



DEPARTMENT OF THE AIR FORCE
1670 AIR FORCE PENTAGON
WASHINGTON, DC 20330



21 JULY 2022

INFORMATION FOR ALL MAJCOM/FLDCOM/A1

FROM: AF/A1Z
1670 Air Force Pentagon
Washington, DC 20330-1670

SUBJECT: Connect To Care (CTC) Approach and Implementation

Recommendations from the 2021 Independent Review Commission on Sexual Assault in the Military directed all services to implement the “No Wrong Door” principle to care; a person-centered approach to ensure all individuals seeking care and support from an organization will not be turned away. The CTC Approach is the process of sharing information and/or referral of care between two or more service providers with the goal of ensuring connection to appropriate services.

In order to meet this recommendation, the Department of the Air Force is implementing the CTC Approach to improve care and access across helping agencies. This approach is the foundation for a one-stop shop concept. The CTC Approach will ensure that no individual or group encounters a wrong door or is without the proper services and support. Through the CTC process, all individuals, families, and groups will be escorted or directed to the appropriate organization(s) for care and/or support. Successful implementation of the CTC Toolkit requires collaboration among directorates and functions at the headquarters level as well as Community Action Team members and helping agencies at the installation level.

The attached CTC Toolkit for Installations and Garrisons includes mandatory training materials and field resources for our target audience personnel i.e., our Training Facilitators, Installation Command Teams, and Service Providers. Our goal is to train and equip our leadership and providers with the resources needed to successfully provide a warm hand off for continued care and support of individuals. Training waivers may be requested from the CTC Approach POCs listed below.

My POCs for the CTC Approach are Ms. Janel Perkins, janel.perkins@us.af.mil and Mrs. Stephanie VanRiper, stephanie.vanriper@us.af.mil.

DEBRA A LOVETTE, Brigadier General, USAF
Director, Integrated Resilience