

## NCDHHS Community and Partner Engagement (CPE) Frequently Asked Questions

### *What is Community and Partner Engagement?*

- Community and partner engagement can be defined as a mutual and purposeful exchange of lived experience, acquired skills, and genuine trust among partners and communities working together to achieve a common goal. Community and partner engagement should be both intentional and meaningful.

### *Why is NCDHHS prioritizing community and partner engagement?*

- NCDHHS has long worked to meaningfully engage the communities we serve, and we are taking steps to sharpen our focus to ensure a systematic approach to involve communities and partners in our policies, procedures, and initiatives. To be intentional and transparent about how we engage, we have created accessible platforms for interested individuals and communities to join us, stay connected to resources, and participate in our community-centered programs and services.

### *What is the NCDHHS Community and Partner Engagement (CPE) Initiative?*

- This is an important milestone in NCDHHS's journey to further its mission to enhance the health and well-being of North Carolinians and its goal of ensuring the voices of the people served are at the center of the department's CPE efforts. This initiative aims to enhance and strengthen engagement with communities and external partners to improve collaboration and health outcomes.

### *What resources are included in NCDHHS' CPE Initiative?*

- **A dedicated website**: The webpages provide information for people to get involved. It will serve as a one-stop shop for all of the resources identified below and more. This collection of information aims to ensure transparency in our interactions with partners and communities statewide and guide the public on how best to engage with the Department and contribute to important decisions.
- **A Secretarial Directive**: A directive from DHHS Secretary Kody Kinsley charges all NCDHHS Divisions and Offices to expand how we intentionally involve communities. The goal is to initiate this engagement early and to continuously solicit input to inform departmental policy and strategies for program and service delivery to successfully meet people where they are to improve health outcomes.
- **A new NCDHHS Community and Partner Engagement (CPE) Guide**: This is a foundational resource for planning and engaging with partners and improving health and well-being by partnering with historically marginalized communities and those with lived experience. This guide helps drive our internal process to ensure our partners and communities inform changes/updates we make to our

programs or policies. We encourage all of you to view this guide and use it as you engage with your communities.

- **A list of key partners**: A roster that features each division's external partners and engagement methods. It includes commissions, councils, and advisory groups that the public and stakeholders can engage with and potentially join. This resource will help individuals learn how to get connected, identify specific topics of discussion, and provide how often and where the partners/groups meet. This is a living document that will continuously be updated.
- **A list of Councils, Committees, and Advisory Groups**: A roster that features councils, committees, and advisory groups NCDHHS engages with. These groups often have an NCDHHS representative serving on the council or committee.

*Where can I learn more about the NCDHHS Community and Partner Engagement Initiative?*

- To learn more about the NCDHHS Community and Partner Engagement Initiative, visit our new NCDHHS CPE Website: <https://www.ncdhhs.gov/GetInvolved>

*How can I request Consultation and Technical Assistance related to Community and Partner Engagement?*

- To request Community and Partner Engagement consultation services and technical assistance, please contact [HealthEquityOffice@dhhs.nc.gov](mailto:HealthEquityOffice@dhhs.nc.gov). We will respond to your request within two (2) business days.

*How can I learn more about NCDHHS Partners and get involved?*

- The public and stakeholders can learn more about several NCDHHS division partners, how often and where they meet, identify specific topics of discussion, and get connected by visiting the [NCDHHS' Services and Partnerships Roster](#) webpage.

*Who are the partners on the Roster?*

- The Partner Roster is not an exhaustive list of all groups NCDHHS may partner with. Partners have been included in the Roster based on the following criteria:
  1. External groups Divisions engage with regularly (monthly or quarterly) that advise/inform programmatic and policy work of the Division.
  2. Partnerships that are state or legislatively required.
  3. Groups that are top priorities for engagement.
- **Disclaimer:** While partners listed on the Roster are groups NCDHHS divisions engage or collaborate with, the views and opinions of partners are those of the partners and do not necessarily reflect the views or positions of NCDHHS.

*How can I get access to the full list of partners?*

- We do not have the full list of every partner each division interacts with. However, if you have a particular area of interest or partner connection, please email [HealthEquityOffice@dhhs.nc.gov](mailto:HealthEquityOffice@dhhs.nc.gov) and we will connect you with the appropriate Division point of contact.
- **Note:** The Roster is a living list that we will continue to update as needed to include as many partners across NCDHHS divisions as possible. As we learn of partners that are not already included, we will add them.

*How can I get more information on ongoing Community and Partner Engagement efforts?*

- Please, go to the [NCDHHS' Services and Partnerships Roster](#) webpage to view the partner website or contact the assigned lead for more information.

*Will there be a framework for Independent Contractual Opportunities for Coaching & Consulting areas of expertise?*

- On the website, <https://www.ncdhhs.gov/Getinvolved>, we have our Community and Partner Engagement Guide, which focuses on five pillars: communities at the center, changes to policies, systems, and environments, leveraging data-driven strategies, catalyzing multi-sector collaboration and building sustainability and organizational capacities. This framework is essential in ensuring communities are central to our work. Contracting opportunities can be found on the NC Department of Administration (DOA) website for solicitation and bidding opportunities. <https://www.doa.nc.gov/>

*How will the CPE Initiative help to grow engagements with communities, so their voices are heard, including the LGBTQ+, Hispanic/Latinx, farmworker, Black and African American, rural, and others?*

- True progress requires active community involvement. We are excited to move forward together to improve how we collaborate and work toward growing our partner list, to ensure we engage all voices. If you know of organizations that may be interested in partnering with NCDHHS, please e-mail us at [HealthEquityOffice@dhhs.nc.gov](mailto:HealthEquityOffice@dhhs.nc.gov) to explore the next steps. We are committed to strengthening partnerships with groups and prioritizing transparency with the communities we serve.