



## **NE Family Youth System Partner Meetings & Activities**

November 2, 2017

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The NE FYSPRT met November 2, 2017 at Spokane Community Services Bldg., 312 W 8th Ave., Spokane, WA and was called to order by the Systems Lead Liz Perez. Also present were the Family Co-leads Becky Bates and Helen Franklin, and the Youth Lead, Morgan Gabriel. Twenty five members and guests representing families, youth, and system partners were present, including one member by phone Christy Lynch, WISE Supervisor for New Alliance,

### REBRANDING NE FYSPRT

The new posters have been finalized and they are being distributed to agencies.

### WISE UPDATES

Stephanie presented information on a performance improvement process underway. The PDSA (Plan, Do, Study, Act) project includes how WISE teams can improve supports (both formal and informal) for families, including identification of natural supports, what strategies can be identified to help families utilize supports, to identify what WISE teams are doing really well, and to collaborate more with each other (for example, increasing collaboration through the WISE team meetings that are held weekly). Stephanie will keep FYSPRT members updated on the project. If anyone has any ideas for other projects, let her know.

WISE team updates – Stephanie asked the teams to identify what they're doing well:

IFD: The therapist is leaving IFD and they're recruiting. Doing well: engagement by enrollees with those in their lives, obtaining release of information early so the team can communicate with supports

Daybreak: 2 enrolled youth at this time. Doing well: connection with kids is really strong; keeping the engagement going.

Excelsior: Doing well: icebreakers and strength building; community support.

FBH: Doing well: varied skill sets of staff; specialty group for younger children. Working on how to utilize it in other systems outside WISE. Engagement with community professionals is good. Jeff from FBH spoke about their focus on engaging families with natural supports and use of community centers, schools



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with after school activities, visiting fire and police departments, doing something a little bit different.

LSS: Doing well: the two teams complement each other. Safety is a positive; keeping kids safe at home and at school. Relationships are strong.

Passages: Three teams are full. Doing well: peers are connecting with families to identify natural supports and bring them into the team. Also supports such as NAMI, Washington Connectors, Youth Police Initiative, etc.

New Alliance: Doing well: They have created two binders – one for the family and one for staff. Gives each team ownership. In their small community, relationships with formal and informal supports already exist (e.g. primary care provider) so the WISe team works hard to keep those relationships going.

### PRESENTATION

John Dubois from the 211 system provided FYSPT members with information on this resource in eastern WA. WIN211 is the Washington Information Network. 211 can be accessed by calling 211, online at WIN211.org, or texting 898211.

What is 2-1-1?

- An easy-to-remember phone number for people to call for health and human service information and referrals and other assistance to meet their needs.
- 2-1-1 is standards-driven. These standards include training, quality assurance procedures, effective management practices, and program evaluation.
- 2-1-1 reaches approximately 291 million people (93% of the total U.S. population) covering all 50 states (including 39 states with 90%+ coverage), the District of Columbia and Puerto Rico.

Why is it important?

- 2-1-1 provides simple access to the variety of essential services people need to lead healthier, more productive lives.
- 2-1-1 provides real-time tracking of community needs, allowing policy makers and funders to make informed decisions about resource allocation.



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- 2-1-1 builds community by connecting people with the programs and agencies who can put their donations and volunteer time to good use.

Who supports 2-1-1?

- United Way of America and the Alliance of Information and Referral Systems are leading the effort to develop a nationwide, integrated 2-1-1 system.
- In Washington State, the Legislature designated the Washington Information Network 2-1-1 (WIN 211) as the lead organization to plan, develop, implement and support a 2-1-1 network.

2-1-1 supports effective emergency response

- 2-1-1 can take calls from volunteers or people who want to make donations during a crisis, allowing first responders like the Red Cross and Salvation Army to focus on the relief effort.
- In the aftermath of 9/11 the Connecticut 2-1-1 call center aided the immediate response effort and continues to take calls for families and survivors who need support two years after the tragedy.
- WIN 2-1-1 call centers are linked together to create a redundant system – if one call center goes down, others will be online to provide unbroken access to accurate information to anyone who needs it.

The system is zip code based – entering your zip code will identify resources in your area. Spokane's 211 covers Spokane, Ferry, Pend Oreille, and Stevens Counties. Yakima has a 211 system (People to People) covering the other counties in eastern WA. The 211 center compiles multiple types of data that is accessible upon request or on line.

After an individual accesses 211, if they consent, they are contacted afterwards and asked if the service was useful, if they were able to access the services they needed, etc and 211 uses this information to adjust their database. Spokane's 211 resources include rental assistance, legal aid, access to food, ability to set up EBT cards, assistance with referrals for chronic disease care, etc. They are able to connect, and stay on the line, to other hot lines, such as suicide prevention, 911, etc. Their data has identified patterns and trends, such as increased stressors when school starts in September.

Mr. Dubois was thanked for his very informative presentation.



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### ISSUES FOR THE STATEWIDE FYSPRT

Becky asked for issues that might have a regional/statewide impact that she should present at the Statewide FYSPRT.

CRC continues to have issues with children who do not have services arranged in Spokane. They can't safely remain in the community but have no place to go and are not from the Spokane area. They have eloped from the CRC and the west-side facilities are full. Yakima's facility has closed. There are so few secure CRCs that there is an inability to care for these kids. Becky will present this at the next statewide meeting.

The next meeting is December 7<sup>th</sup>.