

Chelan-Douglas Coalition for Health Improvement  
Meeting Minutes  
December, 11 2019 at 3:00 PM to 4:30 PM

Introductions and Icebreaker-All

Attendance: See Sign In Sheet

Washington 2-1-1-Tim Sullivan and Stacy Kellogg

- 2-1-1 is an easy number to remember like 911.
- Washington 2-1-1 (WA2-1-1) provides confidential and free services available to Washington State residents.

WA2-1-1 maintains a resource database and is a tool for resources.

- In 1997, United Way of Metropolitan Atlanta adopted 2-1-1.
- Previously in Washington, it was called Washington Information 211 (WIN2-1-1), but now is Washington 2-1-1.
- The first call was made on February 11, 2006. Governor Jay Inslee was the first one to take the call.
- 2-1-1 offers maximum use of community resources.
  - The information is provided online or through the call center.
- 2-1-1 is a no wrong door access to health and human resources.
- Text zip code to 18772119274 or free phone call to a trained, certified information and referral specialist.
- Some of the resources that are provided: Transportation, housing, food assistance, health care, job training and access to Social Determinants of Health.
- There is a partnership with Accountable Communities of Health (ACHs).
  - Washington 2-1-1 is an effective public-private partnership.
- Organizations are close to the region and environment. Every dollar spent is leverage with the call center. In 2018, 2-1-1 received 264,242 calls and 980 residents per day.
- Tim Sullivan is the Director in Washington State. Stacy Kellogg manages the Greater Columbia where there are 16 call centers.

Top 10 met needs:

- Family and community needs
- Housing/low cost housing
- Utilities
- Emergency shelter
- Government
- Rent/mortgage assistance
- Legal
- Food/food bank
- Transportation

### **Top 10 unmet needs:**

- Food/food bank information
- Housing
- Transportation
- Holiday related assistance
- Emergency shelter
- Rent/mortgage assistance
- Family and community needs
- Utilities
- Legal
- Transitional Housing

### **Continued Information**

- All of the 211's across the country are independent.

### **Programs**

- Someone can call if there is an epidemic. The program is called "Flu on Call."
- Free tax filing services program called "My Free Taxes."
- "Ride United" provides free lyft rides to low income people for medical appointments, job interviews and necessary appointments.

### **WA2-1-1 Technology**

- Website
- Research search
- State-Wide Community Calendar(Post or search).
- Telephone system: English and Spanish
  - They can get an automatic call back.

### **Questions and Answers-All**

- Is it possible to create a 211 representative for NCW?
  - Yes, there needs to be funding. We can look into funding resources and partnership.
- How do we avoid duplication of effort?
  - A huge value to Washington 2-1-1 is the call component. People are able to call and that is what sets us apart. Texting and email are an option as well.
- Will there be a way to GIS mapping?
  - WA 2-1-1 is wanting to explore opportunities.
- Would you ever change to a local number instead of national number?
  - It is a national data platform. Call routing has been improved and will route by zip code.
- Is there a need for grievance services?
  - Yes, for all of the counties.
- If someone calls about self harm? What do you do in those situations?
  - We provide crisis services. We do call 911 and have police do well-fare checks, if needed. Our information does not show legal status. WA2-1-1 will help connect to the right resources.

#### Talk with Kelly Lindseth-**Kelly Lindseth**

- Kelly Lindseth is the Employment Connections Director. Kelly oversees 60 staff members.
- There needs to be awareness building done.
- How can we collaborate and listen? Have better connections between more resources in the community? In the follow up process what does that look like?
- Kelly has 1 on 1 meetings with the commissioner weekly. Our community has the ability to let the commissioners know what is needed in our region. The stories in rural communities are not lost. The challenges are different, but the people are the same. What do those at the state level need to know?

#### North Central Accountable Communities of Health Board Updates-**Brooklyn Holton**

- Tribal Investment: Group working to better serve the tribal members.
- CPTS Workgroups: Working on helping individuals coming out of incarceration.
- In January, there is no NCACH Board Meeting
- Pathways HUB update: The Pathways HUB was evaluated by the Center for Community Health and Evaluation. Some changes may be made, but the state recognizes that we have a care coordination model in our state.
- CHI Evaluation: The Okanogan County spoke before the NCACH board to know more about the roles of the CHIs and what will happen beyond the ACH funding.

Meeting Adjourned