

Resource Roundtable Minutes 2/21/2020

Present; Dean Wight, Greg Arnold, Chris Orr, Lisa Hull, Maryann Welch, Yarrow Greer, Blake O'Conner, Monica Burke, Jenifer Lewis, Lara Welker, Roxana Parise, Don Cook, Alexis Fenton, Michelle Cook, Grace Throener, Jessica Hilburn, Mary Jo Durborow

Agenda

Overview: The intent of this meeting was to gather with those individuals who are considered by peers in the professional human services sector to be “Powerhouses of Knowledge”—people who know the systems in Whatcom County, have high social capital and navigation skills. They are the holders of the community’s historical knowledge in so far as how to leverage what is needed from the abundance of resources in our community.

Process, Progress & Possibilities

Resource Roundtable Journey:

In 2017-2018, Whatcom County Health Department partnered with Whatcom Family & Community Network to host world café discussions on what would strengthen the resilience and wellbeing of families in Whatcom County. A theme emerged from the data gathered--Access to resource information that was up-to-date, searchable in a user friendly way, and had “real time” availability is needed. Families find they spend too much time and energy, often resulting in a merry-go-round/goose chase of calls and searching. There is a habit to provide a lot of “possible” connections and phone numbers to those needing services, without a real sense of what is actually available. The concern called for a response—a hopeful one. Whatcom County has attempted at least on two occasions to address this concern, but both times the issue of access to resources was coupled with care coordination efforts. Complexities due to funding and service requirements across complex, less nimble systems proved to be a barrier in the past, primarily with care coordination needs.

In June 2019, a group of over 60 individuals gathered to imagine a better future for access to resource information in Whatcom County. A dynamic system, with both electronic and print access was imagined—easily searchable, up-to-date, with real time information were elements to the vision. Notes available at:_____

Research and Partnership Exploration: After the June meeting, the core Resource Roundtable Planning team set out to understand the systems that are already in place and the technology available. Conversations, demonstrations, and hands on experiences were had to understand any viable partnerships or collaborations. Today, a few of the partners we met with are here to share.

The Future & Hope of 2-1-1, Represented by Lisa Hull from Seattle

2-1-1 is the State funded effort to help increase access to resources. There is movement in 2-1-1 to update technologically and make user friendly changes. The system is not highly funded, but it is not going away any time soon. The Resource Roundtable planning team felt that perhaps in partnership with 2-1-1 we and other communities might be able to promote changes with the technologies currently used in order to create a system we would want to use and engage with—rather than trying to create a Whatcom County specific technology and source, separate from 2-1-1. Lisa Hull showed us via the internet, the current technologies and answered questions for the group. Some changes had just happened recently and they are open to continuous improvement.

The service provider interface evidenced some limitations in searchability with keywords that would make sense to end users.

LISA—The North Sound region of 2-1-1 currently maintains 8 employees at their call center. While this is sufficient to meet the needs of those calling in, they do not have the manpower to ensure that the resources are up-to-date and accurate. While the integrity of the resources varies from county to county, it is known that those in Whatcom County are not very current. 2-1-1 relies on the community to keep their listings up-to-date and relies on a once a year e-mail campaign for agencies to update. Lewis County, through the United Way, funds a part-time position that has access to the backend of the 211 system. This person acts as a community liason between local resources educating them about the importance of keeping their listings updated, teaches them how to do it, and in the absence of a non-profit contact can update listings on behalf of an agency. This seems like a promising model to consider here in Whatcom County.

Access to Services: Generations Forward, Represented by Monica Burke and Yarrow Greer (informally)

Generations Forward, focused on families with children ages 0 to 8, was funded by the State of WA, DSHS system to engage in human design focus groups and planning for a system to increase access to services. While there is a dovetail to this work, Generations Forward has been working independently on their path on this project, but have interest to stay connected.

The Human Centered Design work will be important information in any system designed or chosen to provide the end users a high quality, effective experience.

The Resource Roundtable group hopes that the GF group will collaborate so that what they learn and the model they use to gather the information can be used to inform this body of work.

Healthbridge: Pathways Hub, Represented by Greg Arnold and Dean Wight

Northsound ACH is very interested in this conversation. Since early discussions, NSACH has decided NOT to continue with Healthbridge as its foundation of resource information/coordinated care pathways hub. They are looking for better solutions, too.

The Resource Roundtable group also spoke with Unite Us, who is the for profit developing the care coordination and “resource” technology for Kaiser Permanente. The team’s determination was that this was very care coordination focused more than community resource focused and the best thing was if care coordination could be plugged into a core source of resource information.

Understanding Current Electronic Sources

See attached pdf document: 2.21.20 PHoK Worksheet Sources of Information

[2.21.20 PoK Gathering Worksheet Sources of Information.pdf](#)

Investing: Cost; Capacity; Commitment

See attached pdf document: 2.21.20 PHoK Gathering Worksheet Capacity, Commitment, Confidence

[2.21.PHoK Gathering Worksheet Capacity, Commitment, Confidence.docx.pdf](#)

Big Ideas: Capture Sheets that were around the room.

If we could just do resource and information just 15% Better in Whatcom County, what would be winnable to do?

What can be done if we want to make access to social service resource & info just 15% better?

- Communicate P.R. on computer 2-1-1 in w.c.
- One step system.
- Access for all.
- Access of resources in multiple languages (Spanish, Russian etc.)
- System that can be updated in real time-by the individual providers.
- Having a link to each resource facility. Once the facility updates there website the link is automatically updated.
- Getting to agreement/ commitment to “de couple” the info + resources piece from care coordinator/ navigation piece. *will be important for progress I think.*
- Support for orgs w/specialized knowledge to feed a continuous system.

What are obvious next steps?

Resource Roundtable: Next steps

Step	Who	When
Involve county government Expertise and funding	Kristi will talk to Judy Z and others.	Before next gathering. Will invite.
Involve the Whatcom county library system	Kristi will reach out for early conversation	Before next gathering. Will invite.
Identify an agency willing and able to commit staff to being a county 211 coordinator	Lisa S will talk to OC about a new hire to focus on this.	March.

The following individuals signed up to be thought and planning partners as the Resource Roundtable effort moves forward. Others are welcome to join.

Resource Round Table Committee 2/21/2020

First Name	Last Name
Dean	Wight
Greg	Arnold
Chris	Orr
Lisa	Hull
Maryann	Welch
Yarrow	Greer
Blake	O'Conner
Monica	Burke
Jenifer	Lewis
Lara	Welker
Alexa	Hamilton
Ryan	Blackwell

Chucanut Health foundation

NOTE: The original plan was to gather in late March 2020. Then the COVID-19 pandemic occurred. Due to a variety of situations, the next step for gathering will be announced mid-June 2020.