

**Partnership for a Healthy Durham NCCare360 Task Force (Advisory Council)**  
**Monthly Meeting**  
**December 18, 2024**  
**3:00-4:00pm Zoom**  
**Minutes**

<b>Present: Karin Szymanski, Bria Miller, Marissa Mortiboy, Abbie Szymanski, Amari Bass, Glenda Clare, Keith Patterson, Kimberly Monroe, Krista Kicsak, Wajiha Khan, Angel Carroll, Angel Romero,</b>		
Topic	Major Discussion	Recommendations and Action Steps
<b>Welcome</b>	Introductions and Icebreaker (What is one New Year activity/ritual for you?)	
<b>Announcements/ Updates</b>	Any updates or announcements:  HOPS expansion in the state Double Bucks holiday marketing with triple bucks 3-6 (occurring today)	
<b>Topics</b>	<p>1) Task Force Goals:  The goals of the group are to support the success of NCCARE360 in meeting resource needs in the community by:</p> <ul style="list-style-type: none"> <li>• Engaging partners to send and receive referrals</li> <li>• Identifying and trying to reduce barriers to utilization of platform</li> <li>• Assessing how well platform meets needs of clients and partners</li> <li>• Utilizing a racial equity framework</li> <li>• Highlighting identified resource needs to decision-makers</li> </ul> <p>Reviewed the goals above and then had a discussion regarding our work, challenges and barriers.</p> <p>Kimberly Moore – learning how missed appointment are being reported, they are under reported. Transportation barriers are a key challenge. It is important to build inventory of transportation services. Platform challenge is getting these services in the system. People accessing services across county lines and transportation does not always cross. Community partners say capacity is a challenge. Do not have the people to manage work in the platform. Need to coordinate bus line to the places that people are receiving services.</p>	

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	<p>Angel – Transportation Go Triangle connects the counties all together. Need for additional routes. Fred is giving example of people in Durham needing to go to Orange County or Chapel Hill to Duke (again across county lines)</p> <p>Angel - Training about eligibility. Food pantry referral from one county to get referrals that do not live in the correct the county. Training and updates are needed regularly. Other issues on the sender side, referrals to re-entry counsels. (organizations that works with justice involved, re-entry population).</p> <p>Amari (FHLI)- importance of the right people on the platform and that the organizations are set up correctly.</p> <p>Discussion around Community Health Workers utilizing the platform and past feedback and member experience is that the platform is not an effective tool for them. This might be a good time to reach back out to this group to get updated feedback from their use.</p> <p>Wajiha – MSN’s in Unite Us are working with community based organization’s to have their eligibility requirement clear and reflective of the service and area they provide. Training is very necessary and early on in the launch, organizations did not get the support that is now available.</p> <p>Funding discussion – HOPS and other programs/organizations have shown that when funding is available, use of the platform is more successful. Marissa brought up the question of grant funding availability. This used to be available and is beneficial to address the capacity challenges many organizations (smaller ones especially) have in trying to incorporate NCCARE360 into their workflow. Also discussed was higher level funding to address capacity issues as smaller organizations will struggle to look for funding etc. Interns to work within the platform can also be a way to address capacity but again the</p>	<p>Reach out to CHW groups and get feedback on NCCARE360</p> <p>Karin to reshare resources with the group via email.</p>
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	<p>oversight of the interns would then need to be picked up by some entity. Can this be again on a higher level for platform users?</p> <p>2) Discussion:</p> <ul style="list-style-type: none"> <li>• Resources provided by FHLI – resources were shared again with the group and partners asked if they had feedback or if they are utilizing them. Many in groups asked for them to be reshared.</li> <li>• Durham specific data presentation</li> </ul> <p>3) Task force focus and next steps</p> <ul style="list-style-type: none"> <li>• Increasing transportation entities and referrals in NCCARE360</li> <li>• Community Health Workers and utilization of NCCARE360</li> </ul>	<p>Moved to next meeting.</p>
<b>Meeting Time</b>	January 15, 2025	
<b>Adjourn</b>	4:02pm	

Facilitator: Karin Szymanski