



# MEDICAL HEALTH HOMES

Promoting Integrated, Person-Centered Care for People with Intellectual & Developmental Disabilities

## NC Family Support ECHO™ Growth

Project ECHO™ (Extension of Community Health Outcomes) is designed to spread knowledge, expand capacity, and accelerate collective wisdom. It uses a guided-practice and mentoring model that links interdisciplinary teams of specialists (the hub) with primary care providers and other health and human service providers in multiple sites in the community (the spokes). This knowledge sharing network creates a learning loop among specialists and community providers.

NC Family Support ECHO™ programs are designed to connect expertise to communities and providers who support families in navigating multiple, complex, and challenging systems with a goal of supporting timely, comprehensive, accessible care for children and adults with I/DD and families. Project ECHO programs are particularly valuable in reaching families living in rural communities challenged by multiple barriers to care.

### Programs:

From 2019 - 2022 NC Family Support ECHO™ has grown from 2 pilot programs to 6 programs. Participants have grown from 13 to 79.

- 2019: 13 in Western NC
- 2021: 26 total (10 in Western NC & 16 in Central NC)
- 2022: 40 total (12 in Western NC, 15 in Central NC, and 13 in Southern Piedmont of NC)

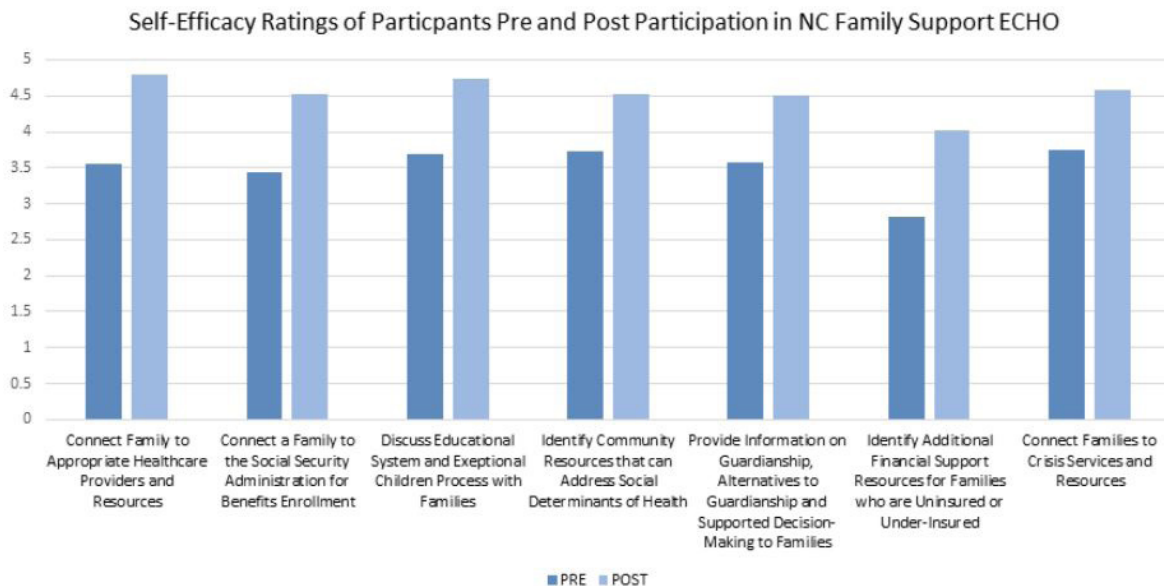
Two NC Family Support ECHO programs are planned for calendar year 2023.

### Session topics include:

- Guardianship & Alternatives
- Ethics and Boundaries
- Accessing Medicaid Services
- Housing
- ABLÉ Accounts
- Medicaid Transformation in NC
- Education and IEPs
- Understanding Your Regional Resources
- Self-Advocates: what you need to know
- SSI and SSDI
- Sexuality and Relationships
- Self-Care and Wellness

## The Impact of NC Family Support ECHO™

Across every item participants showed an increase in their ability to understand, identify, and connect others to resources.



## What NC FSE Participants Are Saying



*"NC Family Support Echo™ has been a total lifeline."*

*"I feel like it not only built my knowledge and understanding, but also my confidence in sharing resources and communicating with my families about that information."*

*"It was really refreshing and invigorating and motivating to meet these other professionals*



*from across the state who were so good at their jobs and so passionate about helping people. So, it was just inspiring and a positive part of the day, to be around these people that really kind of lift you up and remind you what it's about."*

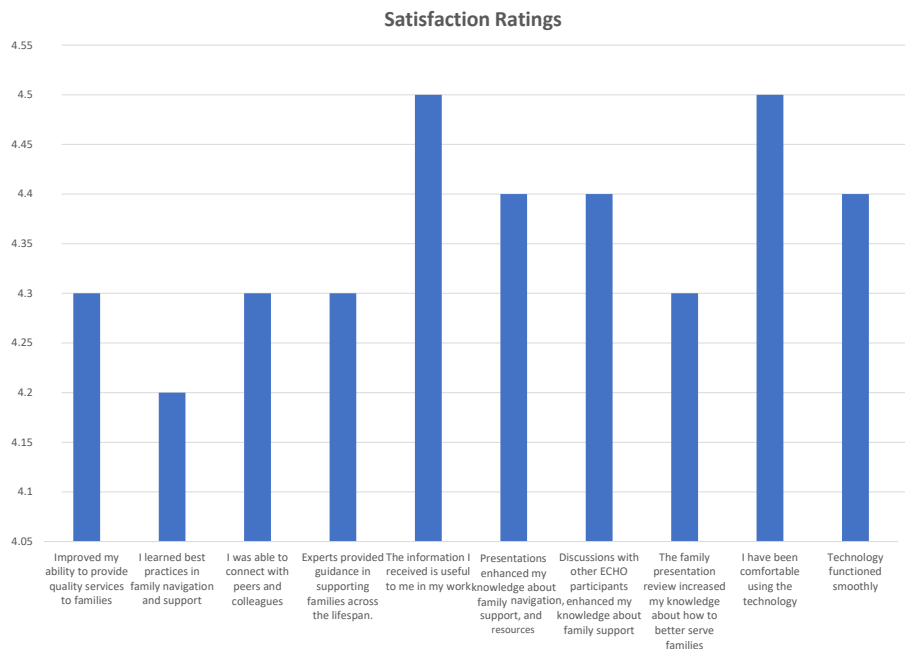
*"I love that NC Family Support ECHO™ set a precedence of everyone is here to learn and has value to give."*



*"I learned about some programs that I didn't even know existed."*



## Satisfaction Ratings & Next Steps



Participants were asked to rate their agreement with the statements about the NC Family Support ECHO group they attended.

- 5- Strongly Agree
- 4- Agree
- 3- Neutral
- 2- Disagree
- 1- Strongly Disagree

The NC Family Support Project ECHO is a wise investment of public and private funds, demonstrating a commitment to an innovative, person and family centered system of care that can address medical and non-medical drivers of health. It aligns with the aims of Medicaid Transformation: better care delivery; healthier people and healthier communities; and smarter spending.

