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NETWORK OF CARE

Helpline Center Network of Care

Social Service Provider Network and Shared Technology Platform for Whole Person Care

Agenda

Questions we will answer today:

- What is the Helpline Center Network of Care (HCNC)?
- How does HCNC support providers and patients?
- How does it work for CHWs?
- What does onboarding look like?
- How much does it cost?
- How do I reach you if I have more questions?

What is the Network of Care?

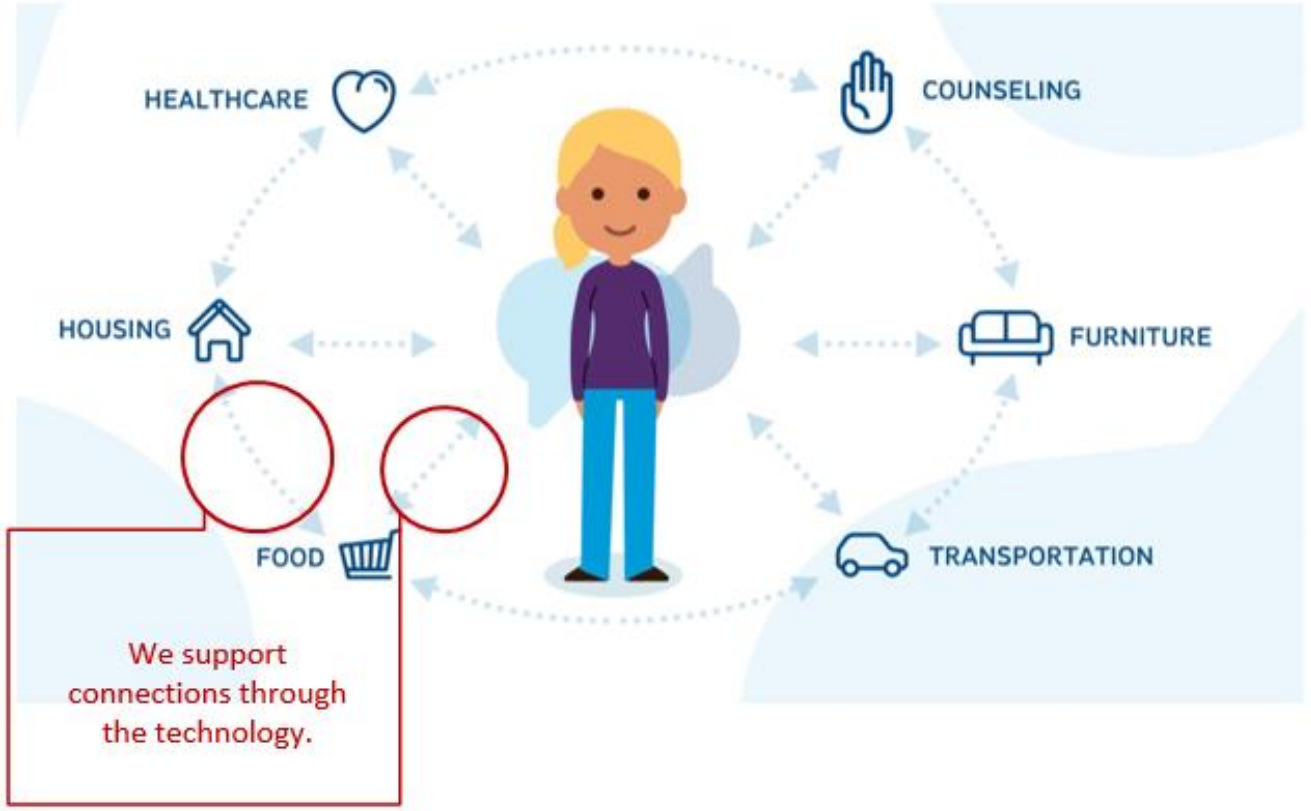


The Helpline Center Network of Care (HCNC) is a cloud-based data-sharing ecosystem administered by Helpline Center.

HCNC serves as a collaborative software infrastructure that electronically links human service agencies through shared and protected client information with the following goals:

- Improve care coordination for patients/clients
- Reduce duplication of efforts and services for both providers and clients
- Decrease gaps in access to services
- Collect multi-agency community data to better understand the service system as a whole and design effective solutions

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Network of Care's Timeline

HCNC's journey started 12 years ago…



HCNC Ecosystem



Back-End Data System:

Azure / Fabric

Front-End Systems:

CommunityOS, from VisionLink

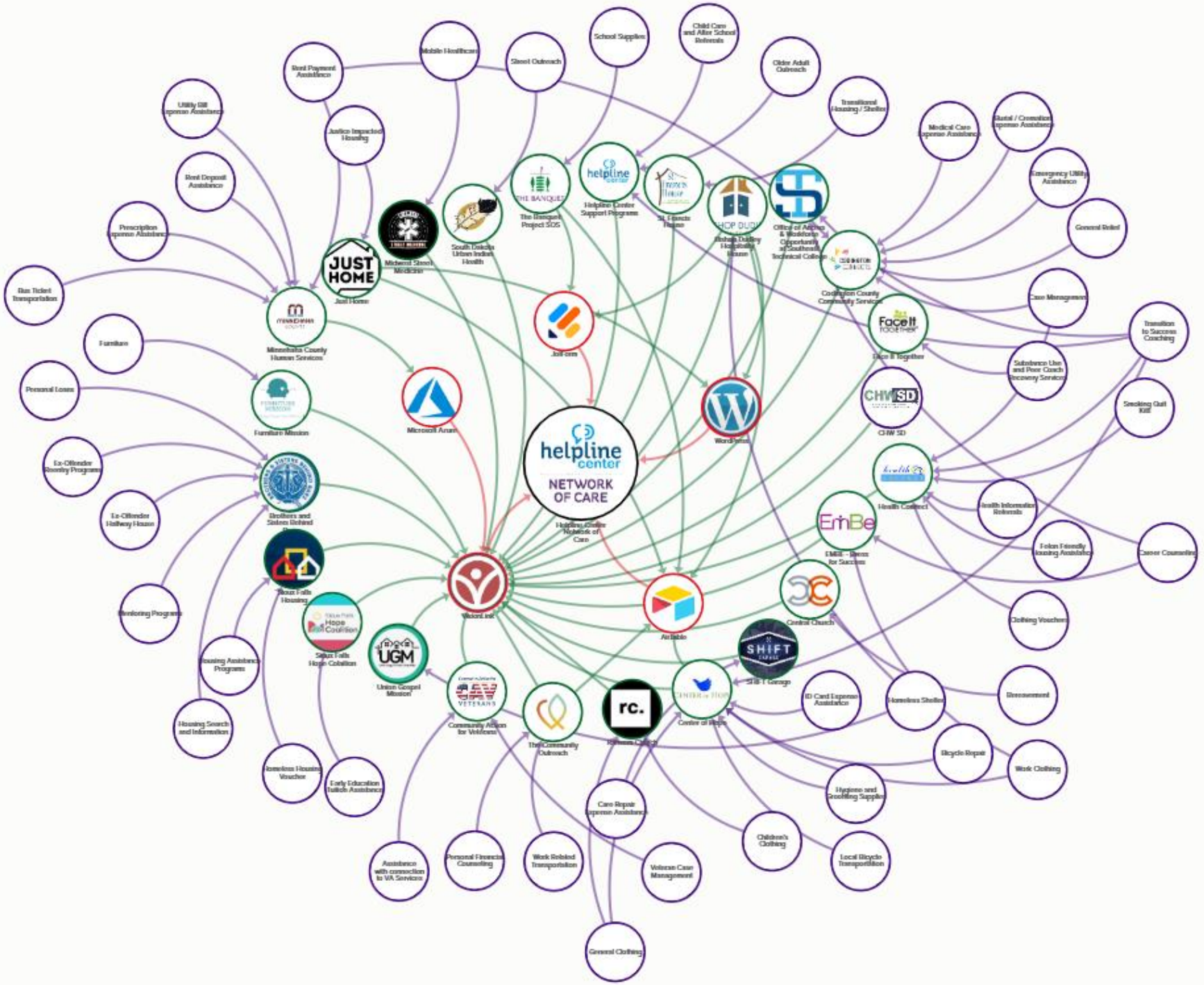
Airtable

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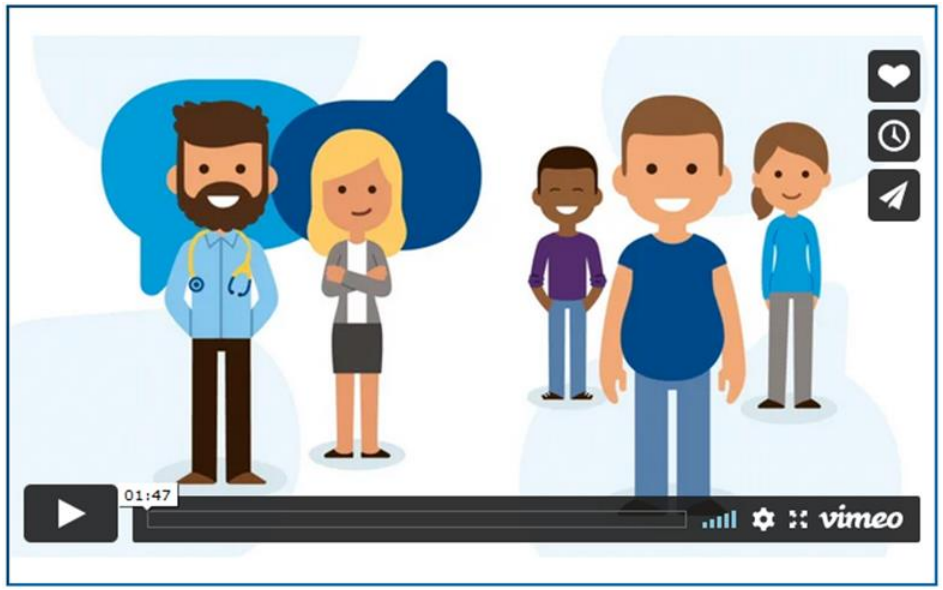
Tech.helplinecenter.org

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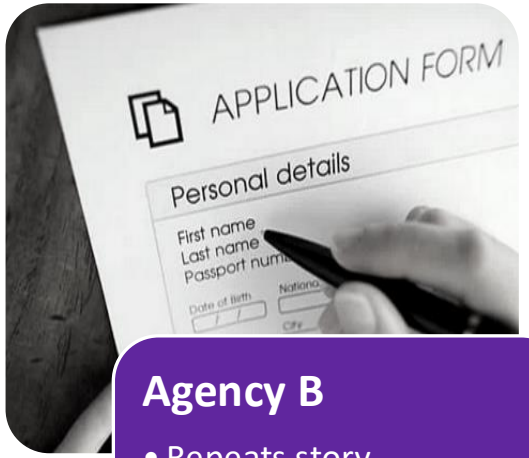
- https://vimeo.com/383368223
- https://www.helplinecenter.org/support-programs/hcnc/

Traditional Access to Services



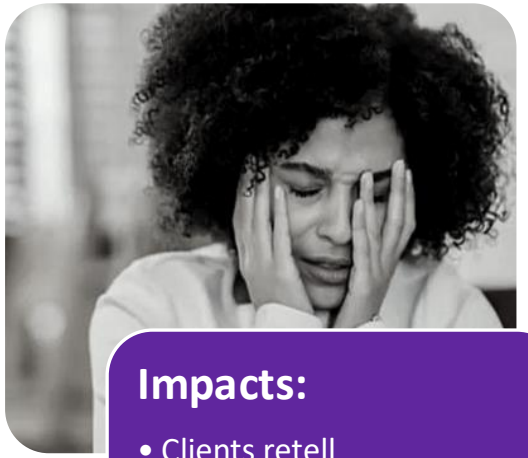
Agency A

- Tells story
- Fills out intake form
- Explains where they have already gone
- Received help and additional referrals



Agency B

- Repeats story
- Fills out intake form
- Explains where they have already gone
- Receive agency referrals they may have already reached out to

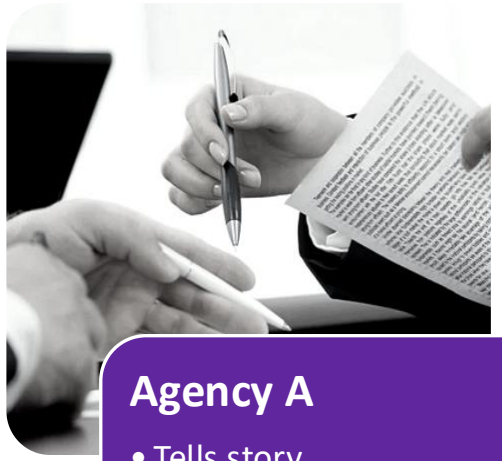


Impacts:

- Clients retell trauma/events
- Client feels overwhelmed, frustrated, and hopeless
- Lack of effective, efficient, and caring case management and referrals

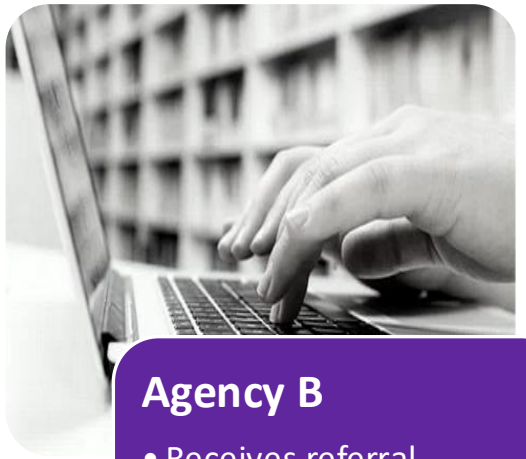
Access to Services With Data-Sharing

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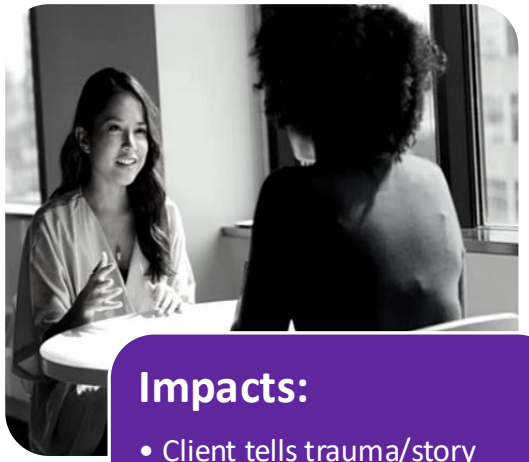
Agency A

- Tells story
- Fills out intake form
- Agency starts addressing client's needs
- Sends referral to another agency for additional services



Agency B

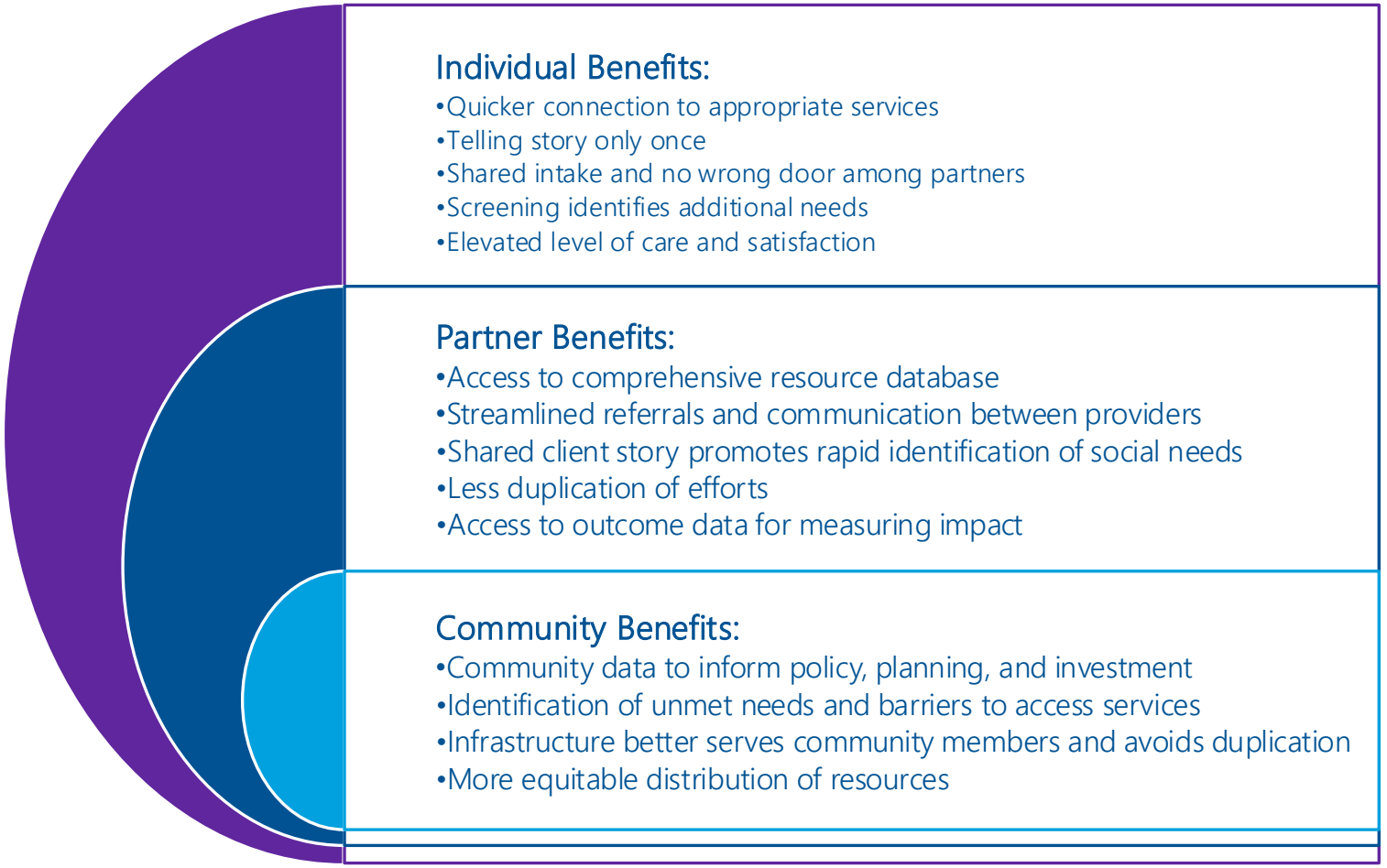
- Receives referral securely
- View client information and history in software
- Outreach client
- Starts addressing client needs



Impacts:

- Client tells trauma/story once and general info stored
- Services are documented and shared securely for care coordination
- Effective referrals made and reduction of duplicate services provided

Overall Benefits of HCNC



System Engagement User Levels

Standard User

- Shared Client Information
- Shared Service History
- Household, Documents, Shelter
- Send and receive electronic referrals

CHW User: Standard + Care Plan

- SDOH Assessment Tool
- CHW Service Documentation
- CHW Service Search for Medicaid Billing

Custom User

- Full Program Design
- Custom Assessments
- Custom Service Fields

CHW Tools

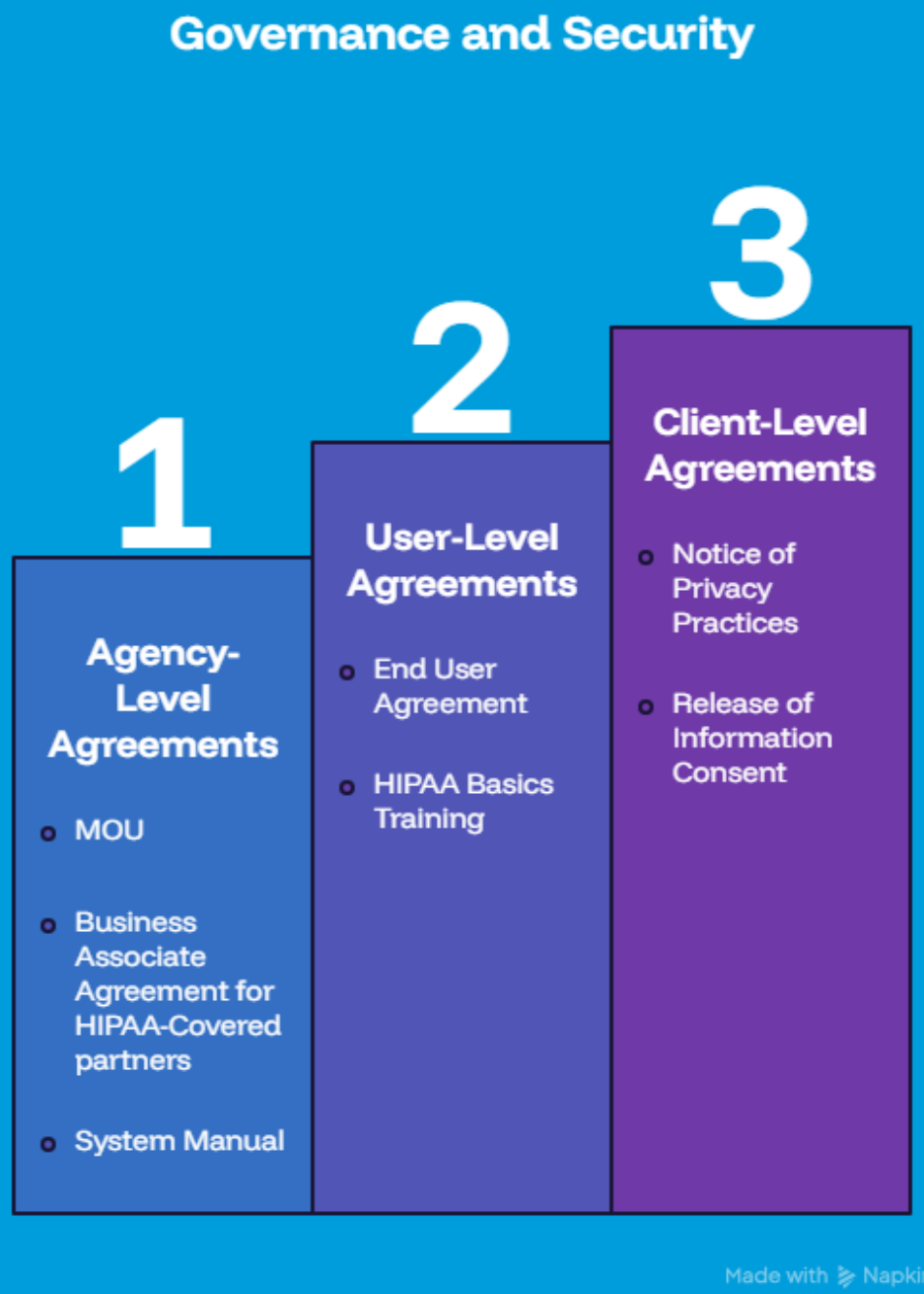
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- HCNC Standard Features: Client search and intake, household, documents, shared service history, electronic referrals
- SDOH Assessment Tool: AHC and self-sufficiency matrix
- CHW Service Documentation and Search for Medicaid Billing



LIVE DEMO OF HCNC and CHW TOOLS

https://sd211.communityos.org/



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Governance and security agreements, documents, and training protect us as partners and our shared patients and clients.

We are all responsible for shared and protected client data.

Partner Onboarding

The process can take 1-3 months depending on complexity and scheduling per agency

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Steps:

- Discovery: Introduction and demo
  - Discuss number of user accounts
- Agreements Needed:
  - MOU, System Manual, Background check requirement
- Build agency roles and CHW forms
- Add users
  - Email registration link
  - Activate account
  - Training
- Launch!

User Training and Support

What does training look like?

- 10 mins: Register your account, read our system manual, agree to HIPAA privacy practices, and verify your email address
- 1 hour: Security training and system navigation

Ongoing support:

- Support tickets
- Training guides and videos
- Ongoing new user training
- Work with CHWSD on the Medicaid Billing side to improve reimbursement

HCNC Costs for CHWs

We can onboard up to 20 grant-funded partners - 10 spots remain!

With Rural Health Transformation CHW Grant Funding:

- Agency Annual Maintenance Fee: $0
- CHWs & 1 CHW Biller/Supervisor: $0

Normal Annual Costs without Grant Funding:

- Agency Annual Maintenance Fee: $2500
- Per CHW (or other user): $480

"Before the Helpline Center Network of Care, there wasn't a clear picture of how clients were accessing social services in our community. Now we can see the different steps that each client has made and how we can continue to support their journey. When agencies connect through HCNC, we are moving mountains and seeing the impact that we all collectively have."

Janean Michalov

Executive Director, The Furniture Mission

Questions?

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