

Chelan-Douglas Coalition for Health Improvement
Meeting Minutes
3:00 PM to 4:30 PM, July 11th, 2018

1) Introductions-All

Attendance: SEE SIGN IN SHEET

2) North Central Accountable Communities of Health (NCACH) Board Meeting Update- Brooklyn Holton

- NCACH Rapid Cycle Opioid Project awarded \$97,930 for projects occurring in July to December 2018.
- Pathways Community HUB will be launching as early October 2018. The Target population is Medicaid enrolled or eligible with 3 or more Emergency Department visits in Moses Lake.
- North Central Emergency Care Council and Transitional Care and Diversion Intervention work group are working on a Community Paramedic Model to help Identify needs.
- Stakeholder [survey](#) is out and live.
 - Please keep sharing
- Brooklyn is the new treasure for the NCACH.

3) SkillSource Presentation-Amanda Bobbitt and Lee Hendrickson

- All different agencies are here at the CHI to help improve the health of everyone.
- The goal of SkillSource is for people to be employed.
- 1.5 years ago, a grant was awarded. The question was how do all these partners work together and collaborate to use this grant money efficiently?
 - How can we better serve the customers?
- It was decided to map all organizations and find the resources that are available within the communities.
- Part the focus is health, but the main focus is employment.
- Where can we survey information?
 - Surveyed staff and customers (WorkSource, DSHS)
- Asked the knowledge level of the map.
- 20% of the surveyed knew of the available resources.
 - Survey customers, which showed that 50% to 90% did not know of the resources.
 - Survey customer understanding of resources after informational events.
- In rare cases 100% of customer awareness rate.
- Why? The person asked the right person, speak knowingly about resources, make it relevant to the customer, provide a list.
- Process Improvement Teams:
 - Improving collaboration and customer access

Workforce Collaboration Summit

- Trying to do the Summit in a different way than others.
- NC Partner Services Directory
- What do you do if you want to educate someone about a resource?
 - Google it and find the website
 - The websites is not easy to monovore

- The SkillSource team made a directory. The directory shows specifically what the organization has to offer.
 - Eligibility questions are used to see what the needs are for the client.
 - Next step, contact information on top of organization sheet.
- Resource directories are from Grant, Adam, Chelan, Douglas and Okanogan Counties.
- The decision was to put the information into a book and categorize into resource title.
- By asking questions, the customer and agency can have good referrals.
- If this works, the value will be shown. Then the directory can go to a digital version.
 - SkillSource is In the process of building the digital version.
- The directory has specific sources and it is too robust for a customer to use by him or herself.
- Quarterly Van Tour Days help with trainings.

Questions:

- The website works in 3 ways:
 - Guided questions
 - Click on the correct need
 - Click on the appropriate sheet
- The difference between the resource directory and WA2-1-1 is that WA2-1-1 has every type of organization.
 - The resource directory is a staff resource guide, but won't replace WA2-1-1.
- What are the plans to update?
 - An idea is to have updates and meet with the groups on a quarterly basis.
- How does an agency get connected?
 - Wanting to just finish this but if organizations want to be part of it get a hold of SkillSource.
 - Van Tours are open to anyone.
 - The initial grant helped us focus on the directory.
- Can this be made available to the CHI stakeholder's list in the follow up email?
 - Not yet, anyone can use it when it is done and ready to go live.

4)Solution Activity-All

Current issue that needs a solution in Chelan-Douglas Counties:

Part of the programming at The Center for Alcohol and Drug Treatment is to get a job and/or volunteer to give back to the community, find some purpose in their day, and be able to get back on their feet. The barrier that is happening is that these individuals are unemployed, don't have the funds for bus tokens, and are not getting jobs because they are showing up for interviews after walking in the heat/cold. Are there any resources for these individuals that are trying to become active members of the community?"

- How do we identify funding means for transportation?
- If we as a CHI identify an issue, then the Coalition can find a solution.
- The attendees of the meeting participated in an activity. Each person had an index card and wrote a solution for the problem stated above. For 30 seconds each member exchanged index cards. Once 30 seconds was done then he or she rated the someone else's solution from 1 to 10. The participants did this 5 times. After the final scoring, he or she added the ratings. The total possible was 50 points.

- Collected the top 7 rated cards to find the common solutions.
 - Establish criteria, identify funders, and access for users.

Ideas and Discussion for a Solution:

- Maybe we can use Crunch Pak as a example of a current program (how do they structure it and use the funding).
- Chelan High School sends students on Link Transit. The High School provides the transportation, so the students do not have to pay.
- Social Services agency could fund the money for the bus tokens.
- The barrier with employers providing the bus tokens, is that they might not want to provide the funding.
- If someone qualifies for a cell phone, then the Link Transit app (TransitLink) could automatically upload.
- What if we in corporate Wenatchee Shuttle, churches, and social service agencies.
- Volunteer pool could be a resource.
- Mobility Council has talked about this and Spokane has gotten a fleet of vans for a volunteer drivers.
- Through the WSDOT grant funding, Chelan and Douglas Counties are not getting enough applications and funding.
- In this area we have UBER connect. With the specific and high rated drivers the could be reimbursed.
 - Incentive for them to keep giving good service.
 - [UBER](#) has started helping with transportation for health care.

What is currently existing?

What does funding look like?

5)Roundtable-All

- [Mobility Council Survey](#) is being distributed by the Mobility Council to collect data to improve the transportation of the region.
- [IRIS](#)- Once a year IRIS puts on a Success Summit-
 - If you have a success story, then submit the story. The criteria is 1 page and shared widely.
 - Send PDF and flyer for information on the Success Summit.
- Back to the problem and solution: We need to think of how this does or doesn't include people in rural areas.

6)Meeting Adjourned