**



**Area
Agencies on
Aging**

Raising Awareness



Public Presentations & Exhibits

- State of NC Employee Wellness Expo
- Rural Center Resource Fair
- NC PACE Conference
- NC Council on Community Programs Conference
- NC Association on Aging Conference
- Lifespan Respite Advisory Team
- Governor's Advisory Council on Aging
- Healthy Aging Summit
- NC Assistive Technology Program Grant Adv Council
- Centralina Area Agency on Aging Conference
- Senior Tar Heel Legislature
- NC Works Conference
- Social Services Institute
- Affordable Housing Conference
- Options Counseling Workshop

What's Next?

- Resource and Outreach Specialist
- Dedicated LTSS Call Specialist
- Powerful New Reporting Tool
- On-line “E-Library”
- Increased Marketing Statewide

How You Can Help...

- Inform your clients
- Update resource information
- Give us feedback

Contact Information

Stacy Hurley

No Wrong Door State Coordinator
NC Division of Aging and Adult Services

919-855-3454

Stacy.Hurley@dhhs.nc.gov

Heather Black

NC 2-1-1 Statewide Strategy Director
United Way of NC

hblack@unitedwaync.org

