

NCcareLINK Guidance Manual

For Local Management Entities and Mental Health, Developmental Disability and Substance Abuse Service Providers



NC Department of Health and Human Services
March 2008

I. Introduction

A. What is the Office of Citizens Services?

The Office of Citizen Services (OCS) has handled inquiries and complaints regarding services that the North Carolina Department of Health and Human Services (NCDHHS) oversees for 30 years. OCS provides the only comprehensive statewide information and referral network covering a wide variety of human services.

Some of the most frequent issues that are addressed include prescription assistance, mental health/developmental disabilities/substance abuse service matters, Medicaid, child support, social services, emergency assistance, public health and many other human service topics. They also offer bilingual (Spanish/English) support through Information and Referral Service and also house the NCDHHS Hispanic Ombudsman.

B. What is the CARE-LINE?

The CARE-LINE is the North Carolina Department of Health and Human Services' (NCDHHS) toll-free Information and Referral telephone service. Information and Referral Specialists provide information and referrals regarding human services in government and non-profit agencies. Currently, eight individuals staff the CARE-LINE. Of the eight staff, one specialist is the OCS CARE-LINE Hispanic Citizen Services Representative and is dedicated to handling calls from Spanish-speaking customers. Another specialist is a Bioterrorism Information and Referral Specialist and works closely with the Division of Public Health in coordinating bioterrorism efforts related to the Governor's Public Health Hotline. CARE-LINE staff are well trained and have a wealth of knowledge regarding human service programs across North Carolina. Many staff persons are Certified Information and Referral Specialist by the National Alliance of Information and Referral Services. The CARE-LINE professionals provide information to more than 100,000 callers.

C. Introduction to the NCcareLINK System

In 2004 staff with the Office of Citizens Services, as a part of the Department of Health and Human Services' broader vision, decided that the technology was available to create a web-based Information and Referral system. This NCcareLINK system is a great tool for assisting clients in identifying local resources and a great way for all consumers to find out about services that are available statewide. The NCcareLINK system: Provides current consumers with local resources.

- Introduces potential consumers to local resources.
- Outlines services for persons moving to North Carolina.
- Provides a marketing opportunity for local providers.
- Helps LME staff make appropriate referrals to provider agencies.

The committee that developed NCcareLINK was made up of members from various Information and Referral programs throughout the State of North Carolina. The members represented various NC Department of Health and Human Services divisions and offices, the North Carolina Governor's Office, the United Way of North Carolina, United Way 2-1-1 Call Centers, local aging and senior services programs and specialized statewide information and referral organizations. Each member brought their organization's policies and expertise that was important to the creation of the recommended standards¹.

After reviewing these standards the Office of Citizens Services began the process of creating a database that would provide the citizens of North Carolina with a mechanism for locating services. The web-based system was implemented in August, 2007, to much fanfare.

¹ Department of Health and Human Services Information and Referral Services Data Subcommittee Report. Andy Raby. Office of Citizen Services, December 2004.



II. Eligibility and Responsibilities for NCcareLINK

The NCcareLINK system has been designed with the end-user in mind. It is extremely important that every agency entering data into the system make sure that ongoing agency updates are done every 6 months. The role of the LME is to make sure that all Providers in their catchment area have current information entered into the NCcareLINK database. The entire process has been developed with regional “Hubs” driving the data entry process.

A. What is a regional “HUB”?

A “HUB” is a partner agency in one of the designated regions that has signed a Memorandum of Agreement with the Office of Citizens Services to provide six month updates on all of the Providers in their region. The NCcareLINK web-based application was developed based on a system that incorporates a “HUB” or regionalized approach in managing the agencies entering information into the database. In order to provide more standardized oversight of local data entry, the Office of Citizens Services created 19 regional and 3 statewide Hubs. A list of Hubs is provided in Appendix A.

B. Agencies eligible for participation in the NCcareLINK system

As a publicly funded Information and Referral system, and in keeping with the policies of national, state, and local information and referral organizations, the following agencies may provide information on their services through NCcareLINK: Non-Profit agencies that offer health and human service programs.

- Non-Profit agencies that offer health and human service programs
- Government agencies (local/state/federal)

- Self-help/support groups
- Faith-based organizations that offer specific health and human services program(s) to the community
- Civic/social groups that offer specific health and human services program(s) to the community
- For-profit agencies that offer a sliding scale payment plan or accept governmental funds or offer unique services that meet health and human services needs at the community level
- An organization must be in business providing specific service(s) for a minimum of six consecutive months, have an established physical address and contact telephone number, and have a license to provide services. An organization must be in business providing

An agency may not be included in NCcareLINK if it:

- Denies services on the basis of color, race, religion, disability, gender, sexual orientation, ancestry, nationality or any basis covered by law.
- Has had its license or public funding suspended or removed.
- Does not meet at least one of the listed criteria above.



C. Role of the LME and Provider in the data entry process

The LME is expected to:

- 1) Select one (1) Hub from the attached list that is near or in the physical location of your main office. The Hub that you select (Select only one) will be able to assist you with the registration process.
- 2) Identify a person in your agency that will serve as the Hub contact.
- 3) The LME Hub contact should contact the Hub representative identified on the attached list. The LME will assist the Hub with the data entry process by providing the Hub with a list of Providers.
- 4) The LME shall identify a person or team (Ex: Provider Relations) that will conduct a monthly search of the Providers that have entered information into the NCcareLINK system.
- 5) Once the Provider information is verified as correct, the LME is responsible for making sure that all Providers update the data every six months. If the data is not updated then the Provider's data will be removed from the system and will be archived until updates are made.
- 6) The Provider must wait 30 days before re-applying to the NCcareLINK system.

The Provider is expected to:

- 1) Review all of the attached information related to the NCcareLINK system.
- 2) Identify one person in the agency that will be responsible for submitting/updating data in the NCcareLINK system every six months.
- 3) Enter all required fields and verify that all information is correct and up to date (See section III for details).
- 4) Contact the Hub representative in the catchment area so that they can review all data and verify that the agency has entered all required information into the system.
- 5) Correct any erroneous information after contacted by the LME or Hub representative. If the submission is denied due to incorrect information, changes must be made before the Provider agency can be included in the NCcareLINK database.
- 6) Update agency information every six months.



III. Entering Data into the NCCareLINK System

A. Steps for entering agency information:

- 1) Go to the www.NCcareLINK.gov.
- 2) Go to the “Provider Portal” section of the website and click on Provider Portal.

You should see a screen that says “Welcome to the Provider Portal.”
- 3) You will see the sentence that says, “Not yet listed in the Resource Library?” Click on a selection in order to register the agency. You should see a screen that allows you to begin the registration process.
- 4) Enter your information in all of the required fields. Once this section has been completed and your request submitted, the agency will be contacted by the NCCareLINK staff via email for a confirmation in order to complete the registration process.
- 5) When you have been contacted by the NCCareLINK staff, continue with the registration process.
- 6) Continue through the registration process by entering the data in the required fields (*). The LME contact, via an agreement with the designated Hub, will then review the data entered for level of Provider eligibility, completeness of data, spelling and other edits.

A representative from the LME will contact you if changes are needed.

- 7) Identify a person in your agency that will review the database for newly registered Providers on a monthly basis.
- 8) If any information changes, please update the data immediately.

To enter agency data into the NCCareLINK system, your computer must meet the following standards:

Use the following platform:
PC/Windows XP or higher

Your minimum internet web browser should be:

- Internet Explorer 6.0 or higher
- Mozilla Firefox 1.0 or higher
- Netscape 8.0 or higher
- Opera 8.5 or higher



The NCcareLINK staff is available to assist you with any data entry issues. The email address is NCcareLINK@ncmail.net. The telephone number to the NCcareLINK office is 1(800) 662-7030.

B. NCCareLINK data entry fields

The following information must be entered in order to be included in the NCcareLINK system:

***Program Name**—List the full name of your program.

***Physical Address**—List the Physical Address of your program.

***Mailing Address**—List the complete physical address of your program.

Street Address

City

State

Zip Code

***Telephone Number (multi)**— Include your on-site telephone number, and cellular telephone number, if available.

***Telephone Number Description (multi)** Example: On-site, Cellular, etc.

***Fax Number**—This should be a secure fax number, in case the consumer has to send confidential information to your office.

***Contact Email Address**—Include an email address that you check on a regular basis.

Web Site Address—Include the agency's web site address (optional).

***Program Hours**—List the hours of operation.

***Program Details**—Provide a brief explanation of your program.

***Contact Name**—List the name of the primary contact for the agency.

***Contact Title**—List the title of the primary agency contact.

***Attached Taxonomy**—List the service categories that match the keywords listed in the next item. Providers should use the AIRS/INFO LINE Taxonomy of Human Services Codes that are included in the NCcareLINK system.

***Keywords**—Choose available keywords or add new keywords in NCcareLINK system.

Suggested keywords (Or use those recommended by your Hub):

Publicly Funded MH Provider (LME Memorandum of Agreement)

Publicly Funded MH Provider (no LME Memorandum of Agreement)

Publicly Funded DD Provider (LME Memorandum of Agreement)

Publicly Funded DD Provider (no LME Memorandum of Agreement)

Publicly Funded SA Provider (LME Memorandum of Agreement)

Publicly Funded SA Provider (no LME Memorandum of Agreement)

***Fees**—Provide a list of fees for 15 minute units, hourly, or daily rates of service.

***Eligibility**—List the criteria that individuals must meet to receive services from your agency.

Intake Procedure—Briefly describe your agency’s intake procedure.

Languages Spoken—Provide a list of foreign languages that are spoken by your staff.

Geographic Area Served—List the counties that you serve.

Volunteer Opportunities—List volunteer opportunities at your agency (optional).

Ages Served—Include the age range of clients that you serve.

Gender Served—Include the gender of the population that you serve. Male or Female.

Transportation Offered—Indicate if transportation is offered to your clients? What type?

Type of Organization—Indicate whether your agency is a non-profit or for-profit entity.

Last Formal Update Date—Date that the database was updated.

Date of Last Data Change—List the date that you changed your data.

Update Contact—List the contact person who entered your data. This is the person that the Hub will contact in order to make sure that your information is current.

* Fields are required for agencies that are registered as “For-Profit” entities. If this information is not provided when registering, the Provider will not be entered in the NCcareLINK system.

The NCcareLINK staff is available to assist you with any data entry issues. The email address is NCcareLINK@ncmail.net. The telephone number to the NCcareLINK office is 1(800) 662-7030.

Appendix A
NCcareLINK Hub list

Hub	Counties	Hub Contact Information
Office of Citizen Services	Statewide	Melodee Stokes, Director 2012 Mail Service Center Raleigh, NC 27699-2012 919-855-4400
Alcohol and Drug Council of NC	Statewide	Danisa Baker 3500 Westgate Drive, Suite 204 Durham, NC 27707-2534 919-493-0003
Emergency Management Division NC Department of Crime Control and Public Safety	Statewide	Emily Young 4713 Mail Service Center Raleigh, NC 27699-4713 919-715-8000
Family Support Network of NC	Statewide	Tamara Norris CB #7340 Chapel Hill, NC 27599-7340 919-966-0328
Cape Fear Council of Governments	Brunswick, Columbus, New Hanover, Pender	Jane Jones 1480 Harbour Drive Wilmington, NC 27401 910-395-4553
Centralina Council of Governments	Anson, Cabarrus, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Stanly, Union	Gayla Woody PO Box 35008 Charlotte, NC 28235-5008 704-372-2416
Cumberland County Coordinating Council on Older Adults	Cumberland, Harnett, Sampson	Ellouise Garvin 339 Devers Street Fayetteville, NC 28303 910-484-0111
Eastern Carolina Council of Governments	Carteret, Craven, Duplin, Greene, Jones, Lenoir, Onslow, Pamlico, Wayne	Tonya Cedars PO Box 1717 New Bern, NC 28563 252-638-3185

Hub	Counties	Hub Contact Information
High Country Area Agency on Aging	Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, Yancey	Anita Davie PO Box 1820 Boone, NC 28607 828-265-5434
Isothermal Development and Planning Commission	Cleveland, McDowell, Polk, Rutherford	Laura Lynch PO Box 841 Rutherfordton, NC 28139 828-287-2281
Kerr-Tar Council of Governments	Granville, Franklin, Person, Vance, Warren	Ben Foti PO Box 709 Henderson, NC 27536 252-436-2040
Lumbee River Council of Governments	Bladen, Hoke, Richmond, Robeson, Scotland	Margaret Kelly 4721 Fayetteville Road Lumberton, NC 28358 910-618-5533
Mid-East Commission on Aging	Beaufort, Bertie, Hertford, Martin, Pitt	Cynthia Davis PO Box 1787 Washington, NC 27889 252-974-1835
NW Piedmont Council of Governments	Davie, Forsyth, Stokes, Surry, Yadkin	Dean Burgess 400 West Fourth Street, Suite 400 Winston-Salem, NC 27101 336-761-2111
Pasquotank County Emergency Management	Camden, Chowan, Currituck, Dare, Gates, Pasquotank, Perquimans	Kristy Saunders PO Box 130 Elizabeth City, NC 27907-0130 252-335-4444
Senior Resources of Guilford	Alamance, Caswell, Davidson, Guilford, Randolph, Rockingham, Montgomery	Ellen Whitlock PO Box 21993 Greensboro, NC 27420 336-333-6981

Hub	Counties	Hub Contact Information
Southwestern Commission on Aging	Cherokee, Clay, Graham, Haywood, Jackson, Macon, Swain	Mary Baker Southwestern Commission 125 Bonnie Lane Sylva, NC 28779 Phone: 828-586-1962 Fax: 828-586-1968
Triangle J Council of Governments	Chatham, Durham, Johnston, Lee, Moore, Orange, Wake	Joan Pellettier PO Box 12276 RTP, NC 27709 919-549-0551
United Way's 2-1-1 of Western NC	Buncombe, Henderson, Madison, Transylvania	Rachael Nygaard 50 South French Broad Ave. Asheville, NC 28801 828-252-4357
Upper Coastal Plain Council of Governments	Edgecombe, Halifax, Nash, Northampton, Wilson	Heather Proctor PO Box 2748 Rocky Mount, NC 27802-2748 252-446-0411
Washington County Emergency Management	Hyde, Tyrell, Washington	Ann Keyes PO Box 1007 Plymouth, NC 27962 252-793-4114
Western Piedmont Council of Governments	Alexander, Burke, Caldwell, Catawba	Sheila Weeks PO Box 9026 Hickory, NC 28603 828-322-9191



State of North Carolina Michael F. Easley, Governor
 Department of Health and Human Services
 Dempsey Benton, Secretary
 Division of MH/DD/SAS www.ncdhhs.gov/mhddsas

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