

Partnership for a Healthy Durham NCCare360 Task Force (Advisory Council)
Monthly Meeting
December 13th, 2023
3:30-4:30pm Zoom
Agenda

Facilitated by: Catrina Lloyd

Present: Bria Miller, Angel Romero, Fatima Deas, Sally Wilson, Marissa Mortiboy, Liz Stevens		
Topic	Major Discussion	Recommendations and Action Steps
Welcome <i>Catrina Lloyd</i>	Introductions: name and organization. Ice-Breaker Question: What organization would you like to know more about? Are they on the platform? New Question: There are 12 days until Christmas, what are you most excited about? Review agenda: <ol style="list-style-type: none"> 1. Introductions 2. Review November meeting minutes 3. Announcements/Updates 4. Topics 	
Review of November minutes <i>Catrina Lloyd</i>		
Announcements/ Updates	<ol style="list-style-type: none"> 1. NCCARE360 New User Training & Orientation- December 12th 1:00 pm 2. Fatima meeting w/FHLI 12/14 at 11 am- minutes from this meeting with feedback will be shared. 3. Sally requested the status of the NCCARE360 Manual for onboarding DSS (Elizabeth Murray contact). - Last update was the manual is not a priority due to Medicaid expansion. Other DSS issues: <ol style="list-style-type: none"> a. Some counties are on the platform, but not Durham. Orange unresponsive to referrals, Bladen responded after contact from Angel. b. DSS staff unfamiliar with the platform and some referrals go to email accounts that are no longer valid. 	

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	<p>4. NCCARE360 Priorities- Onboarding housing, food, transportation. Issues:</p> <ul style="list-style-type: none"> a. It is unclear what transit provider is targeted for onboarding. Only 1 Wake org (Center for Volunteer Caregiving) provides, but only for seniors w/o Medicaid. b. Referrals for Medicaid transportation must be requested through prepaid health plan. DA Transit receiving referrals, but most do not have required language and are denied. c. Go Cary receiving referrals for clients outside of Cary; no longer accepting referrals. 	
<p>Topics</p>	<ul style="list-style-type: none"> 1. Collaborating with/Supporting the current efforts- United Way, Fatima <ul style="list-style-type: none"> a. Before onboarding more CBOs- <ul style="list-style-type: none"> i. Senders of referrals need training on using the platform. User perspective training available. ii. Organizations do not have the staff, resources, or capacity to adequately train, use, and maintain profiles on the platform and their work may require use of other platforms, like 211 and HMIS. b. Marissa- Article highlighting NCCARE360 issues written/not published. There is data that can be shared with Unite Us. Marissa will make the connection between Catrina and Connor at Duke. 2. Maximizing benefit/effectiveness of the NCCARE360 platform <ul style="list-style-type: none"> a. July Survey Responses <ul style="list-style-type: none"> i. What do we need as users? <ul style="list-style-type: none"> 1. A list of resources 2. Help getting staff on the platform 3. Easier access to connect people/orgs to the tool 4. Educating more orgs about NC Serves and veterans services- 	

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	<ul style="list-style-type: none"> 5. Enhancements to avoid rejected referrals and enhancements to understand the referral process ii. What is your opinion of the advisory council and how can we improve? <ul style="list-style-type: none"> 1. It's not clear what we're trying to accomplish 2. We should all know what each other is doing and be connected 3. Determine a focus and plan of action; communicate the purpose and expectations 4. We need to be aware of data regarding Durham; more information on how data can open doors for community partners iii. What should our objectives be? <ul style="list-style-type: none"> 1. Continue to network and connect with services and organizations 2. Help bring more orgs on the platform and spread awareness 3. Support users, review data/needs, identify resources 4. Shared definitions of standards of care 5. Advocate for funding for CBOs 6. Provide recommendations for educating community partners on NCCARE360 3. Additional needs- Any additional feedback to add to the minutes and provide to FHLI through Fatima is welcome. 	
Meeting Time	The next NCCARE360 Advisory Council meeting will be on January 10 th at 3:30 pm	
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