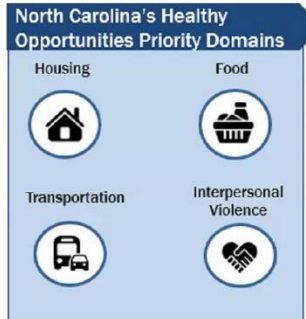# Why Focus on Healthy Opportunities?

"Healthy Opportunities," commonly referred to as the social determinants of health, are conditions in the environments in which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks.

- Access to high-quality medical care is critical, but research shows up to 80 percent of a person's health is determined by social and environmental factors and the behaviors that emerge as a result.

- Addressing the factors that directly impact health is a key component of meeting DHHS's mission to improve the health, safety and well-being of all North Carolinians while being good stewards of resources.

North Carolina's Healthy Opportunities Priority Domains

Housing

Food

Transportation

Interpersonal Violence

NCCARE360

NCCARE360 is the first statewide coordinated network that unites health care and human services organizations with a shared technology platform allowing for a coordinated, community-oriented, person-centered approach to delivering care in North Carolina.

Foundation for Health Leadership & Innovation   UNITE US   211 United Way of North Carolina   NCDHHS

NCCARE360 Functionalities

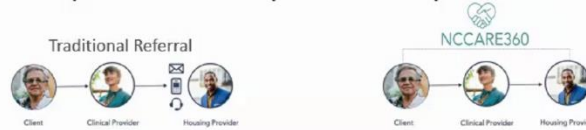|	Functionality	Partner	Timeline
Resource Directory & Call Center	Directory of statewide resources that will include a call center with dedicated navigators, a data team verifying resources, and text and chat capabilities.	NORTH CAROLINA 211	Phased update 2019 – Spring 2020 * Currently has verified resources across all counites and all domains
Resource Repository	APIs integrate NCCARE360 directory with resource directories across the state to share resource data in one repository.	Expound	Phased Approach
Referral & Outcomes Platform	An intake and referral platform to connect people to community resources and allow for a feedback loop.	UNITE US	Rolled out by county January 2019 – December 2020
Hands on, in-person technical assistance and training to on-board providers and community organizations.			

Why Participate in NCCARE360?

Improve efficiency & client experience

NCCARE360

Traditional Referral

Client — Clinical Provider — Housing Provider

Client — Clinical Provider — Housing Provider

✗ Service provider cannot always exchange PII or PHI via a secure method
✗ Limited prescreening for eligibility, capacity, or geography
✗ Onus is usually on the client to reach the organization to which he/she was referred
✗ Service providers have limited insight or feedback loop
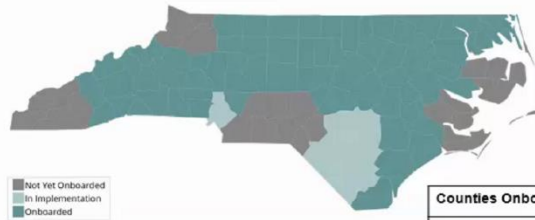✗ Client data is siloed & transactional data is not tracked

✓ All information is stored and transferred on Unite Us' HIPAA, FERPA, FIPS, and 42 CFR Part 2-compliant platform
✓ Client is matched with the provider for which he/she qualifies
✓ Client's information is captured once and shared on his/her behalf
✓ Service providers have insight into the entire client journey
✓ Longitudinal data is tracked to allow for informed decision making by community care teams

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Expedited Onboarding

COVID-19 Rapid Response has allowed organizations who were scheduled to wait until the end of the year to onboard quickly to address needs in their communities.

Not Yet Onboarded
In Implementation
Onboarded

Began rollout January 2019, statewide by the end of May 2020

Counties Onboarded	83
Onboarded Users	3480
Referrals Sent	3672

Expedited Onboarding

Organizations ready to join NCCARE360:

- **Attend a virtual strategy session to learn more about NCCARE360.**
- **To join the network, you will need to complete one of the registration forms:**
  - Partner Registration Form
  - Rapid Response Registration Form

Users are required to attend a software training to receive login credentials.

Updating Organization Information

- **Working with organizations already in the network to update their information to reflect any changes caused by COVID-19.**
  - Users contact us on the platform via chat or at support@uniteus.com to update their organization's information