

# NCCARE360

## HEALTH EQUITY GRANTS



2022 - 24

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**Prepared by:**

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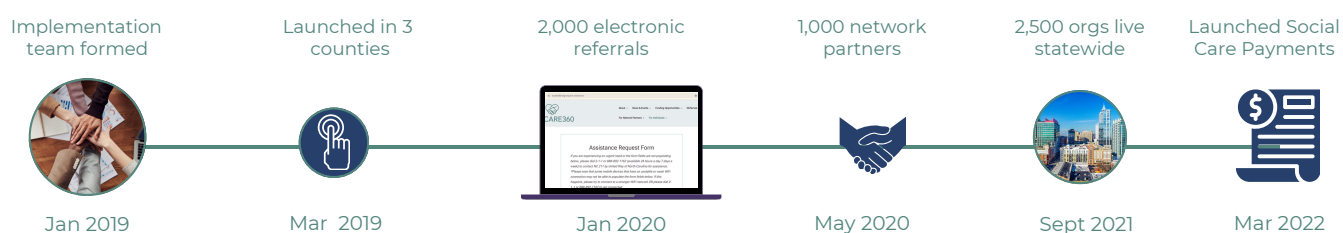
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# Background

In March of 2022, the Foundation for Health Leadership and Innovation ([FHLI](#)), in partnership with the North Carolina Department of Health and Human Services ([NCDHHS](#)), awarded \$2.5 million in capacity building grants to 21 community-based organizations (CBOs) across the Triangle and Triad regions of North Carolina to support the growth of NCCARE360 and increase capacity to address social drivers of health (SDOH).

NCCARE360 is the first statewide network that enables a coordinated, community-oriented, person-centered approach for delivering care in North Carolina. It is a public-private partnership between FHLI and NCDHHS and is integral to DHHS’s mission to improve the health, safety, and well-being of all North Carolinians. The funding was made available to NCDHHS through the CDC’s investment to support communities affected by COVID-19 related health disparities. It is part of \$2.25 Billion provided through the federal [Coronavirus Response & Relief Supplemental Appropriations Act](#).

NCCARE360 launched in March 2019 but rapidly expanded during the COVID-19 pandemic, onboarding more than 2,500 organizations and nearly 7,000 programs to ensure coverage across all 100 counties. However, due to the pandemic, many early adopters faced challenges utilizing the NCCARE360 network on account of limited staff and resource capacity, staff turnover, and a lack of comprehensive services available in their regions.

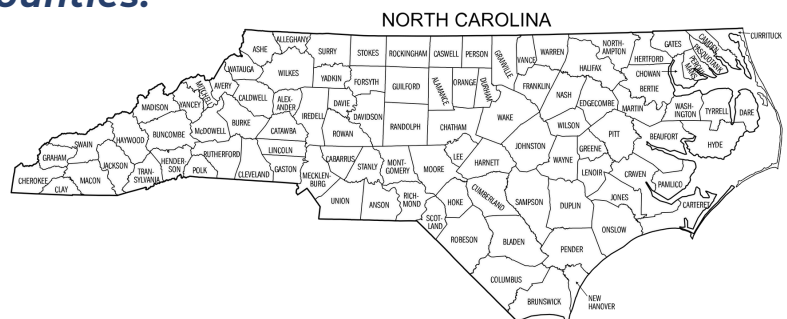




# Mission

The NCCARE360 Health Equity Grants aimed to reduce barriers to health equity by fostering community connections through NCCARE360 and was designed as a proof-of-concept project, focused on finding gaps in usage, identifying best practices, developing community engagement strategies, and increasing partner adoption rates.

FHLI rolled out two distinct grant awards disseminated to organizations serving: **Alamance, Caswell, Chatham, Durham, Forsyth, Franklin, Guilford, Granville, Harnett, Johnston, Lee, Orange, Randolph, Rockingham, Vance, and Wake counties.**



## CBO Grantees:

- The Arc of North Carolina\*\**
- B & D Integrated Health Services*
- CityGate Dream Center*
- Davidson Medical Ministries*
- End Hunger Durham*
- Haven House*
- HAVEN in Lee County*
- InterACT*
- Lee County Health Department*
- The Life Center of Davidson County, Inc.*
- LGBT Center of Raleigh*
- Orange County Partnership to End Homelessness*
- New Arrivals Institute*
- Raleigh Immigrant Community*
- Raleigh Wake Partnership to End & Prevent Homelessness*
- Senior Resources of Guilford*
- Veterans Bridge Home \*\**

## Community-Based Organizations:

The CBO Health Equity Grant, the first distinct grant opportunity, provided organizations with between \$25,000 to \$100,000 to onboard or enhance their use of NCCARE360 and to foster cross-sector partnerships, enabling them to sustain existing programs like meal delivery, senior day programs, immigrant and refugee services, medical transportation services, interpersonal violence services, and more.

\*\* indicates organizations who serve clients statewide and were awarded in both the Triangle and Triad regions

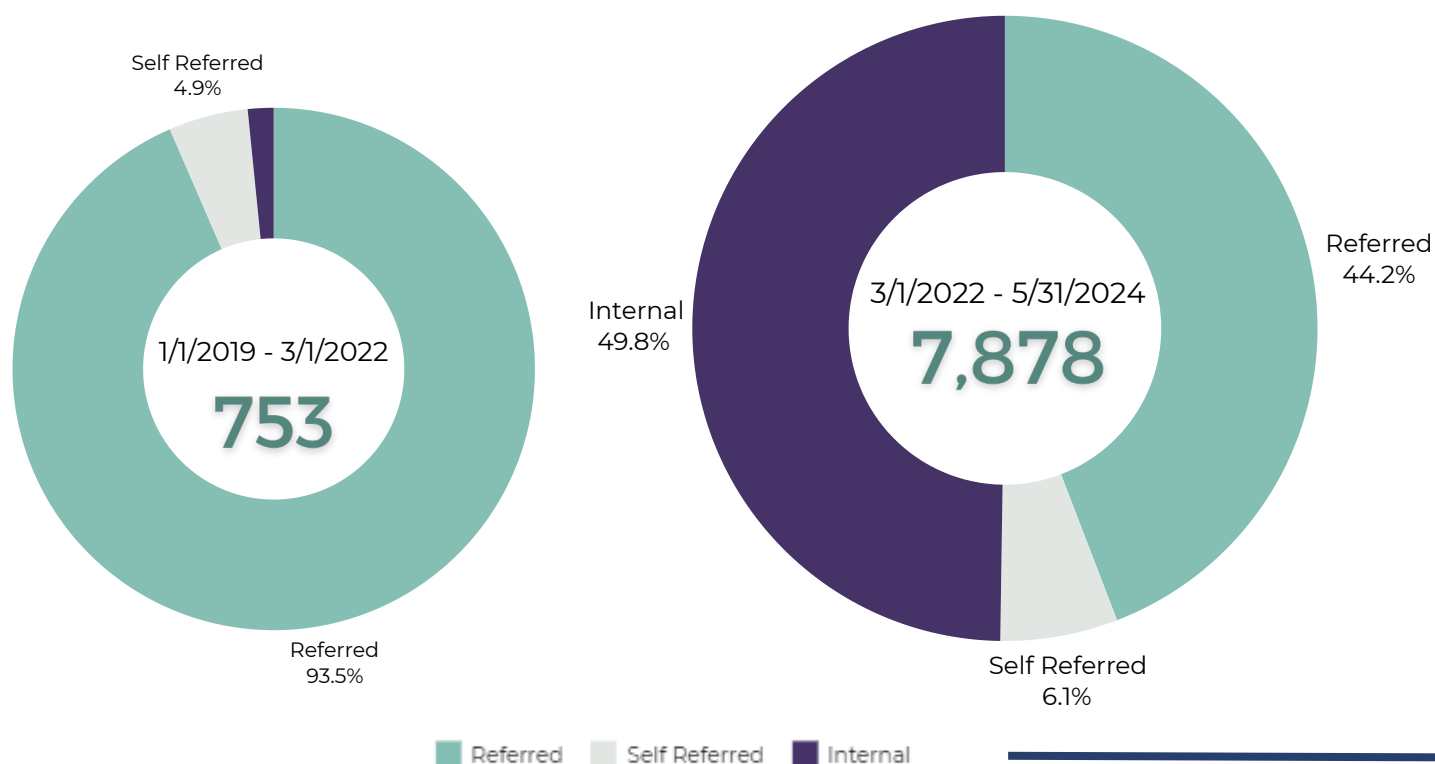


Community event hosted by The Life Center of Davidson County, Lexington, NC

## Community Impact:

Before obtaining grant funds, the majority of CBOs had not yet integrated NCCARE360 into their organizational workflows, with only 10 out of the 19 CBO grantees having been previously onboarded to NCCARE360. This funding allowed all organizations to hire dedicated staff to manage the referral management process.

Prior to March 2022, the already-onboarded grantees had managed 753 cases through NCCARE360. **Over two-year grant period, the number of managed cases in NCCARE360 among all grantees surged to 7,878.**



Some grantees encountered challenges throughout their projects. Many reported difficulties in recruiting and retaining staff during the grant period, grappling with understaffing and frustrations with technology. Some struggled with a high referral volume for services they couldn't provide, while others lacked sufficient community partners to receive referrals in their areas.

Despite these hurdles, **the grantees successfully resolved 5,574 out of the total 7,878 cases, achieving a resolution rate of 70%.** They discovered and adapted best practices for utilizing NCCARE360 to benefit their staff and clients, including the use of referral notes, chat, and light case management features offered in the NCCARE360 platform to track client progress and collect service data.

## During the grant period:

23

Community members were screened for breast cancer

71

Community members received diapers and infant supplies

191

Community members received assistance with food

577

Community members received job search & placement services



Davidson Medical Ministries (DC Connects) achieved a significant milestone by offering the **Volunteer Income Tax Assistance (VITA) program** to Davidson County residents from January to April 2023, leveraging NCCARE360 for referrals and assisting more than 1,000 community members in preparing and filing their taxes for free.

## Community Building:

Grantees made a tangible impact on improving the overall well-being of their communities. Raleigh Immigrant Community (RIC) is one shining example.

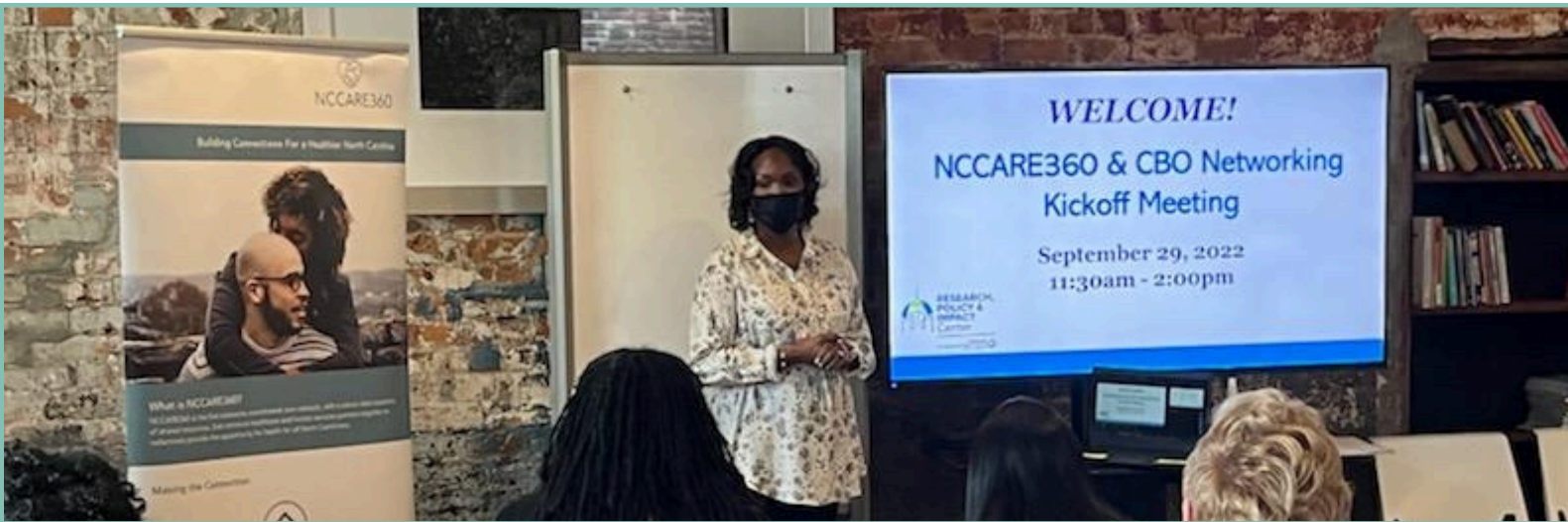
RIC's impressive impact on employment placement services has helped more than 40 community members search for and secure jobs during the grant period. RIC shared that a refugee family of eight who relocated to Raleigh from Minnesota received comprehensive support from RIC who secured housing, employment, and access to essential services for the entire family. While reflecting on the health equity grant project, Felix Iyoko, Director of RIC, expressed, ***"The funding provided by NCCARE360 has allowed us to further our mission of catalyzing and facilitating the integration process of refugees and immigrants while fostering a diverse and inclusive environment. With your support, we have been able to change many people's lives, host cultural community events to celebrate the rich tapestry of cultures represented within refugee and immigrant populations."***

*"With your support,  
we have been able to  
change many  
people's lives"*

*-Felix Iyoko  
Director RIC*



Community members performing at cultural event hosted by Raleigh Immigrant Community, Raleigh, NC



*Dr. Kelcy Walker-Pope speaking at a Networking Session  
Greensboro, NC*

## Network Support Agencies:

The Network Support Agency Grants, the second distinct grant opportunity, established the creation of Network Support Agencies (NSAs), providing up to \$250,000 to organizations with specialized areas of knowledge and expert experience with NCCARE360 to provide community engagement, technical assistance, and professional support.

### **NSA Grantees:**

*Duke Health SDOH  
Network  
El Centro Hispano  
North Carolina Justice  
Center  
National Institute for  
Minority Economic  
Development*

As advocates for NCCARE360, the NSAs played a pivotal role in guiding and encouraging CBO adoption. Leveraging their robust community connections, the North Carolina Justice Center (NCJC) solicited feedback on barriers and hesitations to onboarding from underserved communities, including the Latine community, immigrants, refugees, and individuals with sensitive legal needs. El Centro Hispano utilized their funding to bolster their Community Health Worker (CHW) Network.

The Duke SDOH Network hosted town halls to create open discussions about NCCARE360 and the National Institute for Minority Economic Development (NIMED) established networking sessions in Greensboro to garner community buy-in.

Through a combined 30 town halls, networking sessions, and other community meetings, NSA grantees collaborated with local groups to address gaps in NCCARE360 network implementation, as well as to champion the adoption of the platform by more community-based agencies. Their efforts boosted new partner adoptions across the Triangle and Triad regions. Prior to the grants' launch in March 2022, there were 947 partners using NCCARE360 across the targeted counties, covering a variety of service types including but not limited to: Individual and Family Support, Mental/Behavioral Health, Food Assistance, Housing & Shelter, Education, Benefits Navigation and more. **Throughout the two-year grant period, adoption rates steadily increased by 320 new organizations, a 25% increase.**




### Information Session

We welcome all organizations that serve Granville and Vance county to join us in-person to learn more about how NCCARE360 could assist your organization!

**When:** Tuesday, December 13th, 1:00-3:00 pm

**Where:** Farm Bureau Room at the Perry Memorial Library. 205 Breckenridge St, Henderson, NC 27536

Please feel free to reach out to [gene.moon@duke.edu](mailto:gene.moon@duke.edu) if you have any questions.

Promotional flyer for information session hosted by Duke Health SDOH Network

30

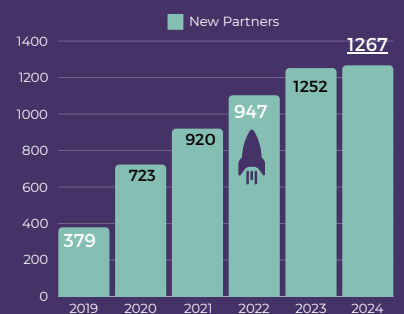
Townhalls and Meetings

100+

CBOs reached with technical support

25%

Increase in partner adoptions



At NIMED's final networking session on May 30th, 2024, community members from various local organizations serving Guilford County expressed regret at the conclusion of these monthly meetings. Lisa Davis of Community Housing Solutions reassured her fellow attendees that while the sessions were ending, it was vital to sustain the partnerships forged during these monthly convenings, emphasizing, **"Your work matters because the people you serve are your neighbors. Keep going."**



# Lessons Learned

Throughout this project, the NCCARE360 team gleaned valuable insights that are informing our overarching strategy to strengthen the network. Some initiatives include: introducing monthly general information sessions with scheduled demonstrations, developing an onboarding form to streamline the joining process, and initiating a reengagement strategy featuring community-led summits. These efforts underscore the importance of collaboration and localized expertise in enhancing the NCCARE360 network's effectiveness.



*Community members at a Networking Session Greensboro, NC*

Through community-led engagement, we've discovered the power of collaboration and local expertise in addressing complex social needs effectively. Utilizing NCCARE360 for internal case management has highlighted the importance of streamlined processes and data-driven decision-making, enhancing the ability to provide comprehensive care.

Returning to a person-centered model from a health system focus has reinforced the significance of understanding individuals' unique circumstances and tailoring services to meet their specific needs, fostering trust and engagement.

Moreover, our strategic focus on 'receiving organizations' has underscored the importance of strengthening partnerships with entities that directly interact with and support individuals in communities.



*“Thank you for the opportunity to be trained in RBA...It was an excellent training”*

*-Fiorella Horna  
Former Director,  
El Cento Hispano*

## Professional Development & Grantee Support:

- The LGBT Center of Raleigh conducted two successful LGBTQ+ Sensitivity Trainings with over 65 attendees, aiding partner CBOs in better serving LGBTQ+ community members.
- Results-Based Accountability™ (RBA) Training empowered 14 staff members from Health Equity Grant CBOs to devise strategies for improving community well-being.

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Throughout the NCCARE360 Health Equity Grant project, significant efforts were made to provide grantees with robust professional development opportunities and comprehensive support, ensuring their success in serving their communities effectively.

The support extended to grantees also encompassed assistance with the renewal process for NC Solicitation Licenses, ensuring compliance with NC Secretary of State requirements. Recognizing that many Health Equity Grantee agencies were unfamiliar with this process, the FHLI Finance Manager took proactive measures to guide them through the requirements. Email reminders were sent to agencies one month prior to their license expiration dates, outlining the renewal process and steps to extend their licenses if necessary.

# Acknowledgements

The conclusion of the NCCARE360 Health Equity Grants marks a significant milestone in our collective efforts to advance health equity across North Carolina. As we conclude this chapter, we wish to extend our sincerest gratitude to the North Carolina Department of Health and Human Services for their unwavering support and investment in the development of the Health Equity Grants project. Without their commitment, none of this would have been possible.

We also extend our heartfelt thanks to all of the grantees, as well as our implementation partners: **The United Way of North Carolina, Unite Us, Expound Decision Systems, and NCServes** who have been integral to the success of this endeavor.

## A Message of Gratitude

The NCCARE360 Health Equity Grants have not only provided vital resources in communities but also served as an opportunity for growth. Through these projects, we have gained invaluable insights, forged meaningful partnerships, and made significant strides towards building a healthier, more equitable future for all North Carolinians.

The work accomplished through the Health Equity Grants is just the beginning, and we are eager to continue our collective efforts toward achieving lasting impact and meaningful change.

Thank you for your support, dedication, and commitment to advancing health equity in North Carolina.

Sincerely,

The FHLI NCCARE360 Team



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