

## Public Health Council of the Upper Valley

Partner Meeting

August 18, 2023

**Attendees:** See list of attendees at end of document.

Framework for Child Wellbeing in the Upper Valley & Upper Valley Early Childhood Wellbeing System Assessment, prepared by Maggie Coleman, DHMC (Report & Presentation Slides Available) – Summary presentation by Holly Gaspar

- Email Alice to be part of Childhood Assessment Team

### **Panel: On the Priority of Child Wellbeing Facilitated by Holly Gaspar, DHMC**

Courtney McKaig, Mt. Ascutney Hospital and Health Center

- One of the greatest challenges for improving access to health services is communication
- It's important to be intentionally connecting with families to address parental well-being, decrease stigma, and increased social connectedness
- The Community Health Needs Assessment, hospital donations, and surrounding organizations/centers helps support their programs
- It's challenging to honor the needs of families at the policy level and find a way to work in an integrated fashion
- To support vulnerable populations, it's important to not target anybody, be universal about approaches, listen to family voice, and offer free opportunities within the community
- How we can support - increasing awareness and endorsing the work that is being done
- Hope to have familial basic needs be met, honoring parenting, and increased direct support by Dec 2025

Joanne Roberts, Consultant, Early Childhood Education Initiative, Vital Communities

- One of the greatest challenges for improving access to health services is navigating the layers within Early Childhood Education and dismantling the silos of different organizations
- Career cultivation is important to get people into the field, as well as share program models to provide support and advocacy
- Support from surrounding organizations and communication/collaboration is helpful with the work they do
- It's challenging that individuals often do not understand the role of an Early Childhood Educator and that voices of providers are not being heard
- To support vulnerable populations, it's important to readily have information to connect individuals with what they need
- How we can support – finding existing structures that we can echo and model instead of reinventing the wheel
- Hope to have more clear legislation and connection, the formation of a new department that supports ECE, short stories pushed out, and PHC meetings that bring together ECE key people by Dec 2025

Katie Hinds, Early Care and Education Association of the Upper Valley

- One of the greatest challenges for improving access to health services is transportation
- ECE's two biggest programs are the Workforce Building Strategy (non-collegiate way of entering field) and Be Resilient Upper Valley (resiliency/handling behaviors curriculum)
- Support from the centers ECE works with, specifically Children's Center of the Upper Valley, is helpful with the work they do
- It's challenging to find people that want to go into ECE field and grow a quality workforce

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- To support vulnerable populations, it's important to remove financial barriers to enter the field (Career Cultivator program)
- How we can support – having the awareness of what each organization offers
- Hope to have all centers be fully-staffed and remain open by Dec 2025

Lisa Bozogan, Family Resource Center Manager, Waypoint

- One of the greatest challenges for improving access to health services are clients not accepting services and feeling like others need the service more than they do
- Waypoint provides financial/emotional support for families, with programs supporting children with chronic healthcare conditions, as well as playgroups, caregiver yoga, story and craft time, and a newly formed Spanish Immersion Club
- Understanding the community to know what families are lacking is helpful with the work they do
- It's challenging that there are an increasing number of families looking for help
- To support vulnerable populations, Waypoint is looking into ways of merging playgroup attendees with people who take grab-and-go hygiene bags, as well as offering Welcome Infant Bags, gas cards, and grocery cards
- How we can support – referring individuals to their agency
- Hope to have examined, redefined, and increased staff wage above livable wage by Dec 2025

Kelly Wallace, Director of Home Visiting and Pediatric Partnerships, The Family Place

- Two of the greatest challenges for improving access to health services is transportation and the lost sense of community from the impact of COVID
- The Family Place aims to have services look consistent across the state, and works closely with Family Resource Centers in the UV
- They have a Parent-Child Center (pre-natal up to age 6), services for older youth, and a Families Learning Together program that focuses on parents with at-risk youth. They also provide nursing home visits, parenting classes, and family support visits
- Dedicated and enthusiastic staff, relationship building with families, partnering agencies, and funders are helpful with the work they do
- It's challenging to find housing, transportation, and quality healthcare for clients, as well as develop an understanding with the community about the services they offer
- To support vulnerable populations, they look at DEI practices with the board and formed a Family Advisory Committee that influences the direction of programs
- How we can support – earlier direct service, team meetings, collaboration
- Hope to have housing, transportation, and increased dental care that accepts Medicaid by Dec 2025

### Q & A:

*Do you have any suggestions on how to remove the stigma around needing help?*

- Be a bridge and if people aren't comfortable asking for help, doing it for them
- Create a universal onboarding process and having in-person meetings
- Look into having one system that families could enter in information, gives them information on what they have access to, and notifies local organizations
- Let people know they are cherished and encourage them to answer truthfully on their needs
- Build trusting relationships and normalize the struggles of being a parent

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*What can we do to encourage communications among each other so people better understand our roles?*

- Have a resource that lists all of the organizations in the Upper Valley
- Share policy across organizations
- Offer playgroups/activities that informally connects families back to childhood systems

*Is there any value to defining some issues in a non-overwhelming way?*

- Starting small with a collective group that understands the challenges of the community and can create success

*Do your organizations have the capacity to take data into actionable items?*

- Capacity is low, so finding a consultant that has the expertise in big data and can sort it into actionable steps is needed
- Focus groups can be helpful, but present challenges with attendance

### **Next PHC Partner Meeting**

September 15, 2023

9:00 to 11:00 am

Location: Hypertherm, 71 Heater Road, Lebanon, NH

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### **Sticky Notes for Evaluation & Input:**

#### **How did this meeting format work for you?**

- Missed opportunity to share news and events.
- Always use the microphone. It's an access issue and being uncomfortable with it should not be an excuse.

#### **What are our greatest challenges for improving access to health services?**

- Transportation.
- Different services in NH & VT.

#### **What is working well?**

- Summer lunch programs

#### **How can we meet the needs of traditionally marginalized and underserved groups of people?**

- One stop shop for organizations within the UV.

#### **What opportunities exist for collaboration and coordination?**

- For strategic planning, consider the SOAR approach rather than SWOT. It's more strengths based.

#### **What should we strive to achieve in the Upper Valley by December 2025?**

- No responses on sticky notes.

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### PHC Partner Meeting, August 18, 2023

#### Attendees:

|                |                 |                             |
|----------------|-----------------|-----------------------------|
| Austin         | Elizabeth       | Good Neighbor Health Clinic |
| Baskin         | Cara            | GUVIST                      |
| Boyle          | Bill            | PHC Advisory Council        |
| <b>Bozogan</b> | <b>Lisa</b>     | <b>Waypoint UV</b>          |
| Brooks         | Hanna           | DHMC                        |
| Brownell       | Ann             | Waypoint UV                 |
| Chiocchio      | Stacey          | Hypertherm/HOPE Foundation  |
| Farnsworth     | Barbara         | DHMC                        |
| Fedrizzi       | Rudy            | VDH/WRJ                     |
| Gariepy        | Denise          | Good Beginnings             |
| <b>Gaspar</b>  | <b>Holly</b>    | <b>DHMC</b>                 |
| Hayes          | Tracey          | PHC                         |
| <b>Hinds</b>   | <b>Katie</b>    | <b>ECEA</b>                 |
| Knox           | Anthony         | VNH                         |
| Kobylenski     | Sara            | Couch Family Foundation     |
| Mayfield       | Brett           | PHC Board                   |
| <b>McKaig</b>  | <b>Courtney</b> | <b>MAHHC</b>                |
| Newbern        | Jeana           | LSRVNA                      |
| Redmond        | Michael         | The Haven                   |
| <b>Roberts</b> | <b>Joanne</b>   | <b>Vital Communities</b>    |
| Smith          | Andrea          | DHMC                        |
| Snow           | Linda           | DHMC/Moms in Recovery       |

BOLD = Panelist/Speaker