

RESOURCE ROUNDTABLE MEETING 6/21/19

WORLD CAFÉ SESSION –

ROUND 1:

What is working well in the area of accessing services, resources & referrals for people who live in Whatcom County?

- Transfer of knowledge, not hoarding information.
- Schools Homeless Liaisons for families and children.
- Passion = active not passive, desire and willingness to serve/contribute.
- Continual evaluation/re-evaluation
- Local gathering places, neighborhoods, churches
- Strength, - agency collaboration
- People as resources, as powerhouses of knowledge
- Opportunity for feedback/involvement to impact resources & system.
- Service = Power, Access means Access.
- Clients advocate for other clients.
- Organizations & people desire connecting and working together
- Variety of resources – lots of specialties
- Many resources do well with helping identify needs and expand connections when possible.
- Geographically concentrated resources in some areas.
- More current resources due to technology that exists in our community.
- Variety of outreach and mobile resources to meet people where they are.
- Information and navigation exist and work well for some resources. Ex. SEAS
- Referral mechanisms made with person/consumer input is growing.
- Warm handoffs are great when they happen.
- Non-Profits are specialized and knowledgeable
- Bellingham has a lot of agencies that offer services.
- Strong relationships between public and private sectors.
- Access to Dumpsters
- **Some current organizations that are making a difference;**
 - Whatcomtakingaction.org
 - CRN – Community Resource Network
 - SEAS – Connection to community resources, family based, guides care coordination. SEAS directory for children with special health care needs. Single entry access to services.
 - Opportunity Council – meeting homeless needs, ease of services and meeting the demand for Homeless housing case management. Variety of services offered throughout the county.
 - Food Banks - commitment to food security/capacity building. Provide access to hot meals.
 - ARC of Whatcom County
 - WTA – Whatcom Transit Authority
 - Whatcom County, Bellingham and Alternative Library systems as community connectors. They provide internet access throughout the community.
 - City Partnerships – i.e. Community Paramedics
 - NWRC – Northwest Regional Council ; Resources for Seniors/ADR

EWRRRC – East Whatcom Regional Resource Center
Project Homeless Connect
Resources / ReStore
Homes Now & Shower Truck
Faith Based Resources
Unity Care NW – Open Access day offering behavioral & physical health care. Opening of new Ferndale location.
WWU – Interns and volunteers

ROUND 2

What is a better future for ease of access to services & coordinating resources & information for providers and end users?

- One stop shopping or connecting shops.
- Website App that collects resources across the different agencies;
Easy to update, Pay someone to maintain, Database of reliable information that is Available for everyone to use.
- Single entry access for all resources
- Make Referrals easy; Singular community form, electronic database that makes sure the Program exists and is open for new referrals.
- Free public transit – transportation to appointments
- Points of contact – Designated “info giver” at each agency for updates.
- Dedicated people keeping resources up to date.
- Continuum of need for assistance with navigation.
- Who Does What? Avoid redundancy, Avoid duplication of services.
- More employees who speak multiple languages
- Community Navigators; Real jobs, scattered throughout the community
- More Regional Resource Centers
- Getting to Bellingham where most resources are located; can the connection to services be Mobile or services themselves?
- More service providers; more capacity for existing services
- Not retraumatizing clients by making them retell their stories to each agency.
- Psychiatrists provided for children age 4 between Skagit & Whatcom counties
- Housing priority for children age 2 or above.
- Dental services for children
- Pathways Hub – Common link for info sharing; remove barriers
- Agencies as stewards, not as gate keepers
- Warm handoffs
- Increased opportunities to meet and share knowledge
- Each agency is responsible to maintain their part of the resources. Take staff time, money To maintain.
- Develop system of consent/release of info/privacy to improve access, reduce barriers.
- Community Health Workers – Pathways Hub
- Paid training for service providers

- Spend provider/client time to make solid referrals.
- Physical Access Challenges for clients in rural areas with limited mobility.
- Coordination of care; Prioritize Need (MH, Housing, Family, Doctor, etc.)
- One Consent Form – to cover everyone. HIPPA is Highest Standard.
- Cross Training between agencies; Rules and What are available resources with other agencies.
- Case Managers – Staff person.
- End capitalism – move to workerbased organizations.
- Childcare expected/incorporated into services.
- Normalize access to free housing
- Accountability when making/accepting referrals.
- Client can access info without organizational liaison.
- Centralized tool to connect users with needs to providers
- Providers/Decision makers are from/reflect the community groups we serve.
- Bring resources to natural gathering spots like libraries and schools.
More indoor gathering spots like the East County Resource Center.
- One Resource that Everyone uses, supports for all needs. 2-1-1 but more robust.
This resource takes you straight to the complete answer, not just a link.

ROUND 3;

What are possible next steps to move toward our better future?

- Develop a Referral form and or a Referral Guide for agency staff.
- Develop a centralized Intake process Database;
 - shows available spots
 - What is criteria for program services?
 - How long is the waiting list
 - Feedback and Follow-up
 - Automated “Help Me Grow” model “Within Reach Model”
 - Personal Agency responsibilities, Who? How Much Money?
 - Two way system
 - Develop community process for notifying of changes with agencies and programs.
- Ongoing Cross training between agencies.
- History inventory of past efforts; what has already been tried? How did it go?
- Resource Fair for providers and clients. Events in different locations offering fun and assistance.
- Get community/user input.
- Develop several ways for clients to access resources; WEB/Internet, Phone, in-person, other
- Database organized by user need in lay-persons terms. For community members and providers.
- Asset Mapping;
 - Inventory what organizations are holders, maintainers of Resource Service Lists.
 - HCD Human Centered Design; Process on how o address the questions and dilemmas.
 - Explore unsuspecting partners; Potential for collaboration with 211.
- Develop shared consent form. What about selective clients?
- Develop a Community Process for Agency changes or closures

- Who, What, When, Where.
- Who Next will fill the service gaps.
- Navigators – Mobile providers, Mobile resource ruck, flexible to level of need.
- Expand SEAS & Opportunity Council – Setup a designated system of people to keep resources up to date.
- Greater provision of services and expansion of community conversations in gathering spaces. (Senior Centers, Community Centers etc.)
- Short Term case managements/crisis management.
- toward ending transportation/language barriers
- More employees who are direct service providers = Greater involvement of these individuals at decision-making levels.
- Eliminating barriers to employment; Ex. Criminal background checks.
- Universal client database for service providers in Whatcom County to use.
- Expand Resource Centers to where people are living.
- Expand capacity for care coordination so client doesn't have to go to multiple location. Keep filling out the same forms in multiple locations.
- Open a dialogue between business/non-profits for a shared vision; Fundraising/Investment, Support and Buy-In.
- City and County government needs to invest and buy in to the system, They should be invited to Future Resource Roundtable discussions.
- Physical resources for those who don't have access.
- Resource database is a place to corral resource service. Searchable by need and provision of services.
- END CAPITALISM

Hopes for future of Resources;

- Client centered and responsive
- Clear, efficient, current, easy
- Plentiful enough
- Coordination between providers
- County-wide good referrals
- Accessible, online and physical
- Equitable, plentiful, varied
- Dynamic, Cmprehensive, Clear, Concise
- Simple, Not redundant, confidential, expedient
- Organized, Electronic, Alternative format
- One Stop Shop
- FREE
- Lived experience, Include Elders

Summary :

What patterns, themes, big ideas or big questions did you notice across the conversations?

- **Increase access to services via improved resource & referral systems.**
- **Barriers exist for privacy, liability**
- **Coordination of services across providers to support families. A point person**
- **Short term case management**
- **Shared database that can be accessed by all agencies**
- **Harness technology to increase more face time with clients**
- **Increase transportation resources**
- **More Resource Centers**
- **Reduce duplication of efforts and resources**
- **Build relationships among agencies, networks.**
- **Basic Training – Resource for Social Service organizations.**
- **Open a dialogue between business and social service agencies.**
- **Need a tech solution for bringing resources together**
- **Web based comprehensive database of community resources that is user friendly with many formats.**
- **Phone Number for clients to reach Resource information**
- **Database should have the same/common name, phone #, web address, marketing the site.**
- **Get end user advice**
- **Multi Language, vision accessible, poverty sensitive.**

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