NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

N.C. Department of Health and Human Services
Office of Rural Health
311 Ashe Avenue Raleigh, NC 27606
Phone: 919.527.6440 • Fax: 919.733.8300
http://www.ncdhhs.gov/divisions/orh

Community Health Worker Deployment to At-Risk Areas

Program Facts

7
Vendors will recruit, train, and manage Community Health Workers

50
Counties to be supported with high COVID-19 caseloads

327
Community Health Workers will be employed by vendors to work in the communities

Success Criteria

Number of clients assisted with COVID-related services and support

Number of referrals made to Local Health Departments and other groups

Providing culturally and linguistically appropriate assistance

Overview:
Supported by CARES funding, NCDHHS issued a Request for Proposals to employ over 300 Community Health Workers (CHWs) to work in 50 North Carolina counties. Counties were selected based on high COVID-19 caseloads. This CHW project started in August 2020 and is projected to end December 2020, with potential for renewal. NCDHHS selected seven vendors to recruit, train, and manage CHWs.

Community Health Worker Overview:
A CHW is a frontline public health worker who is a trusted member of and/or has a close understanding of the community served. CHWs are hired and trained to support disadvantaged individuals and families in communities. CHWs use public health messaging and assist with COVID-19 contact tracing as well as assist with broader health needs.

Community Health Worker Responsibility:
CHWs will be responsible for connecting North Carolinians to medical and social support resources including: Diagnostics testing, primary care, case management, nutrition assistance, behavioral health services and financial assistance.

Vendor	Counties	Contact/Phone	Email
Catawba County Public Health	Catawba	Honey Estrada 828-695-6683	honey@catawbacountync.gov
Curamericas Global	Alamance, Buncombe, Chatham, Craven, Davidson, Davie, Durham, Forsyth, Franklin, Gaston, Granville, Guilford, Harnett, Henderson, Johnston, Lee, Onslow, Orange, Pitt, Randolph, Surry, Vance, Wake, Warren, Wayne, Wilkes	Andrew Herrera 919-801-0612	Andrew@curamericas.org
Keystone Peer Review Organization (KEPRO)	Cabarrus, Gaston, Mecklenburg, Montgomery, Rowan, Stanly, Union	Lisa Bennett	Lbennett@kepro.com
		Renee White 919-523-7999	stwhite@kepro.com
Mt. Calvary Center for Leadership Development	Bladen, Columbus, Duplin, Pender, Robeson, Sampson	Jimmy Tate 910-284-9382	tatej99@gmail.com
		Carol Highsmith 910-789-1886	ch0917@ec.rr.com
One to One with Youth	Duplin, Greene, Johnston, Lenoir, Sampson, Wayne, Wilson	Danny King 919-922-7713	dking@adlainc.org
		Inonda King 919-731-2119	kone2one@aol.com
Southeastern HealthCare of NC	Johnston, Orange, Wake	Joyce Harper 919-987-2798	jharper@sehcnc.com
		Evelyn Sanders 919-987-2791	esanders@sehcnc.com
Vidant Health	Beaufort, Bertie, Chowan, Dare, Duplin, Edgecombe, Halifax, Hertford, Northampton, Pitt	Melissa Roupe 252-847-9350	myroupe@vidanthealth.com
		Crystal Dempsey 252-847-5162	crystal.dempsey@vidanthealth.com

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Routine Operations

CHWs will work in coordination with local health departments (LHDs) and contact tracers to identify and connect with individuals who require assistance

CHWs will leverage NCCARE 360, the nation's first statewide technology platform uniting traditional healthcare settings and organizations, to address non-medical drivers such as food, housing, transportation, employment and interpersonal safety

CHWs will help individuals connect with community resources for safe housing, culturally competent healthcare and financial assistance

Workflow

1. Review notes and triage for high priority cases

2. Engage with patient and ask clarifying questions to patient

3. Identify available patient resources using NCCARE360 and primary care provider list

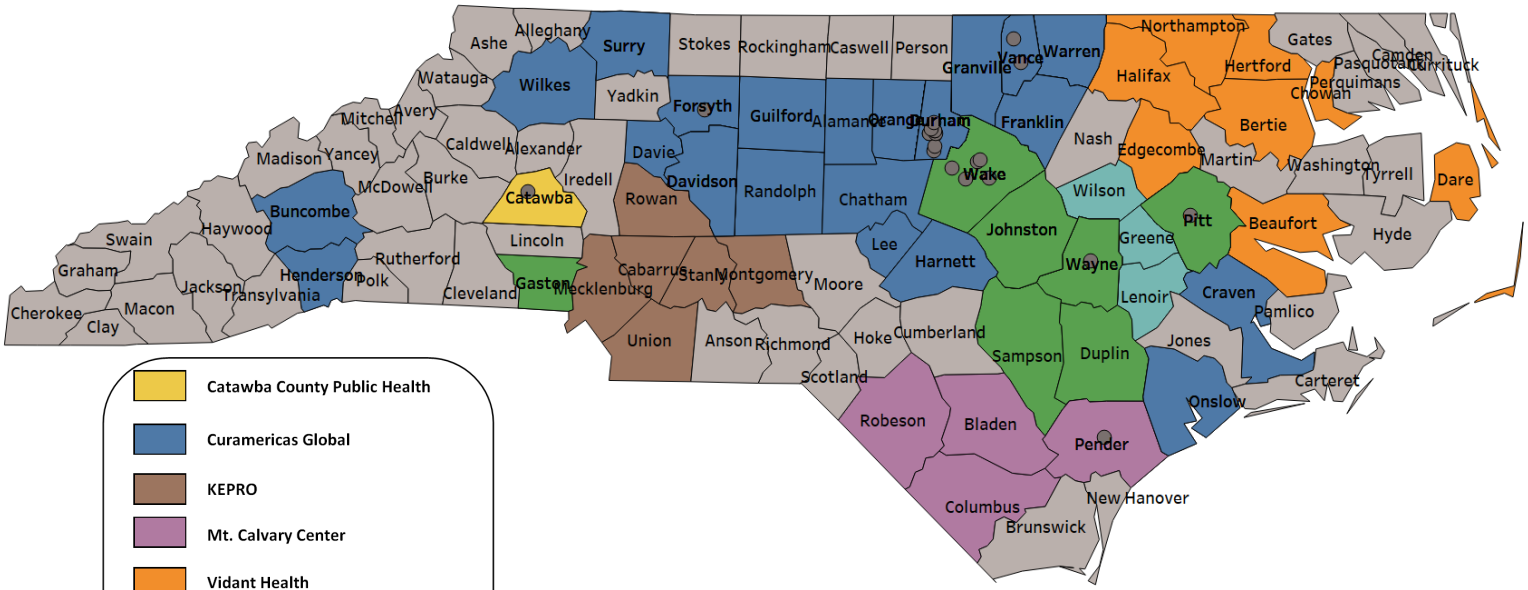
4. Conduct additional research and advocacy

5. Connect patients to available services and close the loop

Program Reach

50 Counties

7 Vendors



- Catawba County Public Health
- Curamericas Global
- KEPRO
- Mt. Calvary Center
- Vidant Health
- One to One with Youth
- Covered by Multiple Vendors **Southeastern Healthcare** and vendors listed above
- No Coverage (50 Counties)
- Contractors and Subcontractors

-50 Counties Supported

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If you have further questions, please contact:
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