



Transforming the Behavioral Health Experience
Improving the Provider and Client Relationship

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Mecklenburg County Department of Social Services Goes Live On Core Cx360

Integrated HHS Case Management Solution Improves Access and Coordination of Care

(King of Prussia, PA) – [Mecklenburg County Department of Social Services](#) (Mecklenburg) provides economic and social services to sustain and improve the quality of life for Mecklenburg county citizens and [Core Solutions, Inc. \(Core\)](#) the progressive leader in integrated HHS care management solutions announced today that Mecklenburg has gone live with Core’s Integrated HHS Case Management Solution.

[Core’s Integrated HHS Case Management Solution](#), enables Mecklenburg to streamline and integrate their social service delivery structure in order to increase access to services and also increase the cross department coordination of care provided to the Mecklenburg community. The solution enables a single view of all the social services being provided through DSS’ Community Resources Division to the consumer, enabling Mecklenburg to better understand the service needs of their population. Due to the enterprise nature of the solution, DSS’ Community Resources Division no longer needs to rely on paper-based processes for coordination of services. The single client record contains all the social service documentation, which can be electronically exchanged between departments and community providers to improve the timeliness and quality of care provided to the consumer.

“The solution from Core supports us in our mission to improve the quality of our social service delivery through increased access to our programs and case coordination”, said Darrell Cunningham, Director, Community Resources Division, Mecklenburg County Department of Social Services. “Core has helped us to modernize our social service capabilities by removing our reliance on paper-based processes, providing us with a single electronic view of our social service consumers, and most importantly, allowing us direct access to manage our data ensuring performance based decisions are a central part of our operations. With these capabilities we are better able to ensure our consumers are getting the right care – when they need it the most.”

“Mecklenburg is leading by example in North Carolina”, said [Ravi Ganesan CEO/President of Core Solutions](#). “Like many other counties across the country, Mecklenburg is being asked to find ways to increase access to high quality, coordinated services while reducing costs. Through the innovative use of technology Mecklenburg and Core have partnered to go-live with a solution that supports their mission. We are looking forward to helping Mecklenburg to continue to improve the lives of their consumers in the community.”

About [Core Solutions, Inc.](#)

Core Solutions is the progressive leader in transforming the behavioral, medical and social services experience for behavioral health providers, consumers and state agencies. Core’s Integrated Behavioral Health EHR platform, Cx360, allows for the improvement of the provider, consumer and payer relationship through increased consumer-centric collaboration which results in improved outcomes. This is accomplished through our ability to simplify the end-to-end behavioral health experience, deliver integrated care coordination, improve consumer engagement and streamline accurate provider reimbursement.

About [Mecklenburg County Department of Social Services](#)

Mecklenburg County Department of Social Services is an involved and recognized leader in human services, valued by stakeholders because of their needs-based customer focus in the delivery of services. They help create a resilient community by proactively investing in their employees, operations and services, and by developing impactful relationships for the benefit of their customers.

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