



Updates, insights, and opportunities to engage with
NC Integrated Care for Kids

A Season of Transitions for NC InCK Families

Dear NC InCK Supporters,

This spring, we've seen many changes that have impacted children and families, including:

- The start of [Medicaid recertification](#)
- The expiration of [COVID-era SNAP additional benefits](#)
- [Medicaid Expansion](#) on the horizon

We're also entering an important time of transition for children as the school year ends and the summer begins. For families, summer can mean identifying a safe environment for their children, keeping children engaged and learning, providing affordable meals, accessing therapeutic services, and more.

At NC InCK, we have built [toolkits](#) on summer learning and childcare opportunities, resources for summer food programs, guidance on recertifying in Medicaid, and access to various summer support services. Our Family Navigators discuss these topics and many more with families each day, and we continue to improve the ways we share resources to meet whole child needs.

All of this work would not be possible without the community partners who highlight new opportunities and new challenges that families navigate. Many of these partners also help us create the tools and resources NC InCK Family Navigators use to support families in navigating complex systems. We would like to extend a special thanks to our partners at [Meals 4 Families](#), [NC Medicaid](#), and [ABC Science Collaborative](#) for the [tools](#) they've helped NC InCK build over the last year.

In the months ahead, we are building more tools for Family Navigators and families on social media use, vaping, engaging adolescents in care management, and navigating housing instability. We welcome your feedback on additional ways NC InCK can advance supports of whole child well-being as we continue to learn alongside you in our implementation of our model.

In partnership,

A handwritten signature in cursive script that reads 'Sarah Allin'.

Sarah Allin, Managing Director

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Opportunities to Engage

NC InCK Webinar: The next NC InCK webinar will be held on **July 28, 2023 from 12pm-1pm**. Please be on the lookout for an email invitation. If you have any questions or would like to be added to the invitation list, please email alyzia.mcalmon@duke.edu.

In the meantime, we invite you to watch the recording of our previous [NC InCK Quarterly Webinar](#) from January 27, 2023. During this webinar, our team provided exciting updates from 2022 and introduced our goals for 2023.

NC InCK Care Model Successes

One year into NC InCK's launch, we have:

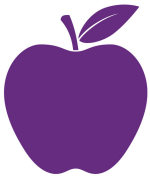
- Engaged over 1,300 children in care management services
- Provided outreach to over 4,000 children
- Provided over 1,500 instances of support to NC InCK Family Navigators in NC InCK [core child service areas](#)

NC InCK aims to bring together child-specific services from different agencies and providers to help meet the health, education, and social needs of children and families. Below are two examples of how NC InCK has supported families since launch.



Behavioral Health and Schools:

A mom asked a Family Navigator for help navigating her 16-year-old son's hesitancy to attend therapy as well as academic and behavioral challenges at school. The mom asked the Family Navigator to speak with her son, which led to the Family Navigator first establishing rapport and then learning of his passion for football. This information helped the group to shift their focus towards something he was passionate about, returning to the football team, which also motivated him to start attending therapy. The mom and Family Navigator coordinated with the school and football coach to create a plan that he agreed to—if he passed four out of his five classes, he could rejoin the football team. He successfully achieved this goal and rejoined the football team. Thanks to the collaborative work between the youth, mom, and Family Navigator, they were able to take an approach that empowered the youth, reduced the mom's stress, and helped to strengthen their relationship.



Food and Physical Health

Across NC, one in six children is living with food insecurity. At NC InCK, Family Navigators and families regularly work together to help families navigate access to healthy foods. One NC InCK Family Navigator worked with an 18-year-old member and their family experiencing food insecurity and navigating challenges with allergies and asthma. The Family Navigator guided the member through the SNAP application process to approval, connected them with CCNC's Healthy Helpings Program and connected the member to a local allergy and asthma specialist.

Increasing Engagement: NC InCK Opens Referrals to Schools and Juvenile Justice

NC InCK aims to expand referrals to care management from partners outside of health care. To test this approach, NC InCK is opening referrals to Juvenile Justice court counselors and three pilot schools in the NC InCK service area. By fall of 2023, court counselors and school nurses will be able to refer children they work with to NC InCK for care management support.

Referrals from Juvenile court counsellors in NC InCK's service area **began on May 30th!**



Launching the NC InCK Alternative Payment Model

The NC InCK Alternative Payment Model (APM) launched on January 1, 2023, with new measures to support primary care providers in making referrals for a range of early childhood, food, and housing services. The NC InCK APM aims to meet cross-sector needs of patients while improving health and well-being outcomes for children.


The APM includes six performance measures designed to enhance whole-child health. Learn more about the NC InCK APM at [this link](#).

Year 1 (2023): NC InCK APM Performance Measures		
Cross-sector child well-being metrics	Kindergarten Readiness Promotion Bundle	Pay-for-Reporting For Documenting Kindergarten Readiness Bundle
	Food Insecurity and Housing Instability Screening	Pay-for-Reporting For Documenting Screenings Performed
	Shared Action Plan	Pay-for-Reporting For Documenting the Completion of a SAP
Health care metrics	Screening for Clinical Depression & Follow-Up	Pay-for-Reporting For Documenting Clinical Depression Screening & Follow-up Plan
	Rate of Emergency Dept Visits	Pay-for-Performance For Reducing Rate
	Equity: Reduction in disparity in Infant Well Child Visits	Pay-for-Performance For Reducing Black-White Disparity

Additional Rates Shared for Awareness without Incentive: Kindergarten Readiness; Housing Instability; Food Insecurity

Collaborating to Build Resources: NC InCK's Resource Toolbox

NC InCK continues to build new resources for Family Navigators, health care providers, and families. We invite you to explore the [NC InCK resources library](#), where you will find some of our recent publications and updates. Read more about tools for [child behavioral health](#) and [housing](#) and explore resources across all of NC InCK's ten core child service areas. Special thanks to ABC Science Collaborative for their support on new schools guides!




NC InCK Guide on Housing Instability Resource for Educators

The comprehensive Housing Guide was developed by [NC Integrated Care For Kids](#) (NC InCK) and this resource was developed by [The ABC Science Collaborative](#) as a tool for school social workers and other educators who have identified a student who is housing unstable.

For additional resources and information, please see the full [Housing Guide](#) on the NC InCK website.

What resources are available to help families facing a potential eviction?


If a family is facing a potential eviction or foreclosure, contact North Carolina Legal Aid's Housing Hotline at 877-201-6426.



What is my first step to help a student who may be facing housing instability?

Contacting your county's Continuum of Care (CoC) contact is the recommended first step when helping a family facing housing instability. This contact can provide information on resources available in the county depending on the family's need, including public housing programs and support from nonprofits. [View a list of North Carolina's 12 CoCs.](#)

Some counties have Coordinated Entry or Coordinated Assessment processes that people who are homeless must go through to be referred for certain programs. The CoC contact will be able to provide that information. Visit the comprehensive [Housing Guide](#) for contacts in Alamance, Durham, and Orange counties.



For more information, please read the full [Housing Guide](#) on the NC InCK website.

NC InCK Team Check-In

NC InCK continues to build on the strengths of its partners, with diverse perspectives coming together to build the InCK model.

Meet Crystal Quinn, an NC InCK Family Navigator



We're thrilled to feature one of our NC InCK Family Navigators in this newsletter. Crystal Quinn is a Family Navigator with Community Care of North Carolina (CCNC). Crystal has worked as a nurse since 2007, and, before joining NC InCK, she worked in a UNC Physicians Network Group Practice as a Clinical Manager and Practice Manager. As a Family Navigator, Quinn collaborates with NC InCK regularly and uses resources developed by Integration Consultants and NC InCK leadership to connect children and families to the support services they need. Resources on 504/IEP plans, early education intervention, and Partnership for Children programs have been helpful as she works alongside families to navigate solutions for their needs.

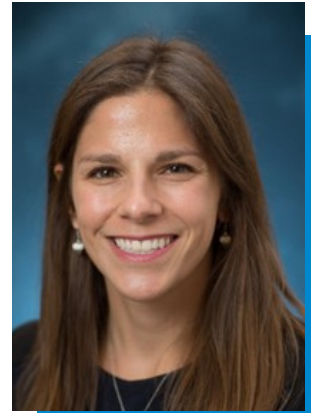
"The NC InCK Team has equipped [Family Navigators] with many different tools to use for housing, furniture/clothing, legal needs, educational and disability tools, and much more." - Crystal Quinn, InCK Family Navigator with CCNC

Welcome NC InCKs' new Care Integration Director, Eleanor Wertman!

Eleanor comes from UNC Health Alliance, where she led UNC's Community Health & Strategic Scheduling Programs. Eleanor has extensive experience, including:



- Building solutions to connect individuals and families with support in order to address social determinants of health
- Creating new services through health systems (i.e. mobile vaccination clinics, community health worker programs, transportation programs)



Perspectives from our Youth Council

The NC InCK Youth Council members are youth leaders from the five NC InCK counties who support the care model as it focuses on uplifting and acknowledging the experiences of youth. Thanks to the dedication and vision of our Senior Project Coordinator, Alyzia McAlmon, the Youth Council convenes monthly to explore the importance of our [core child service areas](#) and the health and well-being of adolescents and young adults.

Members shared their experiences from working in the Youth Council below:

"I want to be something bigger than just being a kid. I want to be a helping hand in my community and to help make impactful changes. I want to be a part of something bigger than just me." -Aslan, 11th grade

"I want to work on becoming a youth leader in my community and learn new things from other teenagers that have similar goals as myself." -Layla, 9th grade

"Being able to make change within the community as a high school student is an invaluable opportunity and experience." -Nasir, 10th grade

Stay Connected

Our [website](#) includes important updates and resources for all NC InCK partners, with special pages for [families](#), [health care providers](#), and [Family Navigators](#). We will continue to add to these resources in the coming months in order to help provide all the tools needed to implement NC InCK in our communities.