

Partnership for a Healthy Durham NCCare360 Task Force (Advisory Council)
Monthly Meeting
October 25th, 2023
3:30-4:30pm Zoom
Agenda

Facilitated by: Catrina Lloyd

Present: Susan Spratt, Angel Romero Ruiz, Sally Wilson, Angel Carroll, Bria Miller, Shemecka McNeil		
Topic	Major Discussion	Recommendations and Action Steps
<p>Welcome <i>Catrina Lloyd</i></p>	<p>Introductions: name and organization. Ice-Breaker Question: When did you last access NCCARE360 and for what purpose?</p> <p>Discussion:</p> <p>Susan and Sally shared a common concern regarding hospital referrals to Meals on Wheels and expressed that automatic referrals through the hospital and the ability for CBOs to make the referrals are desired improvements.</p> <p>Angel explained his process for unopened referrals from Duke Health in a “Needs Action” status and his outreach to the receiving CBOs.</p> <p>Review agenda:</p> <ol style="list-style-type: none"> 1. Introductions 2. Review June meeting minutes 3. Announcements/Updates 4. Topics 	
<p>Review of June minutes <i>Catrina Lloyd</i></p>	<p>Discussion:</p> <p>The minutes referred to a past NCCARE360 program led by Gene Moon. Shemecka explained that she continued to receive robo-emails after the program’s end.</p>	

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	<p>Catrina requested an example for follow-up.</p> <p>Shemecka also discussed the need for organizations serving rural and cross-county clients and to invite representatives to council meetings.</p> <p>Angel added that Gene’s program recruited and educated CBOs as NCCARE360 users and generated useful reports. Many of the reports were referenced in the minutes.</p> <p>Shemecka still has access to some notes from the program with Gene. Catrina will reach out to schedule a date/time to meet and discuss.</p> <p>The minutes suggested Angel as a resource for access to Durham mass communicators. Angel confirmed that he and Katie Lipe are still co-chairs of the PFHD Communications Committee.</p>	
Announcements/ Updates	<ol style="list-style-type: none"> 1. Event Info: Getting Started with Unite Us; Fri, Oct 27, 2023, 11:00 am EDT 	
Topics	<ol style="list-style-type: none"> 1. Reconfirm the participants on the council and their roles 2. Identify other individuals and organizations that should be invited 3. Set a schedule for regular meetings <p>Discussion:</p> <p>Susan expressed a need for funds for transportation, food access, and other services, and coordination and facilitation of addressing those needs.</p> <p>Angel talked about county matching, and inappropriate referrals due to users omitting criteria, such as county and including broad services that they are unable</p>	

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	<p>to provide widely, such as transportation. He gave CityGate Dream Center (Alamance) as an example. He gives feedback directly to Unite Us. He recommended inclusion of the top senders/receivers of referrals in Durham County, and organizations providing statewide services and accepting referrals from Durham.</p> <p>Susan expressed a concern about the rush to get new CBOs on the platform without adequate education and training, and the impact that has on effectiveness. She reiterated concerns about funding for supplemental services like utility assistance, and proposed inquiring with Duke Health about allocation of funds and advocating to government and other payers.</p> <p>Catrina discussed continuing versus duplicating efforts of previous NCCARE360 programs and the need for a method of sharing what has already been done.</p> <p>Some priorities from the discussion included:</p> <ul style="list-style-type: none">*Feedback to NCCARE360*Training/education for CBOs* How to improve health outcomes and effectively advocate (to Duke, payers, state/federal gov't, employers)*Additional funding sources (not just volunteer funds) <p>Sally offered expertise related to homelessness and housing and expressed a desire to continue to participate. She would like to advocate for new types of referrals not currently available. She suggested inclusion of the current state contact. She also made a point about turnover at FHLI and the impact it has had on continued efforts.</p>	
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	<p>Angel suggested Ayana Simon as a contact at FHLLI. And provided her email address: ayana.simon@foundationhli.org</p> <p>Melissa Black was also suggested as a contact (in the chat): mblack@dcsinc.org</p>	
Meeting Time	The remaining NCCARE360 Advisory Council meetings for 2023 will be on November 8 th and December 13 th at 3:30.	
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