



General

How does the Network of Care mission fit/align with CBOs current workflow, strategic plan and competing priorities?

- We are working to interrupt cycles of toxic stress that lead to poor health outcomes. Your organization's mission and current work align with our goals.

What is my responsibility as a Network of Care partner organization? What level of buy-in and engagement will be needed from my CBO? From program managers? From referral/intake coordinator?

- Accept referrals from our DHS partner clinics
- Regarding One Degree:
- Regularly update your One Degree page to ensure accuracy
- Designate a staff member to manage referrals from DHS clinics
- Work together to spread the word about your services with DHS clinics

One Degree

What is One Degree?

- A web and mobile platform that enables low-income families to find, manage, and review nonprofit and government services. Though primarily client-facing, it is being used by DHS clinics to collate community resources and directly refer to them

How will my organization receive referrals through One Degree?

- If you have agreed to join our network you will be receiving referrals via the Closed-Loop. The Closed-Loop referral is made to your organization, you will be notified of the referral, and the clinic will be notified when you accept it.

Is there a target number of referrals we need to accept/make to keep the license for the two-year period?

- There is no specific target number of referrals, but our hope is that your organization is prepared to accept all referrals from clinics we are linking to you.

Who will train me to use the CLR? And can I get multiple trainings?

- Your community navigator will train you. You may reach out to them if you have any follow up questions or you can also visit our website where you will have access to a tutorial video and a slide deck.

What is the difference between a Pro vs. Plus account on One Degree.

- If you work at a nonprofit or government agency and support connecting clients, patients or other community members to local resources, you are a Pro Member and have access to many free services.
 - o A PLUS account (available through this partnership) grants your organization direct referral linkages, bi-directional information sharing, and reporting features specific to your partnership with DHS.

- WE ARE PURCHASING A TWO-YEAR PLUS LICENSE FOR YOUR ORGANIZATION.

Clinics

Can we refer to clinics?

- No. Though you are able to gather the number and address off the clinic, that can be shared with your client if they would like to find out if they are eligible for care at a particular clinic

What clinics will be referring to us?

- Clinics within your SPA will be referring to you. All presentations given to you will have a section for clinic partners, there is where you will see who will be referring to you

Support

Who do I reach out to when I have a question?

- Please reach out to your assigned community navigator, this is usually the person that did the initial outreach to you and has been giving you the trainings. You may email or call them if you need any assistance.
 - You can also reach us at our [help desk link](#)
-