



## Seven Things You Should Know About No Wrong Door Direct Connect

When people have to make dozens of phone calls to obtain the services they need, they get frustrated. Meanwhile, service providers aren't reaching everyone who's eligible for their offerings.

There's a better way: **No Wrong Door Direct Connect.**

Part of the statewide No Wrong Door Virginia initiative, Direct Connect is a secure and effective way to receive self-referrals directly from older adults, people with disabilities, veterans, and their families and caregivers.

Interested in joining Direct Connect? Here's what you need to know.

- 1. Direct Connect is a free benefit for No Wrong Door certified partners.** Organizations must be No Wrong Door certified partners to participate.
- 2. Direct Connect is easy for people to use.** When people search for services on VirginiaNavigator.org and its family of websites (disAbilityNavigator.org, SeniorNavigator.org and VeteransNavigator.org), they can send their information securely to No Wrong Door certified partners.
- 3. Direct Connect is easy for service providers to use.** Information from the self-referral is sent directly to CRIA, reducing paperwork and making it simple for staff members to track.
- 4. Direct Connect referrals can be customized for your organization.** Opt in to receive referrals for some, all or none of your programs. Change your settings anytime — all you have to do is log onto your provider account on VirginiaNavigator.org.
- 5. Direct Connect is secure.** Personal information submitted in a self-referral is not stored by VirginiaNavigator, but is securely sent to CRIA.
- 6. Direct Connect helps people get services faster.** Partners receive a referral immediately in their CRIA queue. They must follow up with the person who requested services within 2 business days.
- 7. Direct Connect ensures there truly is no wrong door.** If you receive a referral that's not a good match for your services, you may easily re-refer people to a provider in your area that's a better fit.

▶▶▶ To get started, log into your provider account or register on VirginiaNavigator.org.◀◀◀

**Questions about No Wrong Door Direct Connect?**

Email [NoWrongDoor@dars.virginia.gov](mailto:NoWrongDoor@dars.virginia.gov).

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