



Lessons Learned in North Carolina Partnerships

Welcome



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(she/her/hers)

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What we'll discuss

Building Connections for Healthier Communities:

1. Successes and Pain Points of Launching a Partnership
2. Building a Shared Vision
3. Continuous Quality Improvement
4. Q&A

Key Takeaways

- Access to UWNC white paper: **Building Connections for a Healthier North Carolina**
- **Lessons Learned in North Carolina** for working with a coordination center

NCCARE360 Overview

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.

Administrators:



FOUNDATION FOR HEALTH
LEADERSHIP & INNOVATION



NCDHHS

Implementation Partners:



UNITE US

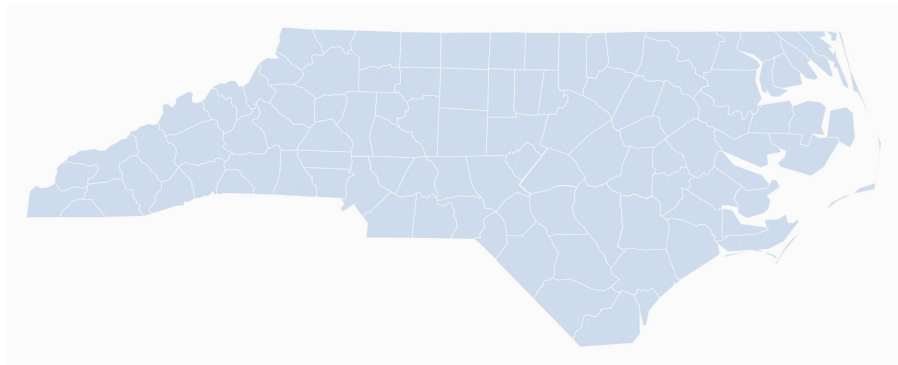


Expound



NCCARE360

is live in **100** counties



Implementation
team formed

January 2019

Launched in three
counties

March 2019

2,000 electronic
referrals

January 2020

1,000 network
partners

May 2020

2,500 organizations
live statewide

September 2021

Launching Social
Care Payments

February 2022



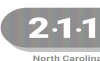
FOUNDATION FOR HEALTH
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NCDHHS



UNITE US

Learn more:
nccare360.org

North Carolina - At a Glance

NCCARE360 is statewide and available to all 10.6M North Carolina residents

Over **94,000** clients served by over **182,000** referrals to over **2800** organizations and locations in our network including CBOs, clinics, faith-based, schools, all LME-MCOs and PHPs statewide, Cone Health, Duke, UNC, Wake Forest Baptist Health, Mission Health Partners, and smaller rural clinics

Food Assistance is the **most needed service type**.

What services do our children need in NC?

For our pediatric population (under 17) the case service type breakdown is:

- ❖ 28% Food Assistance
- ❖ 16% Individual and Family Support
- ❖ 15% Income Support
- ❖ 13% Housing and Shelter
- ❖ 8% Clothing and Household Goods

The North Carolina Playbook

A Playbook to Coordinate Care Across an Entire State

[▶ Learn more](#)

What You Need

Diverse funding

Verified resources, serving providers and people in need

Statewide digital infrastructure

A proven community engagement process

Who Implemented



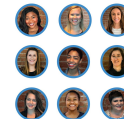
NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES



Foundation for Health
Leadership & Innovation
Moving people and ideas into action.



Expound



Unite Us Community
Engagement Managers

Building a Healthier North Carolina

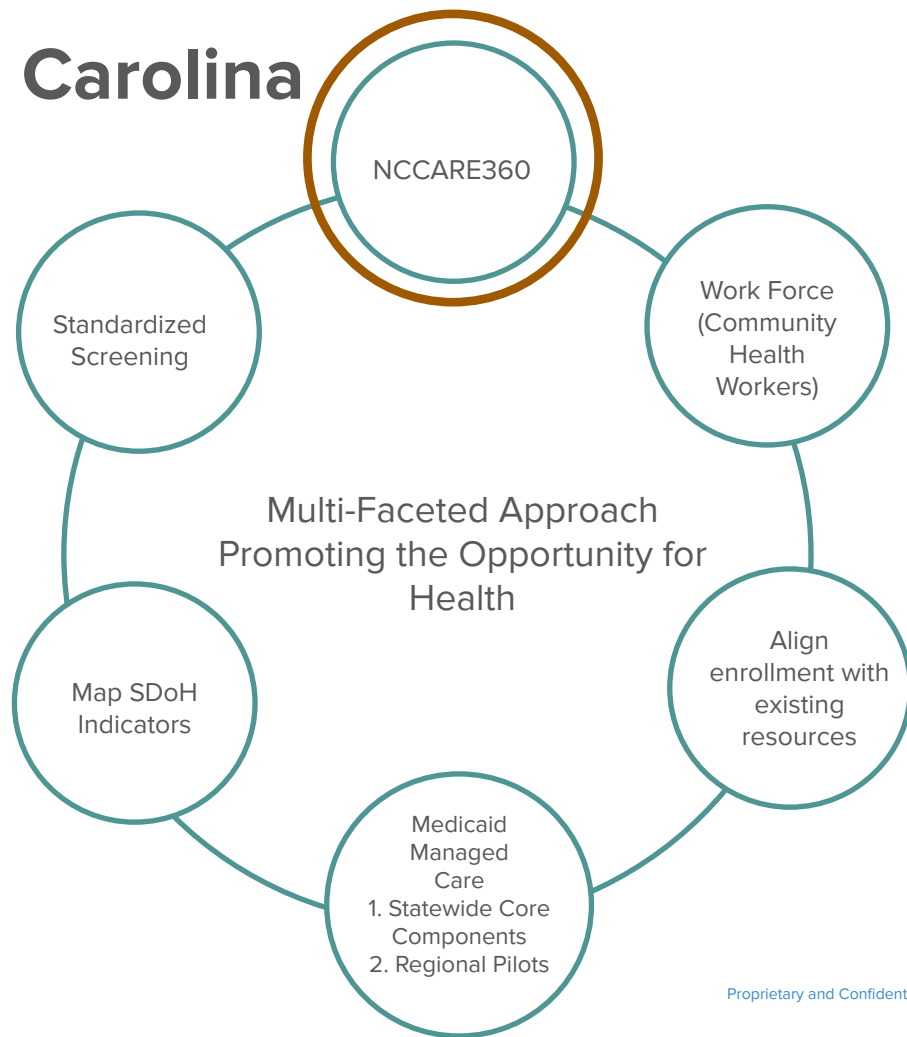
Part of a Broader Statewide Framework

The Problem:

Connecting people to community resources is inconsistent, not coordinated, not secure, and not trackable.

The Solution:

Uniform system for providers, insurers, and community organizations to coordinate care, collaborate, and track progress and outcomes. Tool to make it easier to connect people with the community resources they need to be healthy.



Recommendations from United Way NC

Building Connections for a Healthier North Carolina

1. Define upfront how a care coordination initiative fits into the mission and what role you would like to play
2. Be clear about the strategy and how you will interact with technology
3. Be ready to market your role, as the vendors are masterful at marketing their own
4. Create a governance framework and structure
5. Don't underestimate the role that UWs and 211s can play in implementation and strategy
6. Keep updating Advisory Committee, strategy, success metrics

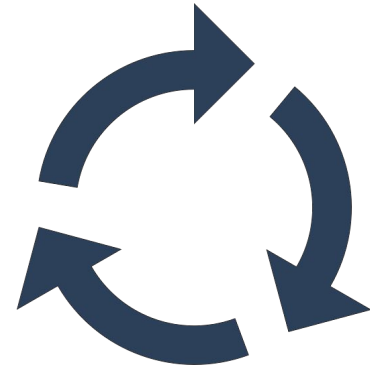


**United Way
of North Carolina**

Supporting our communities together in real time

Adopting best practices and refining them

- Create a collective vision around the mission
- Establish and maintain trust in organizational approaches and engagement methodologies, ie individual organizational missions and vision
- Messaging, internal and external, is very important
- Lead with the engagement of communities, not with the technology
- Do not underestimate the financial burden and in-kind costs
- Decide who needs to be at the table and who brings those people to the table
- Decide on a governance structure
- Discuss and agree on marketing and branding strategies
- Roll it out like a community's vision rather than a statewide goal
- Create and sustain a steering committee with administrators and vendors
- Create SOPs, public-facing documents, client v provider- facing documents for coordination centers



A photograph of a woman with short, curly brown hair and glasses, wearing a blue tank top, being embraced from behind by a man with dark skin and short black hair, wearing a light blue t-shirt. They are outdoors, with a blurred background showing other people and greenery. The text "The future of health is rooted in communities." is overlaid on the lower left of the image.

**The future of health is
rooted in communities.**

Get in Touch

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