

AGENDA

Welcome

- Introductions

Members in attendance:

Kristi Slette – Whatcom Family Community Network
Neil McKay – Whatcom County Library Systems
Deirdra Brummer – Opportunity Council
Chris Orr – Whatcom Council on Aging
Patty Boyce – United Way
Kathryn DiFillipo – Whatcom County Health Department
Kristi Birkeland – United Way
Dean Wight – Northwest Youth Services
Greg Arnold – North Sound Accountable Community of Health
Yarrow Greer – Opportunity Council
Lisa Sohni – Opportunity Council
Jeff Judkins – Opportunity Council
Heidi Knickerbocker – Opportunity Council

History – PowerPoint Presentation

- Honoring what came before, transparency moving forward
 - [Link to presentation](#)

Present Day

- Tour of [CRN Landing](#) page, preview of newsletter

Review of Goals from Last Meeting:

1. Resource Database
2. Develop a Leadership Engagement Effort
3. Community-wide Resource Training
4. Outreach
5. What's missing and who's missing?

Open conversation:

- *Neil:* how many resources are we talking about in Whatcom County? How big would a comprehensive database need to be?
- *Lisa:* OC's directory currently lists about 380 items, but it is not a comprehensive list of different programs and services, more a general overview of local agencies
- *Neil:* for a rough estimate, probably around 1,000 different resources that would be listed in a Whatcom County resource database
- *Greg:* Two recent examples of state initiatives for resource directories/ others who are missing from the table: Dept. of Health implemented a state-wide contract for a resource directory buildout using Healthbridge, subcontracted through Within Reach WA; Ideal Options is moving forward with building a

Northern WA resource directory utilizing Now Pow system. Concern with these efforts: going forward w/o much feedback or connection to other local efforts

- *Dean*: echoing those concerns: these systems are being designed from top down, which will increase the chaos. Going back to question of how many line items in a resource database: at the CIE summit there was a presentation from 211 at the national level; they have a taxonomy of categories that would be worth looking at for ideas of ways to define information, help us set standards for data elements as we look to create a database
- *Deirdra*: there's a contact at Within Reach who is in a position like Heidi's, can reach out to them if needed. [Link to their online resource finder](#)

211 Activity

- ["Spiral Notebook" activity](#)
- Breakout groups: 211 pros and cons
 - **Group 1:**
 - Pros:
 - Comprehensive. 211 address all levels of care and universal
 - Not starting from scratch – foundation
 - Phone number – brand awareness
 - Cons:
 - If it's not complete, full of resources it's not helpful
 - We have Less control than if we built something
 - Languages? Navigation? Accessibility?
 - **Group 2:**
 - Pros:
 - brand recognition
 - has a human factor
 - do not have to manage the system ourselves
 - Cons:
 - underfunded/capacity
 - advertised as the go-to across the board even though that is not the case for this community
 - no understanding of what their future efforts/vision is
 - **Group 3:**
 - Pros:
 - 211 is often the first source of information that gets transferred over to many of the resource systems that are being built (i.e. Now Pow, etc.)
 - State-wide, can be applicable anywhere in WA
 - Many people in the community already utilize it
 - Live line where you can talk directly to someone
 - Cons:
 - Potential for duplication of agency work
 - Not always accuracy or detail in the information being given out

- No closed-loop referrals/ capability to input information into the database, doesn't serve the needs CIEs aim to provide (i.e. community-wide analytics)
- Serves as a starting point, but doesn't necessarily get someone's needs met from start to finish: doesn't necessarily reflect the complexity of program specifics, eligibility requirements, etc.
- Unknowns: Is there a data standard, and can it be modified?
- **Group 4:**
 - Pros:
 - Some counties are up to date
 - Most successful when calling
 - Number is widely known
 - Has a website and phone number
 - Aspirational— there is at least a structure that exists— It's a model that has worked in some places
 - Cons:
 - Different depending on the counties
 - End user get the run around— no idea what the agencies do— just given a number
 - Sends to resources outside community
 - Not very searchable on the website
 - Policy makers putting resources into various different systems, not collaborate on same sessions

Next Steps Prioritization Activity – Poll:

1. What is the best path forward to create an up to date and accurate resource database for Whatcom County?
 - a. Update existing OC database **(0 votes)**
 - b. Work with 211 **(1 vote)**
 - c. Develop a new platform **(0 votes)**
 - d. Other: type into chat **(8 votes)**

“Other” Responses:

- Try to work with 2-1-1 but recognize that might not be the best option
- Continue to track whether 211 can improve, but explore new platform
- Still some value in tying 2 together - OC inform 211 or vice versa
- Pull systems that are implemented for the region together (CCS Healthbridge, Now Pow)
- Try and identify the gaps in the systems that are going to be developed in Whatcom. within reach and other state-wide efforts
- Explore the other two systems that Greg mentioned before choosing our next steps. How we can partner with them
- Before I can answer question one, I need to research 211 and look at their database. Has there been any conversations regarding the needs of a Whatcom County Database?

- I don't have enough background to provide feedback on question
- 2. Though our primary focus is to develop a resource database, how important is it that this database can evolve into having care coordination capabilities?
 - a. Very **(4 votes)**
 - b. Somewhat **(4 votes)**
 - c. Not at all **(1 vote)**
 - d. Neutral **(0 votes)**
- 3. One of our next tasks is to develop a community-wide resource training. What should the priority of this training be?
 - a. Reviewing available platforms where resources can be found **(4 votes)**
 - b. Learning about specific programs **(1 vote)**
 - c. Understanding the different social service sectors in Whatcom County **(3 votes)**
 - d. Other: type into chat **(1 vote)**
 - “Other” responses:**
 - Best practices around service linkage and models
 - Ultimately it would be “all of the above”
- 4. What is the best way to get the word out about the new community resources we are developing?
 - a. Connections with local coalitions **(3 votes)**
 - b. Individual presentations to providers **(1 vote)**
 - c. Online campaign **(1 vote)**
 - d. Other: type into chat **(2 votes)**
 - “Other” responses:**
 - All of the above
 - All of the above
 - Again, need to engage policy makers, funders in the discussion

Next meeting (via Zoom): 9/11 at 11