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## **Frequently Asked Questions about No Wrong Door Direct Connect**

### **What is Direct Connect?**

Direct Connect is a secure and effective way for older adults, people with disabilities, veterans, and their families and caregivers to request the services they need. It's a feature of [No Wrong Door Virginia](#), a statewide network designed to streamline access to long-term services and supports.

### **How does Direct Connect work?**

Direct Connect makes it easier to find the services you need without having to make multiple phone calls and tell your story over and over.

Here's an example: Russell lives in Norfolk with his 80-year-old mother, Sandra. He worries that she's feeling isolated during the day, when he's at work, so he wants to find a companion for her.

Russell searches SeniorNavigator.org for "in-home care" and finds several options nearby. He selects three Direct Connect providers and, with a few clicks, sends them his contact information and what he's looking for. Within two days, all three providers have called him to talk about what Sandra needs and how they can help.

### **How do I use Direct Connect?**

All you have to do is search for what you need on [VirginiaNavigator.org](https://virginiannavigator.org) or on our family of websites: [disAbilityNavigator.org](https://disabilitynavigator.org), [SeniorNavigator.org](https://seniornavigator.org), or [VeteransNavigator.org](https://veteransnavigator.org).

Then, select your desired Direct Connect providers (labeled with the Connect logo) and click "Request Services." Submit your contact information, and you should hear back from your chosen providers in two business days.

## **What if I don't get any results from my search?**

Try searching for a different term, or use the drop-down menu on the homepage to find commonly requested services. VirginiaNavigator serves every county and city in Virginia, with more than 26,000 program listings in total, so we hope you'll be able to find what you're looking for.

## **What should I do if I don't hear back from the providers I chose?**

If, for any reason, your selected providers don't contact you, please call or email them directly. VirginiaNavigator doesn't retain a record of your request for services, so we recommend printing a list of the providers you picked or jotting down their names.

## **Do Direct Connect services cost money?**

Using Direct Connect is free. Some providers charge for their services, while others don't. You can use the filter option to show only programs that are free or low-cost.

## **What if I have special requests or contact preferences?**

When you submit your request for services, you can add any special requests in the field under "Optional Information." For example, if you can't take phone calls until after 5 p.m., or if you prefer providers to send emails, you can tell them.

## **Is Direct Connect secure?**

Yes. Our strict privacy and security policy means:

- VirginiaNavigator does not save any information you enter in Direct Connect.
- Your contact information and service request are sent securely to the providers you selected.
- We will never ask you for any sensitive information, such as a Social Security number. To use Direct Connect, you only have to enter your name, address, phone number and email.
- The No Wrong Door network operates under the federal guidelines of HIPAA and the state guidelines of the Office of the Attorney General.

## **What if the providers I selected can't help me?**

They'll do their best to re-refer you to a provider in your area that might be a better fit. That's what No Wrong Door Direct Connect is all about: ensuring that there's no wrong way to ask for services.

## **Who are Direct Connect providers?**

All providers with the Connect logo are No Wrong Door Certified Partners. These include public and private partners, both non-profit and for-profit, that serve Virginia's older adults, people with disabilities, veterans, and their families and caregivers.

## **What is No Wrong Door?**

No Wrong Door is a person-centered, statewide network of partners serving older adults, people with disabilities, veterans, and their families and caregivers. Regardless of where someone begins their search for services, No Wrong Door partners can help them understand their options, support them in their decision-making process, and help them access services quickly. No Wrong Door is overseen by the [Virginia Department for Aging and Rehabilitative Services \(DARS\)](#).

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