



## Care Coordination Collaborative

### Meeting Minutes

1/20/2021

**Attended via Zoom:** Kate Hartzell-SWCAHEC, Heather Sorensen-SWCAHEC, Imo Succo-SWCAHEC, Karen Evans-SJBPH, Sally Henry-RMHP, Amber Beye-SJBPH, Tracy Arens-Centura, Matt Dodson-Archuleta DHS, Amanda Harrison-Pediatric Partners SW, Sheri Wilburn-Southwest Health Systems, Kelli Unrein-Pinon Project

The meeting began with introductions and Heather also re-introduced the work that SWCAHEC is doing with AHCM social screening data with the intent to provide this group the opportunity to serve in an advisory capacity to help determine where to focus their efforts. Food insecurity is the social domain with the highest reported need in our region, so SWCAHEC would like to identify gaps in food resources or access to resources and potential ideas for project opportunities. Additional food insecurity data from Colorado Health Access Survey and HungerFree about eligible but not enrolled in SNAP numbers was shared.

Question to the group: Do members of this group find that food insecurity is still an area of need? Even with much of the other work going on in this area in our region?

Matt: Food scarcity is an important topic and this discussion is valuable, but to be careful in sharing data about eligible but not enrolled in SNAP numbers as there are many reasons why community members do not enroll in government assistance programs. Keeping in mind the shared decision-making process of SNAP enrollment advocates and the rights of the clients to not enroll.

Amber: Agreed with Matt and many clients determine the small amount of assistance they might be eligible for through SNAP (such as only \$16) is not worth the time and effort to enroll

Imo: Shared personal story of wanting to get help from food banks but felt too proud to seek assistance from government assistance program, feels many feel stigma of being on assistance programs

Sally: Shared hearing in Mesa County that many feel food banks are perceived as more temporary help and SNAP as a more permanent assistance that some do not want to commit to or be perceived as signing up for

Imo: Feels there is much work to be done to normalize food scarcity issues and help public be aware

Amanda: Stated PPSW asks all patients about food at every visit in addition to the AHCM screening, providers talk to patients trying to normalize it. Shared that at their Bayfield clinic site, the Pine River Shares food bank is directly across the hallway and it is very easy to refer patients there and even walk them directly there, patients seem more likely to accept help when it is so convenient

Heather question to Amanda: Would you like to see that model duplicated? To have food resources on site at your other sites?

Amanda: Stated yes, absolutely. That would be great to duplicate the model of having on site food resources, easy for patients to access while they are already there

Sally: Mentioned one of the projects in Mesa County is a food backpack program for students. Says this can often be an easy entry point for families to accept food resources, then may be more accepting to signing up for other resources like SNAP and WIC. Some food banks have implemented food box delivery during pandemic and may continue post pandemic since it works so well

Kate asks the group: How can we think about skill sets to increase referrals? Such as the shared decision-making? Or increasing knowledge of clinics or healthcare providers?

Kate: Shared current project of PEACHNet (Western Slope clinical research group) around implicit bias of providers around social needs, specifically an educational resource they are piloting to roll out to clinics and medical providers for how to talk to patients about food insecurity and resources.

Amber: Feels a stigma marketing/campaign might be a great project, aimed at the public though, not healthcare providers.

Heather: Has seen that implicit bias by providers around addressing social needs, sometimes lack of knowledge or still feeling like that is not part of what they do, feels there is room for stigma education for both public and healthcare providers

Imo: Shared she recently talked with La Plata DHS who told her that Hunger Free Colorado is who is distributing SNAP enrollment marketing materials, also that Manna now has a SNAP advocate on staff

Heather: thanked group for input into possible food security opportunities, we will continue researching and reaching out into the food security network for input and partnership opportunities, asked group to email with ideas or any input

Heather question to the group: Are there any other issues the group wants to discuss today? Any future topics?

Matt: Question/comment from chat: (he had to leave and not able to ask in person) Wanting to understand the care coordinators funding and better understand the roles and how each is funded differently. Is there commonality between roles? Is RAE funding any of your roles? Is there an intersection between RAE services (Medicaid) and roles each has?

Kate: Matt's questions are a good topic for future discussion. We will look to finding some answers to those questions and bring to the group next month for discussion.

Action Items:

Members will email Heather any additional ideas, comments, concerns, future meeting topics

Heather will send out meeting minutes

Next Meeting: February 17<sup>th</sup>