

Partnership for a Healthy Durham
Health and Housing (H&H) Committee Meeting Zoom
Tuesday, July 28, 2026

Present: Bria Miller, Clarence Taylor (Private landlord), Don Bradley (Duke Margolis), Marlene McCauley, Liv Gladlin, Angel Romero (Duke Health), Charlene Reiss (Partners for Impact), Uzuri Holder, Natalie Barnes (Alliance Health), James Davis Jr. (City of Durham), Caressa Harding (NCDHHS)		
Item	Major Discussion	Recommendations and Action Steps
Welcome/ Introductions 8:30-8:40	Lightning round: Your name, your affiliation, answer to the icebreaker question – summer is here. What’s bringing you joy right now? 1-2 words only, please!	
Health & Housing Committee 2026-27 Co-Chair 8:40-8:45 <i>Bria</i>	The Health & Housing Committee has a new co-Chair starting July 1, 2026.	
FindHelp Demonstration 8:45-9:00 <i>Angel Romero</i>	FindHelp Overview and Platform Features FindHelp is an online directory of free and reduced-cost resources, as well as an electronic referral tool. It is accessible across the United States and available in more than 100 languages. Compared to previous tools, it offers easier navigation and more reliable tracking features. Health systems pay for their profiles, while community-based organizations (CBOs) can use the platform at no cost. There are multiple entry points to access FindHelp. The platform is open to anyone, anywhere. It is HIPAA (health Information Portability and Accountability Act)- and FERPA (Family Educational Rights and Privacy Act)-compliant and provides free tools for individuals seeking assistance, as well as free tools for community partners. Community partners can process inbound referrals and applications for services, publish available appointments, and update referral statuses through the platform. Angel provided a tutorial of the platform during the meeting.	Connect with Angel (angel.romero@duke.edu) if your organization would like to schedule a demonstration of FindHelp.

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Program Listings and Adding Resources

Organizations can join by first *claiming their program* on the platform. FindHelp lists programs instead of organizations. In ZIP code 27701, there are currently 2,486 programs. Users can search for resources by topic. If you are aware of a program not listed, you can “suggest a program” by entering the provider’s name, program name, state served, phone number, and website.

Potential area needing more context: Are there specific guidelines or vetting processes for suggesting a program? Who approves new program submissions?

NCCARE360 remains active for some programs, although they no longer have navigators.

Users do not need a Duke Health account to access the platform.

Key Platform Functions Demonstrated:

- Search by ZIP code
- Each organization’s programs listed separately (e.g., a food pantry, clothing closet, and shelter are separate listings)
- Search by topic
- Each program has a “card.” A checkmark on the card indicates the listing has been “claimed” by the organization, meaning they maintain and update it.
 - Programs can be claimed at the bottom of their listing page
 - Program cards contain information such as hours, languages supported, cost, location, and population served
- Users can suggest a program if something is missing
 - Provider name refers to the organization
 - Names must be entered exactly as listed on FindHelp, which may require searching name variations

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- The website language can be changed using the top-left menu, and the entire website is translated
- Duke Health is seeking trusted partners: organizations with claimed listings, willing to receive electronic referrals, respond promptly, and update referral statuses regularly
- Joining the platform allows access to additional tools: Program Tools and People I'm Helping
- Users can edit their own listings
 - Program details: phone, address, website, availability, services, populations served, languages, cost
 - Contact settings: instructions for accessing services, integration of screeners, team email list, referral digest frequency
 - Hours and locations

Program Tools & Features

- *My Team*
 - Add team members by name, email, and role
 - Admins can add team members; workers cannot
- *Inbound Referrals*
 - Change referral status
- *My Analytics*
 - Search trends in your coverage area (filterable by location)
 - Heat maps showing where people are searching from
 - Some organizations have used this data to demonstrate need in grant applications
- *Ongoing Education* (FindHelp trainings)
 - Short self-guided video tutorials

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- Live trainings
- Office hours with the FindHelp team

- People I’m Helping
 - List of patients/clients
 - Schedule follow-ups

Angel is available for platform demonstrations and one-on-one meetings.

Questions and Answers

Q: Does this support two-way communication between referring provider and service provider?

A: Yes.

Q: Does it integrate with Electronic Health Records (EHRs)?

A: Yes. For example, referrals can link through MyDukeHealth.

Q: Impact on NCCARE360?

A: NCCARE360 lost funding for navigators, so that service is no longer available.

– Many partners previously accepting referrals through NCCARE360 are no longer receiving funds.

– Some organizations are still required to use NCCARE360, but most programs are transitioning to FindHelp.

Q: Housing resources demonstration:

A: Assistance with finding housing, paying for housing

- Housing advice (homebuying, foreclosure)
- Maintenance and repairs

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	– Residential housing – Temporary shelter Q: Do community members need an account to use FindHelp? A: No. They can access the platform directly at findhelp.com with the same service options.	
CHIP Brainstorming 9:00-9:25 <i>Uzuri</i>	Connecting the Health & Housing Community Health Improvement Plan (CHIP) with Roundtable Discussion Results The committee focused on brainstorming ideas to help achieve the goals outlined in the Health & Housing CHIP, drawing on insights from the recent Roundtable Discussions. During the last meeting, members reviewed the CHIP, discussed accomplishments, and reflected on what has gone well. The next step is to determine what the committee wants to focus on moving forward and whether any goals or approaches should be adjusted. In April, the committee held conversations about systems and systems mapping. A few years ago, they hosted a summit that centered on healthy and safe housing, aging in place, and community-wide strategies for improving housing conditions. The new CHIP draft will be developed between April and August 2027. The group discussed what can be accomplished from now until April 2027. Potential Activities and Opportunities (Based on Roundtable Feedback) • Collaborate with another committee to launch a neighbor-to-neighbor campaign. • The roundtables emphasized the importance of building strong relationships, increasing connection among neighbors, and creating or supporting “third spaces” that encourage gathering without cost (e.g., public libraries).	

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	• Create opportunities for community engagement. Examples discussed include: – Partnering with Bike Durham – Connecting with Community Health Workers (CHWs) – Organizing neighborhood-based food truck rodeos • Support initiatives that help residents learn about the history of their neighborhoods. – Ideas included facilitating storytelling sessions led by elders.	
Updates and announcements <i>9:25-9:30</i>		
Next meeting: August 25, 2026 at 8:30 AM on Zoom	The committee would like to receive updates on recent policies related to health and housing, current housing developments, and information about the recent encampment sweeps at the next committee meeting.	Ryan from the City of Durham should be invited to discuss the sweeps and the City's response. At a later meeting, the committee would also like to invite a representative from Housing for New Hope to provide additional perspective and information.