



NCCARE360

**Statewide Implementation of a
Referral Coordination Network
of Care in North Carolina**

Building Statewide Multi-component Shared Infrastructure

Strategy to bridge health care and human services across diverse populations and geography at scale.

Key Healthy Opportunities Initiatives



“Hot Spot” Map



Screening Questions



NCCARE360



Medicaid Transformation & Healthy Opportunities Pilots



Workforce/Community Health Workers



Data Integration and Connecting Resources



A Focus on Unmet Social Needs





NCCARE360

The first statewide network that unites health care and human services organizations, assesses for and identifies unmet social needs, and enables a coordinated, community-oriented, person-centered approach for delivering care in North Carolina.

Shared infrastructure than be used for many programs, systems, innovations



Why a Public-Private Partnership?



NCDHHS



FOUNDATION FOR HEALTH
LEADERSHIP & INNOVATION

MOVING PEOPLE AND IDEAS INTO ACTION

NCCARE360 Administrator

NCCARE360 Implementation Partners:



UNITE US



United Way of North Carolina



North Carolina



Expound



NCCARE360

NCCARE360 functions, it's more than a technology platform

- A **coordinated network** of providers and community-based organizations
- A **robust statewide resource directory**
- A **team of dedicated navigators**
- A **shared technology platform** that enables providers to assess for and identify unmet social needs, send and receive secure electronic referrals, securely share client information and track outcomes together
- A **community engagement team** working with community-based organizations, social service agencies, health systems, independent providers, and more to create a statewide, coordinated care network



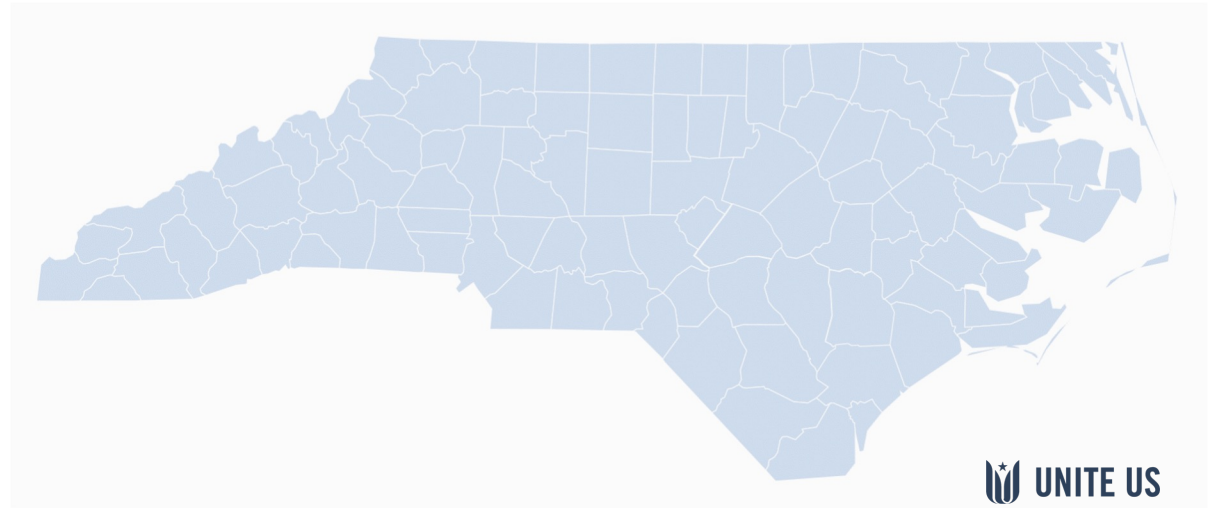
United Way of North Carolina





NCCARE360

is live in **100** counties



Learn more: NCCARE360.org



NCCARE360

Source: Unite Us, 2020

NCCARE360: Assessing Unmet Needs

Assessing and Identifying Unmet Social Needs in NCCARE360

- Screening questions that assess unmet social needs are embedded into NCCARE360.
- Focus areas include food security, housing/utilities, transportation, and interpersonal safety.



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Health Screening

We believe everyone should have the opportunity for health. Some things like not having enough food or reliable transportation or a safe place to live can make it hard to be healthy. Please answer the following questions to help us better understand you and your current situation. We may not be able to find resources for all of your needs, but we will try and help as much as we can.

	Yes	No
Food		
1. Within the past 12 months, did you worry that your food would run out before you got money to buy more?		
2. Within the past 12 months, did the food you bought just not last and you didn't have money to get more?		
Housing/ Utilities		
3. Within the past 12 months, have you ever stayed: outside, in a car, in a tent, in an overnight shelter, or temporarily in someone else's home (i.e. couch-surfing)?		
4. Are you worried about losing your housing?		
5. Within the past 12 months, have you been unable to get utilities (heat, electricity) when it was really needed?		
Transportation		
6. Within the past 12 months, has a lack of transportation kept you from medical appointments or from doing things needed for daily living?		
Interpersonal Safety		
7. Do you feel physically or emotionally unsafe where you currently live?		
8. Within the past 12 months, have you been hit, slapped, kicked or otherwise physically hurt by anyone?		
9. Within the past 12 months, have you been humiliated or emotionally abused by anyone?		
Optional: Immediate Need		
10. Are any of your needs urgent? For example, you don't have food for tonight, you don't have a place to sleep tonight, you are afraid you will get hurt if you go home today.		
11. Would you like help with any of the needs that you have identified?		

Statewide Implementation and Operations

- Statewide Community Engagement
- Statewide Training, Onboarding, and Configuration
 - Including organization/program reconfiguration due to pandemic community impact
- NCCARE360 Navigator Coordination for Complex Cases
- Network Health Optimization for Organizational Utilization





84,277 clients served

164,014 electronic referrals

2,631 organizations onboarded

43,220 active organizational users

January 31 2021

Source: Unite Us Insights, January 31, 2021



Advantages to SDoH Screening and Referral Coordination

- Bridge gaps between medical conditions and resource needs.
- Connect patients to appropriate resources and services that address identified needs.
- Proactively and intentionally raises and addresses health-related resource needs that do not organically arise in patient conversations due to barriers in communication and/or fear.
- Improves health and reduces longstanding health disparities



Request for Applications: NCCARE360 Community Organizations and Network Support Agencies Health Equity Grants

The Foundation for Health Leadership and Innovation (FHLI) will invite organizations that are committed to reducing barriers to health and equity through fostering community connections through NCCARE360 to apply for two separate grant opportunities.

Funding Amount: \$2.7 million

Applications are due February 28, 2022



Targeted Communities

- Chatham
- Durham
- Franklin
- Granville
- Harnett
- Johnston
- Lee
- Orange
- Vance
- Wake



Goals

- Accelerating the growth of a strong NCCARE360 network in selected counties.
- Understand barriers to onboarding and using NCCARE360 and identify strategies and opportunities to assist organizations in overcoming them.
- Understanding what organizations need in terms of meaningful technical assistance to use NCCARE360.



- Fund a new role of “Network Support Agencies” to work with the NCCARE360 Community Engagement Team to provide meaningful technical assistance on use of NCCARE360 to help organizations achieve their mission and grow meaningful cross-sectoral and healthcare partnerships. In addition to providing technical support on NCCARE360, Network Support Agencies may serve as a bridge between healthcare and community organizations and work to create successful partnerships that address common needs related to service models, financial relationships, and data.
- Support community-based organizations in creating meaningful partnerships with healthcare organizations.





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For more information about NCCARE360, visit www.nccare360.org or contact connect@nccare360.org



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