Greater NE Community Response Call

May 6th, 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

SNAP Outreach Project:

* Transfers from DHHS already occurring
* Shouldn’t have a large influx of numbers, greater impact should be expected from Lincoln or Omaha
* No transfers yet from the hotline
* These will be those individuals that were denied SNAP assistance in the past two months- denied due to income and with a child under the age of 5
* DHHS is reaching out to these individuals in order to ensure they are receiving assistance if they are needing it such as WIC, Central Navigation, etc.
* Will be calling with individuals on the phone due to a lack of consent forms for a warm handoff but DHHS also has link to share with individuals with contact information for Central Navigation
* DHHS started this Monday, specifically with Omaha and Lincoln because of the high needs
* 8 hotline staff have been assigned by DHHS, 757 total families were identified to have been denied assistance and to have been reached out to by DHHS for follow-up supports

211

* Some communities have reached out regarding completing information forms
* Two main purposes for completing forms:
	+ Offering updated information for resources including CR

How best to communicate information about CR to those accessing 211

* Questions on how to search 211 for resources, search is based off of zip code and also how to list their counties and their services if they are currently working out of a United Way. Wondering if it is best to separate the programs from the United Way.
* On form, communities should list all the counties that they serve so that their contact information will come up on each zip code
* Concerns that there needs to be more resources listed in 211 such as homeless shelters, housing assistance, etc., need to have agencies fill out forms and get their information populated to 211
	+ Collaboratives have tried to encourage partners to list their information on 211 but there is challenges in getting all partners to follow through
	+ There are also extra challenges for communities that do not have a local United Way well established with staff
* Nebraska Family Helpline has been a great resource for communities
	+ Helpline staff have reached out to collaboratives for information to offer families
	+ Behavioral Health programs seem to refer the Helpline frequently
* When 211 is accessed via phone, United Way is offering connections to local agencies that offer those resources that have case managers. United Way not exactly a “one stop shop” for resources but rather offer referrals.
* United Way looking to enhance their services by hearing these concerns and recommendations
* Communities that wish to update forms or submit forms for 211 can send those to Mary, if any changes need to be made also reach out to Mary. Mary will also reach out to United Way to clarify how to fill out the forms.
* Panhandle offers resource listing on their website, encouraged to visit as reference
* Looking to develop a group that can provide recommendations for 211 and United Way, potentially bringing in Nebraska Helpline and Farmers Support line, community collaboratives
* Concerns around what the capacity to keep it updated by United Way, staff and time
* Incentive for communities: this will offer a one stop informational system statewide
* Incentive for United Way: state funding offered to support 211 requires data that supports the need and benefits of 211

CR Referrals and Central Navigation Capacity

* Spanish speaking line:
* Celebrations: this was pulled together very quickly within a week. Many areas were able to fill this need very quickly in many different ways.
* Forms:
	+ Leonor fill out with families an email to central navigation.
	+ Statewide number and local CN can be found on Bring Up Nebraska website
	+ If any updates need to be made to contact information spreadsheet let Mary know
	+ Some requests to ask for email information for participants when doing intake over the phone in order to get consent

Other specific questions/Future Calls

* Concerns about runaway youth issues, behaviors, family conflicts attributed to family stress during this time
* Suspected overdose uptick in numbers concerns- looking at offering more information on medication take back bags and medication lock boxes
* Cases for abuse of alcohol and drugs are trending in a couple of areas
* Dakota County Connections looking at offering connecting tools such as informational boards, computers etc.
* Isolation has forced a lot of stress on families and youth and therefor many communities seeing an increase in mental/behavioral health needs
* Increases in welfare checks on elderly people, as well as domestic violence calls. Fremont looking at putting together information cards that share information on therapists that are still available
* CR is an ideal resource for situations such as connecting families, youth, and individuals to access mental/behavioral health services by assisting in not only providing referrals to organizations but also assisting in helping over costs of copays for families that cannot afford to receive services.
* Developing plans to cover Central Navigation, Coaches, and Coordinators if they were to get sick
	+ Coaches: some communities have multiple coaches available
	+ CN and Coordinator positions, though, are often limited to one person
	+ Look at regional supports in the event that CN or Coordinators fall ill

Next meeting on May 20th @ 10:30am