



NC Integrated Care for Kids (NC InCK): Helping NC Families Get the Support They Need

NC INTEGRATED CARE FOR KIDS

Raising a child can be hard. Families often have to manage healthcare, school needs, behavioral health concerns, and stress around money at the same time. Finding the right help can be confusing, especially when support services are not connected.

NC InCK was created to help make getting support easier for families with children enrolled in Medicaid in Alamance, Durham, Granville, Orange, and Vance counties.

Families helped shape NC InCK from the beginning. From 2020 to 2026, caregivers, young people, schools, healthcare providers, community organizations, and dedicated NC InCK councils worked together to make sure the program met the real needs of children and families.

Why did NC InCK matter to North Carolina families?

- More than 4,000 families received personalized care management services through NC InCK. This meant that families did not have to face complex challenges on their own.
- A special group of staff called Integration Consultants helped care managers connect families across healthcare, schools, community programs, and more to help them get the support they needed in a more coordinated and comprehensive way.
- By encouraging providers to identify needs earlier and strengthening community connections, NC InCK worked to improve children's health, well-being, and future success.

> ***"I wouldn't have been able to get [my child] back in [for physical therapy] if the care manager hadn't been insistent and persistent with getting in touch with them and reminding them and letting them know, so they finally put us back in."***
>
> – An NC InCK family

Understanding the Whole Child and Family

A child's health is influenced by their family, school experiences, and the community around them. NC InCK used information from several state agencies and worked with trusted partners, including schools, Head Start programs, and behavioral health providers, to identify needs early and connect families to the right support. NC InCK reviewed information from healthcare, education, family services, and juvenile justice systems for nearly 100,000 children enrolled in Medicaid across five counties.

Why this mattered: Children identified through NC InCK's whole-child approach were more likely to use health care services more often, including frequent visits to the emergency room. This may mean they had underlying (or hidden) health challenges or other unmet needs. By recognizing these risks earlier, NC InCK was able to connect families to resources before problems became more serious.



Navigating disconnected resources can be challenging for children and families looking for support.



Connecting Families to the Right Support

NC InCK care managers worked closely with families over time to find and access services to help meet their needs. Support included food, housing, baby supplies, financial help, school accommodations, behavioral health services, and more.

Why this mattered: When families received the right support, children had better outcomes and families were better prepared to handle challenges.

> ***"[Our care manager] just kind of pulled miracles for me. Honestly, like, she was relentless on trying to get me resources and everything else."***
>
> – An NC InCK family

NC InCK care managers helped children and families find and access trusted resources to help meet their needs in a variety of service areas.

Investing in Preventive Care for Children

NC InCK worked with pediatric healthcare providers to proactively connect families to resources that support their health and well-being. The program rewarded health systems for addressing common challenges for children and families. These issues included clinical ones like depression and non-clinical ones like hunger, which can all affect a child's health and development. NC InCK also encouraged providers to look for developmental concerns early so children could get support before starting kindergarten.

Why this mattered: NC InCK showed that families can get help more easily when support is built into places they already trust, such as with healthcare providers and community organizations. This allowed families to spend less time searching for services and more time helping their children grow, learn, and thrive.



The NC InCK model included programs that proactively connected families to community resources and high-quality healthcare that supported their specific needs.

Scan this QR code for more information or visit www.ncinck.org.

Key

- Child and Family
- Food
- Foster Care
- School
- Juvenile Justice
- Early Childhood Care and Education
- Housing
- Physical and Behavioral Health