CHIP Poverty and Navigating Health and Social Services workgroup

Date: 12/9/2022

Time: 11:30 -1 PM

Location: Zoom (virtual)

Facilitator: Annie Eakin

Notes: Melanie Vehslage, Stephanie Richards, Rachel Sargent

1. Welcome and Intros
2. Agreements
   a. Respectful
   b. Ask with curiosity
3. Review last meeting and strategies table
4. Share work from action items last meeting
   a. Tonda –
      i. Has been connecting with other social service providers that resulted in a presentation at the Non Profit Alliance Breakfast.
         1. To connect with future breakfasts and the NPA newsletter https://www.monroeunitedway.org/NPA
      ii. Connected with Melissa Ray re: Finding Home Health and Community grant and plan to meet week of 12/12
      iii. Connected with Mother Hubbard's Cupboard – reminder that they have a number of community meetings, dinners etc. https://www.mhcfoodpantry.org/calendar
      iv. Connected with Adult Probation and United Way
   b. Kamala
      i. Met with Aubrey from Community and Family Resources Department to learn more about FindHelp
      ii. Aubrey was able to attend this PNHSS meeting to share about FindHelp
   c. Annie
      i. Was able to connect with Mother Hubbard's as well as Community Kitchen but unfortunately those reps were unable to make 12/9 meeting

Aubrey presentation (see attached slides)

- Findhelp exists to help navigate the system of free and low cost direct services by shortening the distance between people and those services.
- HBM is funded by a grant from the Bloomington Health Foundation, and managed by the Community and Family Resources Department with support from FindHelp (formerly Aunt Bertha). Aubrey is the executor of the plan and Beverly is the overseer of the larger program.
- Findhelp manages the data – they update data every 6 months and call agencies to ensure information is up to date
- Helpingbloomingtonmonroe.findhelp.com is the most direct link

- For individuals interacting with the programs, you go to the site, you can make an account as an individual. Any of your info is HIPPA and FERPA protected.
  - Put in a zip code to search
  - Takes you to a page based on location to look at different programs based on category
  - FindHelp has already put a lot of information about programs online – they collect what they find using a google search and will make phone calls to post a listing based on whatever they can find on the website
  - With individual account one can create personalized folder with favorite programs etc.
  - One can refer themselves (or another person) to a program
- CLAIM YOUR LISTING – sometimes there are unclaimed listings, and the services that are not particularly well updated aren't super helpful to individuals seeking help.
- To get the most accurate information, an agency can claim a listing to create a much more nuanced listing and update any changes as they happen. Without claiming a site, you can't update the information on the site.
- Aubrey/CFRD cannot make any changes without HBM oversight
- Trainings are about 1 hour long, hosted every month, anyone in org can take the training.
  - https://go.findhelp.com/midwest-101
  - https://go.findhelp.com/midwest-201
- 2023 goals for Helping Bloomington Monroe are
  - to have all of the service providers especially those with housing, health, financial assistance and food to claim their programs
  - Complete HBM kiosk services
- Claim your Program listing has a youtube video to show how it works https://www.youtube.com/watch?v=rILMo66DQmg
- Quarterly Newsletter will give data analytics, trainings, and updates on goals. Sign up https://docs.google.com/forms/d/1pUDRLmEk-T7RiVmz3aMJDVztDYGxRU6cIyuVWFDsiKU/viewform?edit_requested=true#responses
- Think of Helping Bloomington Monroe as a product with CFRD as a switchboard operator to help connect with services

Question: Is there a way to customize the search function or tie results to physical address?

Answer: Turn location services on device to help make it more relevant to location, but may also want to use a different zip code to make more relevant.

Question: If there is not a listing that exists for a program, how does one add a listing?

Answer: Contact Aubrey and then she can contact FindHelp

There will be some printed resources still available with a link on CFRD

- https://bloomington.in.gov/departments/cfrd
- https://bloomington.in.gov/sites/default/files/2022-11/Quick%20Reference%20Guide%2011.21.2022%20%2811%20%C3%97%208.5%20in%29%20%288%29_0.pdf

HealthNet https://www.indyhealthnet.org/locations/bloomington-health-center?__ptLanguage=en-US

- There was a question about broader prevention services last time, so Shellee Sallee was brought to this meeting to share more in depth.
- Thank you Mary Mahern for your service in the VIM (Volunteers in Medicine) Clinic
- VIM only saw people without insurance to address that particular need. Transitioned to new format as Federally Qualified Health Center (FQHC) to see both people with and without insurance
- HealthNet FQHC has been around in Indy for a very long time, but this is the first clinic outside of Marion County
- Has been a phenomenal merger, and has allowed them to see more people that were not receiving care that did have insurance.
- Currently have a pediatrician, prenatal, social work (Lisa who is bilingual with Spanish), primary care, provider for gender affirming care, onsite dentist, behavioral health, outreach program for homeless (psych NP, NP, hiring NP and outreach workers to go into shelters and encampment) with ultimate goal to get folks to a medical care home.
- There is a good electronic medical record system with HealthNet to ensure not falling through the cracks. The more it is used, the more they are trying to make tweaks with different languages and culturally relevant information
- Most useful to reach out to community agencies to provide the support for the patients.
- Things are opening up and HealthNet is able to make more connections with the community

Question: Can you see pediatric dental?

> Answer: Yes. Clinic does fill quickly. Probably scheduled a month out for dental. But they can communicate and triage if urgent. Currently looking for dentists and dental hygienists.

Question: Have heard about a need for preventive care in conversations with community members – is this something that HealthNet offers or provides information on?

> Answer: They see more of the reactive than the preventive care. Health education and follow-up happens at the end of the services, have dieticians onsite as well as pharmacist who helps with med management for folks that have reading issues, but this is often after the client is seen.

Annie: Community Kitchen (CK) & Mother Hubbards Cupboard (MHC) – Though she went to talk about education, they focused more on other thoughts.

- MHC has a lot of education at the HUB – great resource for people in the community across the spectrum. Tool share, kitchen share, pantry services, community building, cooking classes etc
  - https://www.mhcfoodpantry.org/what-we-do
- CK – talked about vision for the community. Brought up some gaps that we might look at like transportation.
  - https://www.monroecommunitykitchen.com/
5. Gaps Discussion

Where are the gaps in current services?

Transportation – need to help people get to resources
A lot of people don't speak English – won't go if they can't communicate

Availability of healthcare providers
People's schedules limit access to services
Communications for warm hand off between providers
Awareness of resources available
More navigators – have some navigators at HealthNet, Community Kitchen, Hub,
Helping BloomingtonMonroe
Case work/management – those who provide are overwhelmed and there is a lot of
turnover

6. Next Steps, what does success look like

What would success look like?

Continuous efforts to improve conditions
Sharing of services and building sense of network and collaboration
QR codes on cards to help people get help they need - promote Helping Bloomington
Monroe and HealthNet
More people trained/paid to help people navigate system
People have transportation to access services they need
Translation services available for those who need them