



## Office of Refugee Resettlement Refugee Program Physical and Behavioral Health Promising Practice



### North Carolina Department of Health and Human Services Collaborative Training Model

In 2018, the North Carolina Department of Health and Human Services (NCDHHS) launched a training workshop for county government staff and local refugee resettlement agencies on Refugee Medical Assistance (RMA) Program policies and the integration of federal regulatory requirements with state policies and procedures. The purpose is to improve program compliance and help county and resettlement agency staff work more effectively together. The workshop reportedly bridged participants' knowledge gaps related to RMA service administration and the roles each sector plays in serving shared refugee clients.



### Practice Description

NCDHHS designed and implemented a training workshop to help county government and local resettlement agencies work more collaboratively to administer RMA to refugee clients. This training provides an opportunity for those involved in delivering RMA services to come together to address and resolve compliance issues as well as listen and learn from each other. The training is two hours, scheduled to occur at the end of RMA monitoring visits, and open to staff from all local resettlement agencies. Although this RMA training takes place in person, it has also been integrated with the state Medicaid training available via the NC FAST Learning Gateway online training portal.



### Need for the Practice

NCDHHS monitoring findings identified noncompliant cases and the agency frequently received a high number of calls from both county government and local resettlement agency staff asking basic RMA policy questions.



## How to Implement the Practice

NCDHHS described the following key steps to implement this practice:

- Conduct the two-hour training in conjunction with scheduled monitoring visits. (Note: the agency includes this training on the monitoring agenda so that staff are aware it will be taking place and can plan accordingly.)
- Ensure a mix of participants from county government and local resettlement agencies. NCDHHS invites all area providers to attend this training, regardless of whether they are involved in the monitoring.
- Conduct a needs assessment and review monitoring findings to tailor training content to meet participant needs.
- Evaluate each training and make changes based on feedback received.



## Preliminary Results

NCDHHS provided preliminary output data used to inform changes to and measure the effectiveness of this practice. Specific examples include:

- The number of errors and corrective actions has decreased.
- The number of calls from county government and resettlement agencies asking basic RMA policy questions has decreased.



## Inputs/Resources

Agencies should expect to invest some funding and time to implement this practice. Below are key inputs and resources needed to adopt this practice.

- Skilled facilitator to design and deliver the training content.
- Staff time to develop, manage, and coordinate each training session and to analyze post-training evaluation data to determine additional training and technical assistance needs.
- Supplemental training materials and other tools and resources to support this effort.



## Contextual Considerations

Agencies should consider the following contextual factors that may impact implementing this practice.

While the amount of time needed to develop the training content will vary, agencies should note that it will take time to customize materials for each session depending on the individuals participating and the issues that need to be addressed. Training should account for differences across county government and local resettlement agencies and be designed to meet their individual needs.

Support from senior leadership makes a difference. Having buy-in from senior leadership can help encourage staff from both county government and local resettlement agencies to participate in this training and work more collaboratively.

**What is a Promising Practice?** A promising practice is a unique and/or innovative approach, method, or technique that has demonstrated effectiveness and is replicable. ORR's Refugee Program primarily identifies potential promising practices during recipient and subrecipient monitoring and engages in a validation process to ensure the practice meets the standards to classify it as "promising." Each practice falls under one of the following domains: Physical and Behavioral Health, Employment and Economic Stability, Education and English Language, or Social Adjustment and Integration.