

December TPC Meeting Agenda & Notes

Members in Attendance:

Jen Geracie, Peace Health
Deirdra Brummer, Opportunity Council
Lisa Sohni, Opportunity Council
Vesla Tonnessen, Whatcom Early Learning Alliance
Dean Wight, Northwest Youth Services
Neil McKay, Whatcom County Library System
Heidi Knickerbocker, Opportunity Council
Kathryn DiFillipo, Whatcom County Health Department
Jeff Judkins, Opportunity Council
Kristi Slette, Whatcom Family and Community Network

TRIZ Activity: Plan for Failure and Do the Opposite

Group brainstorm: If this group sought to intentionally fail at our objectives, what might that look like?

- *Outdated information*
- *Obsolete database software*
- *Not user-friendly information,*
- *Constantly changing where the most up to date information lived*
- *No communication between providers of services*
- *Disband CRN*
- *Hard to navigate websites*
- *Have no plan to keep things updated*
- *Generate dead links*
- *Never let anyone know of new efforts, partnerships or services.*
- *Not have a website.*
- *More paperwork*
- *Not enough resources to build an effective, working system.*
- *Never communicate with other organizations.*
- *No staff or point person*
- *No buy-in from stakeholders*
- *Get bogged down in committees with no action*
- *Don't market or put out information on services at all.*
- *Only use 211*
- *Have NO ONE in the community in charge of managing or communicating resource*
- *Losing confidence with the consumers by not being clear about what is currently available.*
- *Fail to listen to the end users of the system*
- *Didn't automate updates, in order to reduce demand on programs in the database.*
- *Give out wrong information/old information*
- *Stop trying*
- *Not knowing wait times or who accepts what insurance or other assistance programs*
- *Calling about a service and being transferred to a new staff person, who then transfers you to another staff person, who then transfers to you another staff person.*
- *Be the opposite of collaborative, fail to share information*
- *Thinking someone else will do it*

- *Having to tell your story multiple times*

UPDATES:

Outreach & Engagement

- Met with Bellingham Public Schools Family Resource Center team
- Continuing to grow CRN
 - Reaching about 870 members each week

CIE

Open conversation for any updates / other efforts happening

Community-wide Training & Education

- Released housing guide and accompanying webpages
 - www.whatcomabc.org/housing
- Beginning to work on other guides and future trainings

Resource Database

- Met with consultants from two resource database platforms
 - Vinculo
 - Some automation built in: automatically generates updates from websites
 - Have not done demo yet, open invitation to anyone who would like to be included:
 - Dean and Neil would like to join demo
 - iCarol
 - Built around 211 taxonomy (AIRES)
 - Created by and for intake and referral specialists, industry knowledge
 - Demo already complete, waiting to receive info on pricing
- Exploring what may be possible in terms of database and web page interface
- Moving forward with updating current directory while looking for a more long-term solution
 - Hiring an intern to help with contacting providers and updating listings

NEXT STEPS:

Committee Discussion

- Where is this work going, and what kind of support do we need for it?
 - Identifying gaps and community perspective
 - Creating a case statement to leadership
 - Dean, Lisa, Kathryn, and Neil willing to help with case statement
 - State the current situation, assess gaps for resources. Multiple efforts happening
 - Track data on what resources don't exist as well as what is available
 - Inform policy makers and eliminate run around/increase efficiencies
 - Describe all the community initiatives happening. How do we collaborate and take on this challenge, building from a common frame
 - Need community voices to inform along the way
- Our next steps:

- Case Statement Work Group
- January meeting: Vesla and Kathryn share Help Me Grow efforts

Next Meeting: Friday, January 15, 11am – 12:30pm