Greater Nebraska CR Call

February 20, 2021

10-11:30am

Follow up opportunity on questions that arose from the January meeting.

MyLink: Bryan Seck, Lori McCarthy

* Developer was a former Homeless Outreach Coordinator and saw the need for this app, had a dream to create an app with resources
* Over 10,000 downloads already
* Have spread out further than Lancaster County now
* Worked with Cathy Minnick/Sandhills Community Collaborative to develop MyLink for their area. Cathy also updates and enters local partner information. Local partners utilize the app to assist those they serve.
* MyLink website <https://mylnk.app/home>
* The app is available on Android and Apple
* Also works offline for families that don’t have access for Wi-Fi, app will automatically update when they do get to connect to any type of services
* Available in 5 languages
* App is anonymous and doesn’t leave a trail. Especially important in situations of DV.

Unite Nebraska: Mariel Harding

* CyncHealth
* Close looped referrals from healthcare to schools, community services, faith-based organizations, etc.
* Collect data and follow up on the individual to assure they are receiving services
* State level data shows the gaps and needs that are being inputted into the system
* Started in June of 2020
* Covers 80% of state
* Entirety of state should have access to platform by the end of summer 2021

Nebraska 211: Lindsay Paulson

* United Way of the Midlands
* Call center that helps people find services within their communities
* Database of resources available on website and 211 Nebraska app
* Partnership with Unite Nebraska to offer out of network resources

Nebraska Family Helpline: Kyle Kinney

* 24/7 helpline for parents and families
* Mental health supports for families
* Calls often start with a crisis situation and the trained staff help parent deescalate the situation at hand, offer referrals and connect to services close to families, and follow up with them afterwards
* Offer support and connections for other needs as well
* The majority of people calling don’t always know what they are specifically looking for but rather sharing their situation and needs and not knowing where or how to ask for help
* Pandemic has made callers call earlier than what they typically have seen
* Also have seen high risk events as well such as suicidal thoughts, etc.
* Have trained individuals answering calls for those types of situations
* Follow HIPAA rules as well that can hold up providing referrals. Hoping to find something that is streamlined and formulated in offering and connecting referrals to navigators.
  + Communities report sometimes having a call from the Helpline in a 3-way call setting to receive referrals in the moment with the family.

CR Data

* How to upload the CR data compiled at intakes, participant information sheet and survey
* QuickBase-NCFF
  + Primarily used for data and reports
* Clarity- Communities
  + Offers resource and referral pathways, partner tracking, data and reports

Julie Nash/ Hall County- H3C

* Have been utilizing 211 and promoting it further with partners. Have been talking to partners to ensure that their information is accurate and up-to-date in the 211 system.
* Central navigator is housed with United Way. Referrals come through meetings, emails, walk-ins, etc. and looking at how to refer individuals to resources. Lots of time was spent by CN in finding out what resources and services the individual had already utilized etc.
* Clarity has allowed them to see who has already provided services and what programs have already assisted.
* Currently considering Unite Nebraska for the type of referrals that it allows with health and mental health.
* Have promoted the Helpline numbers in the community through advertising and television

Nebraska Children also has Chatbot

* 402-226-5842
* 308-280-8383
* Advertising will be coming out shortly
* Both of those numbers contact the same "system". NCFF just created two numbers just in case the western part of the state would be more comfortable texting a 308 number. Both numbers do the same thing, and you are welcome to share whichever you think people in your community would be most comfortable interacting with.

At this point there isn’t a whole lot of cross connecting/sharing amongst all of the different apps but there is hope that there will be further opportunities for collaborating. Technological challenges add to this barrier. At this point communities are encouraged to explore all avenues and decide which is the best fit for the community served. There is hope that there will be something comprehensive and cohesive developed between all of these different tools. Nebraska Children’s willing to support and be a part of the development of a comprehensive system. Community coordinators welcome to participate in discussions with these partners. Group developed to include community coordinators, state partners, each of these organizations, and NCFF. Message Mary if you’d be interested in being a part of those conversations.

Community Share:

* Buffalo County: It has been a challenge to get partners to update and submit updated information to the different apps. Case management coordination has been a big need and gap, utilizing these resources can assist in meeting that need. Finding a way to help partners in updating and entering their information into these entities would be a big help and then also assuring that there will be enough case management to manage the referrals.
* There is interest within the different entities to connect, collaborate, and explore barriers and gaps such as updated or new information, cross sharing, referrals, availability in multiple languages, technological challenges, etc.
* Aunt Bertha is a newest tool in Omaha. It is available as a website and pulls information nationally rather than just locally.