



## Care Manager Meeting Highlights 9/12/2019

Handouts from presentations attached to email and on website (handouts and highlights under Care Manager User Group, handouts also under Care Manager Resources)

### Agenda:

3:00 – 3:10pm	Welcome and introductions by Kris Elliott, NPO Quality Director
3:10 – 4:45pm	Community Resource Assessment PP and Discussion <ul style="list-style-type: none"><li>Rachael Smart from NPO- Quality Support Specialist, MSN, MHA</li></ul>

### Rachael Smart, NPO – Community Resource Assessment

- What groups/agencies do you use? *States what the group mentioned using the agencies for or what they can be used for*
  - Commission on Aging
  - Area Aging
  - NWM Community Action Agency
  - Father Fred
  - Salvation Army: *When funds are available*
  - MI Alliance for Families: *Education stuff, can help with understanding IEP's and 504's*
  - Michaels Place: *Grief groups for all ages*
  - True North: *Heating bills*
  - Freedom Builders
  - Community Connection
  - St. Vincent De Paul: *When all funds are exhausted and not eligible for state funding; for an unexpected shortage of income, crisis funding; there is great impact when recommended by a care manager or health care professional*
  - Disability Network: *Can help with student loans if disabled*
  - CHUM Family Service: *Kinship Grant, they are not real picky and easy paperwork*
  - Mrs. Mullen's Closet: *Benzie County has clothing for kids*
  - LOVE INC: *Wexford county for utilities*
  - WexExpress: *Free rides to medical appointments anywhere in the state that are non-emergent. They partnered with COA*

- What agencies are the best/ hardest to work with?
  - It just depends funding, time of year, and wait list. For the most part the places are good to deal with. There isn't much negative other than waiting lists and funding.
- How do you find out about resources?
  - Google.
  - Father Fred Family Support Team Meeting: 3<sup>rd</sup> Wednesday of every month at 8:30am for health professionals. A lot of agency representatives attend and share updates on funding and programs that they have. This is not the same that is posted on NPO website. However, the notes that NPO shares from Father Fred are very helpful
  - Alliance for Senior Housing- Connie Hintsala was mentioned as being very helpful and good to deal with.
  - SOS learning labs
  - The different churches
- What resources do you need?
  - Child Care
  - Transportation
  - Affordable Housing
  - Care Giver Support
  - Prescription Medication Coverage
  - Kalkaska needs shelters! They do not have any. This often results in homeless in staying in the ED
- What groups/businesses/types of resources would you like to see at the Community Resource Fair?
  - Transportation- BATA
  - Where to send patients for testing such as ADHD, autism etc. It is hard to determine the best place to send people and to know the process
  - Good Will
  - NWM Community Action
  - DHS
  - Traverse City Health Clinic: Someone that can help with paperwork
  - Community on Aging: Someone that can help with paperwork
  - Area Agency on Aging
  - CMH
- 211 or Aunt Bertha- Have you or your "seekers" used?
  - Not many people use or have used these. Its to much. Aunt Bertha may be good to find and update resources. However, it's new and not many people have experience with it. It may be good to make patients aware of these in case they are ever in a crisis. However, for Care Management and to meet PCMH needs simply giving a patient 211 or Aunt Bertha is not enough.
- How do we improve utilization of Community Resources?
  - There are so many databases. Its hard to keep up-to-date and know what always available
- What do you think of NPO's Website? How can it be improved?
  - Changing the process for the appearance of up-to-date information; there is confusion with the up-to-date. For the most part its ok and some report getting resources from the website.

- Is there an area if improved upon would make a large positive impact on our community?
  - This is a very challenging thing. It seems like if we could simplify the steps including paperwork etc. this could make a difference. It is overwhelming and time consuming for the “Seekers” when they are already overwhelmed. Sometimes, this can be done while patients are in the office but often, agencies need to be called and then call you back; The patients can’t stay that long. Also, not all practices are set up to deal with this issue right away; the patients are called after their visit based on their social determinants of health survey. It can be hard to get ahold of patients.
- Other
  - There was interest of food being offered in facilities. Success was mentioned of existing hygiene closets and baby pantries.
  - NPO pharmacists Kathleen and Stu are available and love questions. They are making an algorithm to help Care Managers know what to do when prescription coverage is needed. They are also willing to be part of the Community Resource Fair.

## **Information:**

**Lynn Bryant, Adaptive Counseling/BAFC/Kids Creek.** Teaches Parenting the Love and Logic way. Lynn will let NPO know when she teaches her next class so that it can be in the newsletter. She started a session 9/18/19 at the

## **Next Meeting:**

- Oct 31
- Dec 5

**PLEASE NOTE:** You no longer need to bring parking garage tickets for validation, NPO will provide a barcode ticket for your use when exiting the garage. NPO offices are at 125 Park Street, Suite 300.