

Community Health Improvement Plan (CHIP) Monroe County Poverty & Navigating Health & Social Services Workgroup

Monroe County CHIP - Poverty, Navigating Health & Social Services
February 6, 2023
1-2pm on Zoom

Attendees: Julie Duhon, Mary Morgan, Marlee Case, Kamala Brown-Sparks, Stephen Coover, Deborah Myerson, Ody Ekwonwa, Jessica Martin, Tatiana Wheeler, Melissa Burgess, Mary Mahern, Tonda Radewan, Chris Myers, Hannah Lencheck, Jessie Yeary, Krystina Millar, Kaley Smith, Katie Tremel, Julie Pemberton, Kim Naseth, John Zody, Lori Kelley, Annie Eakin, Stephanie Richards, Rachael Sargent, Melanie Vehslage

- I. Review/summary of last meeting (Rachael)
 - A. In the January meeting, we discussed the history of how we developed the matrix and came up with the following groups, breakout groups: Navigators, Transportation, Others.
- II. Those in the meeting choose to join a breakout room and to work on goals and objectives for each of the subtopics.
 - A. Navigators
 - a) Facilitator: Annie Eakin
 - b) Participants: Kamala Brown-Sparks, Shelly Sallee, Jessie Yeary, Deborah Meyerson, Tatiana Wheeler, Jess Martin, Ody Ekwonwa, Krystina Millar, Kayley Smith, John Zody, Mary Mahern, Lori Kelley
 - c) Draft goal: Build a network of trained navigators in our community to streamline access to services.
 - d) Ideas for objectives:
 - (1) Apply for funds
 - (2) Job description
 - (3) What organization would employ the navigators
 - (4) What kind of training will they need?
 - e) Discussion:
 - (1) SCAAP-navigators will be added this year
 - (2) Could masters students in social work and/or public affairs leveraged to help
 - (3) Recovery alliance-low barrier jobs, best advocates are those who are like you who have gone through it before
 - (4) How does education fit? Do navigators educate?
 - (5) Navigator, an advocate
 - (6) The group Kamala is involved in is also looking at how to add navigators into the community.
 - (7) Some of the comments from the chat:
 - (a) Tatiana:The network can combine pre-existing navigators and figure out in what areas we need new navigators. Is there a document that has pre-existing navigators/programs? Then we can narrow down what areas we need more navigators for. (Like a mapping and gapping document)
 - (b) Ody: I was going to suggest for the goal to maybe have a certain amount of navigators (3-5?) in X communities by next summer?? For example, but I agree with Mary, the

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first steps may be to secure funding for a certain number of navigators first

- (c) Kaley: For the navigators... at Tandem, we see ourselves as the local perinatal and reproductive care navigators... We maintain a community directory and connect people to services

B. Transportation

- a) Facilitator: Rachael Sargent
- b) Participants: Marlee Case, Julie Duhon, Chris Myers, Katie Tremel, Mary Morgan
- c) The transportation group worked on filling out the goals and objectives grid, inserted below.

C. Other

- a) Facilitators: Stephanie Richards and Melanie Vehslage
- b) Participants: Melissa Burgess, Tonda Radewan, Stephen Coover, Julie Pemberton, Kim Naseth
- c) Are there other topics that should be the focus of a working group besides Transportation and Navigators?
 - (1) Unrestricted funding to meet basic needs (storage units, temporary housing, moving assistance, pest control)
 - (2) Facility updates, modifications, and practice changes to meet ADA requirements
 - (3) Improved landlord engagement around housing vouchers
 - (4) Gas vouchers, insurance, registration for vehicles (which sometimes double as housing)
 - (5) Flexible support to trusted agencies
 - (6) Mold testing kits for rental housing, support for improvements
 - (7) Medical respite or hospice
 - (8) Temporary title: Financial services to address rental housing gaps, Supportive services for people who are unstably housed
- d) **Goals:**
 - (1) Identifying and addressing service gaps for individuals who are unstably housed
 - (2) Create map or flow chart for housing funding sources that includes wait time to receive funding and end dates for applications
 - (3) Identify sustainable funding source for supplemental services
 - (4) Improve coordination between agencies to decrease burden on individuals
- e) **Strategies:**
 - (1) Research existing sources to help with navigation
 - (2) Identify existing flexible funding sources
 - (3) Perform individual assessment of each individual's situation
 - (4) Find out if there is a way for people to ask for anonymous funding or involving less reporting
- f) **Possible Resources:**
https://www.needhelppayingbills.com/html/help_with_car_payments.html

III. Next meeting will be online

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Monroe County Community Health Improvement Plan 2019 - 2021

CHIP Team Priority Area: Poverty & Navigating Health and Social Services

Date February 6, 2023

Goal: *Ensure transportation support to Monroe County residents*

Objective: *Raise \$X (450,000) to support Rural Transit annually, beginning in 2024*

Strategies (Method/ approach used to accomplish the objective)	Tactics/ Activities (Specific actions planned)	Timeline (When will the activity begin & end)	Roles/Responsibilities (Who is responsible for the activities)	Resource Needs (What is needed to do the activities)	Outcomes (What are the desired results)	Evaluation Metrics (How will we measure the outcomes)	Status/Notes (What is the project status, other project notes)
Research federal funding opportunities							

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Identify unmet needs between BT and RT	Compare data between RT and BT, such as RT non-medical emergencies data, to identify gaps and unmet needs						
Advocate for support for local politicians and ARPA funding							
Securing local match funding							

Goal: *Ensure transportation support to Monroe County residents*

Objective: *Develop voluntary rideshare program in Monroe County by X year*

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Research communities that do a good job at voluntary rideshare programs	Research United Way programs, LyftUp						
Survey entity that would house this program	Research insurance policies How to manage volunteers (ACS) Utilize YSB data Bloomington Volunteer Network		Heading Home (tentative)				
Develop app or streamlined mechanisms	Research Civic Champs Talk with Bloomington Volunteer Network						

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Support entity running the program	Identify funding needs to run program						
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Goal: *Ensure transportation support to Monroe County residents*

Objective: Creating an educational resource with services and hours provided

Strategies <small>(Method/ approach used to accomplish the objective)</small>	Tactics/ Activities <small>(Specific actions planned)</small>	Timeline <small>(When will the activity begin & end)</small>	Roles/Responsibilities <small>(Who is responsible for the activities)</small>	Resource Needs <small>(What is needed to do the activities)</small>	Outcomes <small>(What are the desired results)</small>	Evaluation Metrics <small>(How will we measure the outcomes)</small>	Status/Notes <small>(What is the project status, other project notes)</small>
Survey nonprofits and service providers to identify needs to get people to their area	See unmet needs – car seats, large items, scheduling needs						
Expand certain transportations							

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Develop worksheet							
Put worksheet resource in public areas and website							

Opportunity Matrix

Opportunity	Strategies	Who Can Help? Me / Who is Missing?	Next Steps	Gaps
control & knowledge - do it				
Navigators / Better System for Helping Residents	<p>Need to identify organizations already providing service</p> <p>Need to create framework, make sure information in FindHelp.org is current and how we can help update</p> <p>May need someone with responsibility to communicate with all organizations to help update information; would require permission to access info</p> <p>Need to discuss how 211 and FindHelp.org fit in</p>	<p>HealthNet</p> <p>IRA</p> <p>SCCAP</p> <p>All nonprofits</p> <p>211</p> <p>FindHelp.org</p> <p>START at IU</p> <p>Community and Family Resources</p>	<p>Tonda to forward recommendations from Community and Family Resources</p> <p>Talk to someone at City Community and Family Resources about updates (Kamala will talk to Michelle/Aubrey)</p> <p>Ask for brief history of 211 and FindHelp.org to understand relationships</p>	<p>Transportation – need to help people get to resources</p> <p>A lot of people don't speak English – won't go if they can't communicate</p> <p>People's schedules limit access to services</p> <p>More navigators – have some navigators at HealthNet, Community Kitchen, Hub, Helping BloomingtonMonroe</p> <p>Case work/management – those</p>

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	<p>Want place residents can go to get access to resources (e.g., Georgetown model for funding) Identify locations residents can access info (e.g. Indiana Recovery Alliance, Stride Center, HealthNet)</p> <p>May need to encourage people to call 988 instead of 211 for mental health</p>	(Michelle/Aubrey)	(Melanie)	who provide are overwhelmed and there is a lot of turnover
Better Education About Resources	<p>Need hub for education needed re: diet, health eating on budget, exercise, stress reduction, substance use, sleep, social interaction, healthy lifestyle (e.g. library, Banneker Center)</p> <p>Need to determine how information can be provided outside doctor's office</p>		<p>Ask other HealthNet staff (clinic manager) to come to next meeting</p> <p>Reach out to Mother Hubbard's Cupboard and Community Kitchen about their efforts (Annie)</p>	<p>Availability of healthcare providers</p> <p>Communications for warm hand off between providers</p> <p>Awareness of resources available</p> <p>Information hub for preventative care information</p>