NCCARE360
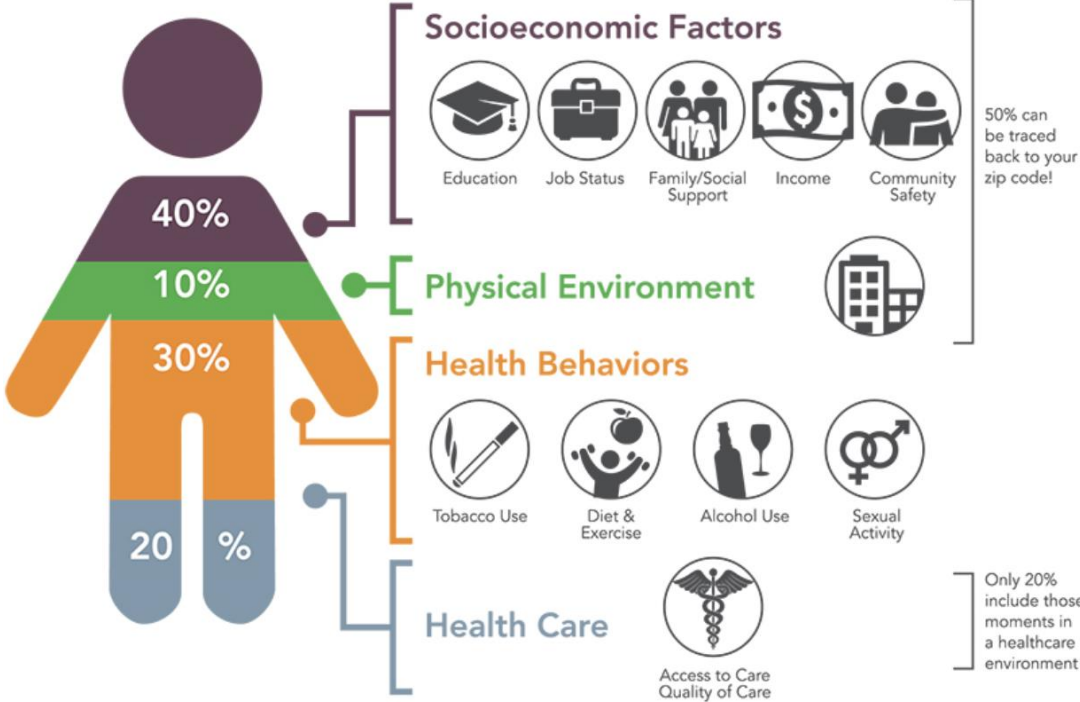
A New Tool for a Healthier North Carolina

An Overview for Community Health Workers: Potential Barriers & Challenges?

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NCCARE360

You are critical to help address 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.

Community Health Workers are valued!

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.

A Review: 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:

A Unique Partnership between Technology and Social Services with LOTS of Moving Parts

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!**

We have an opportunity to learn from one another!
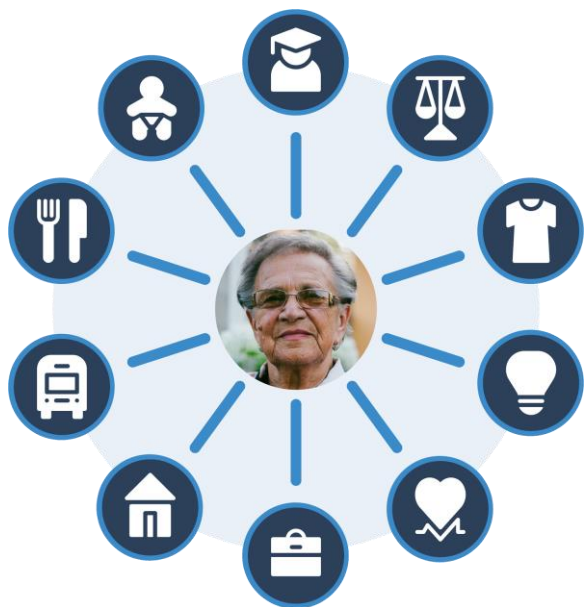
Let's discuss aspects of the Unite Us platform that could seem to be a bit puzzling.

Please ask any questions you may have, as a Community Health Worker, about NCCARE360 and Unite Us in CHAT.

There are tools to help you as you become Unite Us experts!

NCCARE360

Platform Challenge I: Trouble Logging in?

Questions to ask...

1) Are you listed as a staff member for your host organization?

2) Is the email address you are using the one you used to activate your account in Unite Us?

3) Have your forgotten your password?

Reach out to support@uniteus.com!

Challenge II: NCCARE360 Navigator Needed?

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

2·1·1
North Carolina

- 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 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.

Challenge III:
What if Client is Uncomfortable?

NCCARE360

About News & Events Join The Network Find Resources Request Assistance Log In Q

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 *

MM-DD-YYYY

Challenge IV:
Are there questions around issues of privacy?

What are the latest platform enhancements?

Unite Us' sensitive organizations feature
A new product enhancement that further protects information privacy for organizations primarily providing services to individuals with more sensitive needs.

What is a sensitive organization?
Sensitive organizations serve individuals and populations whose circumstances create a heightened need to protect their information. Unite Us classifies any organization that is subject to 42 CFR Part 2, offers HIV/AIDS support, provides DV/IPV support, or legal services as a sensitive organization, but recognizes that an organization primarily serving other types of sensitive populations may be interested in this feature as well.

How does classifying my organization as a sensitive organization alter information exchange?
Referrals sent by or to a sensitive organization, as well as any records associated with or resulting from the referral, will **only be visible to the sender and recipient organizations directly involved in the service episode**. Other organizations also serving the client (in the present or future state) but did not participate in the referral or case will not see that these referrals exist. Cases are created when a referral is accepted and **retain the permissions of the referrals from which they were created**. This builds upon existing Unite Us sensitive service type viewing permissions by allowing an entire organization to be restricted from view, rather than just a referral or service episode.

UNITE US

Challenge V:
What if a Client is Hard to Reach?

Add Note Or Message Client

Interaction | **Message** | Other

Client has enabled text messages to (919) 555-1923.

MESSAGE *

Enter your message here...

Client Messaging Feature
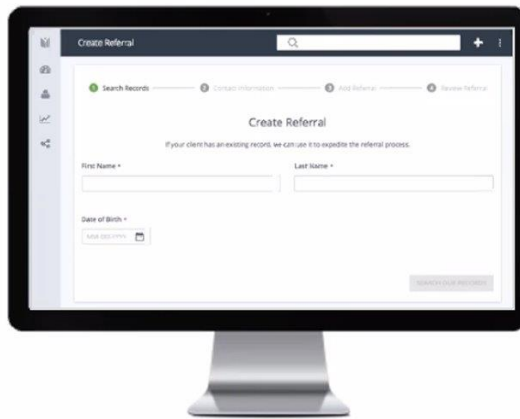• Send clients a reminder of an upcoming appointment, materials to bring, etc.

NCCARE360

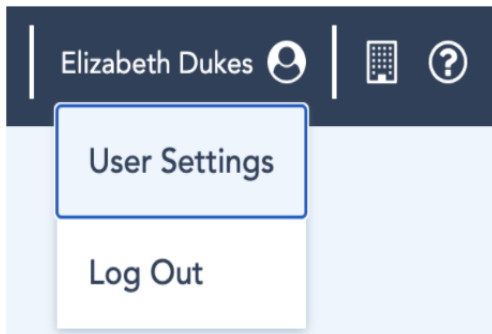# Challenge VI: The Referral Process in Unite Us
How to Make the Best Choices

NCCARE360 **in Action**

UNITE US

1. Take Action on a Referral & Close out a Case.
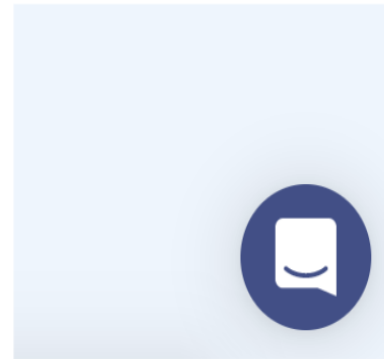2. Using the Browse Map Feature.

UNITE US
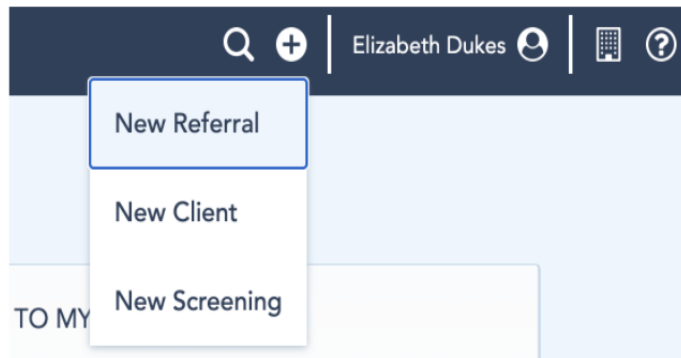
Challenge VII:
Did You Know about These Tools?

User Settings:
- Edit notifications.

Unite Us Support:
- Chat function.
- Ask any/all questions related to the technology here.

Screenings:
- NCDHHS SDOH screener.

SUCCESS!

"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

Challenge VIII: Understanding Timeframes, Lack of Reponse to Referrals, and GOOD Notes

Shared Accountability

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

Challenge IX:
Expanding Your Knowledge

NCCARE360
A New Tool for a Healthier North Carolina

> **Learn How to Use Unite Us**
> *Attend a live, virtual training*
> *Complete a self-paced training*

Construyendo Comunidades más Saludables Juntos

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

UNITE US

> **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

> **Questions? Just ask!**

For more information, contact
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NCCARE360

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Thank You!

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