

# Early Learning Hub of Linn, Benton & Lincoln Counties

## Pollywog Partner Meeting Minutes

<b>MEETING COMMENCED</b>	9:00am, February 7, 2019 Linn-Benton Community College
<b>MEETING CALLED BY</b>	LeAnne Trask
<b>WORK GROUP MEMBERS PRESENT</b>	Cara Kangas, Sheri Branigan, Juana Estrada, Deanna Barclay, Ashlie Sheldrake, Merideth Kachel, Jeff Davis, Misha Mayers, Mary Jackson
<b>STAFF MEMBERS PRESENT</b>	Shirley Blake, Jennifer Hartsock, Lynn Hall
<b>VERSION</b>	Final
<b>RECORDED</b>	No

### Agenda topics

<b>DISCUSSION ITEM</b>	Pollywog Parent Newsletters – Jennie
January: International Creativity Month.	
February: Children’s Dental Health received better readership.	
March: Music in Our Community will include local music events, classes, and other resources in our region.	

<b>DISCUSSION ITEM</b>	Pollywog Parent Voice Blog – Shirley
Shirley’s blogs receive high readership, especially for topics like breastfeeding and vaccinations.	
Future topics include sleep, brain development, and highlights on Vroom and vaccinations (this is particularly important due to the measles outbreak).	

<b>DISCUSSION ITEM</b>	Pollywog Friday Updates – LeAnne
The last issue went out on January 22 <sup>nd</sup> . This included referral statuses.	
Next issue is scheduled for February 15 <sup>th</sup> .	

<b>DISCUSSION ITEM</b>	Google Analytics – LeAnne
We celebrated the Pollywog website two year anniversary this past December.	
In year one, we received 40 readers on a particular day. In year two, we averaged 400 readers per day, which is twofold our original readership.	
The Parent Voice blog causes spikes in our readership. This drives traffic to our website.	
We are currently cleaning up our test accounts in our database.	
LeAnne reminds the group that the Spanish icon indicates Spanish-taught classes offered at LBCC.	

<b>DISCUSSION ITEM</b>	VistaLogic (Clara) Updates – LeAnne
When some DHS workers attempted to log into the system, they could not. However, we reported the issues to VistaLogic Tech Support and the problems were solved..	
Healthy Families discovered a system bug, and VistaLogic will take care of this soon.	
We asked VistaLogic for two additions to the Pollywog website:	
<ol style="list-style-type: none"> <li>1. Add “child care” as an option to the sign up form/primary interest section</li> <li>2. Add “How did you hear about Pollywog” to the database field</li> </ol>	
Sheri and Juana attended today’s meeting. They are Pollywog personnel who speak with incoming clients and make referrals.	

<b>DISCUSSION ITEM</b>	211 Presentation – Cara Kangas
Cara Kangas is the current Manager of Outreach and Emerging Services for 211 Info.	
At our last meeting, LeAnne showed the group their 211 data and asked for revisions.	
Cara gives the group handouts on how to manage information in the 211 database and basic contact information for providers in our region. A few of these contacts are outdated.	
Cara walks the group through updating their information in the database.	
<ul style="list-style-type: none"> <li>• Your password changes if you request to change it. If there is an agency with multiple sites, each site password will include different numbers.</li> <li>• For an updated agency name, 211 will add a note with the previous name in case a caller isn’t aware of the agency name change.</li> <li>• When adding a new service, please add as much information as possible. This generates into the web survey for 211.</li> <li>• An agency can make as many information changes as they wish in the 211 system. As well, 211 is able to identify these changes in order to review them.</li> </ul>	
Most hospital websites include locator tools (and other navigation and services) on their websites, so 211 doesn’t include this information in their 211 profiles. 211 serves as a quick portal to their more robust websites. This includes school and city records. This reduces the work load of 211 constantly updating changing information for several agencies.	
When you search for a topic in 211, a popup window offers taxonomy examples and suggestions. Ex: If you search “hospital,” you will see veterinarian hospitals, psychiatric support, inpatient health, etc.	
<ul style="list-style-type: none"> <li>• If this taxonomy information is inaccurate for your agency, it can be changed.</li> </ul>	
211 is no longer screening calls for the Oregon ScreenWise Program. 211 stores their information and forwards incoming calls to the Oregon Health Authority.	
<ul style="list-style-type: none"> <li>• ScreenWise offers a variety of breast cancer, cervical cancer, and genetics services for uninsured and underinsured patients.</li> </ul>	
The 211 mobile app offers the community resource search.	
Cara pulls up Family Tree Relief Nursery on the 211 database. Information is updated with new Albany location.	
New information in 211 automatically updates the website and mobile app.	
Cara pulls up District 4 Department of Human Services (DHS) on the 211 database. Secondary services don’t show up on 211 profile.	
<ul style="list-style-type: none"> <li>• Pollywog uses the resource identifier number to update the database. Pollywog search terms may not match 211 search terms.</li> </ul>	
211 personnel speak multiple languages.	
If users have database issues online, they should call 211.	
There are several reasons (agency opted out, agency isn’t accepting new clients, etc) that a service isn’t included in the 211 database.	
Cara presents 211 analytics for April-June 2018. These analytics are customizable by month/year, state, and county. Tabs include community needs and demographics.	
Folks with housing needs should be referred to 211.	

211 is able to work remotely.

**Next Steps:**

- LeAnne and Michelle agree to discuss information inconsistencies in the 211 and Pollywog databases.
- No service forms from December were turned in.

<b>NEXT MEETING</b>	Thursday, April 11, 2019 9:00-10:30am
Linn-Benton Community College	
<b>MEETING ADJOURNED</b>	10:30am