

Partnership for a Healthy Durham NCCare360 Task Force (Advisory Council)
Monthly Meeting
June 22nd, 2023
12:00-1:00pm Zoom
Minutes

Facilitated by: Isa Granados

Present: Isa Granados, Bria Miller, Vicki Tilley (Special Olympics), Paul Berry, Angel Romero, Marissa Mortiboy, Dani Moore, Felipe Blue (More than Therapy), Nancy Rosales (TRY) , Crystal Taylor (Black Farmers Market)		
Topic	Major Discussion	Recommendations and Action Steps
Welcome <i>Isa Granados</i>	Introductions with their name and organization. Ice-Breaker Question: If you had an extra two hours a day, what would you do? Isa went over agenda: <ol style="list-style-type: none"> 1. Introductions 2. Review April meeting minutes 3. Announcements/Updates 4. Check-In 	
Review of April minutes <i>Isa Granados</i>		
Announcements/ Updates	2023 Durham County Community Health Assessment Comunidad Survey and listening sessions is complete! We had over 60 volunteers. We completed 176 surveys in Spanish, 205 in English. We conducted 5 listening sessions in English, Mandarin, and Spanish. Over the last few weeks, we have conducted community listening session in English, Mandarin, and Spanish. They were focused on access to care, health and housing, mental health, and physical activity, nutrition, and food access. The focus groups in addition to the general public were parents of small children and youth.	

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	<p>Are you signed up for the Partnership for a Healthy Durham Newsletter? http://eepurl.com/bW7uqv</p> <p>Please “like” or “follow” Partnership for a Healthy Durham’s Facebook and Twitter page. This is a resource to you all as well. If you’d like me to share information about your organization or events, please send Gwen, our intern an email and she’d be happy to post about it. gwenmcneill@dconc.gov</p> <p>Isa is leaving the Partnership position and her last day is June 23rd. Bria will be responsible for correspondence until we hire another Partnership Contractor.</p> <p>Gene Moon leads a group that hosts sessions on NCCARE360 for Durham and surrounding counties. However, the program ended and Gene is no longer in that role. They were recruiting organizations to join NCCARE360 and produced reports.</p> <p>According to the report, housing and shelter is the top service referred followed by food assistance. 849 clients and 1,585 cases. 358 cases had to be referred off platform. The top sending organizations in Durham are Duke Health, NCServes, NCCARE360 Resource Navigator, and Food Bank of Central and Eastern NC. The top receiving organizations are Food Bank of Central and Eastern NC, Meals on Wheels of Durham, Meals on Wheels of NC, Sunrise Clinical Associates.</p> <p>The top unresolved cases were in housing, then food. The successful connection rate overall is 28%, 44% for food, and 9% for housing.</p> <p>Angel Romero reviews all referrals for Duke Health that have not been opened, accepted, or rejected.</p>	
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	<p>The largest problems with senders has been eligibility. The people being referred to services don't meet the criteria for the program(s).</p> <p>The Health and Housing committee members expressed that they are hesitant to use NCCARE360 and don't understand how to navigate the tool.</p> <p>Many agree that the NCCARE360 platform works well but there is a disconnection between the needs and the services that are available. The best results have come when organizations have funding and have someone designated to send and receive referrals. Another issues is with building capacity for smaller organizations to accept and process referrals. We have seen funds up front for organizations to improve capacity works well as a intervention. Services are inaccurately listed leading to referrals being denied.</p> <p>Marissa- I could also see this group advocating for paying organizations up front for fulfilling referrals instead of reimbursement. The Healthy Opportunity Pilot results data will tell us a lot.</p> <p>Other updates/Announcements?</p> <p>If anyone wants to learn more about NCServes and our services for veterans contact me at pberry@veteransbridgehome.org</p> <p>If you need to make more connections for Housing in Wake County connect with the Wake County Housing Continuum of Care https://wakecoc.org/</p> <p>This group will take a break over the summer and resume in fall of 2023.</p>	
Check-In	Check-In Questions:	Consider offering sheets with NCCARE360

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	<ol style="list-style-type: none"> 1. What support do you need as a NCCARE360 user? <ul style="list-style-type: none"> • Look at more social organizations (providing more social supports and activities). Have organizations like senior centers and Special Olympics connected to NCCARE360. • Veterans Services is based on connecting veterans to social connections. 2. What is your opinion of the NCCARE360 Advisory Council? How can we improve? <ul style="list-style-type: none"> • Help people understand how NCCARE360 fits in with community support. 3. What should the objectives of the NCCARE360 Advisory Council be? <ul style="list-style-type: none"> • Find ways to make NCCARE360 easier to access. What do you do when people don't have access to technology like computers, cellphones, etc.? • Having a QR code to access the site would be great • Having something other than a website to give people. • United Way 211 is an alternative to get linked to resources. • Paul's group provides a tear off with a phone number and QR code. <p>Q: Is there a way that we can have check-ins about events and services going on. Want a place to share information and updates. One channel is Partnership newsletters. We could consider What'sAp, Slack, etc.</p> <p>Angel has a list of Durham mass communicators that can used to share information. We can share information to the Communications committee. They can send information to Angel, Bria, or Katie Lipe.</p> <p>https://www.surveymonkey.com/r/MYNMG9Y</p>	<p>information, QR codes, and 211 with tear offs.</p>
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Meeting Time	The next NCCARE360 Advisory Council meeting will be in September 21sr at noon.	
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