Greater NE Community Response Call

May 20th, 2020

10:30-12pm

This meeting is limited to CR community Coordinators and Central Navigators in greater Nebraska and is a time to discuss specifics around CR in your area and learn from one another and/or problem-solve and innovate together.

All calls will be recorded, and notes, recordings, and chat box transcription will be posted to the FAQ site:<https://www.nebraskachildren.org/frequently-asked-questions-for-communities.html>

Agenda:

* CR Technology Update
  + NCFF has been working on identifying how to best use technology to get information out to the public. Doing research on chatbot that anyone could send a simple text searching for “Help” that will connect their zip code to their nearest Central Navigator. Fairly simple technology that will be able to set up quickly. Nate Smith with be leading next steps on this.
  + Most likely there will be a 402 and a 308 phone number to utilize and text. Will also reply/send out a Participant Information Form with local CN connection.
  + Looking at ways to promote and market this service.

* 211
  + Lindsay Paulsen from United Way of the Midlands joining for a 211 demo and to talk through Community Response Central Navigation referrals
    - Lindsay is the database manager for 211 for over 15 years. Housed out of UW of Midlands.
    - 211 is shared between Iowa and Nebraska, for cost efficiency and partnership.
    - Recent changes to website particularly for search. There are search options on the top of the website or scrolling further down.
    - Those utilizing website would enter zip code and can search by category. After clicking on a specific category, they can further narrow down their search options, such as certain mile radius. After clicking on organization/program they will find further information such as eligibility, area served, contact information, etc. They can also choose to share information. If not finding what they need with category search individuals can also type in search words but can lead to broader results.
    - Lists government, nonprofit agencies, also list for-profit agencies if they offer specific needed services, accept Medicaid, Food Stamps etc.
    - Telephone line offers language line with interpreters and available 24/7.
    - Working with Mary to find ways to incorporate Central Navigation into agency descriptions.
    - Primary Services are those that directly serve individuals such as support services funds, therefore CR would be considered a primary service
    - If communities have a resource list collected, 211 can cross reference with what they have listed already. If there are any that aren’t listed, they will reach out to agency directly to be sure that they would like to be listed. 211 will also reach out at least once a year for an annual verification to keep information updated.
    - NCFF will reach out to newer areas to assist filling out forms to be listed
    - Website is mobile friendly
    - This will also serve as a way to connect individuals to CR as part of follow-up offered by 211.
    - Looking at how to be able to filter calls that are in need of CR (more complex calls) and those that just need a referral to a service.
      * Comments made about the importance to connect any calls to CN as sometimes there are underlying factors that need to be addressed. This could also be overwhelming for CN depending on the CN capacity in each community.
      * Consistency is key to this working so it is pertinent that whatever route this goes, it needs to be consistent across the state.
    - Looking at how to provide data demonstrating needs and locations that are utilizing 21
    - 211 Counts shows the top service requests
    - If person does not feel they are a match anywhere else, that would be an automatic referral to CR
    - There are eligibility criteria to determine when and where to send referrals
  + Future workgroup between 211, CR, Nebraska Family Helpline, MyLink
    - Goals of the Group:
      * Accessibility of Information and Information Sharing
      * Referral pathways
      * How to link MyLink to 211
      * Suggestions have been made to make a subcommittee

* Child Care Relief Fund
  + Communities for Kids/Rooted in Relationships/CWB Funds: $1,000 award for childcare providers. 1200 applications were received across the state, many have received dose funds. For the those that are not licensed or those that were not in community “direct area”, funds were distributed to collaborative to send out and connect with providers in their area. The checks will include/included letter that explains prevention efforts and funds. Norfolk was able to provide gift cards to providers to assist with funds in Madison County as part of childcare care provider appreciation week using CR funds.
  + Any other communities that would like to provide funds from their organization please let know NCFF know otherwise NCFF will go through applications and will directly connect with the provider. Applications received are asked to submit a W9.
  + Various partnerships/donors made this effort possible. Nebraska Early Childhood Collaborative, Nebraska Community Foundation, and private donors.
* SNAP Outreach Project
  + Follow up questions, experiences, feedback?
  + Outreach has begun, DHHS has/is reaching out to families and individuals that were denied SNAP in March or April due to income in efforts to connect with CN and resources.
    - Communities reporting low or no referrals from DHHS from this outreach approach.

* CR Referrals and Central Navigation Capacity
  + CR Coverage plans – Central Navigation, Coaching, and Coordinator coverage
  + Regional CR meetings
    - Conversation around potentially having plans on place to help assist each other
    - Platte Colfax met with Norfolk, York, and Fremont. Biggest takeaway was if any referrals come through that are outside of typical coverage area, meet the family with what they feel most comfortable with. Which community is a more natural fit?
      * Navigators and Coordinator meeting to include capacity in regard to expansions and leadership boards
      * Looking at joint outreach opportunities, regionally based vs. specific communities.
    - Requests for continued opportunities across the state to meet in person for cross sharing, collaborating, training, updates, etc. either regionally or statewide and who to help facilitate meetings (consultants, NCFF). Hopes for fall, such as Bring Up Nebraska meeting.
    - Also looking at opportunities for communities that share similar strategies such as C4K, CR, or CYI to meet around those specific strategies.
    - Concerns of what’s to come for assistance requests that may be coming soon for families that continue to be laid off, used up stimulus funds, unemployment ending. Regional conversations would be a benefit to develop plans ahead of this potential influx of requests for assistance.
    - NCFF will offer assistance to set up these regional meetings.

* Other specific questions/Future Calls
  + This is last scheduled call on calendar invites.
  + Looking at seeing if the original purpose of calls is needed, to offer specific time around CR and Central Navigation.
  + Continue is the consensus but changing time to 10-11:30am Central time every other Wednesday.

North Platte: Young person needing help with mental health. Has tried various behavioral therapies to no avail. Family is wanting to utilize Kansas City Girls Academy to provide therapy. Teem Challenge. Cost is around $4300 a month for a yearlong program. This is their last effort to help their daughter. Region may have funds to help pay for this, Professional Partners may be a resource. Family is considering selling their home.