



Demystifying Care Coordination

SPEAKERS

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Demystifying Care Coordination



ALAN WINSTEAD

Executive Director

Meals on Wheels of Wake County

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MEALS ON WHEELS OF WAKE COUNTY

- Raleigh and 11 smaller communities
- 1.07 million residents
- 501 (c) (3) organization founded in 1974
- Serve 330,000 congregate and home-delivered meals
 - 80% are home-delivered
 - 96% of routes delivered by volunteers
 - 20% are congregate

MEALS ON WHEELS OF WAKE COUNTY

Our program also provides:

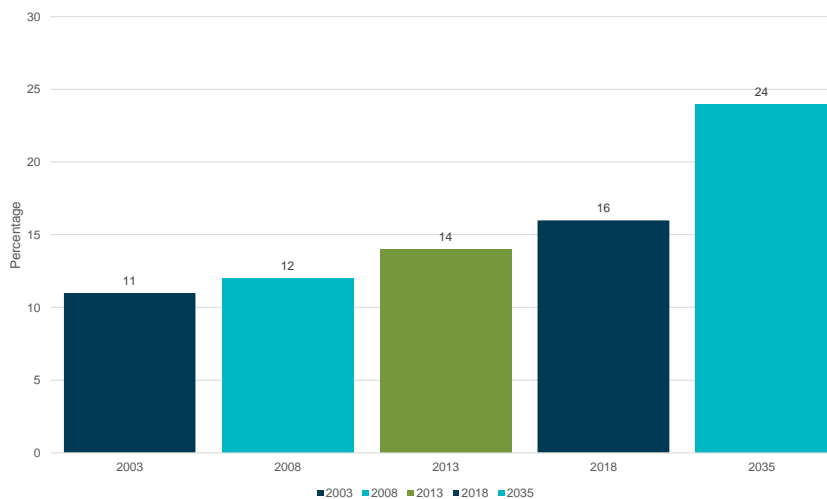
- Breakfast bags
- Produce bags
- Senior Farmers' Market Vouchers
- Med-Assist healthcare bags

We partner with other programs to meet additional needs:

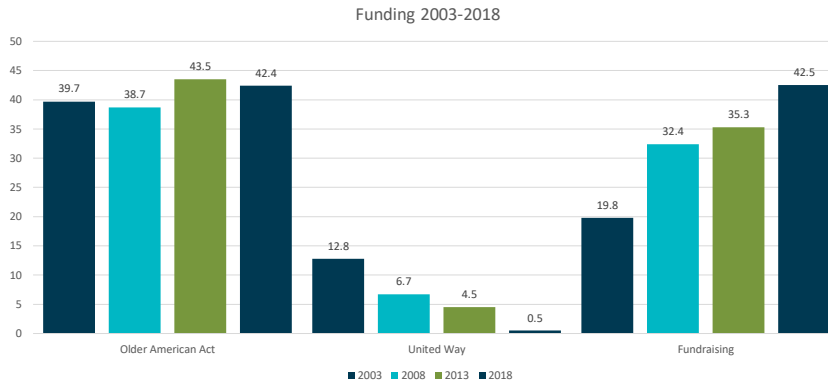
- Home repairs
- Housekeeping
- Transportation
- Economic assistance: SNAP, LIEAP, Medicare Extra Help
- Veteran Benefit

OLDER ADULT POPULATION GROWTH WAKE COUNTY, NORTH CAROLINA 2003 – 2035

*North Carolina Department of Health and Human Services, Division of Aging and Adult Services



FUNDING 2003 - 2018



STRATEGIES

Food Security

- Capital Area Food Network member
- Food Security Plan
- Five Action Areas
 - Ensure Food Access
 - Communicate and Educate
 - Develop Sustainable Food Supply
 - Build Economic Opportunity
 - Leading Through Networks
- Meals on Wheels is a part of ensuring food access

STRATEGIES

- Five Indicators
 - The Meal Gap
 - Community Participation
 - County-based Food Supply
 - The Food Job Index
 - Organizational Connections
- Meals on Wheels is primarily a part of The Meal Gap, and a secondary part of the the other four.

STRATEGIES

Aging Adults and Adults with Disabilities

- GOLD Coalition of Wake County member
- Wake County Action Plan for Aging Adults and Adults with Disabilities
- Six Goals (Meals on Wheels is a part of all six goals)
 - Empower informed decisions and access to services
 - Enable older adults/adults with disabilities to remain independent
 - Empower attainment and maintenance of optimal health
 - Prevent abuse, neglect, and exploitation
 - Encourage accessible, inclusive communities
 - Promote planning, accountability and responsiveness

HEALTHCARE PARTNERS

- A part of the organization's plan of work
- Meets critical community needs for food security, community services, and improved health outcomes
- More Than a Meal Process Evaluation (More Than a Meal 3) research project
- Potential new revenue stream

AETNA PILOT

- Addresses community and organizational needs
- Natural next-step from More Than A Meal Process Evaluation (More Than a Meal 3) research project
- A strong, respected name in our market
- Previous contact through other outlets
- A pilot with limited patients and limited time to put our planning into practice

PREPARATION

- Assess capacity for expanded meal services
- Assess capacity for expanded staff assignments
- Readiness to foster Health Insurance Portability and Accountability Act (HIPAA) compliance
- Data Management
- Onboarding/training of Volunteer and/or Paid Delivery Drivers

RESULTING BENEFITS

- Develop replicable model for other Meals on Wheels programs
- Expand visibility in healthcare sector for our program
- Conversations with WakeMed Health & hospitals
- Conversations with other insurance companies
- Establish Health Insurance Portability and Accountability Act (HIPAA) compliancy for other projects