



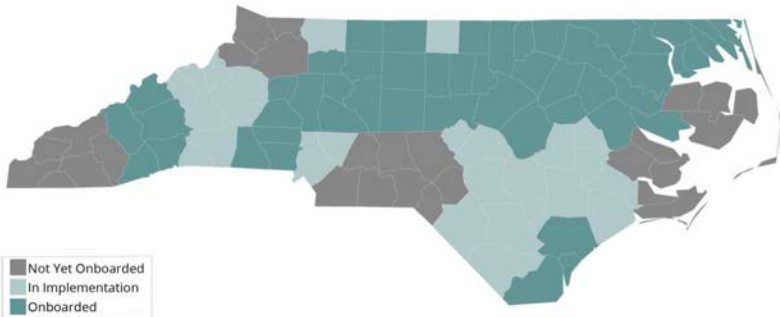
NCCARE360

NCCARE360 Year In Review • 2019

Implementation Progress Report

We are proud to announce that the implementation of NCCARE360 is going as planned. With the extensive December launch of Alexander, Buncombe, Camden, Catawba, Chatham, Cleveland, Currituck, Davidson, Davie, Forsyth, Gaston, Gates, Halifax, Haywood, Henderson, Iredell, Lincoln, Madison, Nash, Northampton, Orange, Pasquotank, Perquimans, Randolph, Rowan, Stokes, Transylvania, Wilson, and Yadkin counties, NCCARE360 is on target to reach all 100 counties by the end of this year.

NCCARE360 Implementation Plan

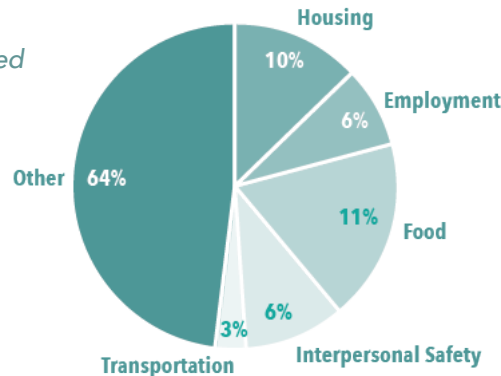


WHAT IS NCCARE360?

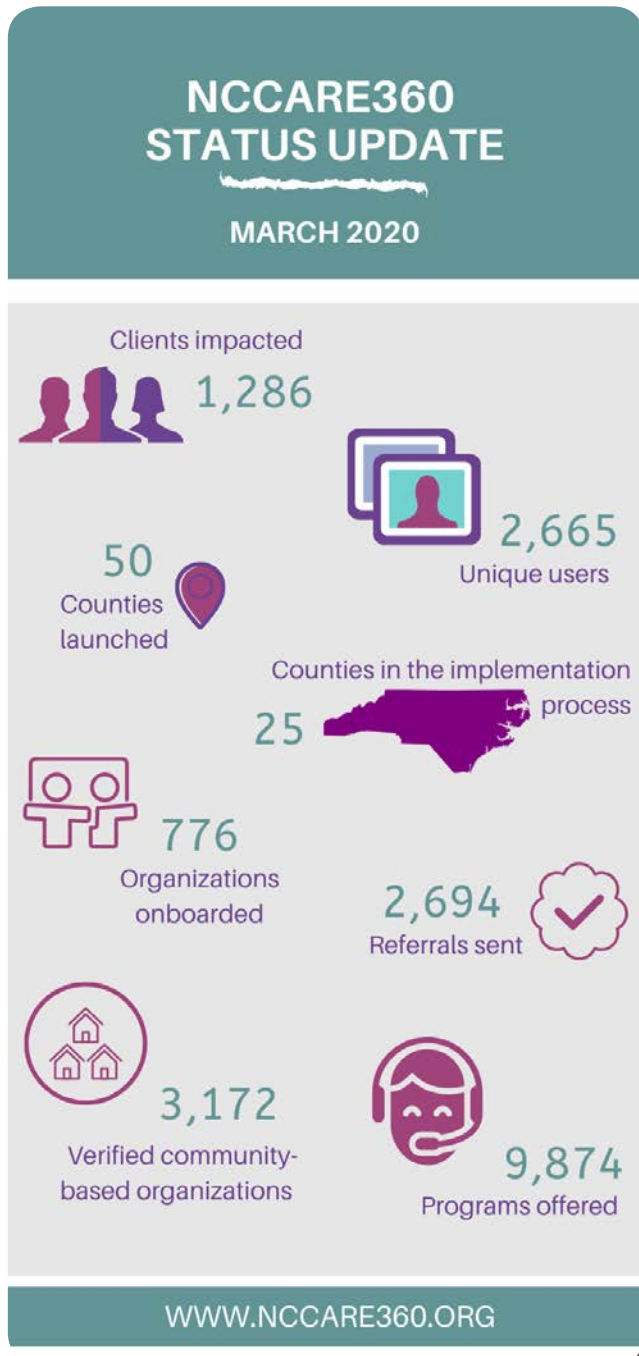
NCCARE360 is a statewide network that connects health care and human service providers with a shared technology that includes a robust directory of nearly 10,000 updated resources across the state. It enables providers to not only send and receive secure electronic referrals, but also to seamlessly communicate in real time, securely share client information, and track outcomes.

Since its launch in three counties in April 2019, NCCARE360 has been connecting people with the resources they need to be healthy, safe and well. Local health departments, social service agencies, and community providers are using NCCARE360 to assist with identified needs, such as housing, employment, food, interpersonal safety and transportation, among others.

*Nearly 10,000
Resources Verified*



On Our Way to a Healthier North Carolina



Staying aligned with its mission to build connections that would lead to a healthier North Carolina, NCCARE360 is already transforming lives and impacting communities across the state.

To date, 1,286 individuals have received service from a “closed-loop” referral made through NCCARE360. There have been 2,157 unique services delivered to these individuals, with 2,694 referrals. There are 776 organizations utilizing the platform representing 2,665 users.

January 2020 was the first time NCCARE360 exceeded 200 unique individuals served in a month, with 219 people receiving assistance and 362 services delivered.

In addition, NCCARE360’s resource directory has been expanded to include 3,172 verified, community-based organizations offering 9,874 programs throughout the state. This expanded network of connections ensures that there is a robust resource list in all 100 counties of North Carolina.

Do No Harm: NCCARE360's Intentional Goal to Reduce Health Disparities and Improve Equity



Erika Ferguson
Director of Healthy Opportunities
N.C. Department of Health & Human Services

In 2017, we held more than 80 stakeholder conversations to identify what initiatives and areas of focus would improve health, not just health care, and in almost every meeting, folks coalesced on the need to make clinical and community partnerships more effective and efficient. Many suggested a technology system that united these two sectors could be a game-changer. After one year of rolling out such a system across the state, we found that they were right.

“As housing resources are often limited, coordinated entry is a key system that works with individuals and families experiencing homelessness to connect them with the right services in a fair and equitable way.”

However, when setting out on any new innovative work, we must consistently remain vigilant to one core idea: First, do no harm.

In just over a year, NCCARE360 has helped more than 1350 North Carolinians better navigate a complex and fragmented health and human services system to get the resources they need to be healthy, safe and well. But when implementing a complex system, we must always be mindful of any unintended consequences, and quickly respond.

NCCARE360's first ever referral was for an elderly woman whose home was unlivable and condemned. Her out-of-state brother called many organizations in her home county before landing on the County Health Department, Environmental Health Division. They weren't the right agency to help this woman, but they were NCCARE360 users and could use the platform to refer her to several housing providers in town. Within two hours, one of the agencies accepted the referral and worked to meet her needs. The woman was enrolled in a weatherization program to help fix her home.

This is a success story. However, it created a number of questions about how NCCARE360 fit with the existing homelessness and housing systems — namely, coordinated entry. As housing resources are often limited, coordinated entry is a key system that works with individuals and families experiencing homelessness to connect them with the right services in a fair and equitable way.





Organizations came to NCCARE360 concerned that it would disrupt or undermine the systems they have built and refined. This feedback helped us to work with communities' continuum of care to develop strategies to ensure this would not happen, and instead, how NCCARE360 could help people get to the right access site or process for coordinated entry — while also being a useful tool to case managers serving individuals and families with multiple needs outside of the services their organization provides.

NCCARE360 received the feedback and quickly changed its strategy to “first, do no harm,” and instead be a critical value-add.

Over the first year, stakeholders and partners who have celebrated the success and potential of NCCARE360 have also shared concern over the potential of the platform creating further disparities in individual's access to services. These partners suggested that when the NCCARE360 team is bringing on key players in health care and social services systems, we might continue to advantage people and communities who are well connected to these systems and further disenfranchise people and organizations who are not.

This feedback prompted us to hold a number of focus groups across the state in the summer of 2019 to understand the barriers different communities face in accessing the services they need. During these sessions, one thing we learned was that we need to be intentional to bring on smaller organizations that have deep trust within specific

communities, as well as less traditional partners like barber shops or places of worship. Often, these are the places with enough trust and long-term relationship that people feel comfortable turning to for advice when they have unmet resource needs.

And they were right. The first referral in Johnston County — the second area where NCCARE360 was launched — was from a church on behalf of a woman who didn't have enough food for her and her kids, and needed childcare to get back to the job she loved.

“NCCARE360 received the feedback and quickly changed its strategy to ‘first, do no harm,’ and instead be a critical value-add.”

While this feedback has been impactful in our first year of roll-out, we are committed to a continued focus on bringing smaller organizations and pillars of trust into the network through several strategies:

- » Creating additional flexible workflows to limit capacity barriers for smaller organizations.
- » Holding more focus groups and open sessions with “context experts.”
- » Holding in-progress reviews in each community to review the data, the organizations we have onboard, and understand who isn't at the table and why.

NCCARE360 is a gamechanger. But to make sure it meets its goals of building a healthier North Carolina, we need to “do no harm” by being nimble to better support communities, not the other way around.

NCCARE360 Partner Spotlight

Featuring a conversation with...



Laura (Tina) Ray
Community Services Block Grant Director
Johnston-Lee-Harnett Community Action, Inc.

Q: How would you summarize your organization's work? What populations does Johnston-Lee-Harnett Community Action, Inc. serve?

A: We serve disadvantaged people in Johnston, Lee and Harnett Counties.

Q: Describe your current role and how you use NCCARE360.

A: I am the Community Services Block Grant Director and have oversight over the CSBG STARS Self-Sufficiency and the Emergency Assistance Program. I enter the staff information into NCCARE360 and assign their roles. I receive and make referrals, contacting the people who have been referred and providing services if they meet our eligibility criteria.

Q: Currently, what are your biggest challenges at Johnston-Lee-Harnett Community Action, Inc.? How do you deal with them?

A: I guess some of the biggest challenges involve some of the people not showing up to complete the process. [In addition,] we are getting referrals from all over the state and I have to reject them. If I know another resource in that area, I will include their information in my note.

Q: What accomplishments are your team most proud of?

A: We are proud that the work that we have done with NCCARE360 is being recognized across the state. Not for glory, but just that we are making good use of an excellent tool and we are living up to our goal of "Helping People...Changing Lives."

Q: What was it like for your organization before using the Unite Us platform to coordinate electronic referrals? And afterward?

A: Some of the data systems we use have a referral mechanism built in, but the platform affords us the opportunity to see the whole story from beginning to end.

Q: Based on your experiences so far, how do you see NCCARE360 impacting the standard of care in North Carolina?

A: I see it making a very positive and important impact across the state because as people move across the state, their story will be more readily available for other entities to access. This will help expedite service delivery, as well as give them a back story, which can save lives.

Q: What advice would you give to an organization interested in joining NCCARE360?

A: Go for it, get on board and let it make the work your staff perform everyday a lot easier and make the lives of the clients they serve safer and healthier.

Q: What's next for Johnston-Lee-Harnett Community Action, Inc.?

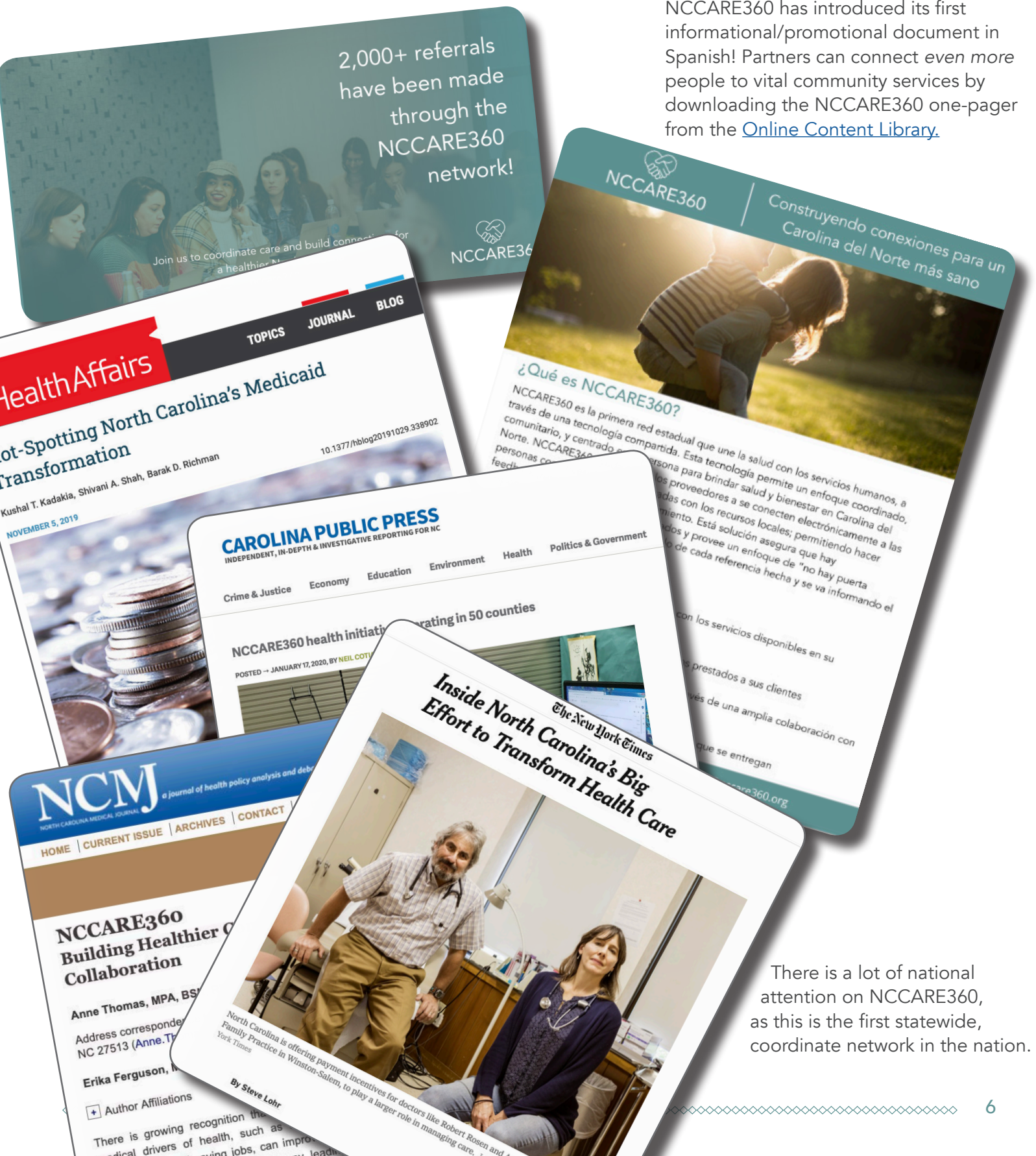
A: As Lee and Harnett counties come aboard, we can really have a positive impact on our clients in areas where this platform didn't exist.

Q: Is there anything else you would like to add?

A: We offer a wide variety of programs and we look forward to networking and partnering with others across the state using this platform. What a difference this will make to every sector of the state!

In October 2019, NCCARE360 reached its 1,000th closed-loop referral, with the 2,000th referral coming just a few months later. It is an impressive landmark for this system that is continuing to transform lives and impact communities across the state.

NCCARE360 has introduced its first informational/promotional document in Spanish! Partners can connect even more people to vital community services by downloading the NCCARE360 one-pager from the [Online Content Library](#).



There is a lot of national attention on NCCARE360, as this is the first statewide, coordinate network in the nation.

What Our Partners

Have to Say...



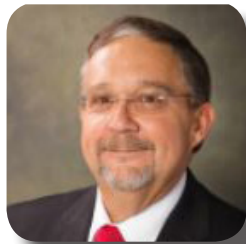
"We are so excited for the implementation of NCCARE360 in Chatham County. We are a community that is dedicated to improving the accessibility of our health and social services,

and NCCARE360 promises to be a great network for making that access easier for all. Our health, community, and social service organizations' excitement about using the Unite Us platform, and the time they have dedicated to learning and implementing it, make me hopeful for its success in our community."

Julie Wilkerson, Coordinator
Chatham Health Alliance

"What an impressive opportunity to be able to share the most vital resources aimed at improving the social determinants of health. Being able to close the loop, follow up on progress, and track outcomes together are integral to providing the best of managed care."

Bruce Robistow, Health Director
Halifax County



"MANNA is committed to helping all in our community to thrive. Our hope for NCCARE360 is that it provides the platform needed for human service and healthcare providers to meaningfully connect people to

much-needed resources in a way that improves the health of our community. We're excited about our partnership with NCCARE360 and the possibilities of the platform for the people of WNC."

Hannah Randall, CEO
MANNA FoodBank

"United Way of Davidson County is very excited about the launch of NCCARE360 in our community. The Unite Us platform will enable our partner agencies, as well as other health and human service providers, to send and receive information seamlessly. It will also allow agencies to track outcomes for their clients. United Way of Davidson County will be able to have a better understanding of gaps in services and ensure our community investments are making the greatest impact in the most significant areas of need."

Brittany Pruitt-Fletcher, President
United Way of Davidson County



"In my career I have seen human service agencies forced to take the 'human' out of our work by asking those in need to go from one agency to the next or use precious, limited cell phone minutes to find the service they need. NCCARE360 is a long overdue solution that allows us to better meet needs with more compassion and kindness."

Patsy Davis, Executive Director
Mountain Projects



In Memoriam
James Fisher III
Raleigh, North Carolina
1984 - 2020



In February, NCCARE360 lost a vital member of our team and a tremendous champion of the important work we're doing in North Carolina, and throughout the country. Known for his love of family, dedication to country and engaging personality, James "Jimmy" Fisher, the State Director for NCCARE360/Unite Us, passed away peacefully on February 4 in Madison, Wisconsin while traveling for business. His contributions to our team cannot be overstated, and his friendship will never be forgotten. [Read more about Jimmy at Legacy.com...](#)

NCCARE360 is a public-private partnership between NCDHHS and FHLI, in collaboration with implementation partners that include the United Way of North Carolina/NC 2-1-1, Expound Decision Systems, and Unite Us. Partners are working together to develop guidelines and recommendations for social service departments and community-based human service agencies, as well.

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



NCCARE360 IS BEING BUILT IN COLLABORATION WITH:

