

Partnership for a Healthy Durham NCCare360 Task Force (Advisory Council)
Monthly Meeting
November 8th, 2023
3:30-4:30pm Zoom
Agenda

Facilitated by: Catrina Lloyd

Present: Angel Romero, Fatima Deas, Shemecka McNeil, Cedar Eagle, Bria Miller,		
Topic	Major Discussion	Recommendations and Action Steps
Welcome <i>Catrina Lloyd</i>	Introductions: name and organization. Ice-Breaker Question: What is on your, or your organization's, end of year Wishlist- resources, support, etc.? Review agenda: <ol style="list-style-type: none"> 1. Introductions 2. Review October meeting minutes 3. Announcements/Updates 4. Topics 	
Review of October minutes <i>Catrina Lloyd</i>		
Announcements/ Updates	<ol style="list-style-type: none"> 1. One Continuum - November 9, 2023 - 2:00 - 4:00 pm EST 2. Assigned contact for Durham County- Fatima certified Unite Us trainer w/United Way (211) user perspective training 3. 7cs- Paratransit providers available in NCCARE360 in 7 NC counties- ongoing discussion 4. K12- 3 year project, onboarding school systems in the 4 largest counties; DPS live, 1st county as of today 	
Topics	<ol style="list-style-type: none"> 1. Identifying council priorities- UW/211 is handling onboarding and training 2. Brainstorming an effective/improved feedback process- Duke contact Kate G-B, Fatima has other contacts and recommends the chat feature 	

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	<ul style="list-style-type: none"> 3. Discussion: Continuing versus Duplicating past efforts 4. Answers from Fatima: <ul style="list-style-type: none"> a. Length of project- 3 years with possibility for extension b. Focus of project- UW/211 partners with FHLI on K12 project to onboard school systems, allowing them to send (not receive) referrals starting with top 4 school systems and adding CBO's to receive referrals c. Services- Onboarding, training, navigating assistance to Durham based CBOs <ul style="list-style-type: none"> i. Referral process- email Fatima: fdeas@unitedwaync.org d. Needs Action Referrals- Angel's observations from reviewing, identifying sender/receiver error <ul style="list-style-type: none"> i. CBO staff need to be aware of the platform ii. CBOs should only list services open/offered to public iii. When referring, check eligibility criteria first e. Rejection handling <ul style="list-style-type: none"> i. Disable features- turn off services that are not being offered ii. Search by distance (not relevance) f. Feedback? <ul style="list-style-type: none"> i. To Users- mail icon ii. About Platform- Chat icon iii. Fatima can escalate to program directors iv. Angel sends concerns to Kate G. at Unite Us 5. Conclusion: Recruiting, onboarding, and training of CBOs 	
Meeting Time	The next NCCARE360 Advisory Council meeting will be on December 13 th at 3:30 pm	
Adjourn		

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