# NC 2-1-1 SUPPORT OF THE SOCIAL DETERMINANTS OF HEALTH





United Way of North Carolina

### NC 2-1-1 is Uniquely Positioned



Administrator of the 3-digit dialing code, 2-1-1.

24/7/365 contact center infrastructure, supported by 53 local United Ways and 4 community partners.

Quality call experience provided by trained and certified call specialists

Database of 19,000 health and human services resources

Existing partnerships with DHHS Division of Aging, NC Emergency Mgmt.

Active member of State Emergency Response Team

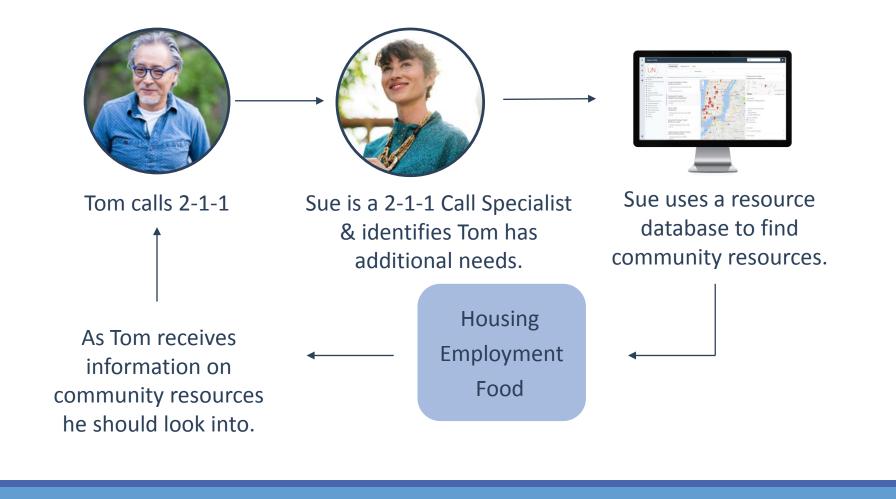
Already serving 115,000+ vulnerable North Carolinians a year

New partnership with Unite Us provides the "missing link", closing the loop on the referral process

### How 2-1-1 Works Now

#### THE OLD APPROACH

NORTH CAROLINA



### **INFORMATION AND REFERRAL PARADOX**

**UNANSWERED QUESTIONS** 

**1**. "Can We Prove the Patient Received the Service They Needed?"

2. "Are We Creating Value for Community Partners?"

**3.** "Do We Know All the Stakeholders (at least those to start with)?"



## Can We Prove the Patient Received the Service They Needed?

# With NC 2-1-1 / Unite Us Partnership **YES**

### 2-1-1's Role In Supporting SDoH

Provide

• access to community resources by phone, chat and text.

#### Increase

• searchability of online resources

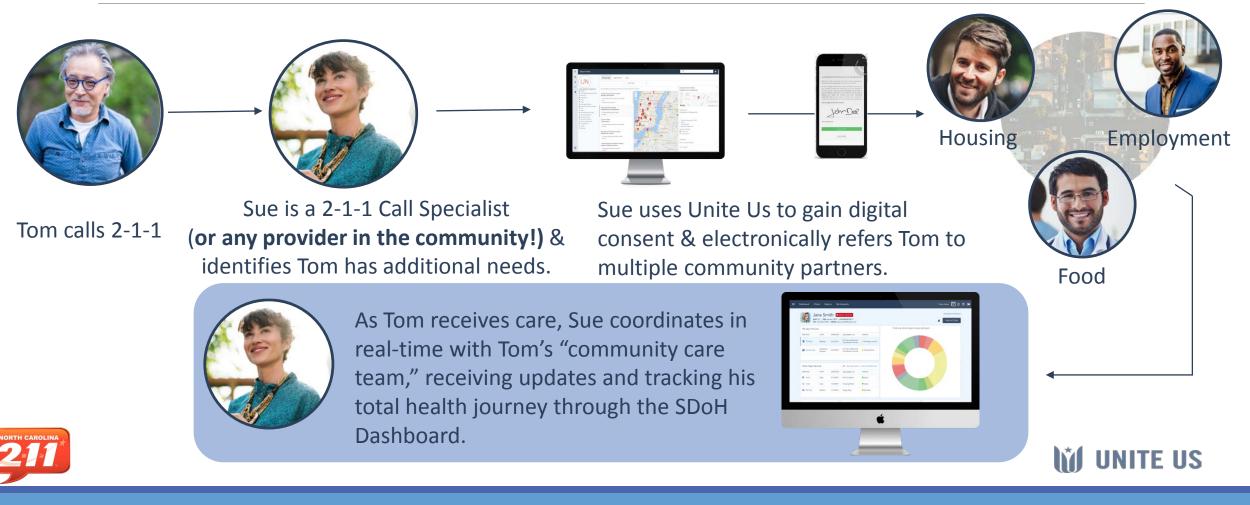
#### Support

 communities without health navigators or dedicated case managers, by providing a dedicated connection for high risk individuals to include benefit screening, advocacy, social service program referrals and follow-up.



### SOLUTION: SOCIAL INFRASTRUCTURE

#### NO WRONG DOOR APPROACH



#### ALL PATIENT'S SDOH INFORMATION IN ONE PLACE

A BIRDS EYE VIEW OF YOUR PATIENTS HEALTH JOURNEY AT SCALE

**Every Referral** Sara Jones 👩 🔲 🕐 🕩 Dashboard Clients Reports My Networks VIEW/EDIT PROFILE Jane Smith ONEEDS AGE 35 | SSN \*\*\*-\*\*-7892 | HOUSEHOLD 4 e 1 TEL 123-456-7890 | EMAIL iane.smith@email.c My Open Records Assessments Show More **Every Connection** CREATED ASSIGNED TO STATUS SERVICE TYPE STATUS NAME UPDATED 8/31/2017 NC Serves Housing Asse NC Serves Metrolina Referral 8/31/2017 Pending Cons 12 Coordination Center 8/23/2017 NC Serves Metrolina Coordination Center Employment 8/23/2017 Needs Action 8/1/2017 NC Serves Food Assessment NC Serves Mental Health Assessment 7/25/2017 Other Open Records All | My Organization | View Closed Record Intakee Show More Tasks Add New | All task **Every Interaction** SERVICE TYPE CREATED ASSIGNED TO STATUS 5 of 6 remaining 8/26/2017 8/15/2017 Open Intake 1 8/15/2017 Open 7/23/2017 Make the site easier and faster to u if all sub sections had that 7/15/2017 Single Shop Recalled Referral Make the site easier and faster to use if all sub sections had that **Every Outcome** 

**PROPRIETARY & CONFIDENTIAL** 

### **REPORT ON THOSE MEASURES**

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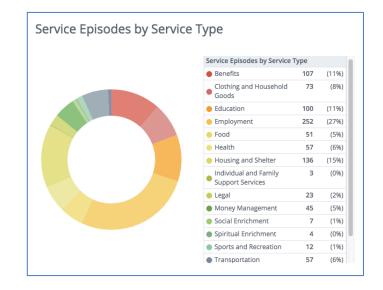
#### **REAL-TIME DASHBOARDS**

- Demographics
- Service Delivery History
- Network Performance

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#### TURNKEY REPORTING

 Account management team supporting your organizations reporting needs

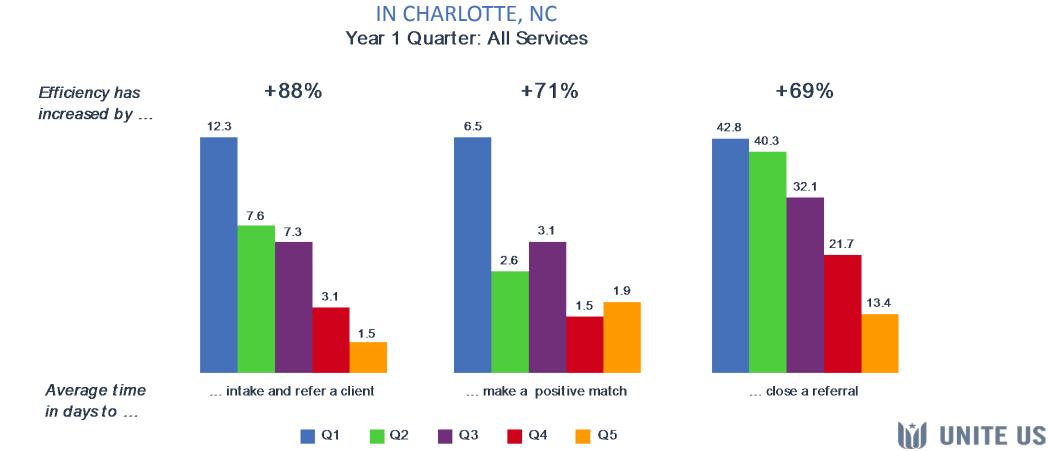


#### **DATA & ANALYTICS**

- Service episode history
- Referrals Made, Received
- Structured Patient Outcomes

### Unite Us Example of Improved Efficiency

ACCELERATING INTAKE, REFERRAL, AND CLOSING THE LOOP



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#### So, How Are We Creating Value for Community Partners?

### The Value of a Comprehensive Approach

Builds a community network of agencies and providers that meets them where they are in capacity and technology

Enhances the strength of existing Unite Us and United Way networks

Allows for Building Single Data Collaborative of Community Resources to Reduce Duplication

Increases our ability to understand patient experiences navigating health and human services in NC.





#### Meet Providers Where They Are UNITE US ARCHITECTURE FOSTERING COLLABORATION

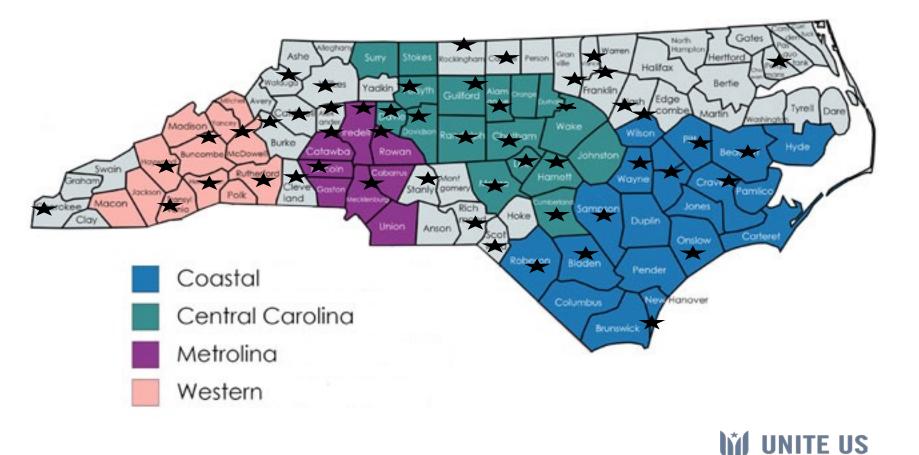




### LEVERAGE EXISTING INFRASTRUCTURE

257 Organizations currently coordinated, using **Unite Us** 

53 United Ways ★ across the state with local relationships that can assist in expanding the network





### Provide Leadership to Establish a Data Collaborative

Ensure Equal Access to Quality Referral Information Representing the 14 Pillars of Wellness for all 100 counties

Current Accurate TRUSTED

Representing all major datasets in the state Shared and owned by the Collaborative



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