

Nasson Care & York County Community Action Corporation

With support from a Robert Wood Johnson Foundation (RWJF) grant, the National Association of Community Health Centers (NACHC) and the Association of Asian Pacific Community Health Organization (AAPCHO) launched “Building Cross-Sector Partnerships to Address SDOH: Design Sprints.” Using human-centered design concepts, NACHC and AAPCHO facilitated four design sprint cohorts in 2021 with community health centers and their cross-sector partners to tackle social drivers of health challenges in their communities and advance health equity. Each cohort focused on one aspect of the RWJF Theory of Change framework (purpose, data, governance, finance) to strengthen both emerging and established partnerships, and foster alignment between sectors.

Design Sprint Highlights

As partners, NHC and YCCAC came together through the Design Sprint to focus on how the PRAPARE® data collected could influence and close the gap on the social service side of the agency. The partners worked specifically on ways to increase the number of successful referrals addressing food insecurity that focus on clinical quality metrics.

With the assistance and expertise of the Design Sprint coach, NHC and YAC were able to focus on a shared vision starting with improving data collection.

The Design Sprint helped to identify challenging areas in the current data collection workflow and how to review existing data to inform future direction.

Moving Forward

NHC and YAC plan to continue to focus efforts to develop a shared agency wide data collection platform that is available to address social needs within the community and to drive public policy decisions. NHC and YCCAC want to move beyond referrals and clinical care to better integrate social services to achieve holistic well-being. Both organizations realize that this work will take time (much longer than anticipated), a change in culture and workflows and have a dedicated project manager who can lead the effort will help to move the needle in the right direction.

About Health Center



Nasson Health Care (NHC) is a Federally Qualified Community (FQHC) Health Center and a division of York County Community Action Corporation. Nasson Healthcare opened in 2005 to serve the York County residents who primarily experience homelessness or living in or near public housing facilities.

About Partner Organization



York County Community Action Corporation (YCCAC) is one of the original community action agencies. It was founded in mid-60s as part of the war on poverty under Lyndon Johnson’s presidency.

Challenge Overview

Through several initiatives, Nasson Health Care noticed that their clinical quality metric outcomes were substantially lower than other health centers in the state of Maine. Sharing this insight with their partner- York County Community Action Corporation, both were able to see that social services on the health side were not effectively integrated as part of care.