

Convene.  
Strategize.  
Activate.

TRANSFORMATION  
TODAY & TOMORROW

# Emerging Opportunities

Working with Non-traditional Partners to Support Members of Standard or Tailored Plans

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CENTER for  
INTEGRATIVE  
HEALTH

Insight to innovation

[i2iCENTER.org](http://i2iCENTER.org)

# Why are NonTraditional Partners Important in Medicaid Transformation?

The Transformation Vision: “To improve the health of North Carolinians through an innovative, whole-person centered, and well-coordinated system of care that addresses both medical and non-medical drivers of health”

Requires a stronger, more purposeful, partnerships and alliances that’s focused on outcomes and deliverables

# Forming Partnerships

The SP and most likely the TP “call out” the local Health Dept and DSS in the contracts. Let’s think about that significance:

- Population Health
- Care Management and Care Coordination
- Service Delivery
- Social Determinants of Health
- Health Outcomes

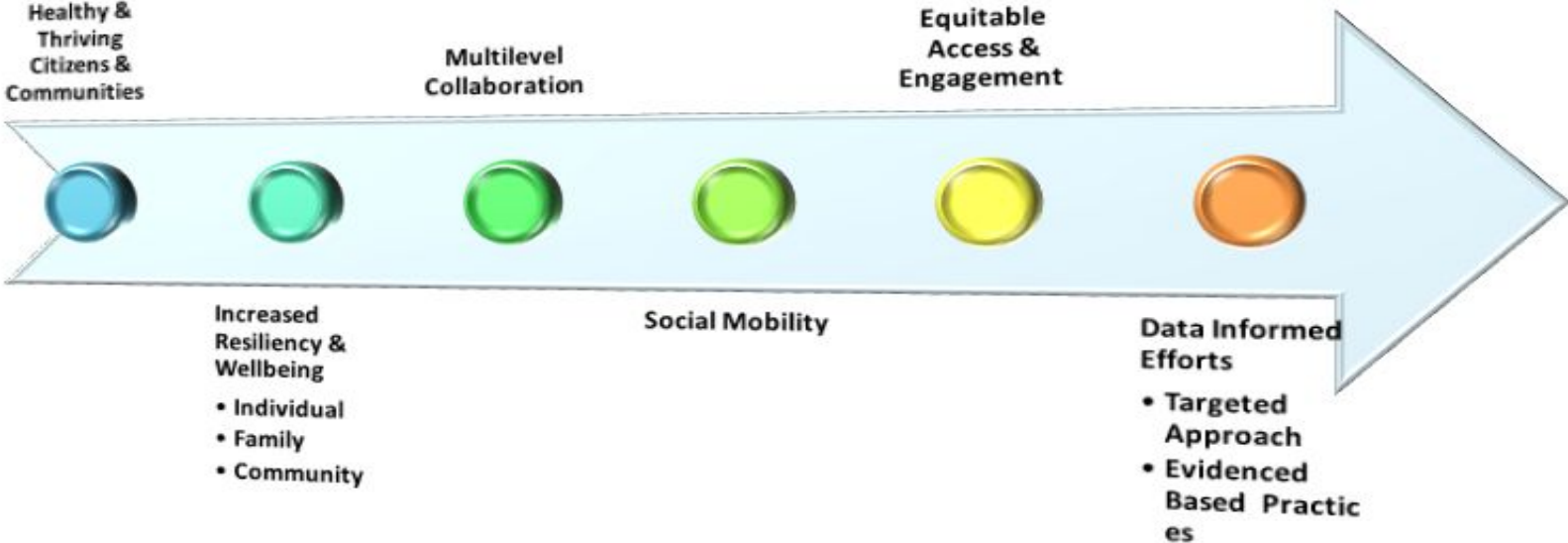
# DSS and Public Health 101

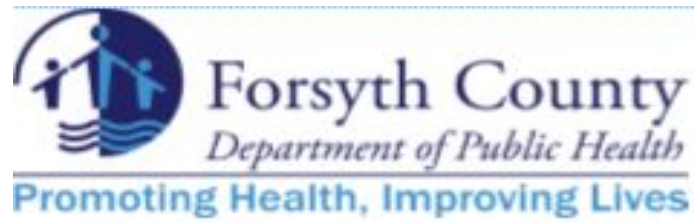
## Statutory Obligation

- Statute 130A: Public Health
- Statute 108A: Social Services



# DSS and Public Health: Desired Outcomes





Environmental Health & Inspections

Children's Health

Preventive Health Education

Pregnancy Care Management

Tobacco Education

Parenting Classes

Material Health

Epidemiology & Surveillance

WIC Nutrition and Education

Sexual Health and Testing

Full Pharmacy Services

Nurse Family Partnerships

Dental Health Services

Diabetes Education and Nutrition

Family Planning

Vector Control



Childhood Lead Poisoning Prevention

Emergency Preparedness & Response

Tuberculosis Control

Safe Tattoo & Body Art Education

Mosquito & Vector Control Surveillance & Testing

Communicable Disease Prevention & Surveillance

Healthy Swimming Education & Pool Inspections

Vital Records

Immunizations

School Nursing

Breastfeeding Education

Laboratory Services

....and so much more

# The Department of Social Services

*Mission: Forsyth County Department of Social Services will strive to serve and protect vulnerable children and adults, strengthen and preserve families and enhance economic stability while encouraging personal responsibility.*



Adult Services	Economic Services	Child Welfare	Child Support
Adult Protective Services	Food & Nutrition Services Medicaid	Child Protective Services	Application & Legal Filing
Adult Guardianship	Child Care Subsidy	In-home Services	Paternity Testing
In-home Services	Low Income Energy Assistance Program & Crisis Intervention Program	Foster Care & Adoptions	Enforcement, Collections & Arrears
Monitoring & Licensing	Work First & Employment Center	LINKS & Foster Care 18-21	
	Food & Nutrition Services Employment & Training Program	Outpatient Clinical Services	
	Program Integrity (Fraud)		
	Call Center		



# Innovative Partnerships

- Reality: It may get worse before it gets better
- Successful and innovative partnerships

# Innovative Partnerships

## Leadership & Practice Considerations

- 1. Educate and Promote the Concept of “Whole Person Care” with All Layers of Staff**
- 2. Build Internal Systems to Foster Innovation**
  - Internal Evaluation & Planning Supports
  - Performance Teams
  - Data Dashboarding
  - Leverage Technology
  - Multi-disciplinary Teams & High Service Needs Staffings
  - Staff Can “Challenge the Process”
  - Don’t Promote Silos
  - Celebrate Innovation
- 3. Engagement in Community and Statewide Coalitions & Initiatives**
- 4. Keep Your Intentions Focused on the Principles of Public & Good Customer Service**
  - Purity
  - Empathy
  - “Wear Their Shoes”

# Innovative Partnerships

## Theoretical Considerations

### Social Determinants of Health

<b>Economic Stability</b>	<b>Environment</b>	<b>Education</b>	<b>Food</b>	<b>Community &amp; Social Context</b>	<b>Health Care System</b>
Employment	Housing	Literacy	Hunger	Social Integration	Health Coverage
Income	Transportation	Language	Access to Health Options	Support Systems	Provider Continuity & Availability
Debt	Safety	Early Childhood		Community Engagement	Cultural Competency
Medical Bills	Parks	Education		Discrimination	Quality of Care
Support	Playgrounds	Vocational Training		Stress	
	Walkability	Higher Education			
	Zip code				

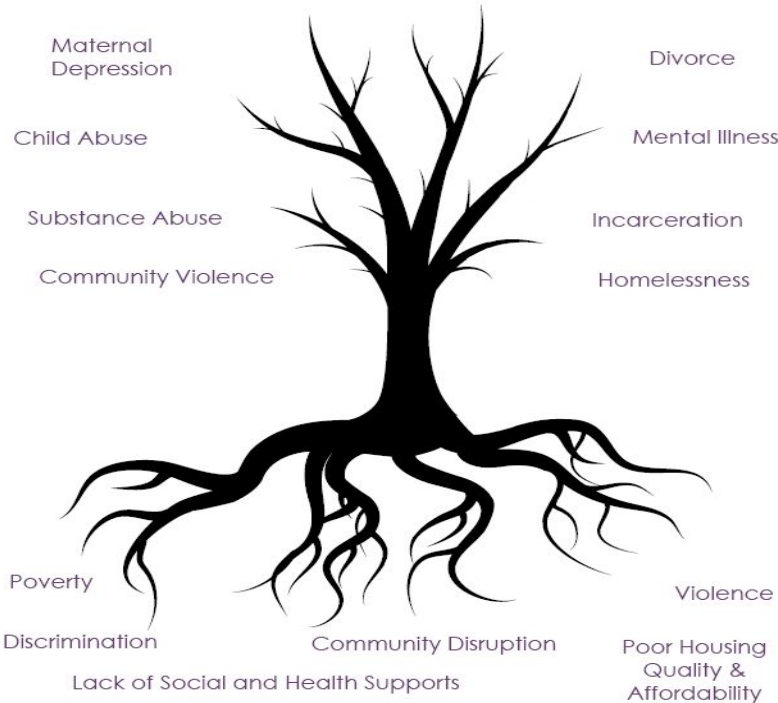
### HEALTH OUTCOMES

Mortality, Morbidity, Life Expectancy, Health Status, Functional Limitations, Resiliency

# Innovative Partnerships

## Theoretical Considerations

### Adverse Childhood Experiences



### Adverse Community Environments

### Supportive Childhood Experiences



### Supportive Community Environments

# Partnerships Pathways

## **Client Referrals & Applications**

- Disproportionate Hospital Sites & Clinics
- WIC & FNS Services Inquiry Kiosks
- NCCARE 360 & Referral Automation
- Mobile Health Services
- Workforce Development

## **No Wrong Door**

- Leverage Technology to Support Client Registration and Warm/Seamless Handoffs
- Duplication of Data Entry
- Opportunity for Data Analysis via Client Registration Information

## **Enhanced Services Delivery**

- Special Populations & Priority Groups (Access & Problem Resolution)
- Service Gaps & Unmet Needs

# Transformation Foundations

**Health Departments and DSSs can play a role in achieving success in Medicaid Direct, Standard Plans or Tailored Plans**

Advanced Medical Home (AMH)

Care Management Agency (CMA)

Outcomes and Quality Measures

Alternative Payment Methods (APMs)

Provider and Practice Supports

Funding EBP, Evidence Informed or Emerging Practices

Sharing of Data

Analytics

# The Steps

Meaningful relationships take deliberate actions

- Meaningful reach out - meet in person
- Honestly examine the existing relationship
- Know the value proposition - the ask?
- What are the areas to address
- Find gains or the win/win
- Be open for new ideas/compromises
- Err on the side of humility, not ego or payer
- Manage expectations
- Keep lines of communication open



Move the  
Needle  
Upstream

Prevention  
and SDoH

Families and  
youth have timely  
access to quality  
health care and  
supports (where  
we live, learn,  
work and play)

Focus on the  
Child and  
Family- Not the  
program

Treatment and  
Integrated  
Physical and  
Behavioral  
Health care

Early  
Identification  
and  
Intervention



# Questions

