

GOAL: All individuals and families in Mecklenburg County will have access to health care regardless of ability to pay			
OBJECTIVE	STRATEGY	TACTICS/ACTIONS	PROGRESS TO DATE
1. Increase patient awareness of & enrollment in health insurance affordability programs	<p>1. Increase outreach and education to uninsured</p> <p>2. Increase Marketplace enrollment</p>	<p>1.1. Targeted outreach to groups/small businesses</p> <p>1.2. Continued countywide enrollment events with safety net providers</p> <p>1.3. Continued/increased participation in existing community events</p> <p>1.4. Connect patient success stories to media</p> <p>2.1. Promote ACA resources and enrollment sites</p> <p>2.2. Increase the number of enrollment sites</p> <p>2.3. Improve communication between enrollment sites and other social service agencies</p>	<p>Purchased materials for Get Covered Meck enrollment events</p> <p>Developed and distributed magnets for providers about ACA enrollment</p> <p>Held 8 mass enrollment events during the 2015 & 2016 enrollment periods</p> <p>2015 Mecklenburg ACA Enrollment: 69,925</p> <p>Presentation on NC Drug Card program at March 2016 MedLink meeting</p>
2. Advocate for Medicaid expansion in North Carolina	1. Communicate the benefits of expanding Medicaid	<p>1.1. Document gaps of current system of unmet needs</p> <p>1.2. Educate the public on the gaps</p> <p>1.3. Connect unmet needs stories to Media</p> <p>1.4. Advocate for timely processing of Medicaid</p>	LSSP Collection of Medicaid Gap stories
3. Increase awareness of & continued need for community resources	1. Enhance coordination of information sharing between organizations	<p>1.1. Establish referral system between agencies</p> <p>1.2. Educate community and providers on continued need (articles, newsletter, earned media patient stories)</p> <p>1.3. Cross promote on various organizations' websites, i.e. LSSP, MedLink, etc.</p>	<p>Forum on access to care hosted by MedLink in March 2015</p> <p>Presentation on services for the blind at February 2016 MedLink meeting</p> <p>Presentation by America's Tooth Fairy at May 2015 MedLink meeting</p>
4. Reduce language and culture barriers that impede access to care	<p>1. Increase collaboration among providers, communities, and immigrant families</p> <p>2. Increase education among providers, patients, and communities regarding safety nets needs and services</p>	<p>1.1. Develop relationships with community immigrant agencies</p> <p>1.2. Survey immigrant families/patients regarding community services in order to uncover available resources</p> <p>2.1. Engage MAPPR in the conversation</p> <p>2.2. Collaborate and disseminate information with AHEC/CPCC/UNCC to develop trainings on cultural competency for MedLink members (that can then train their staff)</p>	<p>Established communication with Carolinas Refugee Resettlement agency & Project 658</p> <p>Presentation on Charlotte Municipal ID program at July 2015 MedLink meeting</p>

<p>5. Improve access to health care for those unable to obtain adequate and affordable insurance</p>	<p>1. Collaborate to promote the free and low cost resources in the county</p> <p>2. Understand and document enrollment qualifications for healthcare resources</p>	<p>1.1. Review current resource to ensure it fully captures all relevant resources</p> <p>1.2. Develop a list of agencies who would promote the resource and make contact</p> <p>1.3. Continue to update on a regular basis, in both English and Spanish</p> <p>2.1. Advocate to sign up for MAP</p> <p>2.2. Review and update the current free/low cost resources</p> <p>2.3. Engage and educate local government leaders regarding health care needs of the immigrant community</p>	<p>Redesign and distribute FLCC brochure. Printed and distributed 5,000 copies.</p> <p>Presentation by MAP at January 2015 MedLink meeting, revisit at May 2016 meeting</p> <p>Present MedLink and FLCC info at CHS Health Ministry meetings in April 2016</p>
<p>6. Reduce fear factors that impede access to care</p>	<p>1. Educate the community on the confidentiality of Safety Net providers</p>	<p>1.1. Use MedLink logo as safe symbol</p> <p>1.2. Identify community resources</p> <p>1.3. Engage with community agencies identified to share the message with</p>	<p>Presentation on Charlotte Municipal ID program at July 2015 MedLink meeting</p>
<p>7. Reduce transportation barriers that impede access to care</p>	<p>1. Increase awareness of transportation resources</p>	<p>1.1. Promote awareness of available bus routes that are near the healthcare resource clinics through websites, flyers or other means</p> <p>1.2. Have CATS representative come to a MedLink meeting to discuss transportation options that are available, including costs, etc.</p> <p>1.3. Explore/brainstorm other options for funding cab vouchers, bus passes that could be used in special situations</p> <p>1.4. Explore faith-based groups in Mecklenburg County for transportation assistance</p>	<p>Presentation by CATS Services at September 2015 MedLink Meeting</p> <p>Presentation by Volunteer Transportation Services at May 2016 MedLink Meeting</p>