



# NCCARE360

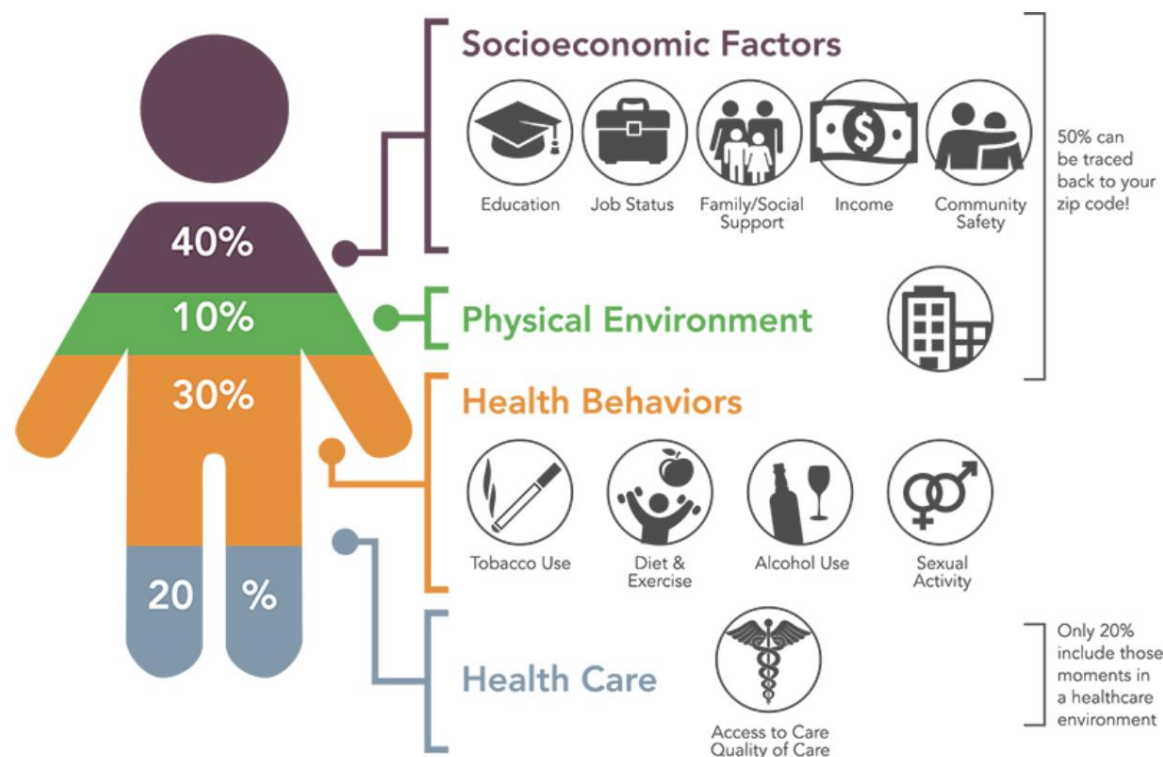
A New Tool for a Healthier North Carolina

## *An Overview for Community Health Workers*

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# What are Social Determinants of Health?



Healthy Opportunities, an initiative of NCDHHS, focuses upon social determinants of health - conditions in the environments in which people are born, live, work, learn, play, worship and age that affect a wide range of health and quality-of-life outcomes and risks. Priorities include housing, food, transportation, and interpersonal violence.

# Healthy Opportunities: Infrastructure and Elements across all Populations

## Hot Spot Map

- GIS map of social determinants of health indicators at census tract level

## Screening

- Statewide Standardized Screening Questions

## NCCARE360

- Statewide coordinated network with shared technology platform

## Workforce Development

- Community Health Workers, Permanent Supportive Housing

## Back@Home

- Rapid Rehousing for Victims of Hurricane Florence

## Aligning Enrollment

- Coordinating enrollment across programs e.g., Medicaid, WIC, SNAP

# How does this apply to Community Health Workers?



## **Understand the community**

They are frontline public health professionals who are a trusted members of or have a close understanding of the community being served.



## **Build relationships**

They use a person-centered approach to build trusting relationships that enable them to serve as a liaison between health and social services and the community. This facilitates access to services and improves the quality, and cultural and linguistic competence, of service delivery.



## **Increase positive health outcomes**

They increase self-sufficiency, wellbeing and positive health outcomes through a range of activities. These include outreach, community education, supportive guidance, self-management, coaching, and the provision of social support and advocacy.

# What is NCCARE360?

**NCCARE360** is the first statewide network that unites health care and human services organizations with a shared technology that enables a coordinated, community-oriented, person-centered approach for delivering care in North Carolina. NCCARE360 helps providers electronically connect those with identified needs to community resources and allow for feedback and follow up.

## NCCARE360 Partners:



# What is a Coordinated Network?

A coordinated network connects providers (such as health care providers, insurers, or community organizations) through a shared technology platform to:

- Communicate in real-time
- Make electronic referrals
- Securely share client information
- Track outcomes together



# A Unique Partnership between Technology and Social Services



**UNITE US**



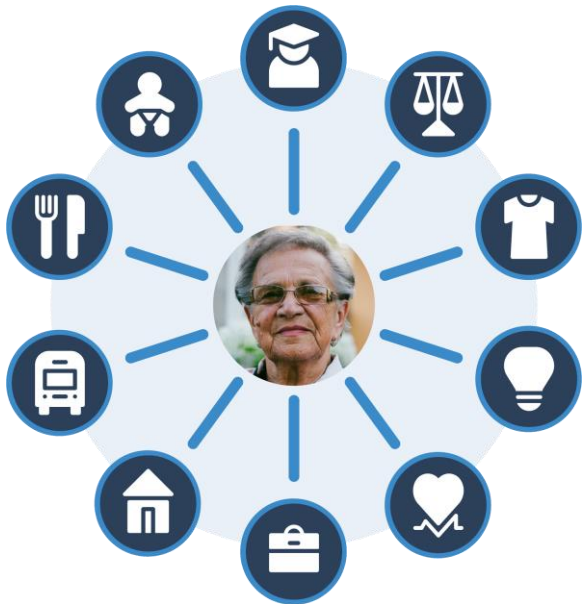
**North Carolina**



**NCCARE360**

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# Why are we coming together?



To connect people to care they need, faster and with fewer barriers

To strengthen existing partnerships and create change in our community

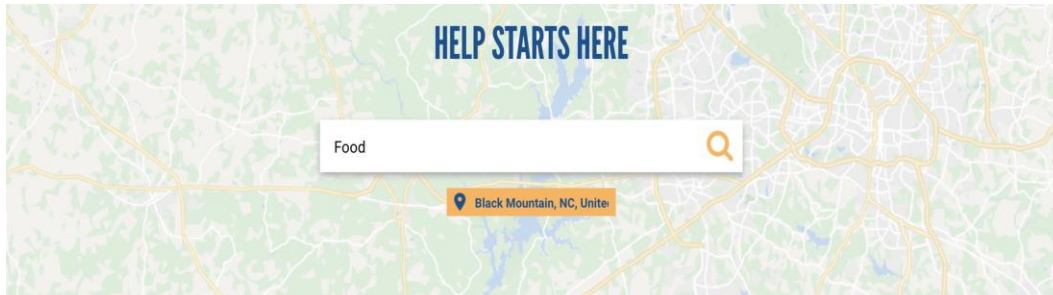


## NCCARE360 has multiple components, including:

- A robust statewide resource directory powered by NC 2-1-1 that will include a call center with dedicated navigators, a data team verifying resources, and text and chat capabilities.
- A community repository powered by Expound to integrate multiple resource directories across the state and allow data sharing.
- A shared technology platform powered by Unite Us to send and receive electronic referrals, seamlessly communicate in real-time, securely share client information, and track outcomes.
- A community engagement team powered by Unite Us to guide change management, workflows and training, and provide ongoing network partner support. **I include YOU as a part of this team!**



# Tools - NC 2-1-1



## BROWSE SERVICES BY TOPIC

|   |   |
|---|---|
| Basic Needs                            | Health Care                                        |
| Consumer Services                      | Income Support and Employment                      |
| Criminal Justice and Legal Services    | Individual and Family Life                         |
| Education                              | Mental Health and Substance Use Disorder Services  |
| Environment and Public Health/Safety  | Organizational/Community/International Services   |

NC 211 is an information and referral service provided by United Way of North Carolina. Families and individuals can dial 2-1-1 or 1-888-892-1162 to obtain free and confidential information on health and human services and resources within their community.

## Seeking Help?

**Need assistance? Not sure where to start?** *No matter where you live in NC, you can dial 2-1-1* and a compassionate, trained NC 2-1-1 call specialist will help you to find available human services resources in your community. Dial 2-1-1 or click the button below to learn more!



# The NCCARE360 Navigator Perspective



Rocio Robles  
NC 2-1-1 Asheville Center -  
Community Resource Specialist



- Navigators are assigned specifically to support NCCARE360 as an ad hoc care manager for hospitals, physician practices or other CBOs not able to stay with the client through the referral process.
- Navigators also support public inquiries that come through the [nccare360.org](http://nccare360.org) assistance form
- Over 1000 cases with 1317 referrals created by navigators in past 12 months
- Interpreter Services in many languages available

## Types of Referrals that Navigators Receive

- Complex Needs: sustainable housing, financial assistance, emergency housing.
- Gaps in Referral Resources Available: transportation, prescription help.

# Self-Referral Option



## Assistance Request Form

If you are experiencing an urgent need related to COVID-19, dial 2-1-1 or 888-892-1162 (available 24 hours a day 7 days a week) to contact NC 2-1-1 by United Way of North Carolina for assistance.

If you are experience an urgent need unrelated to COVID-19 and you would like to be connected to services near you, please complete the form below and an NCCARE360 Navigator from NC 2-1-1 will contact you. The information you enter is completely confidential and will only be shared in order to connect you to services.

Please use this form only to request services for yourself, or a child (under 18 years old) or adult for whom you have legal guardianship. Consent submitted through this form should be signed by the person who would be receiving services, or signed by their parent or legal guardian only.

First name \*

Last name \*

Date of birth \*

# New User Training in Spanish



**Construyendo Comunidades más Saludables Juntos**

¡Gracias por acompañarnos hoy!  
Nuestra capacitación para nuevos usuarios comenzará en 3-5 minutos.

 **UNITE US**

# Building our Vision

- North Carolinians are easily **connected to the *right* service, quickly and efficiently.**
- Service providers can **view, coordinate, and collaborate** on their clients' care beyond the services they provide.
- **Outcomes data is tracked** and leveraged to demonstrate impact, increase visibility of gaps in services, and improve access to services for all.



NCCARE360

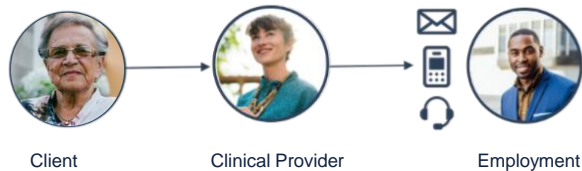


Proprietary and Confidential

# Why Participate in NCCARE360?

Improve efficiency & client experience

## Traditional Referral

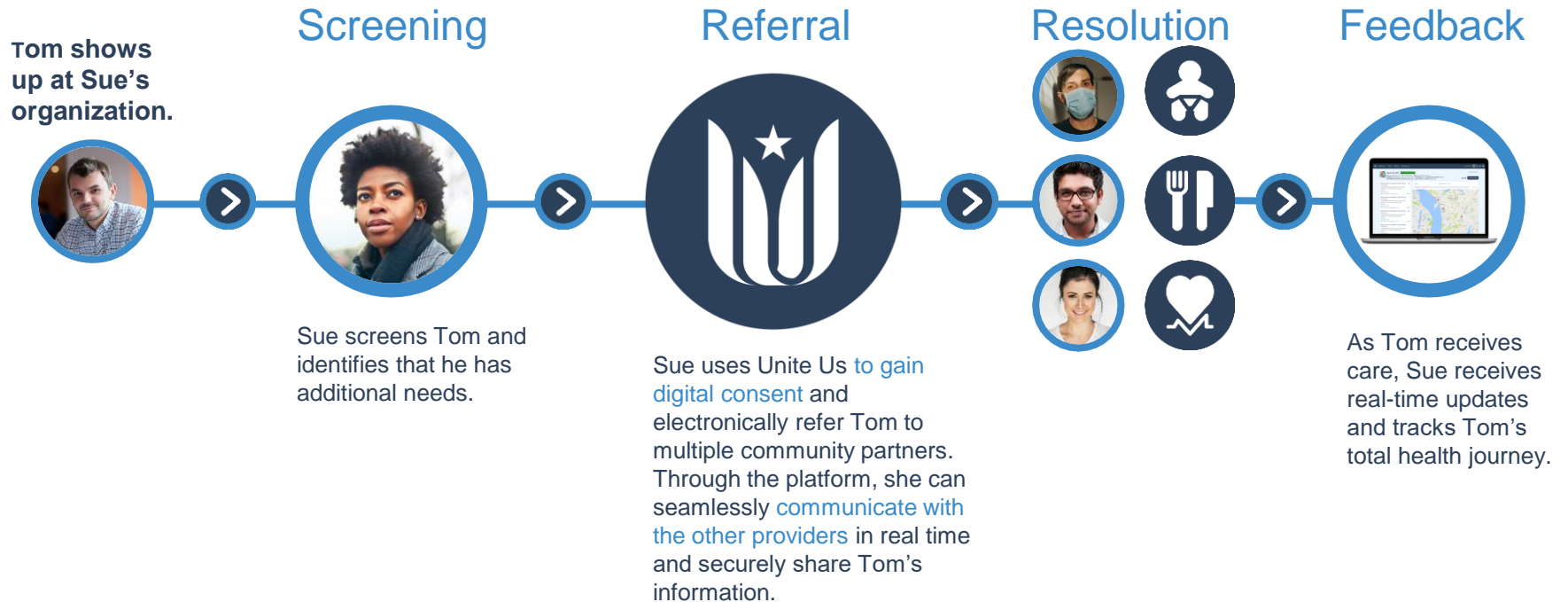


- ✘ Providers cannot always exchange PII or PHI securely
- ✘ Limited prescreening for eligibility, capacity, or geography
- ✘ Clients must contact each organization they were referred to
- ✘ Providers have limited insight or feedback loops
- ✘ Client data is siloed and transactional data is not tracked

- ✓ Information is stored and transferred on Unite Us' HIPAA, FERPA, FIPS, and 42 CFR Part 2-compliant platform
- ✓ Clients are matched with the provider(s) they qualify for
- ✓ Information is captured once and shared on clients' behalf
- ✓ Providers have insight into the entire client journey
- ✓ Longitudinal data is tracked to allow for informed decision-making by community care teams



# Connecting People to Care





***"Connecting clients to services that they never knew existed, as well as empowering clients to know how to find resources are a couple the most amazing parts of NCCARE360. But what was even more amazing to me is when I had to pull a weekly data report. I realized that as a collective group, our CHW (Community Health Worker) team had affected the lives of almost 500 families. I would not have been able to say that if we were all sitting behind desks, utilizing old, traditional ways of case management and referral methods."***

- C. Donnamarie Newkirk, CHW Coordinator  
Green Rural Redevelopment, Inc. (GRRO) | Vance County

# Accountability & Change Management

## Shared Accountability

| Type of Commitment  | Our Community's Standard                                 |
|---|--|
| The maximum length of time partners should take to respond to a referral  | <b>Within two business days</b>                          |
| How many attempts should be made to contact an unresponsive client before closing a case or referral                            | <b>Three attempts over ten business days</b>             |
| How regularly organizations should review/update their organization and program information                                     | <b>Once a quarter/as needed</b>                          |
| How regularly organizations should update their user information when users leave the organization/should no longer have access | <b>Within two business days of change in user access</b> |
| The maximum length of time users should take to close clients' cases once they know the outcome                                 | <b>Within two business days of resolutions</b>           |



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# Next Steps to Join



## **We ask you to submit a Partner Registration Form (PRF)**

*What services does your organization provide?*

*What programs will you be receiving referrals for?*

*What is the program's eligibility?*

*Which staff will be sending and receiving referrals? What users permissions do they need?*

*Consider if you need to sign a Business Associate Agreement for HIPAA compliance*



## **Learn How to Use Unite Us**

*Attend a live, virtual training*

*Complete a self-paced training*



## **Learn More at NCCARE360.org**

Download partner materials, track the network's growth, and refer other organizations to join the network by signing up through the website

to

For more information, contact

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## Thank You!

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