

**SEPT. 18**  
**TPC MEETING**

# TPC GOALS

## **Partnering & collaboration needs:**

- Community-wide trainings
  - Outreach
- 

## **Potential work-group needs:**

- Resource Database
- CIE

# COMMUNITY TRAININGS

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## AUGUST TPC POLL RESULTS:

**Q:** One of our next tasks is to develop a community-wide resource training. What should the priority 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)
  - o Best practices around service linkage and models
  - o Ultimately it would be "all of the above"

# COMMUNITY TRAININGS

## CRN SURVEY RESULTS:

1. What resource lists or databases do you currently utilize when looking for resources?

The most common response was **Opportunity Council resources** (40%), including the Community Resource Directory, Community Resource Center, WABC.org, and CRN updates. The next most common responses were **Google/Internet Search** (17%) and **211** (6%).

# COMMUNITY TRAININGS

## CRN SURVEY RESULTS:

2. What types of tailored resource lists would be helpful to you in your work with clients?

Most common responses included **Food/Meals (16%)**; **Housing (16%)**; **Clothing (14%)**; **Health (10%)** including healthcare, mental health, and substance use; **Hygiene (6%)**; **Household Goods/Furniture (6%)**; **Financial Assistance (5%)**; and **Child/Family Resources (3%)**

# COMMUNITY TRAININGS

## CRN SURVEY RESULTS:

3. What community resources or service areas do you feel least familiar with and would like to learn more about?

Most common responses included **Housing (21%)**, **Mental Health (13%)**, **Legal (13%)**, **Basic Needs (12%)**, and **Financial Assistance (6%)**.

# COMMUNITY TRAININGS

## NEXT STEPS:

- Developing specialized resource guides - **starting with housing**
- Creating specialized trainings on specific topics (i.e. **senior resources, housing, veterans services, etc.**)
  - **Experts from the community partner with us**
- Training on navigating community resources



# OUTREACH & ENGAGEMENT

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## **BUILDING OUR NETWORK:**

**Starting small as we focus on building resources:**

- **Outreach to coalitions and community groups**
- **Promote CRN**
- **Future: promote new resource guides and trainings, and eventually promote the resource database**

# OUTREACH & ENGAGEMENT

## COALITIONS AND COMMUNITY GROUPS:

- **Community Health Worker Network**
- **Parent Coalition (Arc of Whatcom)**
- **Whatcom Asset Building Coalition**
- **Whatcom Coalition to End Homelessness**
- **Whatcom Council on Aging**
- **Whatcom Food Network**
- **Whatcom Human Rights Task Force**
- **Whatcom Prevention Coalition**
- **Others?**

# COMMUNITY INFORMATION EXCHANGE

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## WHAT IS A CIE?



### What is CIE?

A CIE is an ecosystem comprised of multidisciplinary network partners that use a shared language, a resource database, and an integrated technology platform to deliver enhanced community care planning. Care planning tools enable partners to integrate data from multiple sources and make bi-directional referrals to create a shared longitudinal record. By focusing on these core components, a CIE enables communities to shift away from a reactive approach to providing care toward proactive, holistic, person-centered care.



# COMMUNITY INFORMATION EXCHANGE

## LEARN MORE ABOUT CIE:

C I E S A N D I E G O

### CIE Toolkit

The CIE Toolkit is designed to assist communities interested in learning how to harness the value of cross-sector collaboration and data sharing to develop a Community Information Exchange (CIE) that enables a network of health, human, and social service providers to deliver coordinated, person-centered care to address social determinants of health to improve population health.

[Sign up to receive the CIE Toolkit](#)



2-1-1 is committed to serving as a resource in helping to guide the discussion, and team members are available to answer questions, provide consultation, and offer technical assistance upon request. For more information, please [contact us](#).

# RESOURCE DATABASE

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## AUGUST TPC POLL RESULTS:

**Q:** 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)

The majority of responses pointed to continuing to look into the possibility of partnering with 211, while also exploring alternatives



# RESOURCE DATABASE

## RESULTS FROM 211 ACTIVITY AT AUGUST TPC MEETING:

### Pros:

- Not starting from scratch, we don't have to build/ manage a system
- Brand awareness
- Human factor / live line, + a website component
- State-wide, can be applicable anywhere in WA
- Comprehensive, 211 address all levels of care
- Many people in the community already utilize it
- It's a model that has worked in other regions

# RESOURCE DATABASE

## RESULTS FROM 211 ACTIVITY AT AUGUST MEETING:

### Cons:

- Less control than if we built something ourselves
- Underfunded/capacity concerns
- Advertised as the go-to, but that is not the case for this community
- No understanding of their future efforts/vision
- Not always accuracy or detail in the information being given out
- No closed-loop referrals
- Doesn't necessarily get someone's needs met from start to finish/  
clients just given a number to call
- Website not very searchable
- Sometimes refers to resources outside the community

# RESOURCE DATABASE

## **OTHER EFFORTS:**

### **Local:**

- **Generations Forward**
- **Others?**

### **Regional:**

- **Help Me Grow**
- **Ideal Options / Now Pow**
- **Dept. of Health / Within Reach / Healthbridge**

# RESOURCE DATABASE

## **DATABASES WE KNOW OF:**

**211**

**Arc Database**

**DSHS**

**OC Directory**

**Parent Help 123**

**SEAS**

**WA Community Living Connections**

# RESOURCE DATABASE

## ACTIVITY:

### Explore existing databases:

- 211
- Parent Help 123
- SEAS
- WA Community Living Connections

How accurate are the resources?

How easy is it to navigate the site?

What elements or unique characteristics work well?

Which aspects were frustrating or difficult to use?