

PHIP Stakeholder Meeting Notes

November 5, 2015

Peru, NY

Introduction

The second meeting of North Country PHIP region stakeholders took place on November 5, 2015 at the Valcour Conference Center in Peru. In addition to a demonstration of the HealthyADK website and a discussion of the potential to use many data indicators and measures accessible through HealthyADK to inform the work of the PHIP, the meeting included breakout and report out sessions on the following three topic areas: policy/advocacy; health disparities; and resource directory. A summary of the discussion from the breakout sessions follows.

Policy/Advocacy

The following policy issues and advocacy approaches were discussed:

- The lack of reliable and accessible transportation is a major barrier to clients' ability to access and stay engaged in needed services.
- The lack of long-term residential options for people in crisis (e.g. suicidal, mental health crisis) impacts many sectors of the community including emergency departments, EMS, law enforcement, housing, etc.
- The need to document the cost of delivering services in rural areas and educate funders about the need for funding levels that account for those costs.
- The need to assess the effectiveness of initiatives and be willing to discontinue initiatives that do not produce positive outcomes ("There is a cost to doing something wrong.")
- Establish a broad interdisciplinary/multi-sector group to engage legislators in population health improvement efforts.
- Need to identify an effective way to communicate a consistent message about population health improvement that will engage a broad group of sectors.
- Need to mutually support and promote each other's agendas.
- Other potential policy areas to focus on included access to care; transitional services; aging; mental health services.

Health Disparities

The discussion on health disparities focused on ways to gain a better understanding of the disparities that exist in the region as well as ideas about how to address them. Comments included:

- Survey programs to ascertain and catalogue the disparities that they attempt to address through their services and what how they measure the impact services have on reducing disparities.
- Engage multiple stakeholders to focus on one specific disparity to understand how each community sector views and responds to the disparity.

- Determine how best to truly understand the disparities and why they exist/persist – e.g. what measures should be used to define disparities and what are the other factors that result in disparities in the region?
- “Knowing the characteristics of disparities would be helpful in understanding them.”
- “It’s not just the people currently being served that matters, it’s about the people we’re missing who aren’t being served.”
- Determine what level of change (i.e. housing) would need to happen to actually make a positive impact.
- Consider co-location of services.
- Focus on addressing the factors that place people at risk for poor outcomes.
- “We need to collaborate in transparent ways.”

Resource Directory

Participants discussed the benefits and limitations of existing resource directories in the region and the difficulty in creating and maintaining a comprehensive directory that would be responsive to the needs of multiple audiences. Comments about existing directories and things to consider in developing a directory included:

- NY Connects, maintained by the Office of the Aging, covers all ages, but mostly lists aging, disability, and long term-care services.
- Central New York’s 2-1-1 directory was noted as a possible model to replicate.
- Consider approaching the organizations that maintain 2-1-1 directories in the region (United Way) to see if they would be interested in working with PHIP to add additional resources.
- Research how Vermont institutionalized their 2-1-1 system for entire state.
- Build on existing resources rather than starting from scratch; also make sure not to duplicate efforts of other organizations.
- Need to determine the audience for a directory and keep in mind that it may not just for services providers/professionals.
- Need to find out how the target audience will use the directory and how they prefer to access the information – e.g. hard copy directory, online, mobile app, etc.
- If a directory is primarily targeted for people who are seeking immediate services/support (e.g. shelter), need to consider how best to keep this information up-to-date and easily accessible.
- If a directory is produced, it will be important to widely promote its availability and create a system to keep it updated.
- Consider libraries’ ability to house and maintain a directory.

Next Steps

Participants were invited to send additional comments to AHI.

A schedule of 2016 PHIP meetings will be sent to PHIP interested parties by the end of the year.