

**Partnership for a Healthy Durham NCCare360 Task Force (Advisory Council)**  
**Monthly Meeting**  
**January 10<sup>th</sup>, 2023**  
**3:30-4:30pm Zoom**  
**Agenda**

**Facilitated by: Catrina Lloyd**

<b>Present: Susan Spratt, Fatima Deas, Angel Romero, Sally Wilson, Krista Kicsak, Bria Miller</b>		
<b>Topic</b>	<b>Major Discussion</b>	<b>Recommendations and Action Steps</b>
<p><b>Welcome</b>  <i>Catrina Lloyd</i></p>	<p>Introductions: name and organization.            Ice-Breaker Question: What organization would you like to know more about? Are they on the platform?</p> <p>Susan- Discussed how she can help CBOs, and how Angel reaches out on unaccepted referrals, but the responsibility belongs to Unite Us. She believes the infrastructure needed to use NCCARE360 is underestimated, because a full-time staff person needs to be trained and available for maintenance. Elena Tenenbaum is trying to get all behavioral health resources on the platform. Root Causes has joined the platform.</p> <p>Fatima- Community Engagement Specialist at United Way, partners with United Us and FHLI (funder) to onboard school systems. Concerns from the previous meeting were taken to Cory at Unite Us, but the contact person has since changed. It is the responsibility of the organization to ensure the info is accurate, and two admin people are needed. That’s why the training is important, a lot of user training is needed, and it’s best to have it as the org is joining the platform. Fatima has a list of 74 agencies that she is trying to onboard. Referrals can be forwarded to Navigators by orgs that cannot address them. Information sessions are every third Friday.</p> <p>Krista- Physical Activity, Nutrition, and Food Access, would like to know if End Hunger Durham and Food Bank of Central and Eastern NC are on the platform. Per Susan, they are.</p>	<ul style="list-style-type: none"> <li>• <b>Fatima will send the digital flyer</b></li> <li>• <b>Question from Angel in chat (not answered)- How long can a navigator keep a referral under In Review?</b></li> </ul>

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	<p>Angel- Knows quite a few orgs that are not on the platform, that he has approached, but do not want or have the capacity to join. Urban Ministries of Wake County are familiar with NCCARE360 but are not able to join. The same applies to La Semilla Iglesia in Durham. There are few pantries on due to limited schedules, staff, and capacity.</p> <p>Catrina- Urban Ministries in Durham gave similar feedback. Because they must use a platform Homeless Management Information System (HMIS) for their work, it's difficult to have the staffing to join NCCARE360 also. Suggestions can be given to Fatima to inform her outreach.</p> <p>Sally- GoDurham Access is at the top of the list.</p> <p>Bria- Agrees with the previous suggestions.</p> <p>Review agenda:</p> <ol style="list-style-type: none"> <li>1. Introductions</li> <li>2. Review December meeting minutes</li> <li>3. Announcements/Updates</li> <li>4. Topics</li> </ol>	
<b>Review of Dec minutes</b>	Minutes were sent to Fatima to share in the FHLI meeting and reviewed during the topic discussion. No revisions were made.	
<b>Announcements/ Updates</b>	<ol style="list-style-type: none"> <li>1. NCCARE360 Advisory Council Meeting 2024 Schedule- Every 2<sup>nd</sup> Wednesday at 3:30 pm</li> <li>2. Granville-Vance are planning a Resource fair.- Angel will provide details once available.</li> <li>3. Fatima will be present with FHLI and United Us representatives to train social workers during the Durham Public Schools meeting tomorrow.</li> </ol>	

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	<p>4. Other updates/Announcements?</p>	
<p><b>Topics</b></p>	<ol style="list-style-type: none"> <li>1. Onboarding School Systems</li> <li>2. Susan- recommends Elena T. as a contact for mental and behavioral health needs of Durham Public Schools and will share her contact info,</li> <li>3. Fatima- The goal is to connect families and resources through the schools, so that the needs of the whole family are met, even if there are multiple children at different grade levels. The school social workers will add referrals for the families. Susan asked how the social workers know the referrals are needed, and Fatima explained they complete an assessment.</li> <li>4. FHLI Meeting Debrief and review of minutes- United Way, Fatima             <ol style="list-style-type: none"> <li>a. Responses to NCCARE360 Questions from December’s meeting                 <ol style="list-style-type: none"> <li>i. DSS/Manual- In December, Sally asked for the status of the DSS manual, which was promised when the state initially introduced the platform to Durham and placed on hold to focus on the Medicaid expansion.                     <ol style="list-style-type: none"> <li>1. Fatima advised that it is still on hold and there have been a lot of staff changes at Unted Us. She recently met Kate Geoug.</li> <li>2. Susan- Is concerned that DSS is one of the most important resources for schools. She wants to know if we can assist with the manual.</li> <li>3. Catrina- asked, if the schools are being onboarded how can the important resources, like DSS, be made available to them. Fatima explained that in some cases, like Asheville, DSS is onboarded- they are also in HOP (Healthy Opportunities Pilot), which is going statewide. Is there an opportunity to reach out to Asheville DSS for the manual or resources needed?</li> </ol> </li> </ol> </li> </ol> </li> </ol>	<ul style="list-style-type: none"> <li>• Refer orgs to Fatima for onboarding/training needs</li> <li>• Invite Elena T. for behavioral health feedback. elena.tenenbaum@duke.edu</li> <li>• Contact Asheville DSS to inquire about a manual or resource that can be replicated for Durham DSS.</li> <li>• Invite Fatima to other NCCARE360 related meetings and events. fdeas@unitedwaync.org</li> </ul>

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	<p>Fatima explained school systems also have their own navigators that handle referrals.</p> <ol style="list-style-type: none"> <li>4. Angel- Asked if large orgs like DSS/DPS are sent referrals via an email link, and there's only one designated email address, are the orgs being trained on how to handle the referral emails when the contact person is unavailable?</li> <li>5. Fatima can help orgs create a workflow. United Way's process is to assign multiple admin who can view all referrals, to follow a workflow, and use a color-coded tracking sheet. The typical turnaround is 2-3 days. Orgs should configure it so that multiple people can view and assign referrals. She likes to help orgs with this configuration in the beginning.</li> </ol> <p>ii. Transit Referrals- In Dec there was a discussion of the challenges with transit referrals, including a lack of orgs to receive them, Medicaid transit processes, and misdirected referrals to Go Cary, one of the only orgs offering transit services.</p> <ol style="list-style-type: none"> <li>1. Fatima- More transit opportunities should be available with Medicaid expansion.</li> <li>2. Angel- Orgs should not refer Medicaid clients for transit, as it should be requested through their health plan, not a private company.</li> <li>3. Catrina- How do we communicate these processes to the users outside of our group who may not be as informed? Fatima would like to be invited to more community events. Susan suggests Fred Johnsons' monthly meeting (7Cs). She and Angel meet monthly</li> </ol>	
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	<p style="text-align: center;">with Unite Us. Fatima would like to be invited and will be meeting with Kate at Unite Us tomorrow.</p> <p>iii. CBO Needs, Training, Capacity- In December it was discussed that orgs are using multiple platforms with limited resources.</p> <p style="padding-left: 40px;">1. Fatima discussed HMIS specifically during her meeting and is awaiting a follow-up response.</p> <p>5. NCCARE360 Article- Opportunities, Challenges, Recommendations (53)- Due to time, discussion will be moved to the next meeting.</p> <p>6. Susan- Asked how Fatima would utilize if we could advocate with Duke. Fatima said the resources should go to the CBOs for support with housing, transportation, and utility assistance needs, which are highly requested with limited resources.</p>	
<b>Meeting Time</b>	The next NCCARE360 Advisory Council meeting will be on February 14 <sup>th</sup> at 3:30 pm	
<b>Adjourn</b>		