

Minneapolis SHIP Health Care Referral Intervention Key Informant Interview Themes

This document outlines themes and responses from key informant interviews conducted with 13 community leaders and stakeholders from January to March 2010. The organizations represented in the interviews include cultural associations, community organizations serving diverse populations, health access and referral organizations, health care clinics and associations, and health plans.

Key informant interviews were conducted to solicit culturally relevant feedback on 1) needs and preferences for a referral resource system; 2) developing relationships among health care providers and community leaders to build partnerships for active referrals; and 3) community resource access, barriers, and needs.

Needs and Preferences for a Referral/Resource System

Format of Resource Collection

- Database is useful, but a paper list for clinics is necessary
- Should have a database that is accessible for everyone including patients
- Not recreate the wheel for a database, build on something that is already out there
- Must be simple and easy to integrate
- United Way 2-1-1 is a good source for both the clinic and the patient for referral information
- Minneapolis 3-1-1 can also provide useful information on county and city resources
- Searchable by zip code
- Need to work with community agencies to get info to residents in preferred format
- Collaboration building
- Even with one phone number to call, in a busy clinic the number may get lost and forgotten

Inclusion and Selection of Resources

- Narrow scope
- Include actual programs (not facilities) e.g. only include parks if they have a class etc.
- It is about understanding how people use the resources, not identifying the resources and referring
- Look at the potential of organizations, not just what they already have
- Involve the community in identifying resources
- Map out how to connect resources and build partnerships with accountability
- Include opportunities for exercise at faith communities
- Resources need to be up to date and streamlined
- Family and community based resources that are sensitive to culture and identity
- Residents want something located in their community or their housing unit

Resource Service Information to be included

- Ethnicity search– language, gender, culture
- Include info on program, activities, scholarship
- Need to have culturally appropriate materials and education
- Reimbursement

Using Tobacco as a Model for Obesity

- Great to get a phone line however, health plans pay for end service and phone service for tobacco
- For obesity and chronic disease, treatment may be tied to the patient diagnosis, which for tobacco cessation is not the case
- Need this type of model, but not sure what it looks like
- Tobacco model is excellent but not feasible, funding and health plan challenges are a problem
- Patients would like to work with a personal coach

Clinic Referral Process Recommendations

- Prescription pad for providers to make referrals and have patient contact referral agency
- Providers are not used to making referrals, so needs to be simple, no extra steps
- Involve clinic staff or other providers (MA, nurse, clinical pharmacist, patient educator, social worker, specialists) for referrals
- Have a person at the clinic responsible for connecting patients to the referrals
- Establish "Physician Clinic Champion"
- Use Epic for providers to refer patient to responsible referrals person
- Work with patients to capacity build to negotiate the system on their own.
- Ideally, need to take referrals out of hands of the clinic and look at other places to get referrals
- Need to educate providers on referral resources (x2)
- Collaboration with referrals with other organizations providing populations specific services
- Providers don't want to ask the question if they don't have a resource for it
- Need a health care navigator or care coordinator that can cross the boundaries of all the challenges a patient is facing (not just health) and have familiarity with culturally specific approaches

Cultural Recommendations on Resources and Referrals

- Provider training in cultural differences (relationships, trust) and how to get info from patients (storytelling) (x2)
 - SE Asians do not trust first but trust after develop a relationship
 - Inner (clan) is truth, but will try to please outsiders regardless of the truth
- Patient training on importance of medical care and giving the provider the right information (x3)
 - The general Korean American population may not go to the doctor regularly because they do not recognize the importance
 - Some cultures do not take care of the problem until they have to (no prevention) and do not believe other people can take care of the problem
 - SE Asian communities may not tell the truth about smoking because of losing faith
- Gender specific facilities (x2)
 - Women and men feel uncomfortable exercising around each other
 - Somali women want separate facilities than men
- Knowledge of what cultural communities prefer for types of physical activity
 - General Korean American population likes fitness facilities and is active in sports, golfing, and swimming
 - Somali are not used to the American type of exercise or exercise at home
 - Per the Allina Backyard Initiative, exercise does not happen outside of daily life and outside of the community
- Keeping in mind traditional cultural diets and how to incorporate into healthy eating (x2)
 - Most Korean Americans are health conscious, traditional diet is healthy
 - 75-80% of Native Americans are lactose intolerant, so keep that in mind with healthy eating and nutrition
- Have incentives for using resources (gift cards, food, etc.)
- The right people need to give the right translation or message to cultural communities
- Providers need to be sensitive to culture, identity, and generational differences
 - Values, communication and action is different across Cambodian populations (elders, bi-cultural, Americanized)
 - Elders prefer face to face, maybe phone
 - SE Asians think of the body as a whole, not parts that can be affected by tobacco
 - Must emphasize traditional tobacco use versus tobacco effects
- Community component is important – family, geographic, spiritual, etc.
 - Relationships with family are what helps people or keeps people from acting on healthy behaviors
 - Most residents turn for help to family, friends, and religious organizations
 - Need examples from people in the community leading by example
- Residents use different ways to get information than flyers and advertisements, they use word of mouth and other communication methods

Community Resource Access, Barriers, and Needs

Tobacco

- Tobacco use is a problem with African communities
- Language and transportation for tobacco cessation
- Cultural specific Tobacco Cessation programming (x2): American Indian and SE Asian
- Get a talking circle together to determine what would work well for a tobacco cessation program for American Indians

Nutritious Food

- Not many grocery stores
- People will use community gardens
- Fresh food access and expense
- Traditional food and fresh food at food shelves
- Native American run farmers market
- Not many accessible sources for food in North Minneapolis

Physical Activity

- Area not conducive to biking and walking
- Need physical activity programs geared toward adults
- Personal health coach would be helpful
- There is no real facility for exercise in North Minneapolis, try to create agreements with churches
- No safe places for independent exercise (parks, outside) (x2)
- Cannot afford fitness options

Other

- Community resources are not an issue, access to affordable insurance and health care is (x2)
- Scarcity of resources and free organized resources (x2)
- Quality of interpreters is an issue
- Resources to prevent diabetes and chronic disease
- Transportation to community resources is an issue (x2)
- Capacity to navigate the safety net system
- Difficult to develop long term relationships and trust with providers (x2)
- Policy level, presence of community and resources are marginal
- Assistance to make an appointment after being referred
- Incentives and reduced rates will help get people using resources

Inclusion / Exclusion Criteria

MinnesotaHelp.info is the State of Minnesota's online access point for information about health and human service agencies and programs. Citizens can search the database any day or any time from the convenience of their own home. The services are organized by a geographic location and by topics. Consumers can locate general and in depth information for people of all ages

The MinnesotaHelp.info web site was developed cooperatively by the Minnesota Board on Aging and the Department of Human Services. The development of the web site was based on recommendations from the Long-Term Care Task Force, a tri-partisan task force that developed a broad set of recommendations related to long-term care reform in Minnesota. As a result of those recommendations, the 2001 Minnesota legislature supported an improved information and assistance network to provide choices about long-term care options for older Minnesotans and their caregivers. In an effort to build upon existing systems and leverage additional resources, the Minnesota Board on Aging partnered with a wide-range of partners in effort to expand the scope of the resources in the database. Today, the database includes services designed to meet the needs of young and old Minnesotans and everyone in between. One of the major partners includes the 87 Minnesota human service agencies located in the counties.

The Minnesota Board on Aging (MBA) is the gateway to services for seniors and their families. MBA listens to senior concerns, researches solutions, and proposes policy to address the needs of older Minnesotans. In addition as the State Unit on Aging, MBA administers funds from the Older Americans Act that provides a spectrum of services to seniors, including Senior LinkAge Line[®] (SLL). The SLL is a free telephone information and assistance (I&A) service that makes it easy for seniors and their families to find community services. The MBA is also the designated State Health Insurance Assistance Program (SHIP).

First established in 1956, the MBA is one of the pioneers in the field of aging. It works closely with its Area Agencies on Aging, comprised of 7 regional agencies that provide direct Information & Assistance service through the Senior LinkAge Line[™]. The Governor appoints the Board's 25 members. The Board is housed within the Department of Human Services and staff is part of the Aging Initiative-Continuing Care Administration.

The Department of Human Services including the Disability Services Division (DSD) in the Continuing Care Administration and Children and Family Services (CFS) is actively involved in the resources for persons with disabilities and families and children's sites in MinnesotaHelp.info.

DSD defines and implements statewide policy to ensure that a range of services is available to Minnesotans with disabilities. A primary goal of DSD is to promote independent living for people with disabilities by funding or providing a broad range of residential care and social services close to home communities instead of in institutionalized settings. A key element to promoting independent living in communities is being able to access information about services

available. The database will act as the foundation for development of integrated information and assistance networks for persons with disabilities. CFS helps keep children safe and provides families with supports to care for their children. It also helps families and individuals transition to work and economic stability.

The Minnesota counties are represented by Hennepin County Human Services and Public Health Department – Aging and Disability Services. Its mission is to connect senior citizens and persons with disabilities to resources that will help them live as independently as possible.

To provide a consumer friendly and useful database, criteria were developed to determine which agencies and programs could be included in the database. The inclusion/exclusion policy was developed using feedback from consumers, professionals, planners, experienced database managers, and policy makers.

Inclusion

In order to provide objective data to consumers to aid in making informed choices, the database will include agencies that provide assistance for the general public.

1. Government and not-for-profit agencies and programs that provide assistance for the general public. These include federal, state, and municipal governments as well as non-profits designated as 501c3 incorporations.
2. Agencies and programs that are tax-exempt or do not charge fees.
3. For-profit, commercial, or private organizations may be considered on an individual basis. Evaluation of inclusion is based on the following:
 - a. Uniqueness of services; related to maintaining someone in their home and independent as commonly understood. This excludes for-profit services and case managers that do not provide long-term care services for the elderly and disabled.
 - b. Lack of comparable services from not-for-profit
 - c. Degree of need for the services
 - d. Availability of referral sources through associations that are of a neutral nature and do not require providers to pay for basic and/or enhanced listings.
 - e. The availability and comprehensive level of comparable data that is maintained by other state agencies.
 - f. The decision on the part of the project management staff with input from the user community about the capacity and need to maintain a statewide data set about the provider group e.g. decision to maintain a listing of all MSHO Health Plans versus all health plans that service all Minnesotans.
 - g. The status of the agency with regard to a license issued by the Departments of Human Services, Health, Commerce or other relevant state or local agency.
4. Housing and facility establishments, medical related agencies, home care providers, whether for-profit, commercial, private, governmental, or not-for-profit, not under investigation by regulatory entities.
5. Professional organizations and trade associations that do customized referral to private persons will be included. These include the Bar Association, the various State Boards that

license professionals (Medical Practice, Psychologists, Social Workers, Nurses, etc.), and other agencies that provide listings of private providers.

6. Agencies and providers certified to accept Medicaid (Medical Assistance), Medicare or any Medicaid waiver program.
7. Agencies and programs that are under a state or county contract to provide statewide services.
8. Agencies and programs that are an access point to gaining eligibility for or seeking assistance with public programs or a publicly funded service or public interest (e.g. employment).
9. National agencies and trade associations

Exclusion

1. The Minnesota Board on Aging reserves the right to exclude any agency.
2. In general private practitioners or medical doctors except as may be necessary under inclusion criteria, are excluded.
3. Any agency that knowingly or unknowingly discriminates or denies services based on age, gender, race, religion, disability, or sexual orientation as covered in the Minnesota Human Rights Act and enforced by the Minnesota Department of Human Rights.
4. Agencies that have been found in violation of municipal, state, or federal laws or regulations and have been excluded from providing service under the requisite licensure.

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Field Name	Alias Name	Field Definition	Domain Values	Value Definitions	Length	Allow Null	Data Type					
Agency_ID	Agency ID	Numeric identification system to be created by the database, that will allow for linking to other tables and related databases.				No	Number					
Agency_Name	Agency Name	Proper name of the agency, no abbreviations				No	Text					
Agency_Type	Agency Type	Classification title used to describe the agency type or classification.	Academic Institution	Academic institution such as the University of Minnesota		No	Dropdown					
			Area Agency on Aging	Agency on aging such as the MN Board on Aging								
			Association									
			Church or Faith-based Agency	Churches or faith based organizations								
			Civic Group	Civic groups such as the Elk's Club or Rotary								
			Clinic	Health care clinics								
			Community Center	Community center not associated with another organization								
			Community Education									
			Community Service Agency									
			Disease-specific organization/society	Disease-specific organizations such as the American Lung Association								
			Ethnic Organization/Association									
			Government Agency - Federal									
			Government Agency - State/Local									
			Health Plan or Managed Care Organization	Health plan or managed care organization								
			Hospital/Medical Center									
			Housing Unit									
			International Agency									
			Knowledge Resource	Web site resources that do not fit in other organization type category								
								Library				
								Medical Specialty Society	Medical specialty society such as American Academy of Pediatrics			
			Nursing Home/Extended Care Facility									
			Other	Not otherwise specified								
			Park Boards									
			Private For Profit Organization									
			Private Nonprofit Organization									
			Professional Association	Professional Association such as the MN Medical Association								
			Public For Profit Organization									
			School									
			Senior center									
			Social Services Organization									
			Visiting Nurse Association									
AgencyDescription	Agency Description	Brief description of agency				No	Memo					
AgencyPhone_Main	Agency Phone Main	9 digit telephone number of agency.				No	Text					
AgencyFax	Agency Fax	9 digit fax number of agency.				Yes	Text					
AgencyEmail	Agency Email	General email address of agency.				Yes	Text					
AgencyWebsite	Agency Website	URL of agency				Yes	Hyperlink					
AgencyAddress1	Agency Address 1	Building Address of agency				Yes	Text					
AgencyAddress2	Agency Address 2	Street Address of agency				Yes	Text					
AgencyAddress3	Agency Address 3	Room/Suite Address of agency				Yes	Text					
AgencyCity	Agency City	City where agency resides.				No	Text					
AgencyState	Agency State	State or territory where agency exists.				No	Text					
AgencyZip	Agency Zip	5-digit Zip Code; 9-digit if possible				No	Text					
AgencyContact_name	Agency Contact Name	First and last name of agency contact if applicable				Yes	Text					
AgencyContact_email	Agency Contact Email	Email address of agency contact if applicable.				Yes	Text					
AgencyContact_phone	Agency Contact Phone	9 digit telephone number of agency contact if applicable.				Yes	Text					
Program_ID	Program ID	Numeric identification system to be created by the database, that will allow for linking to other tables and related databases.				No	Number					
Program_Name	Program Name	Proper name of the program, no abbreviations				No	Text					
ProgramDescription	Program Description	Brief description of the program				No	Memo					
ProgramAddress1	Program Address 1	Building Address of program, same as agency if not specified				Yes	Text					
ProgramAddress2	Program Address 2	Street Address of program, same as agency if not specified				Yes	Text					
ProgramAddress3	Program Address 3	Room/Suite Address of program, same as agency if not specified				Yes	Text					
ProgramCity	Program City	City where program takes place, same as agency if not specified.				No	Text					
ProgramState	Program State	State or territory where program takes place, same as agency if not specified.				No	Text					
ProgramZip_Code	Program Zip Code	5-digit Zip Code; 9-digit if possible				No	Text					
Community	Community	Community where program resides, same as agency if not specified.	Calhoun-Isles			No	Dropdown					
			Camden									
			Central									
			Longfellow									
			Near North									
			Nokomis									
			Northeast									
			Phillips									
			Powderhorn									
			Southwest									
University												
ProgramPhone_Main	Program Phone Main	9 digit telephone number of program, same as agency if not specified.				No	Text					
ProgramPhone2	Program Phone 2	Alternate telephone number if applicable				Yes	Text					
ProgramHours_Operation	Program Hours of Operation	Hours of program operation				Yes	Text					
ProgramWebsite	Program Website	URL of program, same as agency if not specified				Yes	Hyperlink					
ProgramContact_name	Program Contact Name	First and last name of program contact if applicable				Yes	Text					
ProgramContact_phone	Program Contact Phone	Email address of program contact if applicable.				Yes	Text					
ProgramContact_email	Program Contact Email	9 digit telephone number of program contact if applicable.				Yes	Text					

GenderServed	Gender Served	Genders program serves, men and women if not specified.	Men Women Men and Women	Men Women Men and Women	No	Dropdown
Race	Race	Specific race program serves if specified	Race_White Race_AfAmer Race_AmInd Race_API Race_unspecified	White African American American Indian Asian Pacific Islander Not Specified	No	Yes/No Yes/No Yes/No Yes/No Yes/No
Ethnicity	Ethnicity	Specific ethnicity program serves if specified	Ethnicity_Hisp Ethnicity_Hmong Ethnicity_Somali	Hispanic Hmong Somali	No	Yes/No Yes/No Yes/No
Target Audience	Target Audience	Target audience program serves if specified	Target_youth Target_adults Target_seniors Target_disabled	Youth Adults Seniors Disabled	No	Yes/No Yes/No Yes/No Yes/No
Language	Language	Language services available if specified	Language_english Language_spanish language_Hmong Language_Somali Language_SoutheastAsian Language_HearingImpaired Language_Unspecified	English Spanish Hmong Somali Southeast Asian Hearing Impaired Not Specified	No	Yes/No Yes/No Yes/No Yes/No Yes/No Yes/No Yes/No
Resource_Cat	Resource Category	Type of resource, can be multiple	Resource_Cat_Evidence Resource_Cat_Clinical Resource_Cat_Community Resource_Cat_Reimbursable	Evidence Based Clinical Setting Community Setting Reimbursable	No	Yes/No Yes/No Yes/No Yes/No
Risk_Domain	Risk Domain	Risk factors targeted by program	Risk_Domain_ALC Risk_Domain_HE Risk_Domain_PA Risk_Domain_TC Risk_Domain_CDPM	Alcohol Healthy Eating Physical Activity Tobacco Control Chronic Disease Prevention and Management	No	Yes/No Yes/No Yes/No Yes/No Yes/No
Act_Type_PA	Activity Type Physical Activity	Type of program activity	Classes/Programs Community Centers Facilities - schools, churches, malls, etc. Fitness Centers/Health Clubs/Gyms Organized Sports Parks and Trails Personal trainer or coaching Support Groups		Yes	Dropdown
Act_Type_TC	Activity Type Tobacco Cessation	Type of program activity	Clinical Programs Class/Program Counseling (in person) Counseling (phone) Medication Self- Management (online) Support Group		Yes	Dropdown
Act_Type_Nutr	Activity Type Nutrition	Type of program activity	Food banks Classes/Programs - healthy shopping, cooking, eating Community Gardens Counseling/Coaching Farmer's Markets Nutrition or diet program Food Distribution - e.g. Fare for all Local Markets/Grocery Stores		Yes	Dropdown
Act_Type_Alc	Activity Type Alcohol	Type of program activity	Clinical Programs Counseling (in person) Counseling (phone) Medication Self- Management (online) Support Group		Yes	Dropdown
Act_Type_CDPM	Activity Type Chronic Disease Prevention and Management	Type of program activity	Classes/Programs Clinical Programs Counseling Evidence based programs Self Management Support Groups - weight watchers		Yes	Dropdown
Act_Type_EB	Activity Type Evidence Based	Type of program activity	Chronic Disease Self Management Arthritis Self Management Fall Management for Older Adults Fitness for Older Adults Lifestyle Balance Programs (Diabetes Prevention)		Yes	Dropdown
Receive_Referrals	Receive Referrals				Yes	Yes/No
Reimbursable	Reimbursable	Availability of reimbursement	Reimbursable_to_Provider Reimbursable_to_Program Reimbursable_by_Medica Reimbursable_by_UCare Reimbursable_by_BCBS Reimbursable_by_Public	Provider Program Medica Ucare BCBS Public	Yes	Yes/No Yes/No Yes/No Yes/No Yes/No
Reimbursement_Amt	Reimbursement Amount	Reimbursement amount in USD			Yes	Text
ProgramCost	ProgramCost	Cost of program in USD	ProgramCost_free ProgramCost_Sliding ProgramCost	Free Sliding Fee Scale Cost	Yes	Yes/No Yes/No Integer
Program_Cost_per	Program Cost per Unit	Unit corresponding to cost of program	Hour Session Program Week Month Year Other Not Applicable		Yes	Dropdown
Program_Cost_commen	Program Cost Comments	Program cost details			Yes	Memo
Payment	Payment	Payment method or type of reimbursement for program	Payment_incentive Payment_discount Payment_billingcode	Incentive Discount Billing Code	Yes	Yes/No Yes/No Yes/No

Minneapolis Community Resource List

<p>Physical Activity</p>	<p>Minneapolis Community Education - 612-668-3939</p> <ul style="list-style-type: none"> - A variety of sports, swimming, classes for exercise and wellness, cooking, gardening, and family activities - To find current classes go to: http://www.mplscommunityed.com/ > Browse the Catalog > Health, Fitness & Sports - Classes are 5 to 11 week sessions for a fee (approx \$5-\$60/session) located at public schools and community sites - Discounts for 62 or older; enrollees of Social Security, Unemployment, or MFIP; MHP/UCare participants; youth <p>Minneapolis Community and Recreation Centers - 612 230-6400</p> <ul style="list-style-type: none"> - Offers some free and reduced cost classes, sports, and open facilities. - Must pre-register for most activities and show a picture ID to enter. - Register online or in person at any Recreation Center using cash, check or a credit card. - Find a recreation center: http://www.minneapolisarks.com/default.asp?PageID=90&advSearch=recCtrs - Find activities and programs: http://www.minneapolisarks.com/default.asp?PageID=15 <p>Minneapolis Park and Recreation Board - 612 230-6400</p> <ul style="list-style-type: none"> - Find a park with paths, fields, and amenities: http://www.minneapolisarks.org/default.asp?PageID=5&advSearch=parks - Find trails and pathway maps: http://www.minneapolisarks.org/default.asp?PageID=907 - Minneapolis Bike Maps and Where to Ride: http://www.ci.minneapolis.mn.us/bicycles/where-to-ride.asp <p>YMCA – Minneapolis – 612-230-9622, www.ymcatwincities.org</p> <ul style="list-style-type: none"> - Members have access to pools, open gym, weights, cardio machines, classes, etc. - Free 3 day pass for non-members to check out facilities, free fitness consultation for new members - Membership Rates (as of 8/6/10): Adults - \$60/mo, Dual - \$94/mo, Family - \$110/mo. Joining Fee: \$150 - Offers health plan discounts, personal pricing plans, and income-based sliding scale scholarship of 10-50% fee reduction <ul style="list-style-type: none"> - Fill out short application form: http://www.ymcatwincities.org/assets/pdfs/p3_application_form.pdf - Provide verification: Current state-issued photo ID with home zip code and most recent Federal Tax Return or a Statement of Government Benefit Payments - Minneapolis locations include: <ul style="list-style-type: none"> - YMCA Blaisdell, 612-827-5401, 3335 Blaisdell Ave Mpls, MN 55408 Building Hours: Monday - Friday 5:30am-10:00pm, Saturday - Sunday 7:00am-8:00pm - YMCA Downtown, 612-371-8740, 30 South 9th Street, Mpls, MN 55402 Building Hours: Monday - Friday 5:30am-9:30pm, Saturday:7:00am-7:00pm, Sunday:8:00am-7:00pm - YMCA North Community (youth program site only), 612-588-9484, 1711 W Broadway Ave Mpls, MN 55411 - YMCA Hiawatha, (program site only) 612-729-7397, 4100 28th Ave S Mpls, MN 55406 <p>YWCA – Minneapolis</p> <ul style="list-style-type: none"> - Members have access to pools, open gym, weights, cardio machines, classes, etc. - Offers health plan discounts and scholarships - Free Babysitting/Fit Kids Gym (Midtown and Uptown locations) - Minneapolis locations include: <ul style="list-style-type: none"> - YWCA Midtown (co-ed), 612-215-4333, 2121 E Lake St Mpls, MN 55407 - YWCA Downtown (co-ed), 612-332-0501, 1300 Nicollet Mall Mpls, MN 55403 - YWCA Uptown (co-ed), 612-874-7131, 2808 Hennepin Ave S Mpls, MN 55408
<p>Physical Activity: Family Programs</p>	<p>YMCA PHD (Physical, Healthy, and Driven) - 612-230-9622</p> <ul style="list-style-type: none"> - A Fun Health + Nutrition Program for Kids (ages 5-10) that shows kids and families how to become more physically active and motivated while increasing their overall health. - Each 7 week session is 2 days/wk, 1 hr each day. Kids engage in fitness screening, exercise and nutrition lessons. - Cost: \$50 for YMCA members, \$66 for non-members. Parents receive free YMCA guest passes during program. - PHD runs every 7 weeks throughout the school year at 19 YMCA locations: Register online > or call 612-230-9622. <p>YWCA Strong, Fit, Fast - 612-215-4367 (Native American Families) / 612-215-4373 (Latino Families)</p> <ul style="list-style-type: none"> - A 12-month health and fitness program for Latino and Native American youth and their families. - Focuses on reducing childhood obesity and type II diabetes rates in the Latino and Native American communities. - Youth meet 2x/wk for fun classes to develop fitness and nutrition habits that support healthy weight and wellness. - Parents receive a free pass to use the fitness facilities while youth are in classes - Call to register or for more info visit: http://www.ywcamppls.org/community-programs/girls-youth/strong-fast-fit.asp
<p>Healthy Foods: Access</p>	<p>Fare For All -1-800-582-4291</p> <ul style="list-style-type: none"> - Packages of fresh produce and frozen meat at 40% savings, packages from \$10-\$25 for pre-order or cash/carry - Pick up 1x/month, several Mpls locations: http://www.emergencyfoodshelf.org/ourfamilyofprograms/ffa/Index.aspx <p>Hennepin County Food Support Program - 612-596-1300</p> <ul style="list-style-type: none"> - Helps people with low income get access to nutritious food by using an electronic card to buy food at local stores - Residents must apply for Food Support in the county where they live, there are 4 appointment locations in Minneapolis - Applications are available by phone, in person, or online: http://www.hennepin.us/portal/site/HennepinUS/

Minneapolis Community Resource List

	<p>Hennepin County Woman, Infants and Children (WIC) Program – 612-348-6100</p> <ul style="list-style-type: none"> - Provides vouchers for nutritious food, breastfeeding support, nutrition education, and referrals to social services for eligible pregnant women, infants and children. Gross income must fall at or below 185% FPG to be eligible. - Applicant must call the Hennepin County Health Department for an appointment at one of four Mpls locations <p>Minneapolis Farmer’s Markets – 3-1-1 (in Minneapolis only)</p> <ul style="list-style-type: none"> - Markets sell fresh fruits, vegetables, flowers, and other goods at various outdoor locations. - Markets are often open limited days/times per week and most are open Spring through Fall. - List and map of Minneapolis mini markets (5 vendors or less) and farmer’s markets locations can be found at: http://www.ci.minneapolis.mn.us/sustainability/MplsFarmersMarkets.asp or call 3-1-1 (in Minneapolis only) - Electronic Benefits Transfer (EBT) is now available at the following locations to purchase a variety of food items, including fruits and vegetables. For a limited time, there is a free match of up to \$5 in coupons for EBT purchases. <ul style="list-style-type: none"> - Midtown Farmers Market, (612) 724-7457, 2225 East Lake Street Minneapolis, MN 55407, www.midtownfarmersmarket.org, Hours: Sat. 8 am-1 pm May-Oct, Tue. 3 pm-7 pm June-Oct - Minneapolis Farmers Market (Lyndale), (612) 333-1718, 312 East Lyndale Avenue North Minneapolis, MN 55405, www.mplsfarmersmarket.com, Hours: Mon.-Fri. 9am-12pm July-Nov, Sat.-Sun. 7am-1pm July-Nov - Northeast Farmers Market, 7th Avenue NE & University Avenue NE Minneapolis, MN 55413, www.nemplsfarmersmarket.com, Hours: Sat. 9 am-1 pm June-Oct <p>NorthPoint Health and Wellness Produce Distribution - 612-767-9164</p> <ul style="list-style-type: none"> - Free distribution of produce to the public, every other Friday, May – September, 9am-noon - NorthPoint Parking lot, 1315 Penn Ave. North, Minneapolis, MN 55411
<p>Healthy Foods: Classes</p>	<p>Cooking Matters – 612-625-8284</p> <ul style="list-style-type: none"> - Healthy cooking and nutrition program offered 1 night/week for 6 weeks at community or clinic locations - Free to low-income (180% FPL)adults and families, offered in English and Spanish - Call to set-up a class for your patients. Classes are not ongoing, must be organized by clinic or community agency. <p>Simply Good Eating – 612-596-2125</p> <ul style="list-style-type: none"> - Participants will learn how to apply basic nutrition principles to their food choices, plan healthy meals on a limited budget, stretch their food dollar, and cook with an emphasis on safe food practices. - Free to low-income (180% FPL)adults and families, offered in English and Spanish - Call to set-up a class for your patients. Classes are not ongoing, must be organized by clinic or community agency.
<p>Tobacco Cessation</p>	<p>MN Clinic Fax Referral Program</p> <ul style="list-style-type: none"> - A fax based or EMR based referral form completed by a clinic provider to refer patient to tobacco quitline services - Patient agrees to be called by a phone counselor to begin cessation process - To register your clinic go to: www.preventionminnesota.com and click on the <i>Call It Quits</i> icon on the home page. <p>QUITPLAN Helpline - 1-888-354-PLAN</p> <ul style="list-style-type: none"> - Professional phone counseling for All Minnesotans (may include Nicotine Replacement Therapy) - Callers are transferred to counseling service covered by their health plan, or to Clearway vendor if uninsured - Available to Spanish speakers and the hearing-impaired. Interpreter services are available for other languages. <p>QUITPLAN Centers - 1-888-354-PLAN</p> <ul style="list-style-type: none"> - Clinic based individual counseling and medication services (English only) - Some health plans do not cover all or a portion of services - Locations in Minneapolis include: <ul style="list-style-type: none"> - Park Nicollet Clinic – Minneapolis, 952-993-3636, 2001 Blaisdell Avenue South, Minneapolis, MN 55404 - Smiley’s Family Medicine Clinic, 612-333-0770, 2020 East 28th Street, Minneapolis, MN 55407 - Broadway Family Medicine Clinic, 612-802-8200, 1020 West Broadway, Minneapolis, MN 55411 <p>Freedom from Smoking (American Lung Association) - 800-586-4872 option 2</p> <ul style="list-style-type: none"> - 8 session behavior change approach online, at various locations, or train a trainer for classes at your clinic - Topics include health issues associated with tobacco use, coping skills needed to prevent relapse and group support to reinforce your decision to stop using tobacco. - Current series open to patients at Abbott Northwestern Hospital and Allina clinics, including Allina Medical Clinic, Aspen Medical Group and Quello Clinic locations. Also offered at United Hospitals, including Virginia Piper Cancer Institute, Mercy and Unity hospitals. <p>Nicotine Anonymous - 952-404-1488</p> <ul style="list-style-type: none"> - A free 12-step recovery program offered in a group setting; donations accepted. - Minneapolis area locations include: <ul style="list-style-type: none"> - Linden Hills Congregational Church, 612-927-4603, 4200 Upton Ave. S, Minneapolis, MN 55410 - St. John the Baptist Episcopal Church, 42nd & Sheridan Ave. S., Minneapolis, MN 55412 - Or search for a meeting: https://www.nicotineanonymous.org/standard_search.php

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<p>Alcohol Dependency Support</p>	<p>Alcoholics Anonymous Greater Minneapolis – 952-922-0880</p> <ul style="list-style-type: none"> - 12 step program, support group meetings, free and open to anyone - To find a meeting time and location in MN call or go to: http://www.aaminneapolis.org/pages/meeting/LocationIndex.asp <p>Rule 25 Chemical Health Assessments</p> <ul style="list-style-type: none"> - African American Family Services – 612-871-7878, 2616 Nicollet Ave South Hours: Mon-Thurs, opens @ 8am, 9 rule 25 per day - Hennepin County Chemical Health Services – 612-879-3501, 1800 Chicago Ave South Hours: Tues-Thurs 7am, 25 rule 25 per day, also offers public assistance
<p>Weight Management</p>	<p>Overeaters Anonymous - (888) 540-1212</p> <ul style="list-style-type: none"> - A 12 step program to help individuals abstain from compulsive eating,. Support groups are free and open to everyone - For help finding a meeting in the Minneapolis leave a message at: (888) 540-1212 or search online: http://www.overeaters.org/localmeetings.html <p>Weight Watchers - 800-651-6000</p> <ul style="list-style-type: none"> - Support for losing and maintaining weight through tools for healthy food choices - Fees for program enrollment apply, meetings through employers are often free - Offered at various Minneapolis community locations, including some YMCA and YWCA locations - Find a support group meeting near you: http://www.weightwatchers.com/util/mtf/index.aspx
<p>Evidence Based Community Programs</p>	<p>Chronic Disease Self-Management Program - demonstrated increase in physical activity and healthy eating</p> <ul style="list-style-type: none"> - A program to help adults identify their health risks related to their chronic conditions, such as arthritis, diabetes and heart disease, and develop action plans to manage those risks - The curriculum is usually one 2 hour session/week for 6 weeks - Locations in or near Minneapolis: <ul style="list-style-type: none"> - Living in Balance - Native American Community Center, Franklin Ave Safety Center, 1201 East Franklin Ave Tuesdays, 5:00pm – 7:00pm - Call to register, 612-872-8086 Ext. 116 - Pathways to Better Health – HealthEast System Offered at various locations, call or logon for time and location 651-326-5061, http://www.healtheast.org/wellness/pathways/classes.html - Normandale Center for Healing & Wholeness, 6100 Normandale Road, Edina, MN 55436 Date, time, and room varies - Call To Register - (952) 929-1697 http://healing.normluth.org/News/headlines/healing_wholeness_calendar.html <p>Diabetes Prevention Program (Lifestyle Balance programs)– modest (5-10%) weight loss by increased physical fitness, improved diet, increased self-monitoring and self-care</p> <ul style="list-style-type: none"> - I CAN Prevent Diabetes in MN (including Minneapolis) - http://icanpreventdiabetes.org/groups.html <ul style="list-style-type: none"> - 16 Week Class Curriculum helps prediabetics lose weight, eat healthier and increase physical activity - Times and location vary, for class schedule contact Rita Mays, rita.mays@state.mn.us - YMCA Diabetes Prevention Program (Y-DPP) – www.ydpp.org <ul style="list-style-type: none"> - Nutrition, physical activity and behavior modification for pre-diabetics facilitated by trained Lifestyle Coach. - Cost of class may be covered by some UnitedHealth Group or Medica Insurance providers. - Cost for a full year (16 weekly core sessions plus 8 monthly sessions maintenance): \$249 member/\$320 non-member. - For more information or to register contact Sheryl Grover at (612)465-0489 or Sheryl.Grover@ymcatwincities.org - Classes are held throughout the Greater Twin Cities: http://www.ymcatwincities.org/assets/pdfs/ydpp_schedule.pdf <p>The YWCA Coach Approach Program - 612-230-9622, www.ymcatwincities.org</p> <ul style="list-style-type: none"> - Literature supported exercise adherence and behavior change counseling program designed to help non exercisers - Free to YWCA members that meet screening guidelines (exercise less than 2 days per week for last six months) - Program starting Winter 2010 <p>Matter of Balance – demonstrated increase in physical activity, <u>geared toward older adults</u></p> <ul style="list-style-type: none"> - Reduce fear of falling, increase self-management skills in preventing falls including goal setting, problem solving and increasing balance, flexibility and lower body strength - Eight two-hour sessions for a small group led by a trained facilitator. - Program originally designed for seniors but some programs are open to anyone concerned about falls or simply interested in improving balance, flexibility and strength. - Classes in Minneapolis: <ul style="list-style-type: none"> - Normandale Center for Healing & Wholeness, 6100 Normandale Road, Edina, MN 55436 Call To Register - (952) 929-1697 - Date, time, and room varies http://healing.normluth.org/News/headlines/healing_wholeness_calendar.html - Volunteers Of America, Southwest Center, 3612 Bryant Avenue South, Minneapolis, Minnesota 55409

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	<p>Call for registration and information 612-822-3194, (<i>ages 55 and greater only</i>) http://www.voamn.org/Services/SeniorServices/SouthwestCenter/tabid/3013/Default.aspx</p> <p>Enhance Fitness – increased physical activity</p> <ul style="list-style-type: none"> - Exercise <u>program for older adults</u> to improve functional ability including flexibility, joint range of motion, strength, balance, endurance - Minneapolis locations include: <ul style="list-style-type: none"> - Minneapolis Park and Recreation Board, call 612-668-3450 to register or search for classes using keyword “Enhance Fitness” at: http://www.thegrandrounds.com/default.asp?PageID=15 - Volunteers Of America, Southwest Center, 3612 Bryant Avenue South, Minneapolis, Minnesota 55409 Call for registration and information 612-822-3194, (<i>ages 55 and greater only</i>) http://www.voamn.org/Services/SeniorServices/SouthwestCenter/tabid/3013/Default.aspx - Other community sites in MN: http://www.projectenhance.org/locations_minnesota.html
<p>Disease Management Health & Wellness Coaching</p>	<p>Health Plan Resources</p> <ul style="list-style-type: none"> - Most health plans have phone based disease management or health coaching available to some members - Insured patients can call the customer service number on the back of their health insurance card to inquire about health and wellness services available to them <ul style="list-style-type: none"> - Medica – 1-866-905-7430, available to most members (some self-insured employer groups may not have this benefit) - HealthPartners – 952-883-5469, eligible members may have access to disease management programs and phone-based health coaching (employer purchased programs only) - Preferred One – 763-847-4477 (or, 1-800-997-1750), eligible members may have access to disease management programs. - Blue Cross/Blue Shield – health coaching varies by member plan - DHS – (651) 431-2478, Medicaid (651) 431-2670; MinnesotaCare (651) 297-3862; GAMC (651) 431-2317. - MHP – (651) 431-2478 - UCare – 612-676-3600 (for Medicare beneficiaries) or 612-676-3200 (for state program beneficiaries), members may contact Amy Bender at 612-676-3351 for health promotion programs.
<p>Databases and Directories of Resources</p>	<p>United Way 2-1-1</p> <ul style="list-style-type: none"> - Call 2-1-1 for 24/7 (Multilingual lines available) information on food shelves, food service, food distribution programs, inpatient and outpatient services for tobacco and alcohol cessation, fitness and community centers. <p>Minnesota Help. Info</p> <ul style="list-style-type: none"> - Directory of services especially rich in resources for seniors, people with disabilities, veterans, parents and families, and low income people - Includes information on programs for food assistance and meals, alcohol dependency, tobacco cessation, physical activity and weight related support groups. - Can be accessed online at http://minnesotahelp.info or by phone 1-800-333-2433 <p>Minneapolis 3-1-1</p> <ul style="list-style-type: none"> - Three digit phone number for information on Minneapolis services and phone numbers from 7 a.m. to 7 p.m. or search for services online: http://www.ci.minneapolis.mn.us/311/ <p>www.Walkscore.com</p> <ul style="list-style-type: none"> - Type in an address to search for a variety of resources that are within walking distance from the address - Includes restaurants, groceries, parks, and more. “Customize” the map to search for additional resources such as “fitness” - Can’t find what you are looking for? Add resources by clicking on “Something missing?”
<p>Online Resources</p>	<p>FitnessConnect – 1-800-999-4332</p> <ul style="list-style-type: none"> - Web-based directory of certified personal trainers, group fitness instructors, fitness directors: http://www.idealife.com/fitnessconnect
<p>Other – Can’t find what you’re looking for?</p>	<p>Fitness Centers</p> <ul style="list-style-type: none"> - Locate private health clubs, community fitness, churches, etc. near your clinic <p>Open access facilities</p> <ul style="list-style-type: none"> - Locate malls, skyways and other public venues for exercise near your clinic <p>Clinical Group visits</p> <ul style="list-style-type: none"> - Develop provider-led group visits on chronic disease prevention and management. For guidance go to: http://www.aafp.org/online/etc/medialib/aafp_org/documents/clinical/pub_health/aim/groupvisits.Par.0001.File.tmp/GroupVisitAIM.pdf <p>Group support</p> <ul style="list-style-type: none"> - Develop clinic-based classes on nutrition, physical activity, weight management led by volunteers or health professional interns. <p>Individual in-person counseling</p> <ul style="list-style-type: none"> - Expand volunteer or contracts for Dietetic services at your clinic

Resource and Referral Network Aggregate Baseline Assessment Findings

Nine Minneapolis clinics participated in baseline assessment activities. The clinics serve an estimated 9200 patients per month who are largely low-income, uninsured, and limited-English proficient.

Provider/Staff and Patient Survey Results

This section includes data from:

- Patient surveys: 9 clinics, 327 respondents, 56% female, 24% male, 21% no response. Primary language: English (51%), followed by Spanish (18%) and Somali (6%).
- Provider/staff surveys: 4 clinics, 78 respondents, 28 providers (MD, NP, PA), and 50 staff (RN, MA, etc.)

Provider/Staff Referrals and Resources for Obesity Prevention and Tobacco Cessation	
<ul style="list-style-type: none"> • Only 7% of providers and 14% of staff refer all or most at-risk patients to obesity and nutrition resources • 44% of providers refer all or most at-risk patients to clinic-based tobacco programs, 8% to community-based programs, and 0% to MN Clinic Fax Referral program • Referrals to clinic and community resources are low, but clinic-based referrals are used more often. • Lack of awareness of community-based resources is of key concern. • Clinics are interested in increasing resources on site to receive referrals. 	
Types of resources to be included in a referral system	
Providers and Staff say:	Patients say:
<p>Types</p> <ul style="list-style-type: none"> • Free or minimum cost (74%) • Community-based (65%) • Clinic-based (62%) <p>Info to Include</p> <ul style="list-style-type: none"> • Cost (77%) • Location (77%) • Brief description (76%) • Languages (68%) <p>Criteria</p> <ul style="list-style-type: none"> • Reputation of program (53%) • Evidence-based (32%) • Supported by literature (23%) 	<ul style="list-style-type: none"> • Convenient hours (39%); Free or minimal cost (37%); reimbursable by insurance (32%) • Trails (43%), parks (38%), fitness center (membership required) (36%), public recreation center or fitness center (no-membership) (35%) • Group exercise classes (49%), walking, jogging and running (46%), and exercise machines (36%) • Individual exercise coaching (38%), personal trainer (37%), and health support group (36%) • Classes on healthy eating (34%), farmers markets (33%), and meet with diet expert (31%) • Face-to-face tobacco counseling (49%) • Clinic-based resources could include: group classes (29%), diet/nutrition counseling (29%), weight loss program (27%), farmers market (27%)
What is needed or wanted in a referral system	
Providers and Staff say:	Patients say:
<p>Systems Support</p> <ul style="list-style-type: none"> • A referral system or mechanism (71%) • Patient/family interest and cooperation (49%) • A follow-up system or mechanism (44%) <p>Resources</p> <ul style="list-style-type: none"> • Information on available resources (62%) • Easy to use referral forms (60%) • Resources that meet patients' needs (51%) <p>How many resources?</p> <ul style="list-style-type: none"> • 3-5 resources the patient can choose (42%) • I want to refer the patient to another person at my clinic who can help patient to choose resources (14%) • Only one resource (8%); a searchable web database (1%); a phone line for the patient to call (1%) 	<ul style="list-style-type: none"> • Talk about resources offered (29%) • Help select the referral resource (28%) • Provide a list of resources to take home with me (26%) • Check-in after appointment (24%) • Phone number to community resource directory (23%)

Barriers to making and completing referrals	
Providers and Staff say:	Patients say:
<ul style="list-style-type: none"> • Unaware or unfamiliar with programs and services available (63%) • Lack of patient/family interest (36%) • Lack of a database or directory of resources (31%) 	<ul style="list-style-type: none"> • High cost (35%) • No insurance (21%) • Inconvenient hours (19%) • No Childcare (17%)

Focus Group Results

This section includes data from focus groups at 7 clinics with 49 provider and staff participants.

Focus Groups: Ideal Elements to a Referral System or Mechanism
<ul style="list-style-type: none"> • Referral information integrated with Electronic Medical Records • Allows for in-clinic and out-of-clinic referrals • Ability to schedule referrals on the same day or before the patient leaves • Provider can type information into the EMR and send electronically to a designated referral coordinator • Providers and staff can access resource information and available appointment times, print out program brochures and educational materials in appropriate languages, and conduct readiness assessments, assess risks and stages of change and attach notes. Having the referral organization handle scheduling the appointment with the patient might be more appropriate for some clinics. • Referral Coordinator can group patients together as needed in order to optimize interpreter resources • System tracks the referrals and outcomes and reports back to the clinic/provider • System includes a book, sheet or list of referral resources in the area • Adaptable for different people and learning styles as it relates to technology, texting, social networks
Focus Groups: More About...Provider Barriers to Making Referrals
<p>Lack of Awareness: All focus groups identified lack of awareness related to: where to refer for nutrition, physical activity, and tobacco; how to refer to organizations other than clinics and hospitals; building relationships with referral resources; selecting appropriate resources; cost, eligibility criteria and insurance requirements for resources; and how to advise specific cultures about healthy foods and physical activity.</p> <p>Insufficient Systems Support: 4 of 7 focus groups identified systems concerns: lack of a standard referral process; lack of a system for referral follow-up or referral outcome reporting; lack of a responsible clinic referral coordinator; and lack of computer system compatibility at different organizations.</p> <p>Lack of Referral Resources in the Clinic and Community: 6 of 7 focus groups would prefer to build their clinic's capacity for on-site referrals (e.g. to nutritionist/dietician, physical therapy, mental health). 4 of 7 focus groups mentioned lack of nutrition, physical activity and tobacco resources (e.g. programs, classes) in surrounding neighborhoods.</p> <p>Insufficient Communication and Language Barriers: 6 of 7 focus groups identified communication and linguistic access concerns: lack of provider communication with patients about physical activity; lack of patient communication with providers/staff; ensuring interpreter access and quality at referral organizations; and interpreters offered through insurance plans change too much.</p> <p>Lack of Time: 6 of 7 focus groups identified concerns: lack of time to schedule appointments before patient leaves clinic; internal and external referrals difficult to schedule; time consuming fax and phone communication with referral resources; and inconsistent hours of operation for clinic and referral organizations.</p>
Focus Groups: More About...Patient Barriers to Referrals
<p>Cost: All focus groups identified concerns of insufficient income and lack of insurance, in particular: patient inability to pay out-of-pocket for referrals, internet access, weight scales, and child care.</p> <p>Time: Time concerns identified in 6 of 7 focus groups included: competing priorities, work schedules, cultural understandings of "time" and long waits for insurance verification.</p> <p>Language barriers and insufficient linguistic access concerns were identified in 4 of 7 focus groups.</p> <p>Transportation: Identified as a patient barrier in 5 of 7 focus groups.</p> <p>Patients' lack of follow-through on referrals: Providers and staff suggested this was influenced by: lack of awareness of obesity as an urgent problem; patients with co-morbidities being overwhelmed by referrals; violence and safety concerns in the community; lack of programs located in the community and losing paper referral forms sent home with them.</p>

Clinic Referral Assessment Results

This section includes data from 9 clinics, completed by clinic administrators, medical directors, and staff.

Clinic Referral Policies and Systems Overview		
<ul style="list-style-type: none"> Clinics' policies and systems cover clinic-based referrals for BMI, physical activity and nutrition; few cover clinic-based referrals for tobacco. Five clinics have designated staff to handle these referrals. Most clinics' policies and systems cover community-based referrals for tobacco; most do not cover community-based referrals for BMI, physical activity and nutrition. Four clinics have designated staff to handle these referrals. Most clinics need policies and systems for follow-up on nutrition and physical activity referrals. 		
Examples of where patients are referred and how		
Referrals for:	In-clinic:	Community:
BMI and Nutrition	Physicians, Dieticians, Mental Health	NorthPoint, HCMC, Simply Good Eating Program, Weight Management Center at University of Minnesota Food shelves: Sabathani, Salvation Army, South Waite House
Physical Activity	Physicians, Physical Therapists, Fit Force, Stroke Prevention	Bethesda Physical Therapy, Indian Health Board, Pillsbury House, YMCA/YWCA, Minneapolis Parks and Recreation, Community Education
Tobacco	Physicians or Mental Health	<i>Quit Plan, Minnesota's Tobacco Helpline</i> , University of Minnesota Tobacco studies
<p>Clinics have varying capacities for locating, making and tracking referrals:</p> <ul style="list-style-type: none"> Most have simple resource lists of established referral relationships or programs, but many are unable to spend time locating new resources for each patient. Some use United Way 2-1-1 or 489 Care for referrals, none use the tobacco clinic fax referral program. Provider referrals are generally verbal/paper orders that are scheduled/arranged by clinic staff. Patient information is exchanged via telephone/fax and documentation is filed in the medical record. Most clinics arrange referral and provide patient with information to complete referral independently. Follow-up on referrals is low; clinic staff is often unaware of outcome unless referral organization sends confirmation/appointment results. Clinics have more control over in-house referrals. 		
Where to focus future efforts		
<ul style="list-style-type: none"> Increase clinic and staff capacity to make, receive and follow-up on referrals. Develop a more effective referral network and follow-up tracking system. Provide more information about referral resources available. Making electronic and printable health education materials available (multiple languages) during appointment Educate staff on identification of at-risk patients and protocols for serving them. 		

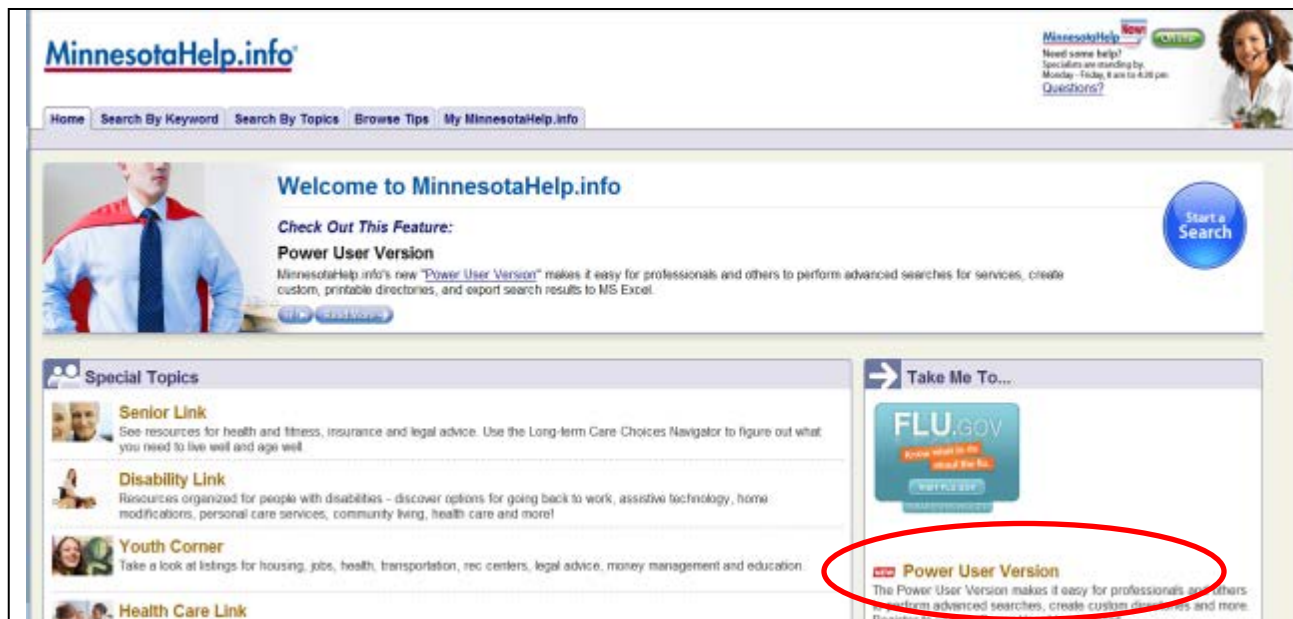
Key Informant Interview Results

This section includes data from interviews conducted with 13 community leaders and stakeholders as well as feedback from the Health Care Work Group participants.

Needs and Preferences for a Referral/Resource System
<ul style="list-style-type: none"> There is a lack of consensus on format, process, and scope of a resource/referral system. Areas of consensus: accessible by multiple audiences; integration into EMR; interest in tobacco model; care coordination; inclusion of clinic staff, community and family in process; reimbursement for services.
Cultural and Community Specific Needs
<ul style="list-style-type: none"> There are cultural specific and community specific needs for resources around physical activity, healthy eating, and tobacco cessation. Some identified needs are: cultural specific resources for tobacco; access and affordability of healthy foods; safety, affordability, and more venues for physical activity.
Patient and Provider Technical Assistance
<ul style="list-style-type: none"> There is a need to improve how providers work with patients of diverse cultural backgrounds when counseling and referring for risk factors around physical activity, healthy eating, and tobacco cessation. Some examples include: culturally-appropriate ways to interview/screen patients; patient awareness on how to communicate effectively with providers; provider knowledge of what cultural communities prefer for types of physical activity and foods; provider sensitivity to culture, identity, and generational differences; and methods to involve community, family, friends, and religious organizations.

HOW TO SEARCH BY KEYWORD TO FIND NEW RESOURCES IN MNHelp.Info

1. Go to www.MNHelp.info. Scroll down and click on “Power User Version” on the right hand side of the page.



2. Enter your username and password. **Username: XXX Password: XXX**
3. To search for new resources, go to the **Search By Keyword** tab near the top left of the page.



4. **Enter Keywords:** Enter words in the **Keyword(s) text box** for the resource you would like to find such as YMCA or physical fitness. The more words you enter, the narrower the search filter will be.

- a. **Match phrases:** Designate the words you enter in the Keyword(s) text box that will be used in the search by selecting the following options: **all of the words, any of the words, exact phrase**. You can also include forms of the words. For example select “exact phrase” if you want to search for physical fitness as a phrase.

- b. **Select Search Fields:** Allows you to search for with a word or phrase in the: **provider name, service name, service description, service feature, taxonomy term, or all of these fields**.

5. **Enter a Location:** Choose one of the geographic options to narrow your search further: statewide, county (dropdown list), city, zip or address.

2. Enter a Location

Statewide

County

City

Zip

Address

Keyword Search

Keyword Search Advanced Search

1. Enter Keyword(s)

Keyword(s)

Match

All of the Words

Include forms of the words

Any of the Words

Search the Following Fields

All fields in this list

All fields in this list

Provider Name

Service Name

Service Description

Service Features

Taxonomy Term

- Select a Target Group:** Select from one of the target groups to narrow your results further: everyone, seniors, youth, people with disabilities or families and children.
- Start a Search** by clicking the blue button and view the results of your search.



- You can then **Map, Email, or Print** the results.

Remove	Provider Name	Service Name	Location Details/Distance	Short Description/features
<input type="checkbox"/>	Audubon Neighborhood Center	Recreational Activities and Programs	Address: 1320 29th Ave NE, Minneapolis, MN, 55418 Phone: (612) 370-4910 Email: audubon@minneapolisparks.org Website: http://www.minneapolisparks.org/default.asp?PageID=88&parkid=233	Description: Recreational activities, programs and neighborhood gatherings for all ages..
<input type="checkbox"/>	Bottineau Park	Recreation Plus	Address: 2000 2nd Street NE, Minneapolis, MN, 55418 Phone: (612) 370-4958 Website: http://www.minneapolisparks.org	Description: After school child care program, open on school release days, summer recreation program..
<input type="checkbox"/>	Loan Neighborhood Center	Recreational Activities	Address: 690 13th Avenue NE, Minneapolis, MN, 55413 Phone: (612) 370-4927 Website: http://www.minneapolisparks.org	Description: Activities for all ages..
<input type="checkbox"/>	Minneapolis Public Schools - Community Education	Community Education - Adult Enrichment - Healthy Lifestyle	Address: 2225 E Lake St Room 340, Minneapolis, MN, 55407 Website: http://comm.ed.mpls.k12.mn.us	Description: Classes for adults of all ages to energize the mind, activate the body, spark the spirit and build community. Offered at 17 Minneapolis locations. Some discounts available..

- You can also click on the **Service Name** to see more detailed information about each entry or on the **Provider Name** to see a list of all of the services provided by that agency.
- Each listing contains agency **contact information, description of service, eligibility, application instructions, fees, business hours, area served, website, and date the listing was last updated** in the column to the right. Agency **locations** offering the service are listed in the column to the left.

Locations

This service is available at multiple locations. Click on an address to view details for that location.

- 7355 York Ave S, Edina, MN 55435
- 13337 Business Center Dr NW, Elk River, MN 55330
- 8950 Springbrook Dr NW, Coon Rapids, MN 55433
- 30 S 9th St, Minneapolis, MN 55402
- 7601 42nd Ave N, New Hope, MN 55427
- 3335 Blaisdell Ave S, Minneapolis, MN 55408
- 3575 N Berens Rd NW, Prior Lake, MN 55379
- 1801 University Ave SE, Minneapolis, MN 55414
- 15200 Hanson Blvd, Andover, MN 55304
- 1711 W Broadway Ave, Minneapolis, MN 55411
- 12301 Ridgedale Dr, Minnetonka, MN 55305
- 4100 28th Ave S, Minneapolis, MN 55406
- 13850 Portland Ave S, Burnsville, MN 55337
- 30 S 9th St, Minneapolis, MN 55402

Service Details

Physical Fitness
Agency: YMCA of Metropolitan Minneapolis
3335 Blaisdell Ave S
Minneapolis, MN, 55408 [Map \(link opens new window\)](#)
Phone: (612) 827 - 5401
Email: Kerry.olvens@ymcampls.org

Service Description
Aquatic and physical facilities, exercise classes and programs for all ages and abilities. Available at all branches.

Eligibility
Anyone

Application Instructions
Call or walk in

Fees
Vary for Speciality programs; none for aerobics, swim lesson, and child care with membership

Area Served
Hennepin County

Websites
<http://www.ymcaofminneapolis.org>

Telephones: types, numbers and hours

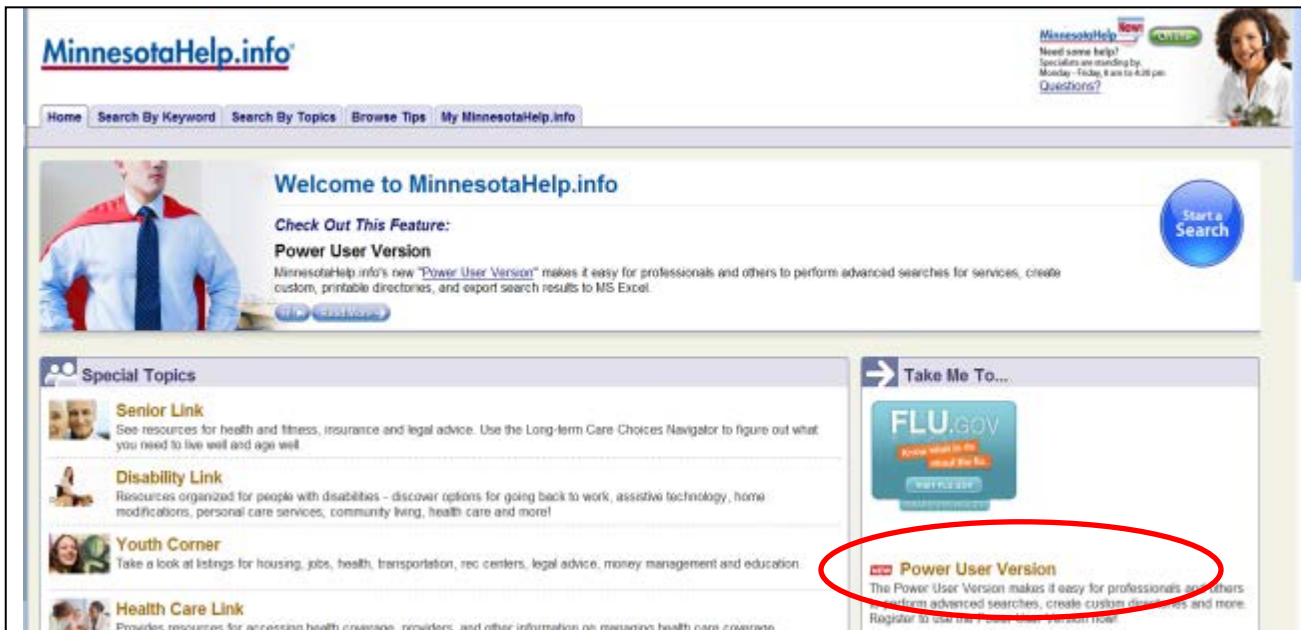
Type	Number	Hours
Main	(612) 827 - 5401	6 am - 9 pm Monday - Friday

Last Update

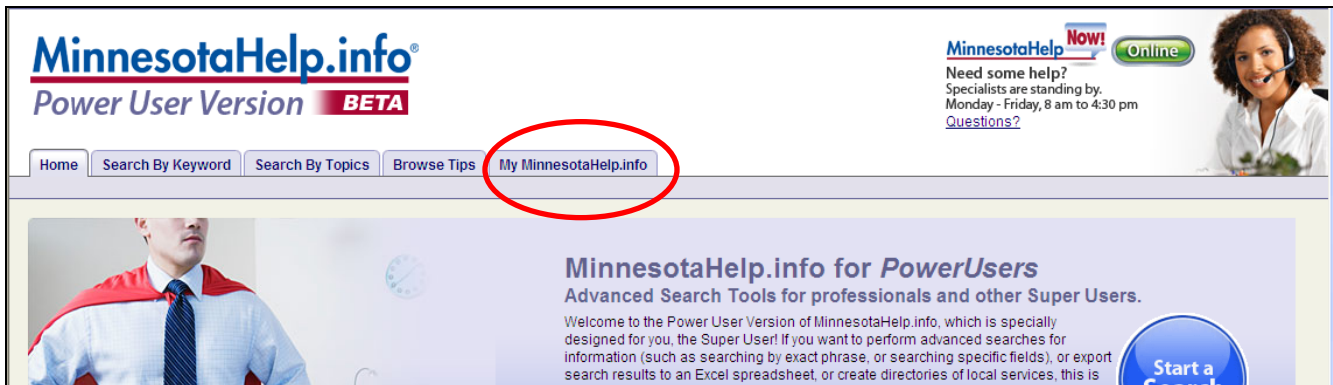
- You can click **Return to Results** above the service details to view your search results again or the **Search By Keyword** tab towards the upper left of the page to start a new search.

HOW TO ACCESS CLINIC-SPECIFIC RESOURCE LISTS OR “SAVED PLANS” IN MNHelp.Info

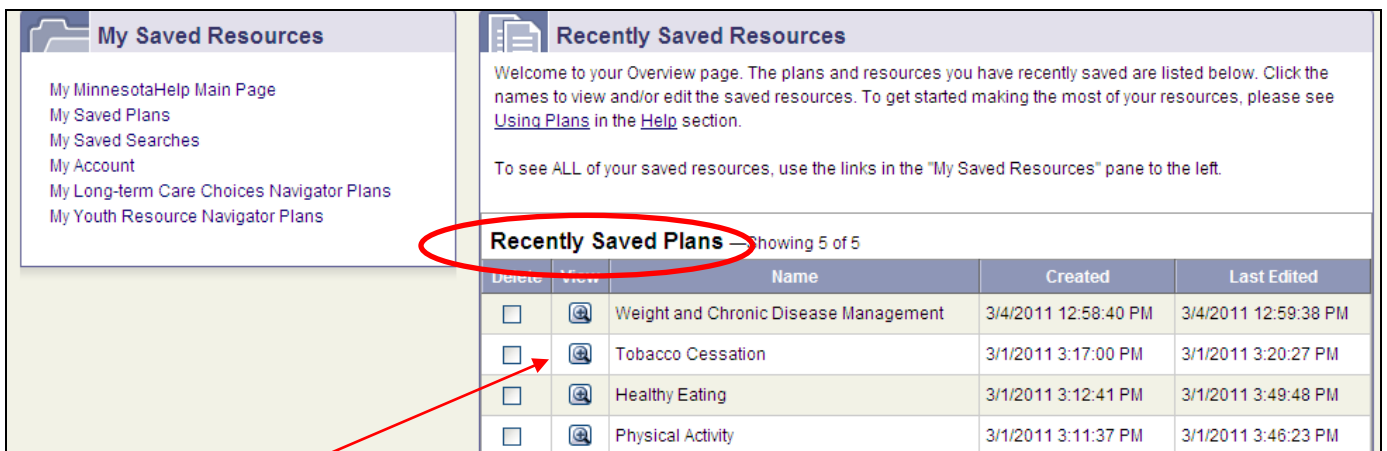
1. Go to www.MNHelp.info. Scroll down and click on “Power User Version” on the right hand side of the page.



2. Enter your username and password. **Username: XXX Password: XXX**
3. Click on the **My MinnesotaHelp.Info** tab near the top of the page.



4. Look under **Saved Plans** to find the corresponding resource lists for Physical Activity, Healthy Eating, Tobacco Cessation, Substance Abuse and Weight Management.



5. Click on the **magnifying glass icon** to view the resources in each Saved Plan by category.

6. You can then **Map, Email, or Print** the results.

Remove	Provider Name	Service Name	Location Details/Distance	Short Description/Features
<input type="checkbox"/>	Audubon Neighborhood Center	Recreational Activities and Programs	Address: 1320 29th Ave NE, Minneapolis, MN, 55418 Phone: (612) 370-4910 Email: audubon@minneapolisarks.org Website: http://www.minneapolisarks.org/default.asp?PageID=88&parkid=233	Description: Recreational activities, programs and neighborhood gatherings for all ages..
<input type="checkbox"/>	Bottineau Park	Recreation Plus	Address: 2000 2nd Street NE, Minneapolis, MN, 55418 Phone: (612) 370-4958 Website: http://www.minneapolisarks.org	Description: After school child care program, open on school release days, summer recreation program..
<input type="checkbox"/>	Logan Neighborhood Center	Recreational Activities	Address: 690 13th Avenue NE, Minneapolis, MN, 55413 Phone: (612) 370-4927 Website: http://www.minneapolisarks.org	Description: Activities for all ages..
<input type="checkbox"/>	Minneapolis Public Schools - Community Education	Community Education - Adult Enrichment - Healthy Lifestyle	Address: 2225 E Lake St Room 340, Minneapolis, MN, 55407 Website: http://commed.mpls.k12.mn.us	Description: Classes for adults of all ages to energize the mind, activate the body, spark the spirit and build community. Offered at 17 Minneapolis locations. Some discounts available..

7. You can also click on the **Service Name** to see more detailed information about each entry or on the **Provider Name** to see a list of all of the services provided by that agency.

8. Each listing contains agency **contact information, description of service, eligibility, application instructions, fees, business hours, area served, website, and date the listing was last updated** in the column to the right. Agency **locations** offering the service are listed in the column to the left.

Locations

This service is available at multiple locations. Click on an address to view details for that location.

- 7355 York Ave S, Edina, MN 55435
- 13337 Business Center Dr NW, Elk River, MN 55330
- 8950 Springbrook Dr NW, Coon Rapids, MN 55433
- 30 S 9th St, Minneapolis, MN 55402
- 7601 42nd Ave N, New Hope, MN 55427
- 3335 Blaisdell Ave S, Minneapolis, MN 55408**
- 3575 N Berens Rd NW, Prior Lake, MN 55379
- 1801 University Ave SE, Minneapolis, MN 55414
- 15200 Hanson Blvd, Andover, MN 55304
- 1711 W Broadway Ave, Minneapolis, MN 55411
- 12301 Ridgedale Dr, Minnetonka, MN 55305
- 4100 28th Ave S, Minneapolis, MN 55406
- 13850 Portland Ave S, Burnsville, MN 55337
- 30 S 9th St, Minneapolis, MN 55402

Service Details

Physical Fitness
Agency: YMCA of Metropolitan Minneapolis
3335 Blaisdell Ave S
Minneapolis, MN, 55408 [Map \(link opens new window\)](#)
Phone: (612) 827 - 5401
Email: Kerry.givens@ymcampls.org

Service Description
Aquatic and physical facilities, exercise classes and programs for all ages and abilities. Available at all branches.

Eligibility
Anyone

Application Instructions
Call or walk in

Fees
Vary for Speciality programs; none for aerobics, swim lesson, and child care with membership

Area Served
Hennepin County


Websites
<http://www.ymcaofminneapolis.org>

Telephones: types, numbers and hours

Type	Number	Hours
Main	(612) 827 - 5401	6 am - 9 pm Monday - Friday

Last Update

9. You can click **Return to Results** or the **My MinnesotaHelp.info** tab to return to the Saved Plan.



Power User Version **BETA**



MinnesotaHelp **Now!** [Email](#)

Need some help?
Specialists are currently offline.
Send us an email now.
[Questions?](#)

Home Search By Keyword Search By Topics Browse Tips **My MinnesotaHelp.info**

Return to Results Start a New Search

Locations

This service is available at multiple locations. Click on an address to view details for that location.

Service Details

Physical Fitness
Agency: YMCA of Metropolitan Minneapolis

MinnesotaHelp.info Provider Portal (2011)



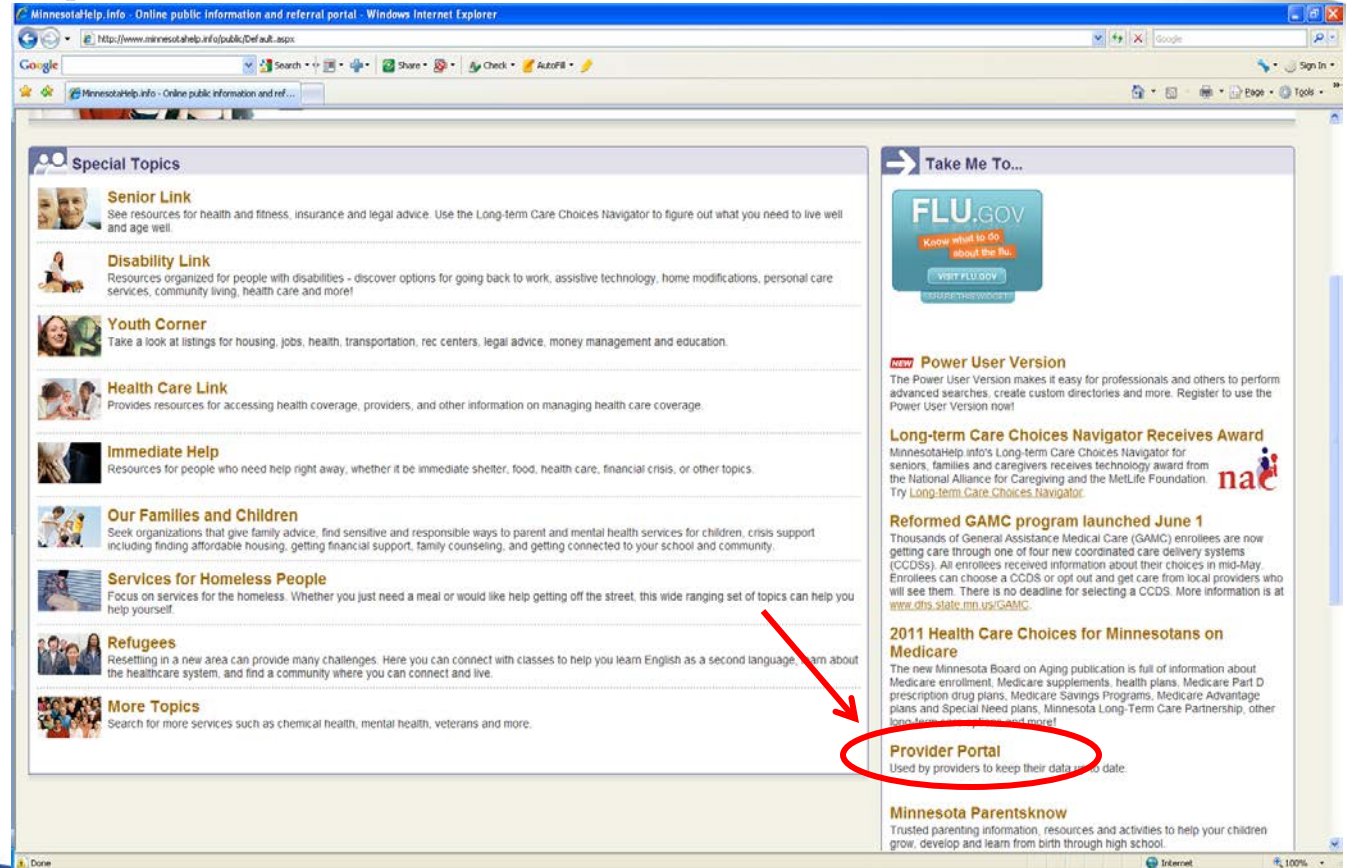
Provider Portal

- Section of the Web site that is for use by agencies and service providers only
- Area where you can add, change or delete information about your agency that is stored in the MinnesotaHelp.info database
- Allows you to view reports about how often your information is viewed



MinnesotaHelp.info Provider Portal

- Located on the MinnesotaHelp.info homepage



MinnesotaHelp.info - Online public information and referral portal - Windows Internet Explorer

http://www.minnesotahelp.info/public/Default.aspx


Special Topics

- Senior Link**
See resources for health and fitness, insurance and legal advice. Use the Long-term Care Choices Navigator to figure out what you need to live well and age well.
- Disability Link**
Resources organized for people with disabilities - discover options for going back to work, assistive technology, home modifications, personal care services, community living, health care and more!
- Youth Corner**
Take a look at listings for housing, jobs, health, transportation, rec centers, legal advice, money management and education.
- Health Care Link**
Provides resources for accessing health coverage, providers, and other information on managing health care coverage.
- Immediate Help**
Resources for people who need help right away, whether it be immediate shelter, food, health care, financial crisis, or other topics.
- Our Families and Children**
Seek organizations that give family advice, find sensitive and responsible ways to parent and mental health services for children, crisis support including finding affordable housing, getting financial support, family counseling, and getting connected to your school and community.
- Services for Homeless People**
Focus on services for the homeless. Whether you just need a meal or would like help getting off the street, this wide ranging set of topics can help you help yourself.
- Refugees**
Resettling in a new area can provide many challenges. Here you can connect with classes to help you learn English as a second language, learn about the healthcare system, and find a community where you can connect and live.
- More Topics**
Search for more services such as chemical health, mental health, veterans and more.

Take Me To...

FLU.GOV
Know what to do about the flu.
VISIT FLU.GOV

NEW Power User Version
The Power User Version makes it easy for professionals and others to perform advanced searches, create custom directories and more. Register to use the Power User Version now!

Long-term Care Choices Navigator Receives Award
MinnesotaHelp.info's Long-term Care Choices Navigator for seniors, families and caregivers receives technology award from the National Alliance for Caregiving and the MeLife Foundation. Try Long-term Care Choices Navigator. 

Reformed GAMC program launched June 1
Thousands of General Assistance Medical Care (GAMC) enrollees are now getting care through one of four new coordinated care delivery systems (CCDSs). All enrollees received information about their choices in mid-May. Enrollees can choose a CCDS or opt out and get care from local providers who will see them. There is no deadline for selecting a CCDS. More information is at www.dhs.state.mn.us/GAMC.

2011 Health Care Choices for Minnesotans on Medicare
The new Minnesota Board on Aging publication is full of information about Medicare enrollment, Medicare supplements, health plans, Medicare Part D prescription drug plans, Medicare Savings Programs, Medicare Advantage plans and Special Need plans, Minnesota Long-Term Care Partnership, other [free health care information](#) and more!

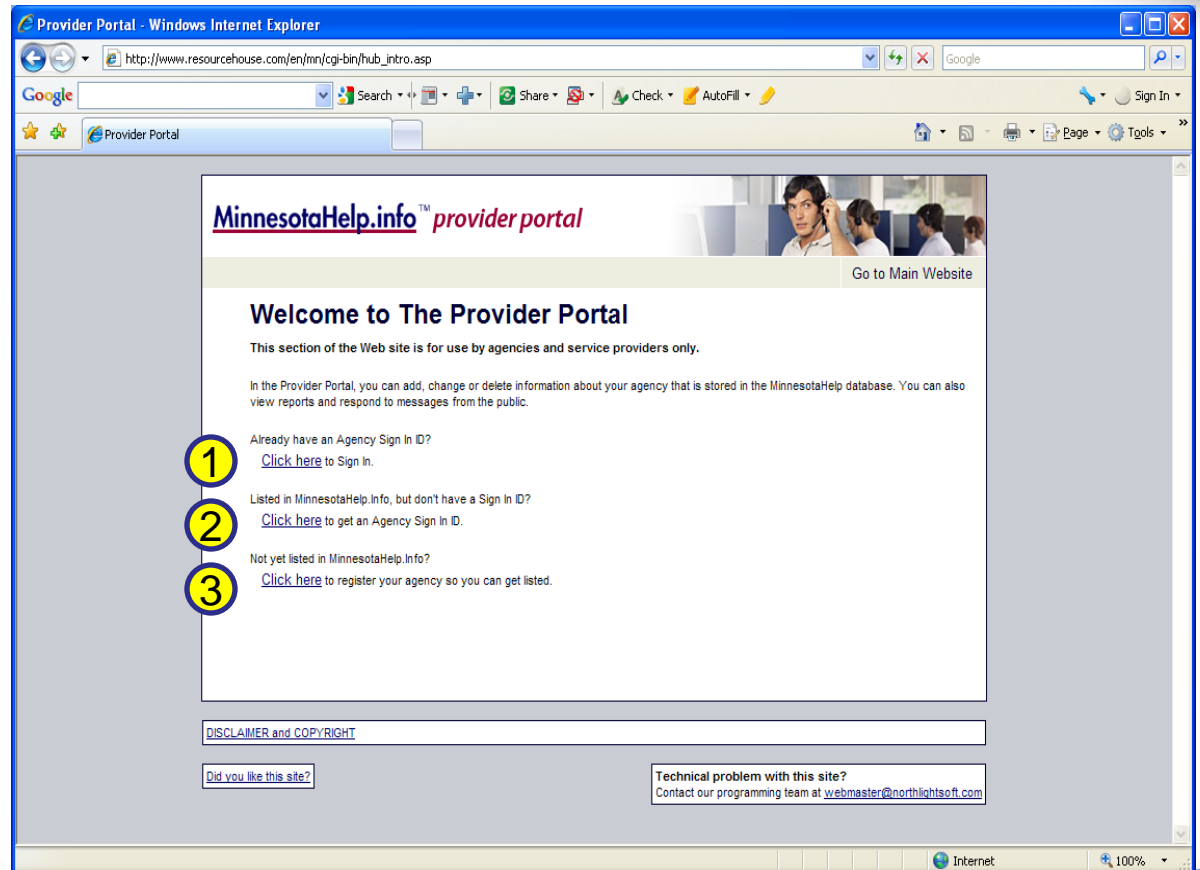
Provider Portal
Used by providers to keep their data up to date.

Minnesota Parentsknow
Trusted parenting information, resources and activities to help your children grow, develop and learn from birth through high school.

Provider Portal Welcome Screen

Three Main Actions:

1. Sign in as an existing agency
2. Request your password
3. Request to join MinnesotaHelp.info

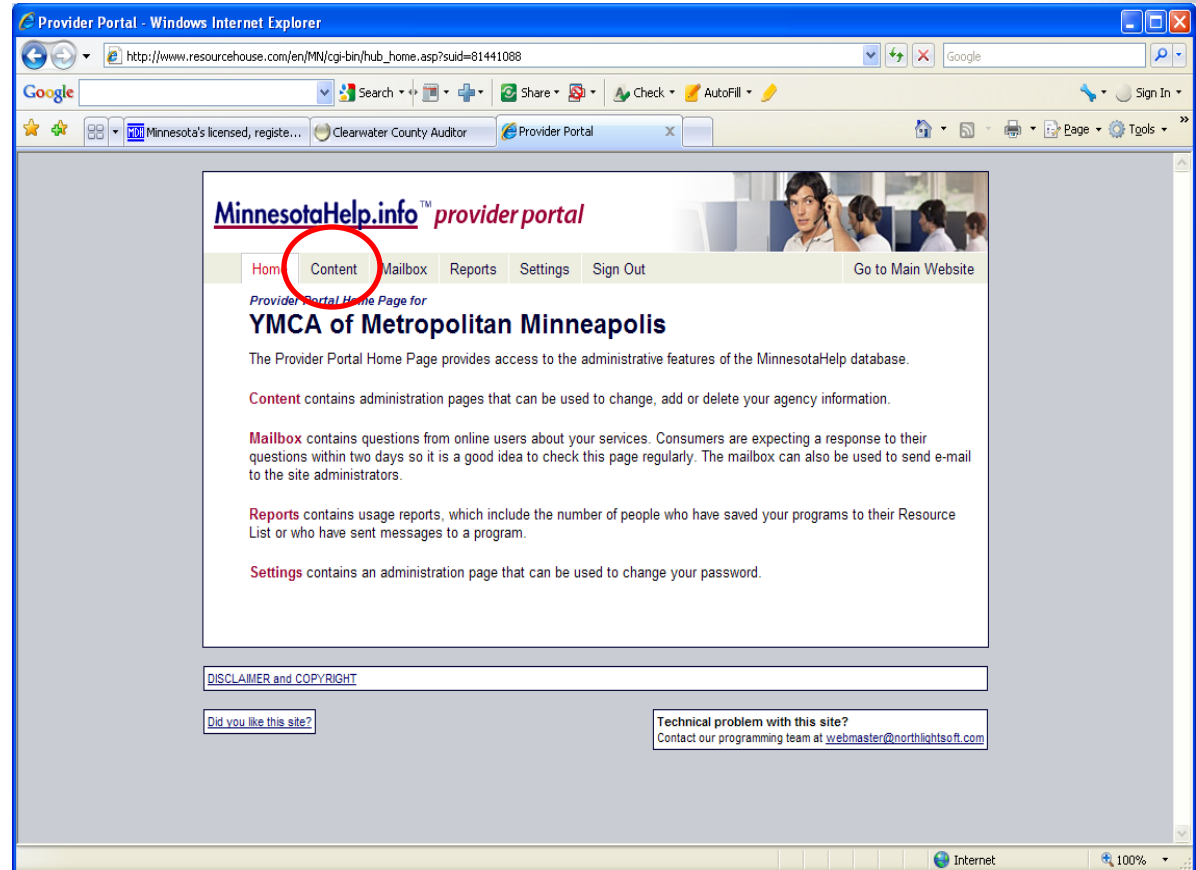


The screenshot shows a web browser window titled "Provider Portal - Windows Internet Explorer". The address bar displays the URL: http://www.resourcehouse.com/en/mn/cgi-bin/hub_intro.asp. The page content includes the following elements:

- Header:** "MinnesotaHelp.info™ provider portal" with a "Go to Main Website" link.
- Section:** "Welcome to The Provider Portal".
- Text:** "This section of the Web site is for use by agencies and service providers only." and "In the Provider Portal, you can add, change or delete information about your agency that is stored in the MinnesotaHelp database. You can also view reports and respond to messages from the public."
- Numbered List:**
 - 1** Already have an Agency Sign In ID? [Click here](#) to Sign In.
 - 2** Listed in MinnesotaHelp.Info, but don't have a Sign In ID? [Click here](#) to get an Agency Sign In ID.
 - 3** Not yet listed in MinnesotaHelp.Info? [Click here](#) to register your agency so you can get listed.
- Footer:** "DISCLAIMER and COPYRIGHT" and "Did you like this site?".
- Technical Support:** "Technical problem with this site? Contact our programming team at webmaster@northlightsoft.com".

Provider Portal's Home Page

- Offers brief explanations of the Provider Portal menu tabs



Provider Portal - Windows Internet Explorer

http://www.resourcehouse.com/en/MN/cgi-bin/hub_home.asp?uid=81441088

MinnesotaHelp.info™ provider portal

Home Content Mailbox Reports Settings Sign Out Go to Main Website

Provider Portal Home Page for
YMCA of Metropolitan Minneapolis

The Provider Portal Home Page provides access to the administrative features of the MinnesotaHelp database.

Content contains administration pages that can be used to change, add or delete your agency information.

Mailbox contains questions from online users about your services. Consumers are expecting a response to their questions within two days so it is a good idea to check this page regularly. The mailbox can also be used to send e-mail to the site administrators.

Reports contains usage reports, which include the number of people who have saved your programs to their Resource List or who have sent messages to a program.

Settings contains an administration page that can be used to change your password.

[DISCLAIMER and COPYRIGHT](#)

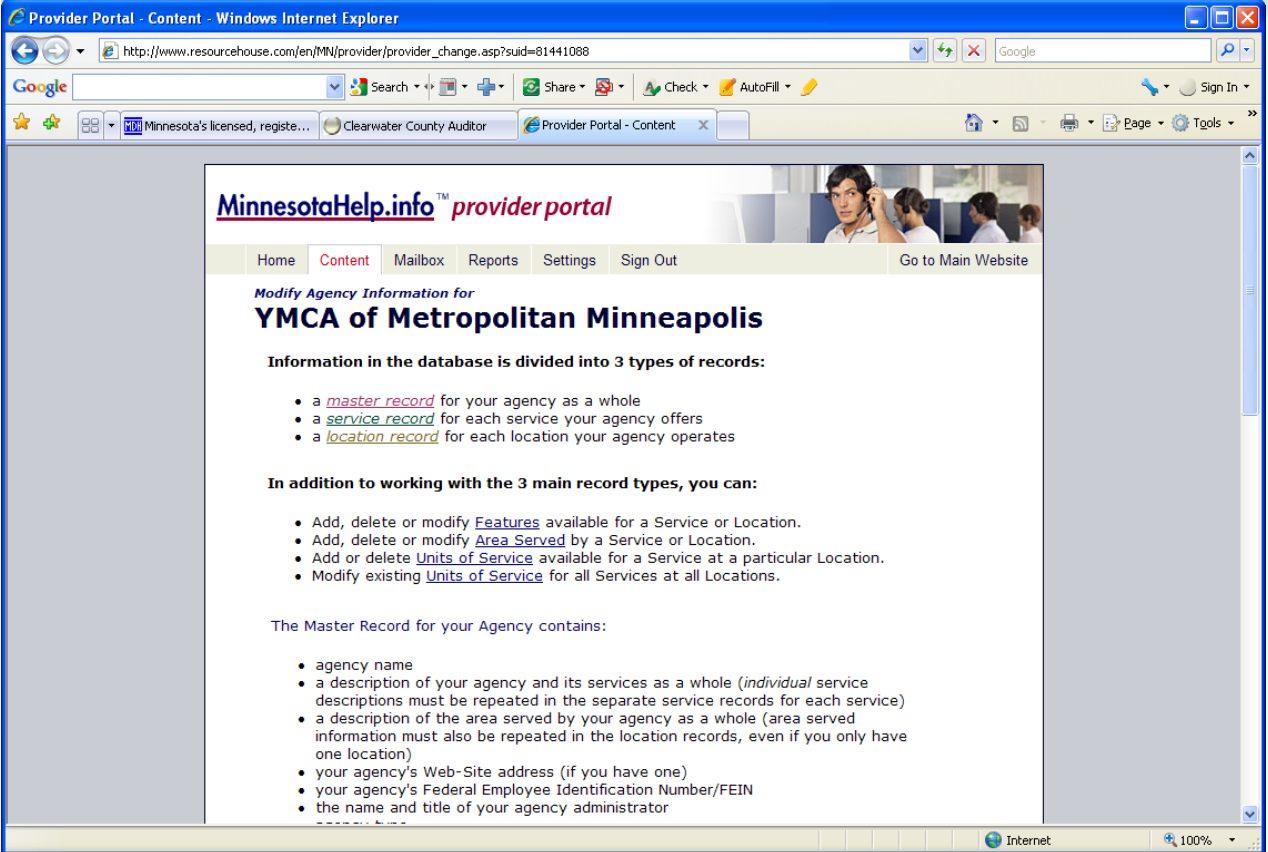
[Did you like this site?](#)

Technical problem with this site?
Contact our programming team at webmaster@northlightsoft.com

Content Tab

Update information on your agency:

- Master Record
- Service Record
- Location Record
- Features
- Area Served



Provider Portal - Content - Windows Internet Explorer

http://www.resourcehouse.com/en/MN/provider/provider_change.asp?suid=61441088

MinnesotaHelp.info™ provider portal

Home Content Mailbox Reports Settings Sign Out Go to Main Website

Modify Agency Information for
YMCA of Metropolitan Minneapolis

Information in the database is divided into 3 types of records:

- a [master record](#) for your agency as a whole
- a [service record](#) for each service your agency offers
- a [location record](#) for each location your agency operates

In addition to working with the 3 main record types, you can:

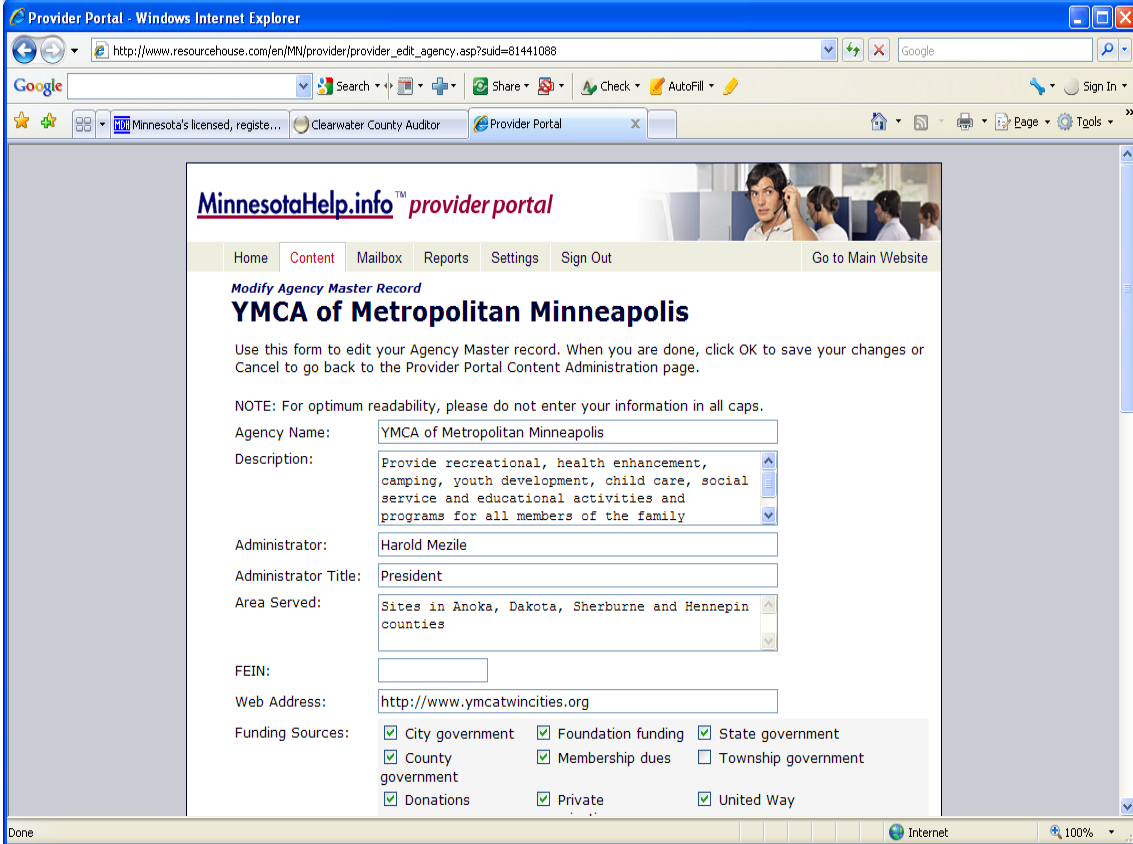
- Add, delete or modify [Features](#) available for a Service or Location.
- Add, delete or modify [Area Served](#) by a Service or Location.
- Add or delete [Units of Service](#) available for a Service at a particular Location.
- Modify existing [Units of Service](#) for all Services at all Locations.

The Master Record for your Agency contains:

- agency name
- a description of your agency and its services as a whole (*individual* service descriptions must be repeated in the separate service records for each service)
- a description of the area served by your agency as a whole (area served information must also be repeated in the location records, even if you only have one location)
- your agency's Web-Site address (if you have one)
- your agency's Federal Employee Identification Number/FEIN
- the name and title of your agency administrator

Master Record

- High level information about your agency
- Contact information for the individual who reviews/updates the agency profile



Provider Portal - Windows Internet Explorer

http://www.resourcehouse.com/en/MN/provider/provider_edit_agency.asp?suid=81441088

Minnesota's licensed, registe... Clearwater County Auditor Provider Portal

MinnesotaHelp.info™ provider portal

Home Content Mailbox Reports Settings Sign Out Go to Main Website

Modify Agency Master Record

YMCA of Metropolitan Minneapolis

Use this form to edit your Agency Master record. When you are done, click OK to save your changes or Cancel to go back to the Provider Portal Content Administration page.

NOTE: For optimum readability, please do not enter your information in all caps.

Agency Name:

Description:

Administrator:

Administrator Title:

Area Served:

FEIN:

Web Address:

Funding Sources:

<input checked="" type="checkbox"/> City government	<input checked="" type="checkbox"/> Foundation funding	<input checked="" type="checkbox"/> State government
<input checked="" type="checkbox"/> County government	<input checked="" type="checkbox"/> Membership dues	<input type="checkbox"/> Township government
<input checked="" type="checkbox"/> Donations	<input checked="" type="checkbox"/> Private	<input checked="" type="checkbox"/> United Way

Done Internet 100%

Service Record



Provider Portal - Windows Internet Explorer

http://www.resourcehouse.com/en/PA/provider/provider_edk_service.asp?uid=61441088

Minnesota's licensed, registra... Clearwater County Auditor Provider Portal

MinnesotaHelp.info™ provider portal

Home Content Mailbox Reports Settings Sign Out Go to Main Website

Modify Service Records
YMCA of Metropolitan Minneapolis

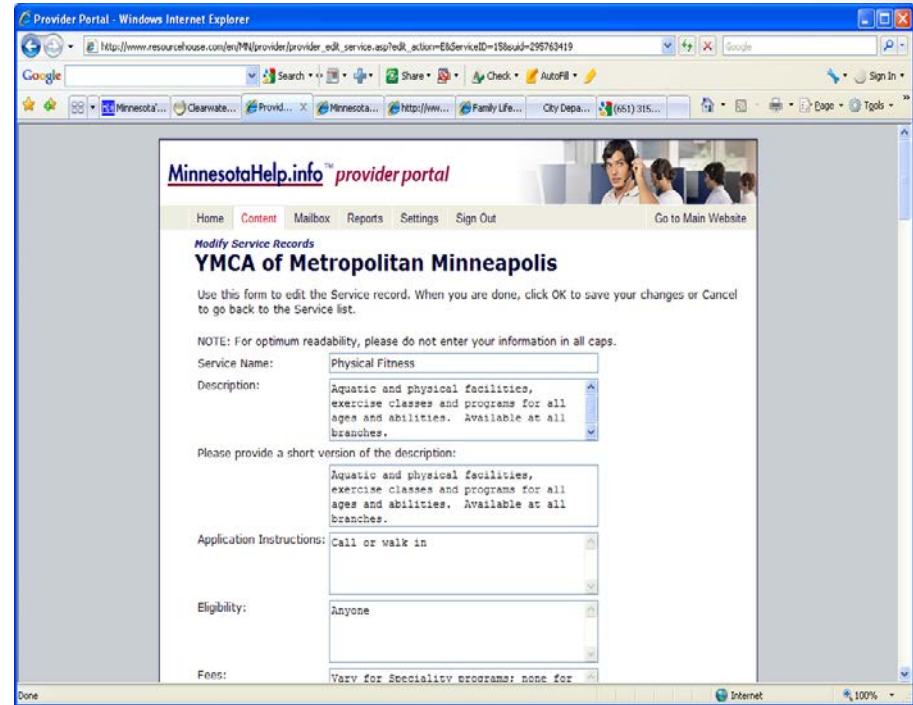
To edit an existing Service, click on the Service Name in the list. To delete a Service, place a check in the associated box and click the Delete button. To add a new Service, click Add New.

- Facilities Rental
- Active Older Adult Programs and Senior Center
- Youth Services
- Children's Programs
- Physical Fitness
- Camping Programs
- Family Development Programs
- POINT Northwest
- Senior Wellness Services

[Add New](#) [Cancel](#) Use the Delete button to delete all Services marked with a check--> [Delete](#)

[DISCLAIMER and COPYRIGHT](#)

Did you like this site? [Technical problem with this site?](#)
Contact our programming team at webmaster@northlightsoft.com



Provider Portal - Windows Internet Explorer

http://www.resourcehouse.com/en/PA/provider/provider_edk_service.asp?edk_action=EditServiceID=1580a0d-295763419

Minnesota's licensed, registra... Clearwater County Auditor Provider Portal

MinnesotaHelp.info™ provider portal

Home Content Mailbox Reports Settings Sign Out Go to Main Website

Modify Service Records
YMCA of Metropolitan Minneapolis

Use this form to edit the Service record. When you are done, click OK to save your changes or Cancel to go back to the Service list.

NOTE: For optimum readability, please do not enter your information in all caps.

Service Name:

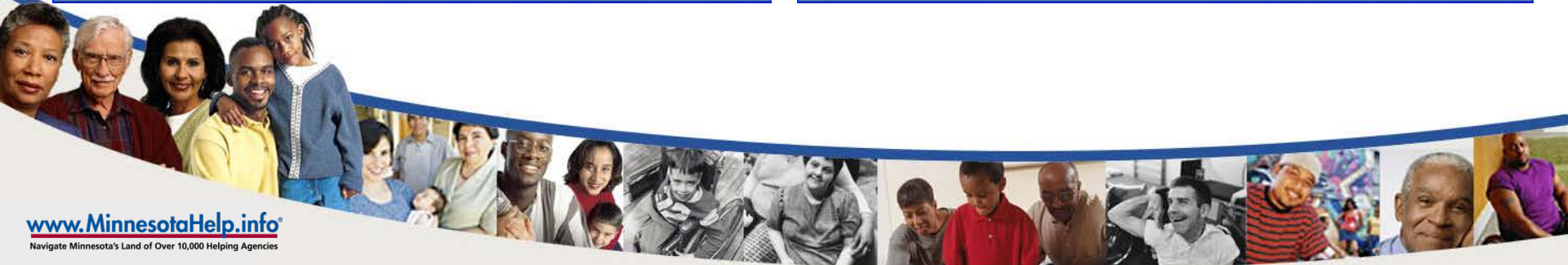
Description:

Please provide a short version of the description:

Application Instructions:

Eligibility:

Fees:

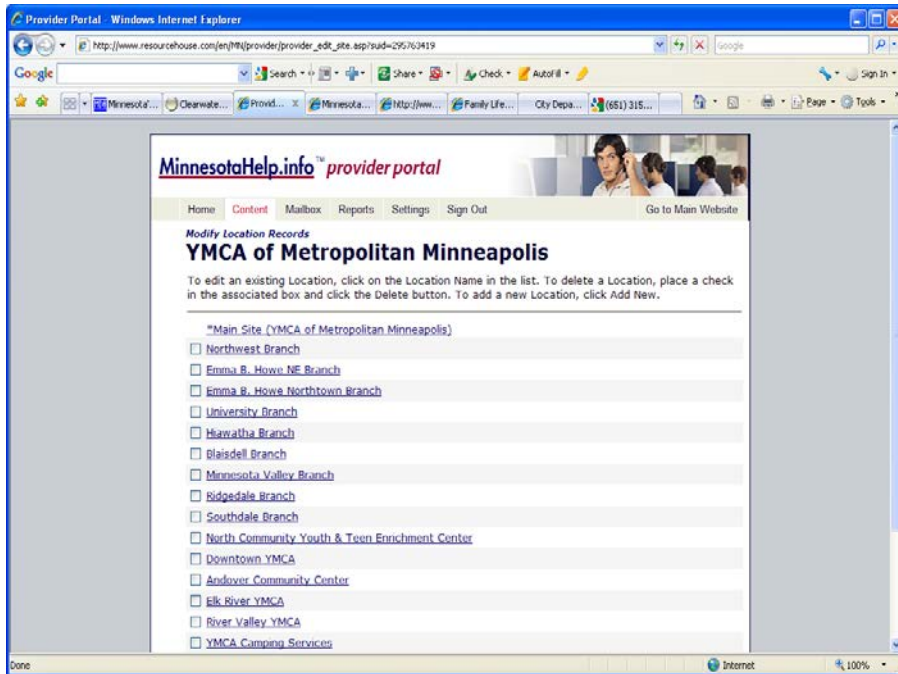


Creating a Service Description (cont.)

- When:
 - When is your service offered
 - Service availability
 - Length of time service is offered
- Where:
 - Describe where the service is offered
 - What areas do you serve
- How:
 - How is your service accessed
 - How is your service offered
 - How are your services paid for



Location Record



MinnesotaHelp.info™ provider portal

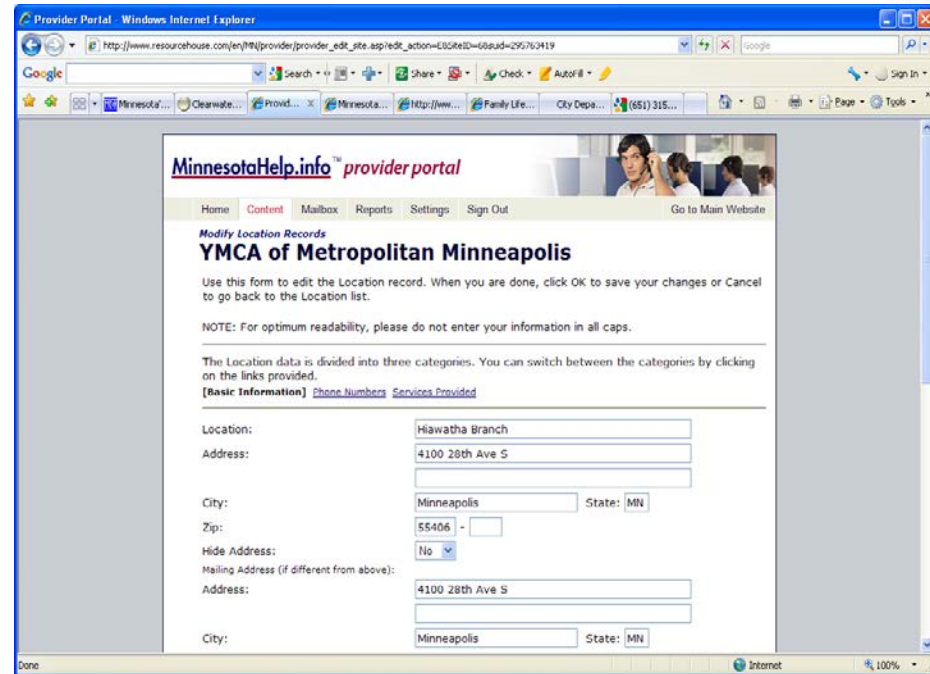
Home [Content](#) [Mailbox](#) [Reports](#) [Settings](#) [Sign Out](#) [Go to Main Website](#)

Modify Location Records
YMCA of Metropolitan Minneapolis

To edit an existing Location, click on the Location Name in the list. To delete a Location, place a check in the associated box and click the Delete button. To add a new Location, click Add New.

***Main Site (YMCA of Metropolitan Minneapolis)**

- Northwest Branch
- Emma B. Howe NE Branch
- Emma B. Howe Northtown Branch
- University Branch
- Hiawatha Branch
- Blaisdell Branch
- Minnesota Valley Branch
- Ridgedale Branch
- Southdale Branch
- North Community Youth & Teen Enrichment Center
- Downtown YMCA
- Ansover Community Center
- Elk River YMCA
- River Valley YMCA
- YMCA Camping Services



MinnesotaHelp.info™ provider portal

Home [Content](#) [Mailbox](#) [Reports](#) [Settings](#) [Sign Out](#) [Go to Main Website](#)

Modify Location Records
YMCA of Metropolitan Minneapolis

Use this form to edit the Location record. When you are done, click OK to save your changes or Cancel to go back to the Location list.

NOTE: For optimum readability, please do not enter your information in all caps.

The Location data is divided into three categories. You can switch between the categories by clicking on the links provided.
[\[Basic Information\]](#) [Phone Numbers](#) [Services Provided](#)

Location:

Address:

City: State:

Zip: -

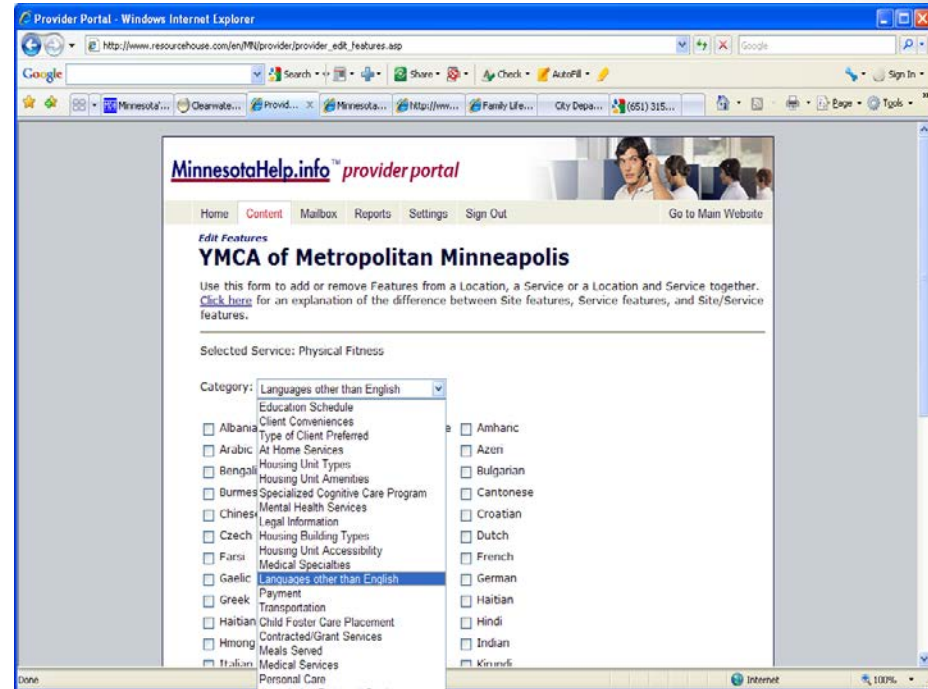
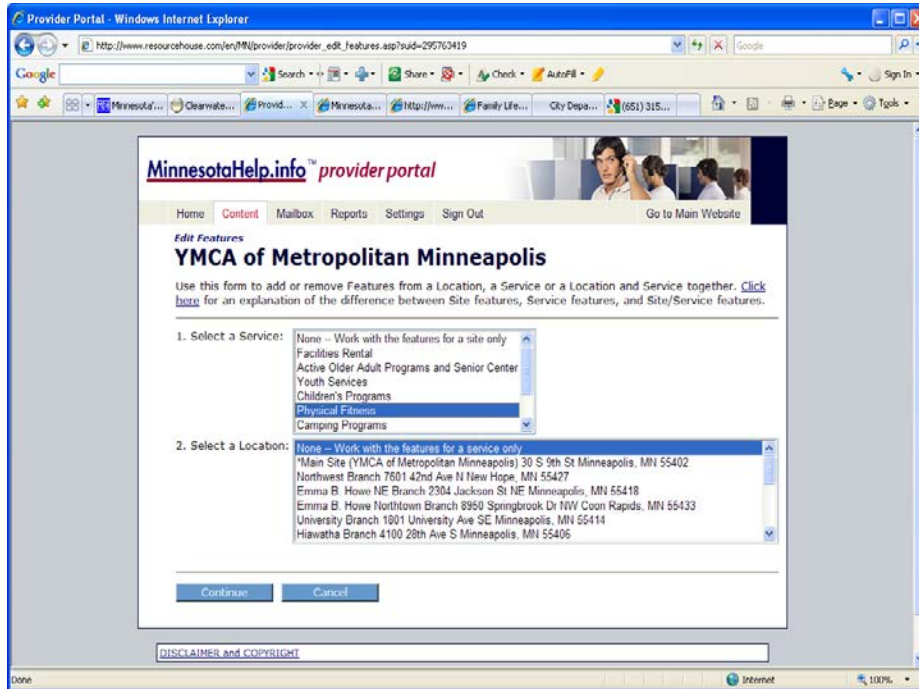
Hide Address:

Mailing Address (if different from above):
Address:

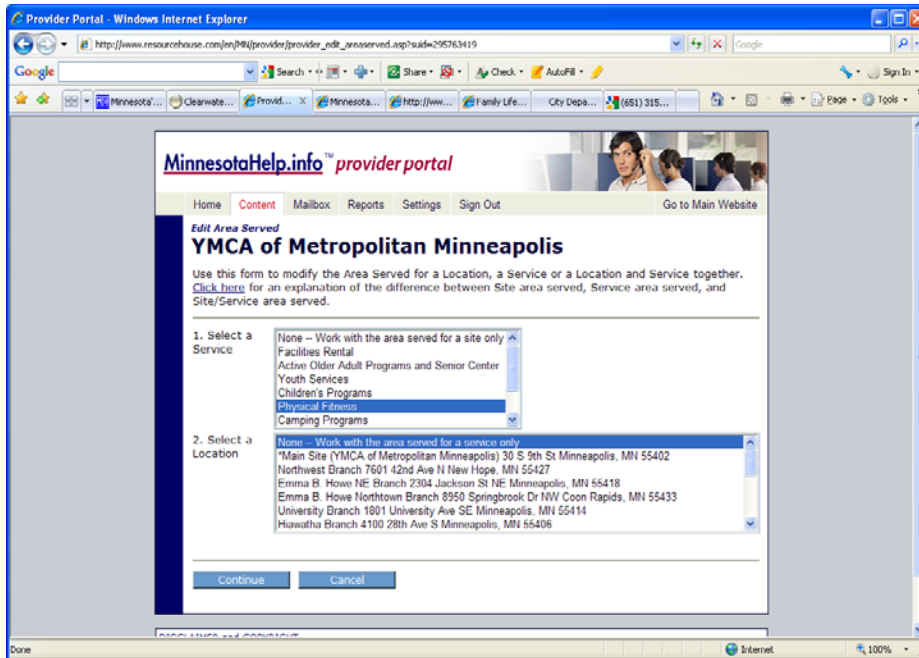
City: State:



Features



Area Served



MinnesotaHelp.info™ provider portal

Home **Content** Mailbox Reports Settings Sign Out [Go to Main Website](#)

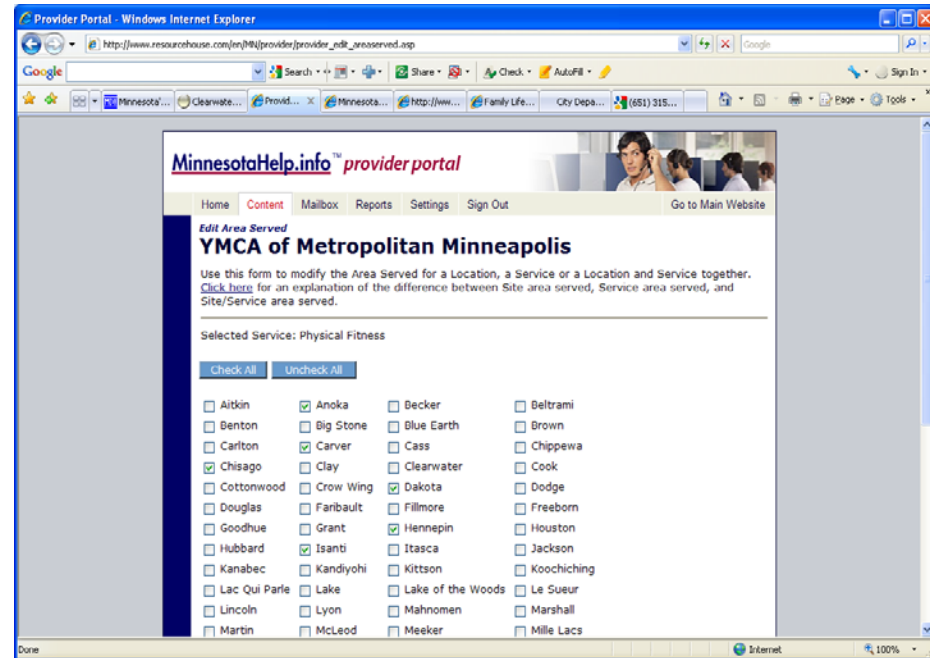
Edit Area Served
YMCA of Metropolitan Minneapolis

Use this form to modify the Area Served for a Location, a Service or a Location and Service together. [Click here](#) for an explanation of the difference between Site area served, Service area served, and Site/Service area served.

1. Select a Service
 None -- Work with the area served for a site only
 Facilities Rental
 Active Older Adult Programs and Senior Center
 Youth Services
 Children's Programs
Physical Fitness
 Camping Programs

2. Select a Location
 None -- Work with the area served for a service only
 *Main Site (YMCA of Metropolitan Minneapolis) 30 S 9th St Minneapolis, MN 55402
 Northwest Branch 7601 42nd Ave N New Hope, MN 55427
 Emma B. Howe NE Branch 2304 Jackson St NE Minneapolis, MN 55418
 Emma B. Howe Northtown Branch 8950 Springbrook Dr NW Coon Rapids, MN 55433
 University Branch 1801 University Ave SE Minneapolis, MN 55414
 Hiawatha Branch 4100 28th Ave S Minneapolis, MN 55406

[Continue](#) [Cancel](#)



MinnesotaHelp.info™ provider portal

Home **Content** Mailbox Reports Settings Sign Out [Go to Main Website](#)

Edit Area Served
YMCA of Metropolitan Minneapolis

Use this form to modify the Area Served for a Location, a Service or a Location and Service together. [Click here](#) for an explanation of the difference between Site area served, Service area served, and Site/Service area served.

Selected Service: Physical Fitness

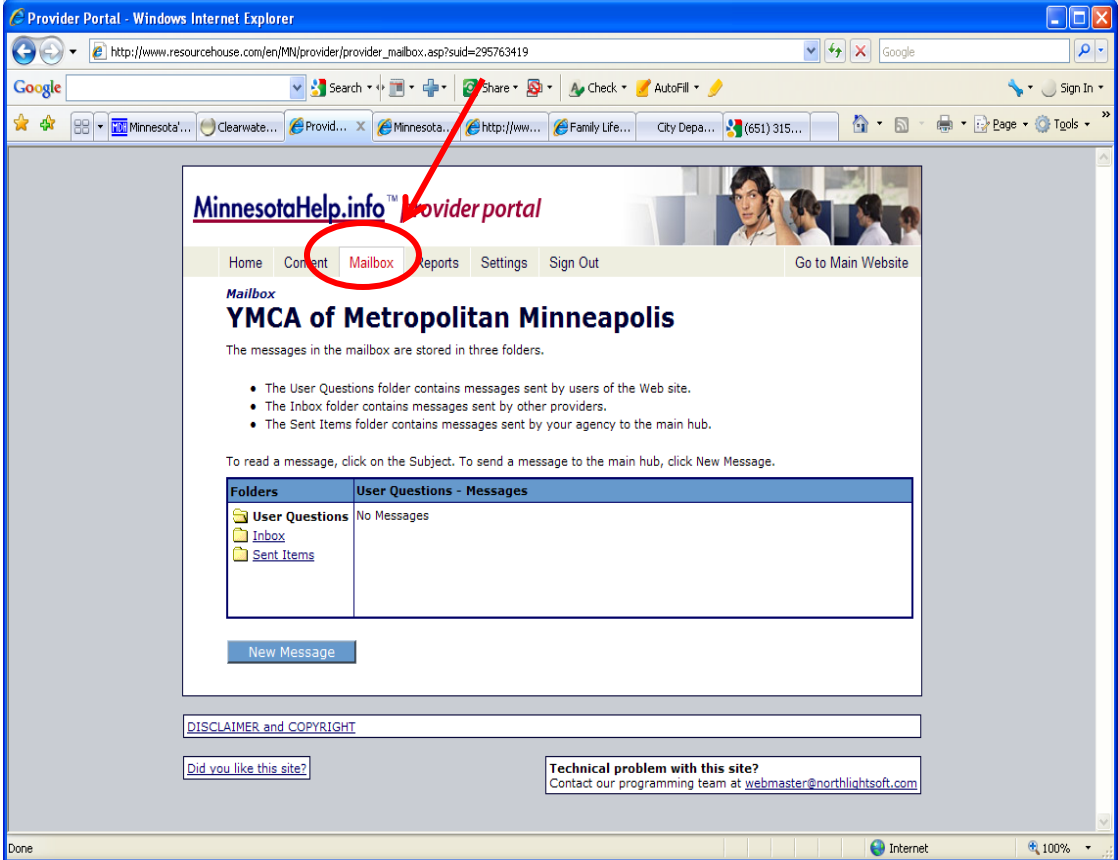
[Check All](#) [Uncheck All](#)

<input type="checkbox"/> Aitkin	<input checked="" type="checkbox"/> Anoka	<input type="checkbox"/> Becker	<input type="checkbox"/> Beltrami
<input type="checkbox"/> Benton	<input type="checkbox"/> Big Stone	<input type="checkbox"/> Blue Earth	<input type="checkbox"/> Brown
<input type="checkbox"/> Carlton	<input checked="" type="checkbox"/> Carver	<input type="checkbox"/> Cass	<input type="checkbox"/> Chippewa
<input checked="" type="checkbox"/> Chisago	<input type="checkbox"/> Clay	<input type="checkbox"/> Clearwater	<input type="checkbox"/> Cook
<input type="checkbox"/> Cottonwood	<input type="checkbox"/> Crow Wing	<input checked="" type="checkbox"/> Dakota	<input type="checkbox"/> Dodge
<input type="checkbox"/> Douglas	<input type="checkbox"/> Faribault	<input type="checkbox"/> Fillmore	<input type="checkbox"/> Freeborn
<input type="checkbox"/> Goodhue	<input type="checkbox"/> Grant	<input checked="" type="checkbox"/> Hennepin	<input type="checkbox"/> Houston
<input type="checkbox"/> Hubbard	<input checked="" type="checkbox"/> Isanti	<input type="checkbox"/> Itasca	<input type="checkbox"/> Jackson
<input type="checkbox"/> Kanabec	<input checked="" type="checkbox"/> Kandiyohi	<input type="checkbox"/> Kittson	<input type="checkbox"/> Koochiching
<input type="checkbox"/> Lac Qui Parle	<input type="checkbox"/> Lake	<input type="checkbox"/> Lake of the Woods	<input type="checkbox"/> Le Sueur
<input type="checkbox"/> Lincoln	<input type="checkbox"/> Lyon	<input type="checkbox"/> Mahnommen	<input type="checkbox"/> Marshall
<input type="checkbox"/> Martin	<input type="checkbox"/> McLeod	<input type="checkbox"/> Meeker	<input type="checkbox"/> Mille Lacs



Mailbox Tab

- This function is not currently activated. The general public is not able to email an agency through this Mailbox.



Provider Portal - Windows Internet Explorer

http://www.resourcehouse.com/en/MN/provider/provider_mailbox.asp?uid=295763419

MinnesotaHelp.info™ Provider portal

Home Content **Mailbox** Reports Settings Sign Out Go to Main Website

Mailbox
YMCA of Metropolitan Minneapolis

The messages in the mailbox are stored in three folders.

- The User Questions folder contains messages sent by users of the Web site.
- The Inbox folder contains messages sent by other providers.
- The Sent Items folder contains messages sent by your agency to the main hub.

To read a message, click on the Subject. To send a message to the main hub, click New Message.

Folders	User Questions - Messages
User Questions	No Messages
Inbox	
Sent Items	

New Message

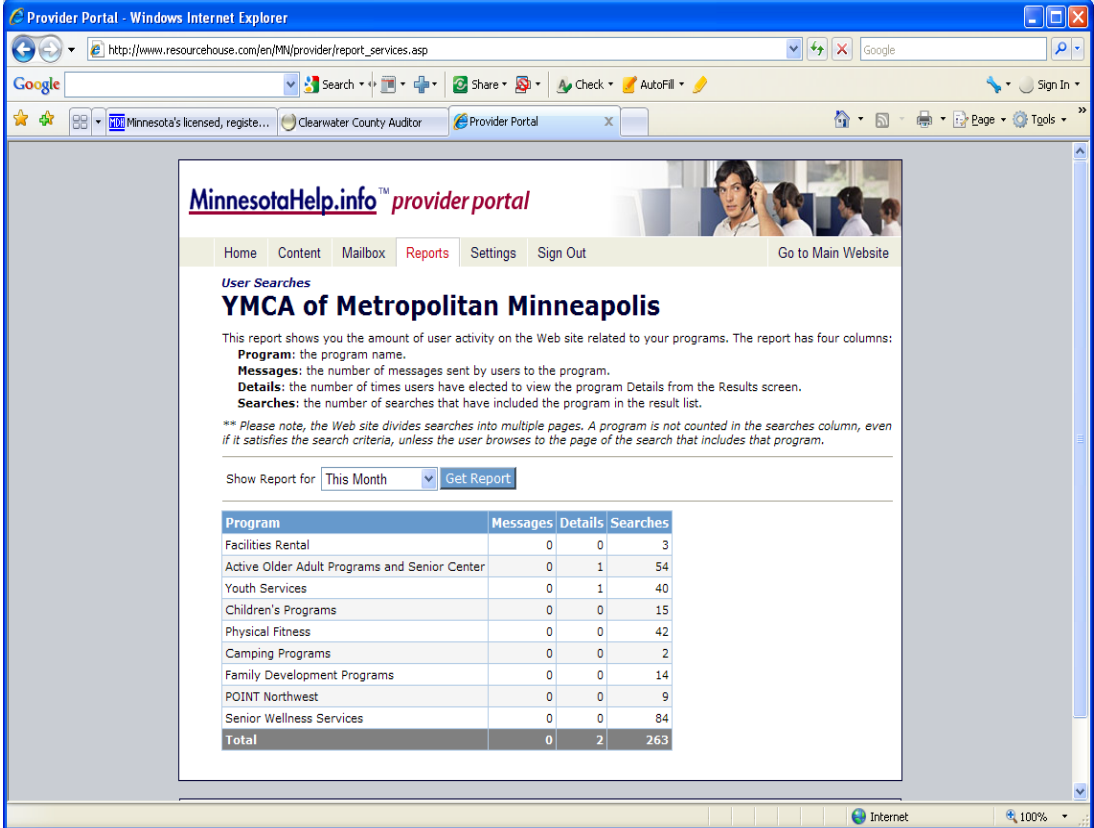
[DISCLAIMER and COPYRIGHT](#)

[Did you like this site?](#)

Technical problem with this site?
Contact our programming team at webmaster@northlightsoft.com

Reports Tab

- Provides statistics on the number of times searches from the Website have included your program (service) and when users have clicked to view more detailed information in your profile



MinnesotaHelp.info™ provider portal

Home Content Mailbox **Reports** Settings Sign Out [Go to Main Website](#)

User Searches
YMCA of Metropolitan Minneapolis

This report shows you the amount of user activity on the Web site related to your programs. The report has four columns:
Program: the program name.
Messages: the number of messages sent by users to the program.
Details: the number of times users have elected to view the program Details from the Results screen.
Searches: the number of searches that have included the program in the result list.

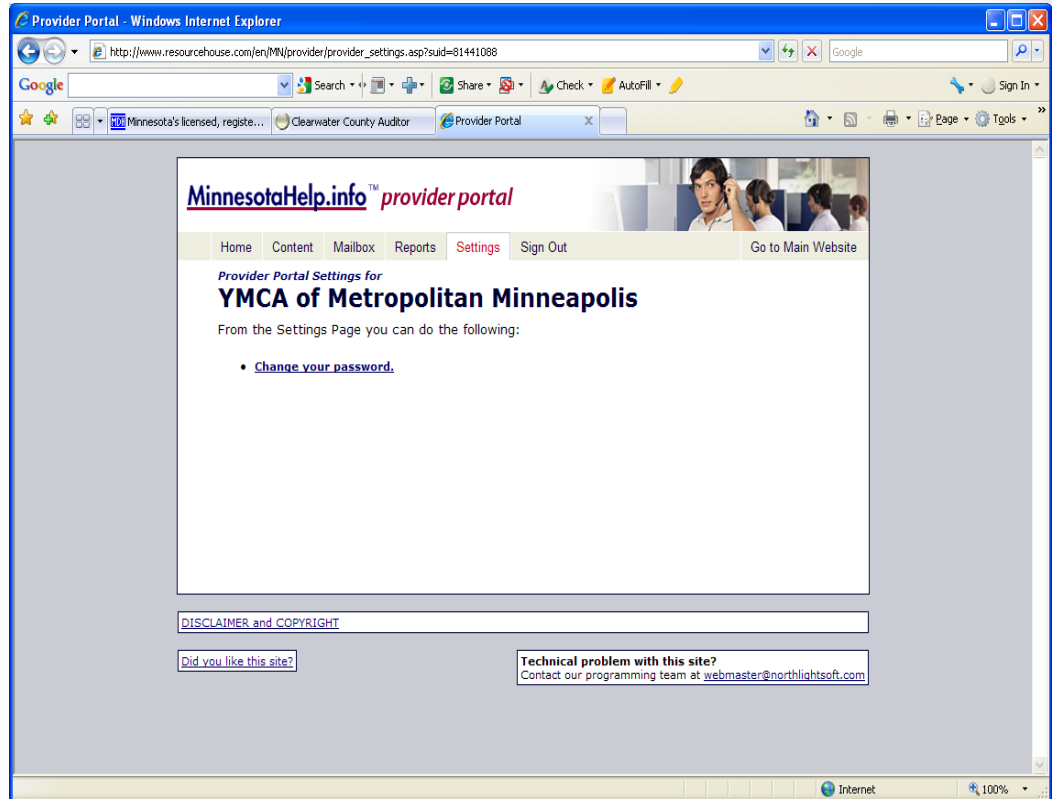
*** Please note, the Web site divides searches into multiple pages. A program is not counted in the searches column, even if it satisfies the search criteria, unless the user browses to the page of the search that includes that program.*

Show Report for: [Get Report](#)

Program	Messages	Details	Searches
Facilities Rental	0	0	3
Active Older Adult Programs and Senior Center	0	1	54
Youth Services	0	1	40
Children's Programs	0	0	15
Physical Fitness	0	0	42
Camping Programs	0	0	2
Family Development Programs	0	0	14
POINT Northwest	0	0	9
Senior Wellness Services	0	0	84
Total	0	2	263

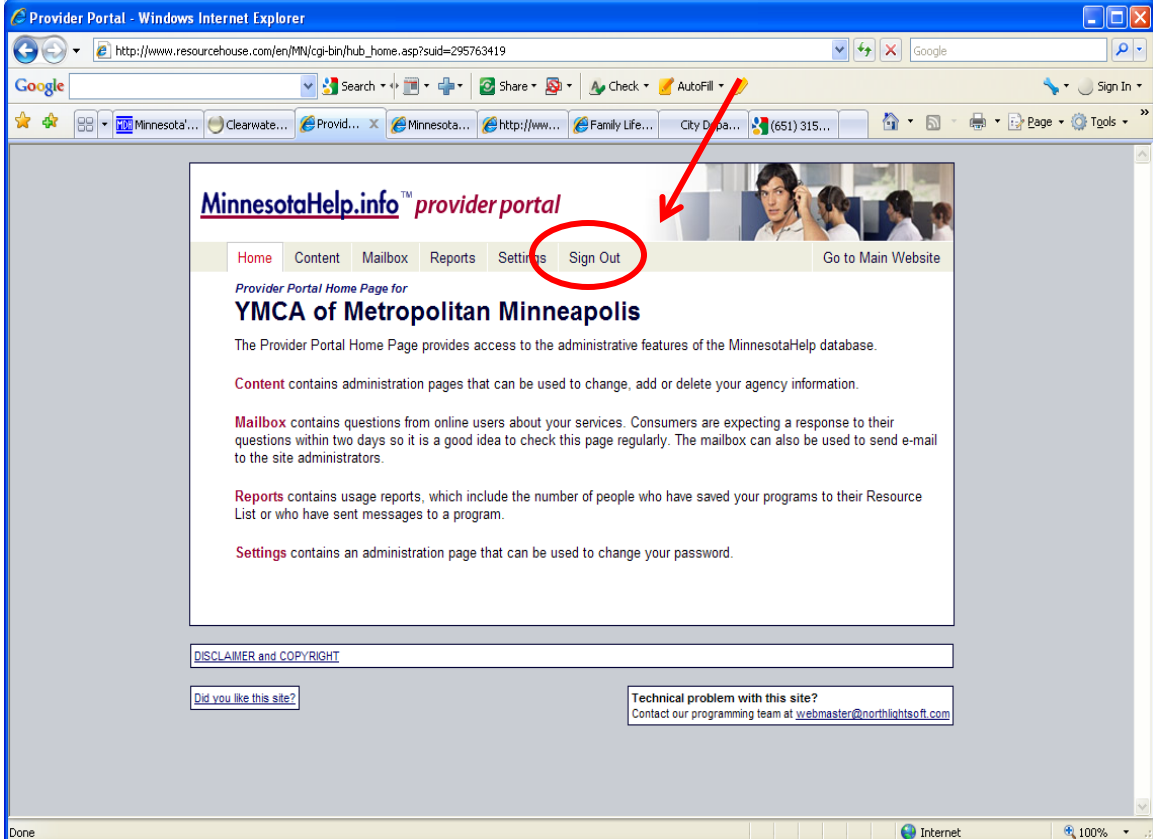
Settings Tab

- Where you can change your password



Sign Out Tab

- Clicking on the 'Sign Out' tab logs you out of Provider Portal



Provider Portal - Windows Internet Explorer

http://www.resourcehouse.com/en/MN/cgi-bin/hub_home.asp?suid=295763419

MinnesotaHelp.info™ provider portal

Home Content Mailbox Reports Settings **Sign Out** Go to Main Website

Provider Portal Home Page for
YMCA of Metropolitan Minneapolis

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Settings contains an administration page that can be used to change your password.

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Technical problem with this site?
Contact our programming team at webmaster@northlightsoft.com

Done Internet 100%

Contact Information
MnHelpData@tcaging.org
Phone: (651) 917-4655
Fax: (651) 641-8618



MinnesotaHelp.info

Power User Version

(2011)



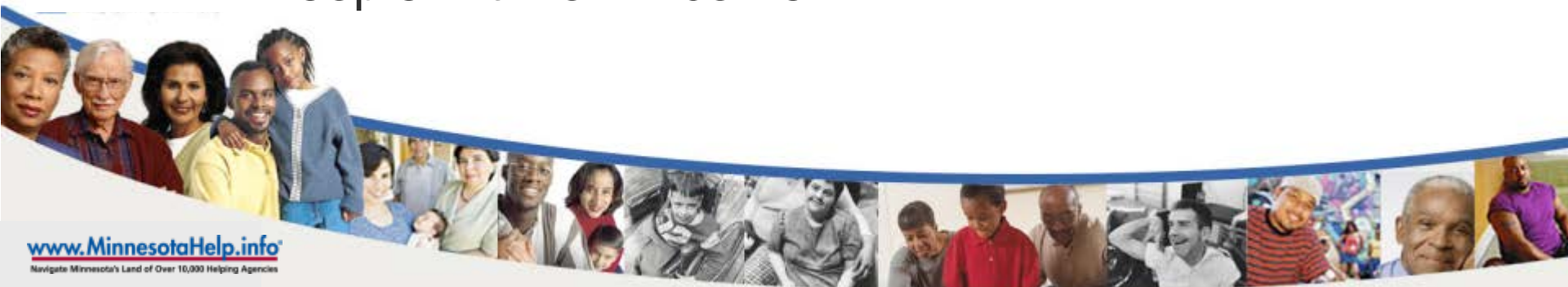
What is MinnesotaHelp.info®?

- Service of the MN Board on Aging on behalf of State of Minnesota
- 1999 legislative mandate for a long-term care database that grew into a larger initiative
- Online at www.minnesotahelp.info since 2003
- A Web-based means of finding information about health and human services in Minnesota



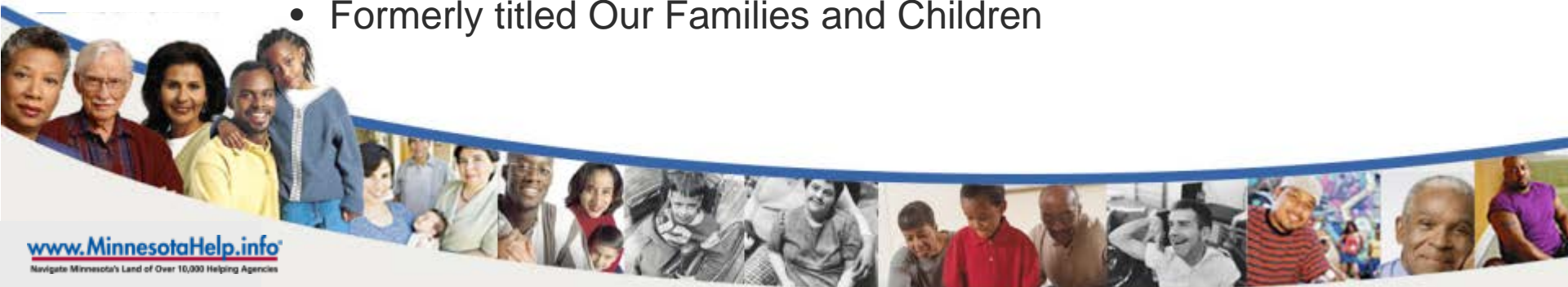
What's in MinnesotaHelp.info?

- Comprehensive health and human service info for:
 - Seniors and their caregivers
 - People with disabilities and their caregivers
 - Parents and families
 - Youth
 - Veterans
 - People with low income



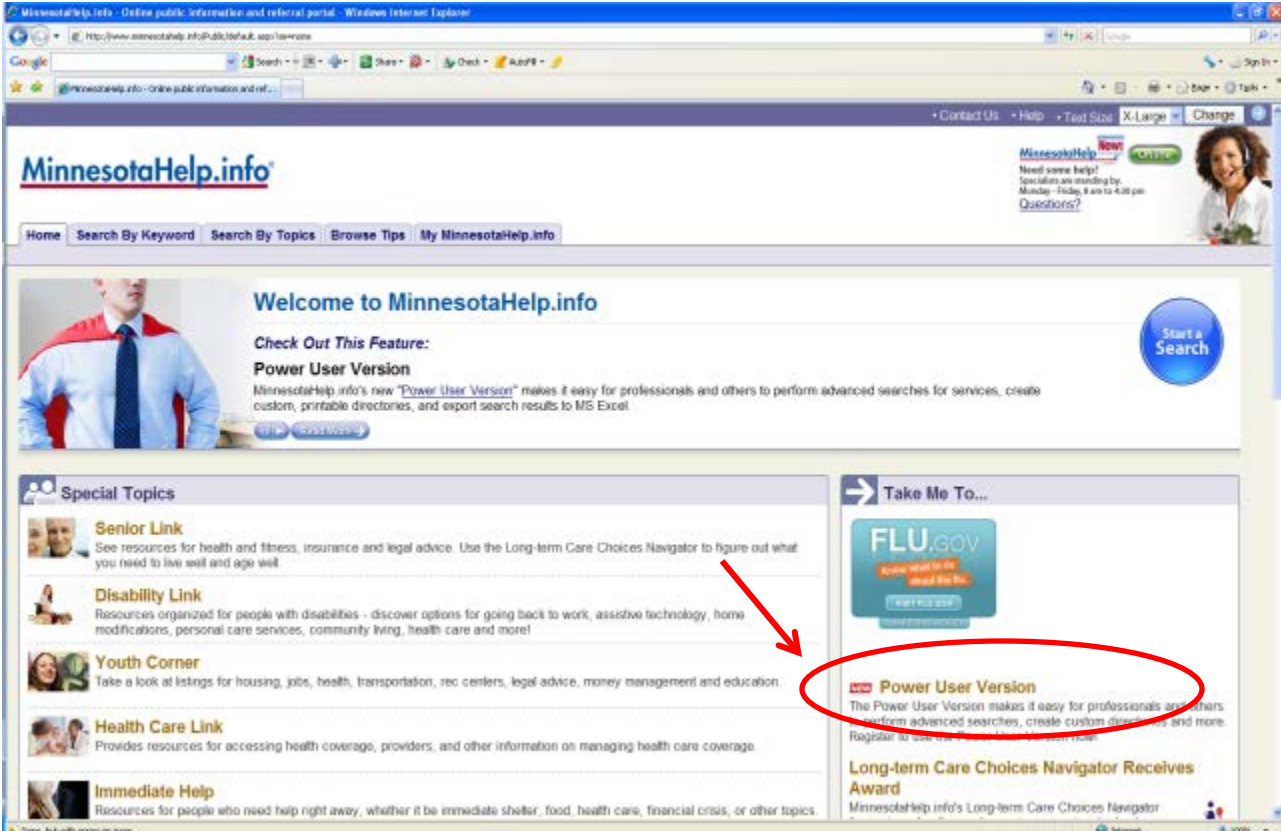
What's in MinnesotaHelp.info?

- Recent addition to Special Topics for Senior Link; Disability Link; Adults, Families and Children; and Refugees to support the Statewide Health Improvement Project Initiative
 - Wellness Section
 - Body Image/Weight Management
 - General Health Education
 - Nutrition
 - Physical Activity
 - Tobacco Cessation
 - Adults, Families and Children Special Topics
 - Formerly titled Our Families and Children



MinnesotaHelp.info Power User Version

Located on the
MinnesotaHelp.info
homepage



MinnesotaHelp.info - Online public information and referral portal - Windows Internet Explorer

http://www.minnesotahelp.info/Public/default.asp?w=ms

MinnesotaHelp.info

Home Search By Keyword Search By Topics Browse Tips My MinnesotaHelp.info

Welcome to MinnesotaHelp.info

Check Out This Feature:
Power User Version
MinnesotaHelp.info's new "Power User Version" makes it easy for professionals and others to perform advanced searches for services, create custom, printable directories, and export search results to MS Excel.

Special Topics

- Senior Link**
See resources for health and fitness, insurance and legal advice. Use the Long-term Care Choices Navigator to figure out what you need to live well and age well.
- Disability Link**
Resources organized for people with disabilities - discover options for going back to work, assistive technology, home modifications, personal care services, community living, health care and more!
- Youth Corner**
Take a look at listings for housing, jobs, health, transportation, rec centers, legal advice, money management and education.
- Health Care Link**
Provides resources for accessing health coverage, providers, and other information on managing health care coverage.
- Immediate Help**
Resources for people who need help right away, whether it be immediate shelter, food, health care, financial crisis, or other topics

Take Me To...

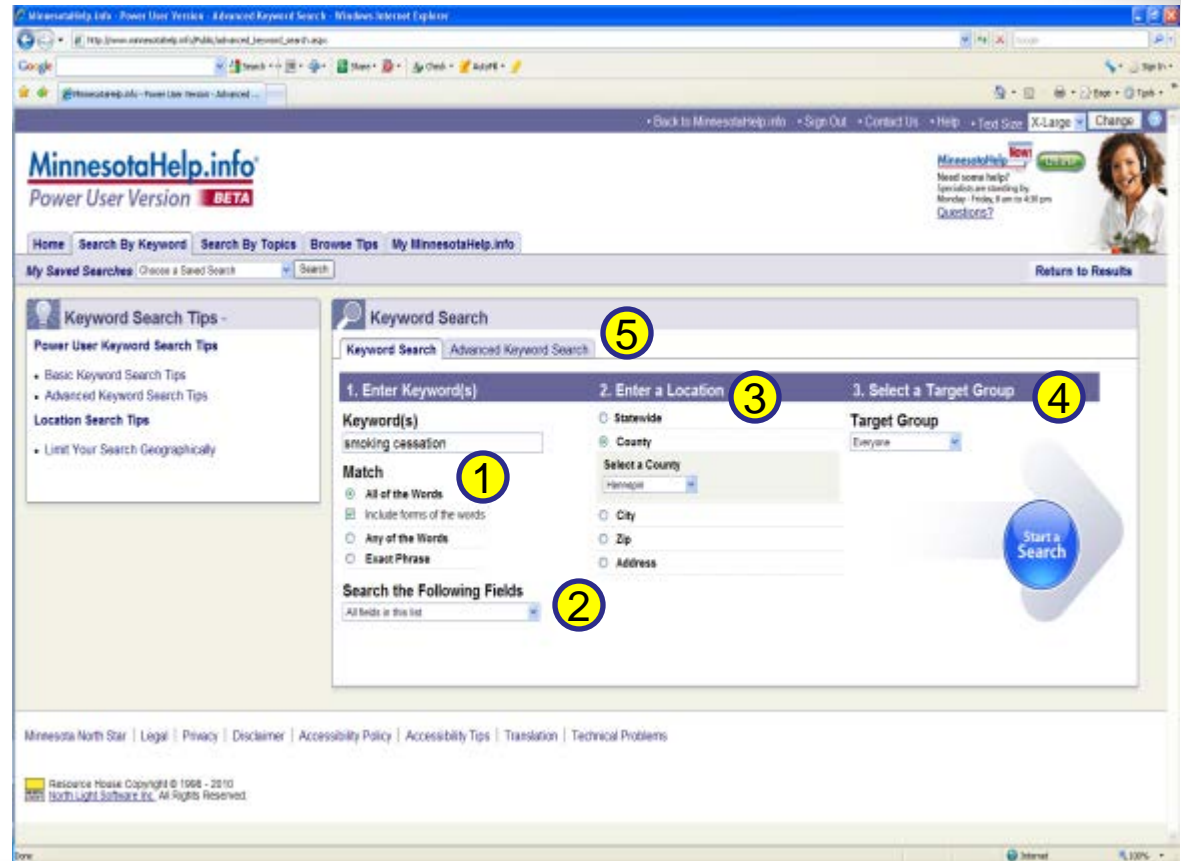
- FLU.gov**
You've got to get ahead this flu.
- Power User Version**
The Power User Version makes it easy for professionals and others to perform advanced searches, create custom directories and more. Register to use the Power User Version now.
- Long-term Care Choices Navigator Receives Award**
MinnesotaHelp.info's Long-term Care Choices Navigator

Done, but with errors on page.

Power User Searching Options

Keyword Search:

1. Match phrases
2. Fields
3. Locations
4. Target groups
5. Advanced keyword search



The screenshot shows the MinnesotaHelp.info website's search interface. The page title is "MinnesotaHelp.info Power User Version BETA". The search section is titled "Keyword Search" and includes a "Keyword Search" tab and an "Advanced Keyword Search" tab. The search form is divided into three main sections: "1. Enter Keyword(s)", "2. Enter a Location", and "3. Select a Target Group".

- 1. Enter Keyword(s):** A text input field contains "smoking cessation". Below it, the "Match" section has radio buttons for "All of the Words" (selected), "Include forms of the words", "Any of the Words", and "Exact Phrase".
- 2. Enter a Location:** A "Select a County" dropdown menu is open, showing "Hennepin" selected. Other options include "City", "Zip", and "Address".
- 3. Select a Target Group:** A dropdown menu is open, showing "Everyone" selected.

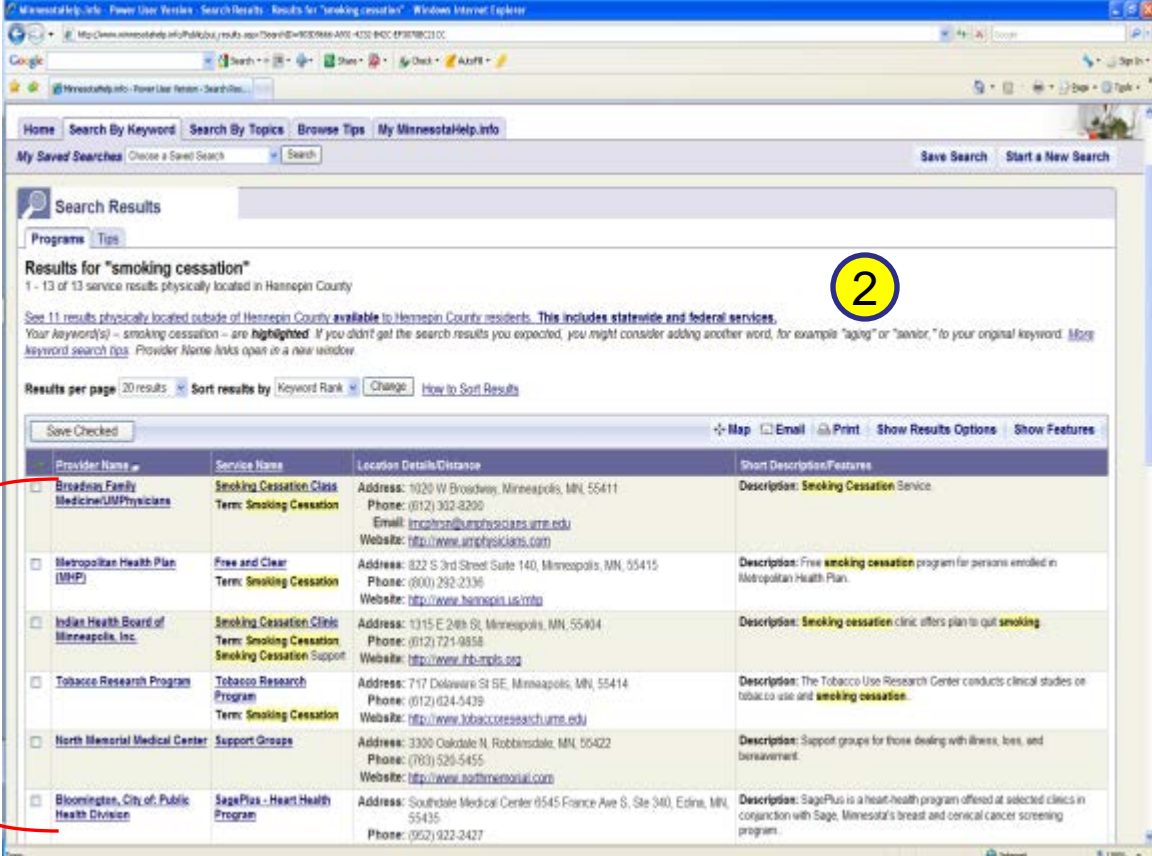
At the bottom of the search form is a "Search the Following Fields" dropdown menu set to "All fields in this list". A large blue arrow button labeled "Start a Search" is on the right. Numbered callouts (1-5) are placed over the interface: 1 is over the "Match" section, 2 is over the "Search the Following Fields" dropdown, 3 is over the "Select a County" dropdown, 4 is over the "Target Group" dropdown, and 5 is over the "Advanced Keyword Search" tab.



Search Results

Sample keyword search for 'Smoking Cessation' limited by Hennepin County:

1. 13 services physically located in Hennepin County
2. 11 services physically located outside of Hennepin County but available to Hennepin County Residents



Search Results for "smoking cessation"

1 - 13 of 13 service results physically located in Hennepin County

See 11 results physically located outside of Hennepin County available to Hennepin County residents. This includes statewide and federal services.

Your keyword(s) - smoking cessation - are highlighted. If you didn't get the search results you expected, you might consider adding another word, for example "aging" or "senior," to your original keyword. [More keyword search tips](#). [Provider Name](#) links open in a new window.

Results per page: 20 results | Sort results by: Keyword Rank | [Change](#) | [How to Sort Results](#)

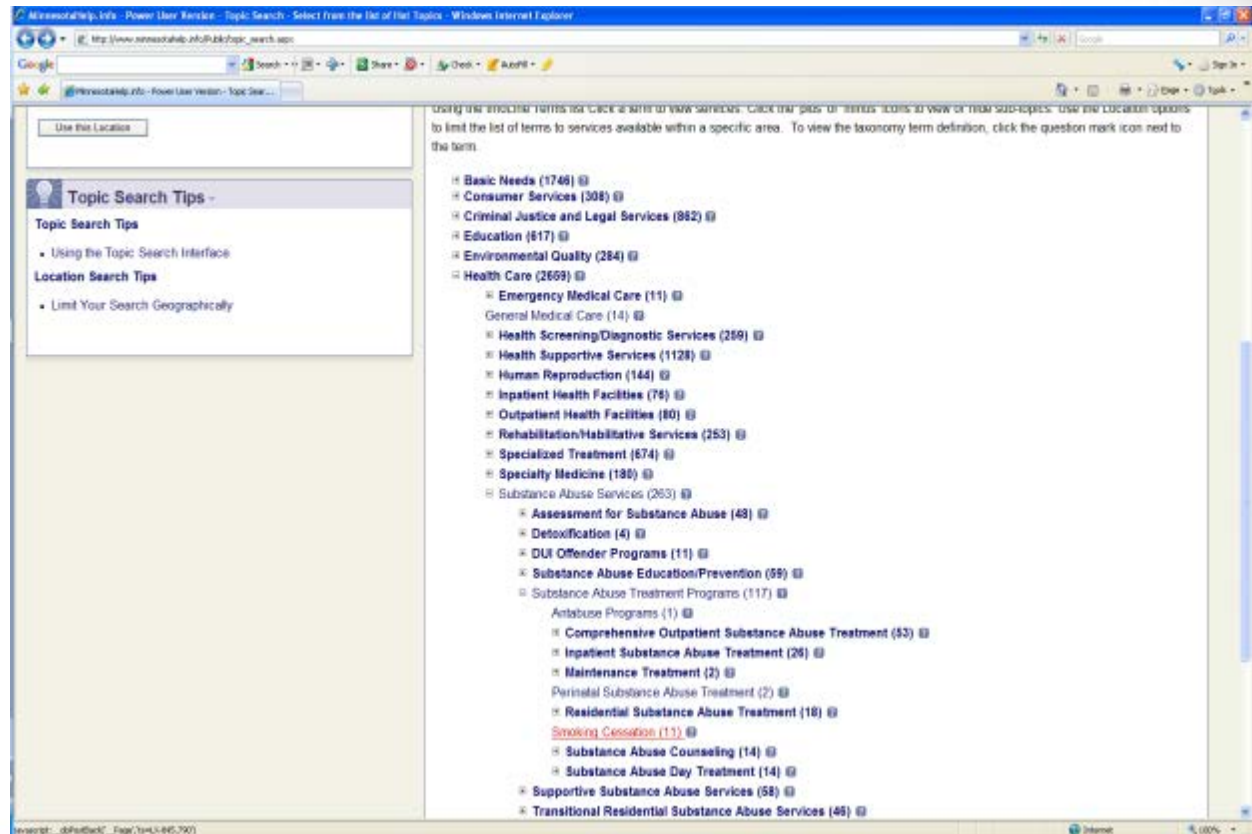
Provider Name	Service Name	Location Details/Distance	Short Description/Features
<input type="checkbox"/> Brosnan Family Medicine/UMPhysicians	Smoking Cessation Class Term: Smoking Cessation	Address: 1029 W Broadway, Minneapolis, MN, 55411 Phone: (612) 332-8200 Email: brobrosn@umphysicians.umn.edu Website: http://www.umphysicians.com	Description: Smoking Cessation Service
<input type="checkbox"/> Metropolitan Health Plan (MHP)	Free and Clear Term: Smoking Cessation	Address: 822 S 3rd Street Suite 140, Minneapolis, MN, 55415 Phone: (609) 292-2336 Website: http://www.hennepin.us/mhp	Description: Free smoking cessation program for persons enrolled in Metropolitan Health Plan.
<input type="checkbox"/> Indian Health Board of Minneapolis, Inc.	Smoking Cessation Clinic Term: Smoking Cessation Smoking Cessation Support	Address: 1315 E 24th St, Minneapolis, MN, 55404 Phone: (612) 721-9858 Website: http://www.ihb.mpls.org	Description: Smoking cessation clinic offers plan to quit smoking
<input type="checkbox"/> Tobacco Research Program	Tobacco Research Program Term: Smoking Cessation	Address: 717 Delaware St SE, Minneapolis, MN, 55414 Phone: (612) 624-5439 Website: http://www.tobaccocessatd.umn.edu	Description: The Tobacco Use Research Center conducts clinical studies on tobacco use and smoking cessation .
<input type="checkbox"/> North Memorial Medical Center	Support Groups	Address: 3300 Oakdale N, Robbinsdale, MN, 55422 Phone: (763) 526-5455 Website: http://www.northmemorial.com	Description: Support groups for those dealing with illness, loss, and bereavement.
<input type="checkbox"/> Bloomington, City of Public Health Division	SagePlus - Heart Health Program	Address: Southdale Medical Center 6545 France Ave S, Ste 340, Edina, MN, 55435 Phone: (952) 922-2427	Description: SagePlus is a heart-health program offered at selected clinics in conjunction with Sage, Minnesota's breast and cervical cancer screening program.



Power User Searching Options

Topic Search:

- Use AIRS/INFO LINE Terms
 - Glossary of terms



MinnesotaHelp.info - Power User Version - Topic Search - Select from the list of Hot Topics - Windows Internet Explorer

http://www.minnesotahelp.info/HotTopic_search.asp

Use this Location

Topic Search Tips

- Using the Topic Search Interface
- Location Search Tips
- Limit Your Search Geographically

Using the structure terms for each term to view services. Click the plus or minus icons to view or hide sub-topics. Use the Location options to limit the list of terms to services available within a specific area. To view the taxonomy term definition, click the question mark icon next to the term.

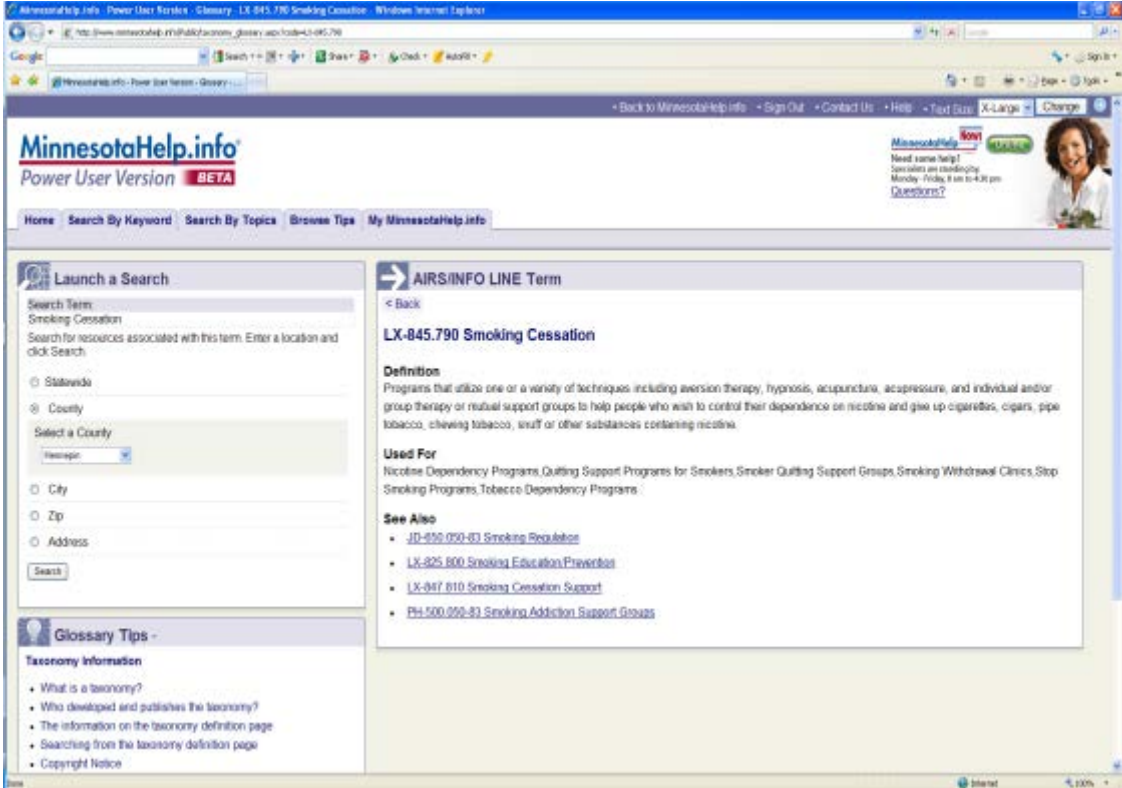
- Basic Needs (1746) [?]
- Consumer Services (308) [?]
- Criminal Justice and Legal Services (862) [?]
- Education (617) [?]
- Environmental Quality (284) [?]
- Health Care (2669) [?]
 - Emergency Medical Care (11) [?]
 - General Medical Care (14) [?]
 - Health Screening/Diagnostic Services (269) [?]
 - Health Supportive Services (1128) [?]
 - Human Reproduction (144) [?]
 - Inpatient Health Facilities (76) [?]
 - Outpatient Health Facilities (80) [?]
 - Rehabilitation/Habilitative Services (263) [?]
 - Specialized Treatment (674) [?]
 - Specialty Medicine (180) [?]
 - Substance Abuse Services (263) [?]
 - Assessment for Substance Abuse (48) [?]
 - Detoxification (4) [?]
 - DUI Offender Programs (11) [?]
 - Substance Abuse Education/Prevention (59) [?]
 - Substance Abuse Treatment Programs (117) [?]
 - Antabuse Programs (1) [?]
 - Comprehensive Outpatient Substance Abuse Treatment (53) [?]
 - Inpatient Substance Abuse Treatment (26) [?]
 - Maintenance Treatment (2) [?]
 - Perinatal Substance Abuse Treatment (2) [?]
 - Residential Substance Abuse Treatment (18) [?]
 - Smoking Cessation (11) [?]
 - Substance Abuse Counseling (14) [?]
 - Substance Abuse Day Treatment (14) [?]
 - Supportive Substance Abuse Services (58) [?]
 - Transitional Residential Substance Abuse Services (46) [?]



Power User Searching Options

Topic Search (cont.):

- Searching by taxonomy code definitions
- “See Also” terms



The screenshot shows the MinnesotaHelp.info website interface. The top navigation bar includes links for Home, Search By Keyword, Search By Topics, Browse Tips, and My MinnesotaHelp.info. The main content area is titled "Launch a Search" and includes a search form with fields for Search Term (Smoking Cessation), Statewide, County, Select a County (Hennepin), City, Zip, and Address. Below the search form is a "Glossary Tips" section with "Taxonomy Information" including links for "What is a taxonomy?", "Who developed and publishes the taxonomy?", "The information on the taxonomy definition page", "Searching from the taxonomy definition page", and "Copyright Notice".

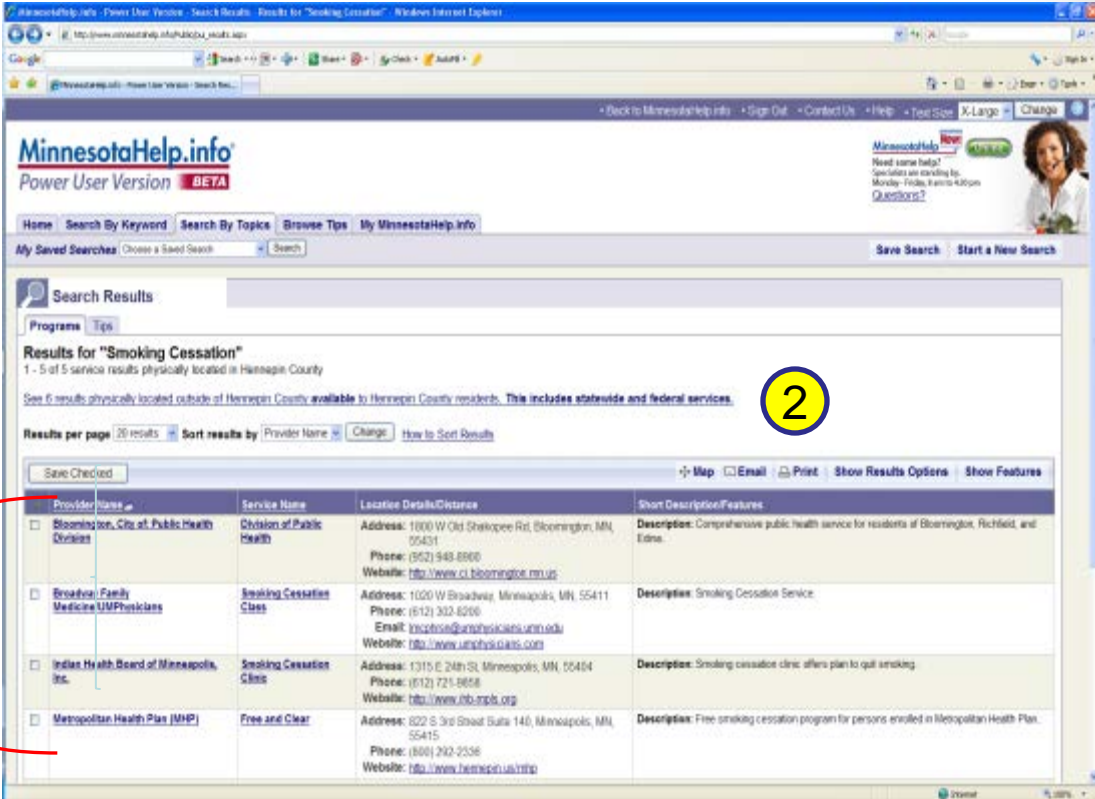
The search results section is titled "AIRS/INFO LINE Term" and displays the following information for "LX-845.790 Smoking Cessation":

- Definition:** Programs that utilize one or a variety of techniques including aversion therapy, hypnosis, acupuncture, acupressure, and individual and/or group therapy or mutual support groups to help people who wish to control their dependence on nicotine and give up cigarettes, cigars, pipe tobacco, chewing tobacco, snuff or other substances containing nicotine.
- Used For:** Nicotine Dependency Programs, Quitting Support Programs for Smokers, Smoker Quitting Support Groups, Smoking Withdrawal Clinics, Stop Smoking Programs, Tobacco Dependency Programs.
- See Also:**
 - [JD-850.050-83 Smoking Regulation](#)
 - [LX-825.800 Smoking Education/Prevention](#)
 - [LX-847.810 Smoking Cessation Support](#)
 - [PH-500.050-83 Smoking Addiction Support Groups](#)

Search Results

Sample Search for 'Smoking Cessation' limited by Hennepin County':

1. 5 services physically located in Hennepin County
2. 6 services physically located outside of Hennepin County but available to Hennepin County Residents



MinnesotaHelp.info - Power User Version - Search Results - Results for "Smoking Cessation" - Windows Internet Explorer

http://www.minnesotahelp.info/Public/Results.asp

MinnesotaHelp.info
Power User Version **BETA**

Home Search By Keyword Search By Topics Browse Tips My MinnesotaHelp.info

My Saved Searches: Choose a Saved Search Search Save Search Start a New Search

Search Results

Programs Tips

Results for "Smoking Cessation"

1 - 5 of 5 service results physically located in Hennepin County

See 6 results physically located outside of Hennepin County available to Hennepin County residents. This includes statewide and federal services.

Results per page: 20 results Sort results by: Provider Name Change How to Sort Results

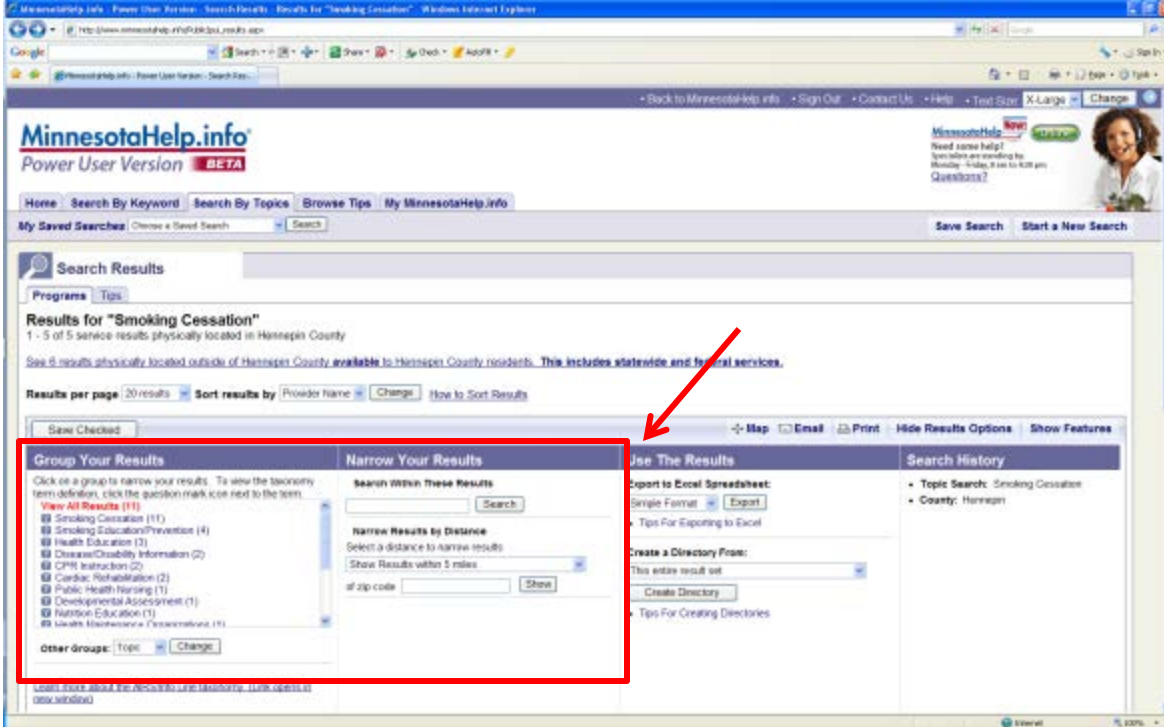
Save Checked Map Email Print Show Results Options Show Features

Provider Name	Service Name	Location Details/Distance	Short Description/Features
<input type="checkbox"/> Bloomington, City of Public Health Division	Division of Public Health	Address: 1800 W Old Shakopee Rd, Bloomington, MN, 55431 Phone: (952) 848-8900 Website: http://www.ci.bloomington.mn.us/	Description: Comprehensive public health service for residents of Bloomington, Richfield, and Edina.
<input type="checkbox"/> Broadway Family Medicine/UMPhysicians	Smoking Cessation Clinic	Address: 1020 W Broadway, Minneapolis, MN, 55411 Phone: (612) 302-6200 Email: smc@broadwayfamilyphysicians.umn.edu Website: http://www.umphysicians.com	Description: Smoking Cessation Service.
<input type="checkbox"/> Indian Health Board of Minneapolis, Inc.	Smoking Cessation Clinic	Address: 1315 E 24th St, Minneapolis, MN, 55454 Phone: (612) 721-8858 Website: http://www.ihb.mpls.org	Description: Smoking cessation clinic offers plan to quit smoking.
<input type="checkbox"/> Metropolitan Health Plan (MHP)	Free and Clear	Address: 822 S 3rd Street, Suite 140, Minneapolis, MN, 55415 Phone: (800) 292-2358 Website: http://www.hennepin.us/mhp	Description: Free smoking cessation program for persons enrolled in Metropolitan Health Plan.



Narrowing Your Search Results

- Group your results
- Search within your results
- Search by feature

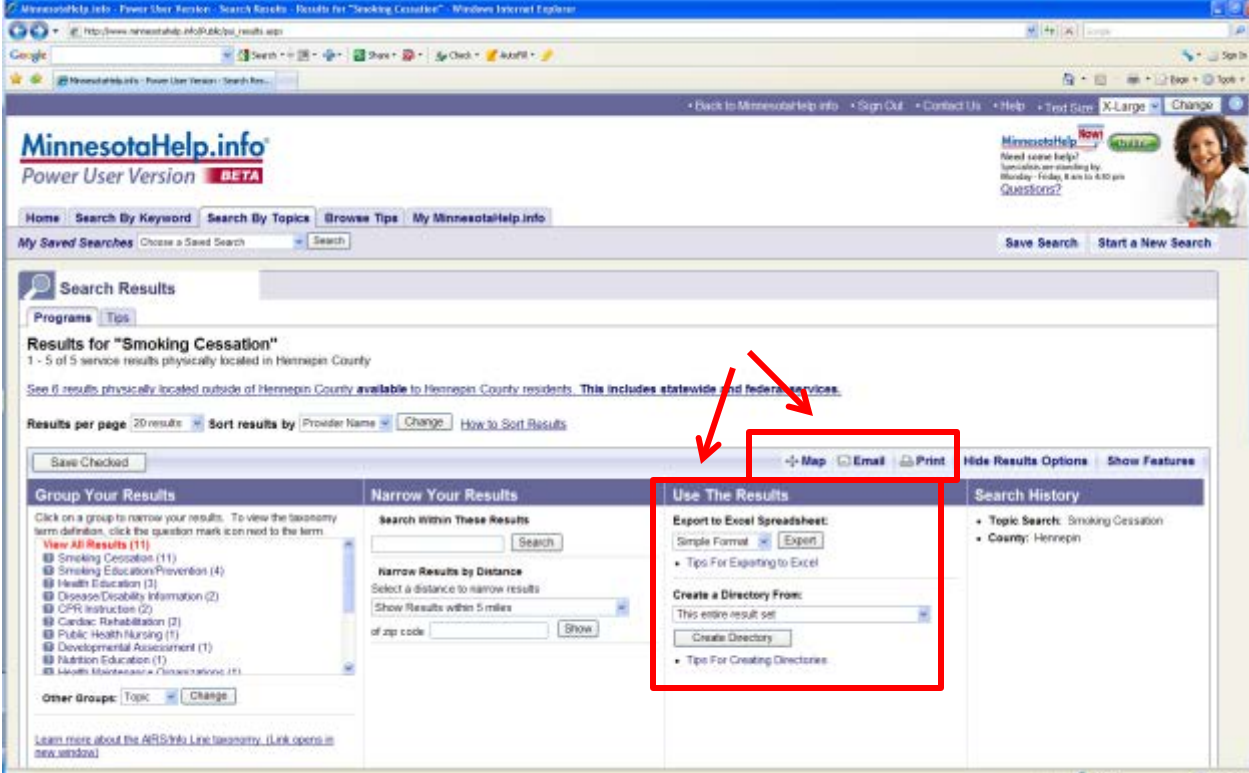


The screenshot shows the MinnesotaHelp.info website interface. The search results are for "Smoking Cessation". A red box highlights the "Group Your Results" and "Narrow Your Results" sections. The "Group Your Results" section lists various categories with counts, such as "Smoking Cessation (11)", "Smoking Education/Prevention (4)", "Health Education (3)", "Disease/Disability Information (2)", "CPS Instruction (2)", "Cardiac Rehabilitation (2)", "Public Health Nursing (1)", "Developmental Assessment (1)", and "Nutrition Education (1)". The "Narrow Your Results" section includes a "Search Within These Results" field, a "Search" button, and a "Narrow Results by Distance" section with a "Show Results within 5 miles" dropdown and a "Show" button. A red arrow points to the "Narrow Your Results" section.



Using Your Search Results

- Map the locations of the service sites
- Email the results
- Basic printing option
- Export them to an Excel spreadsheet
- Create a directory
- Create a plan

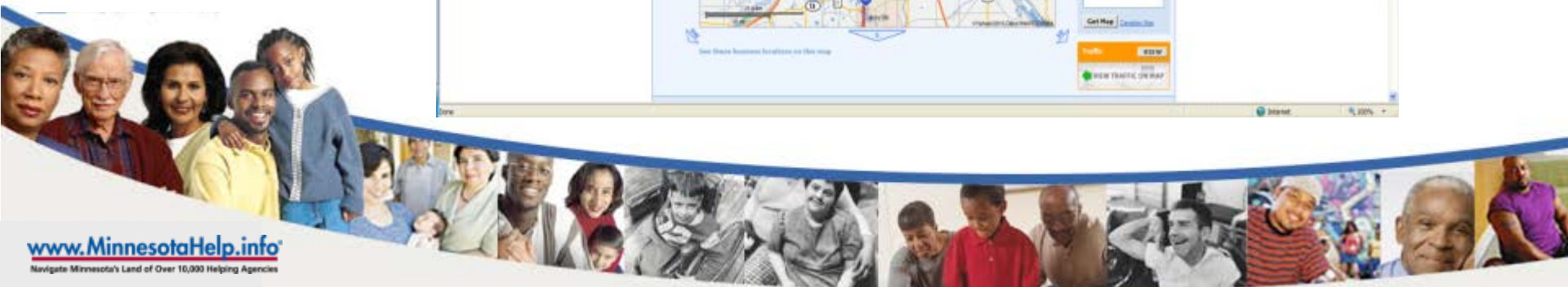
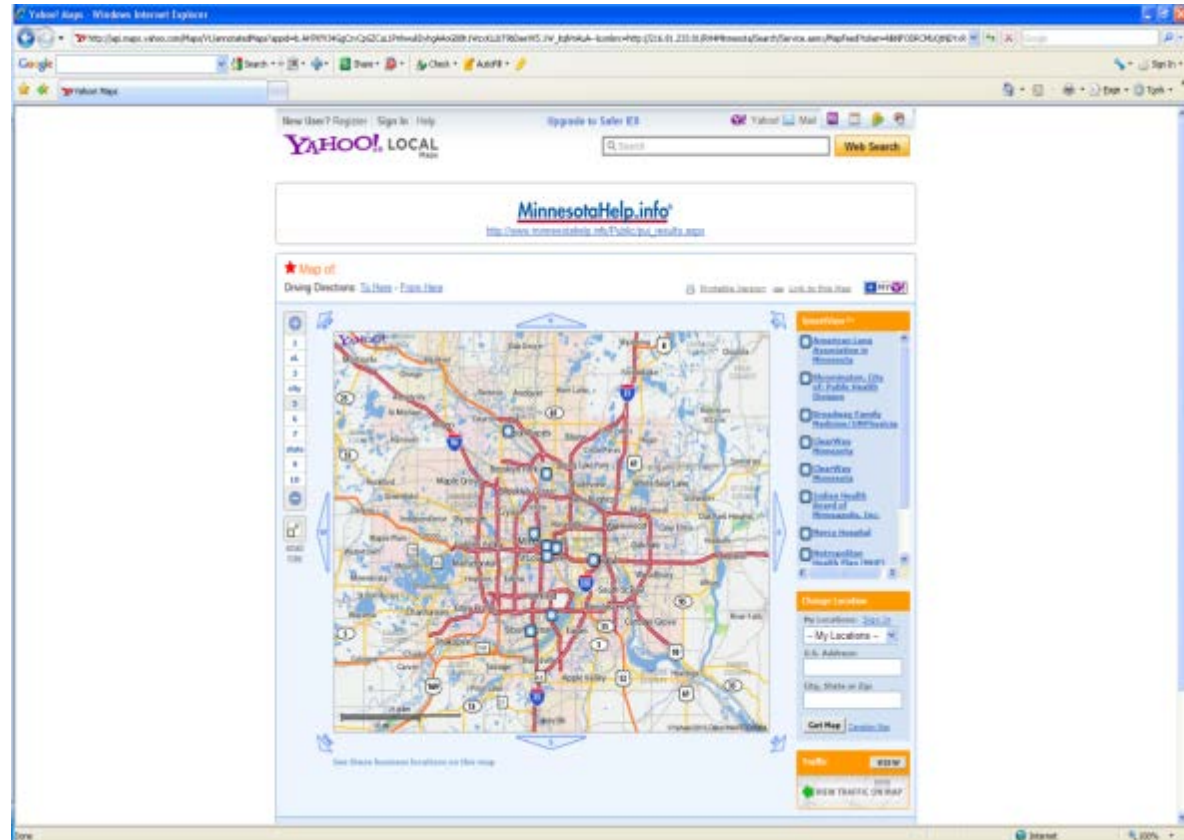


The screenshot shows the MinnesotaHelp.info website interface. The search results for "Smoking Cessation" are displayed. A red box highlights the "Use The Results" section, which includes options to "Export to Excel Spreadsheet" (with "Simple Format" and "Expert" options), "Create a Directory From" (with "This entire result set" selected), and "Map", "Email", and "Print" buttons. A red arrow points from the "Map" button to the "Use The Results" section.



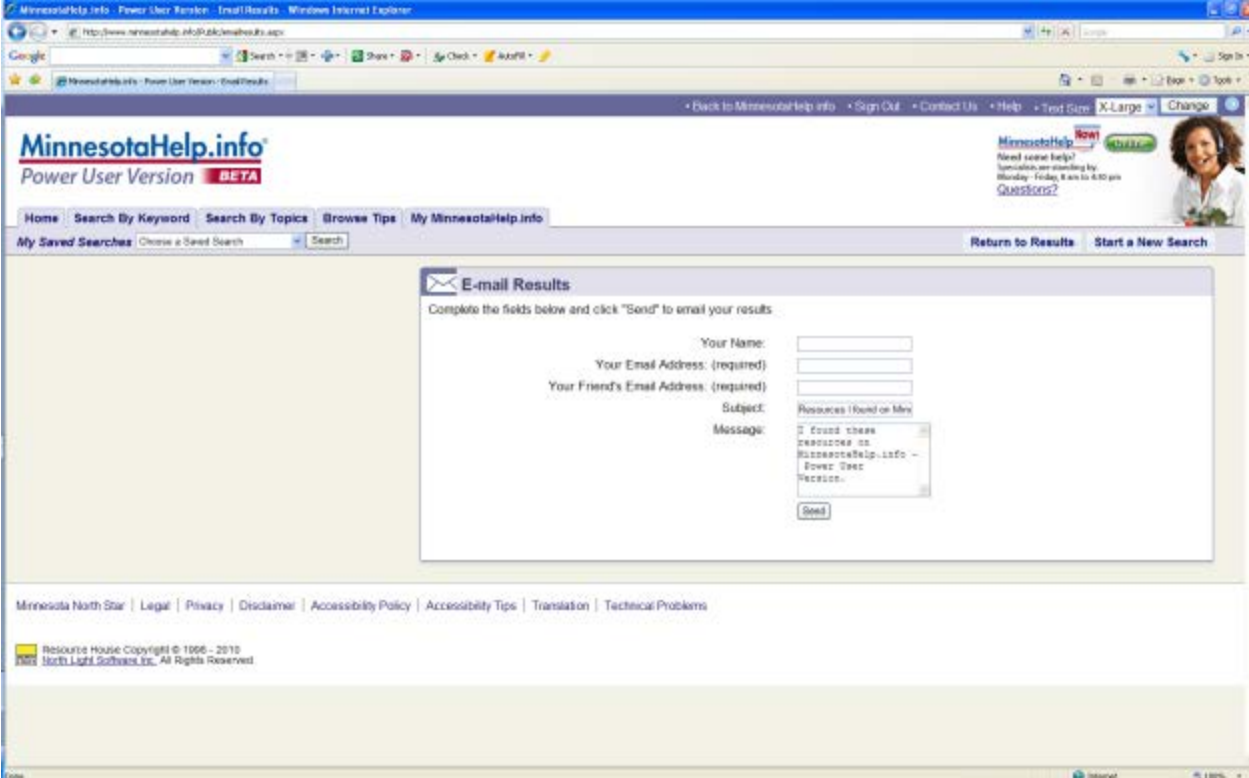
Using Your Search Results

Mapping:



Using Your Search Results

Email:



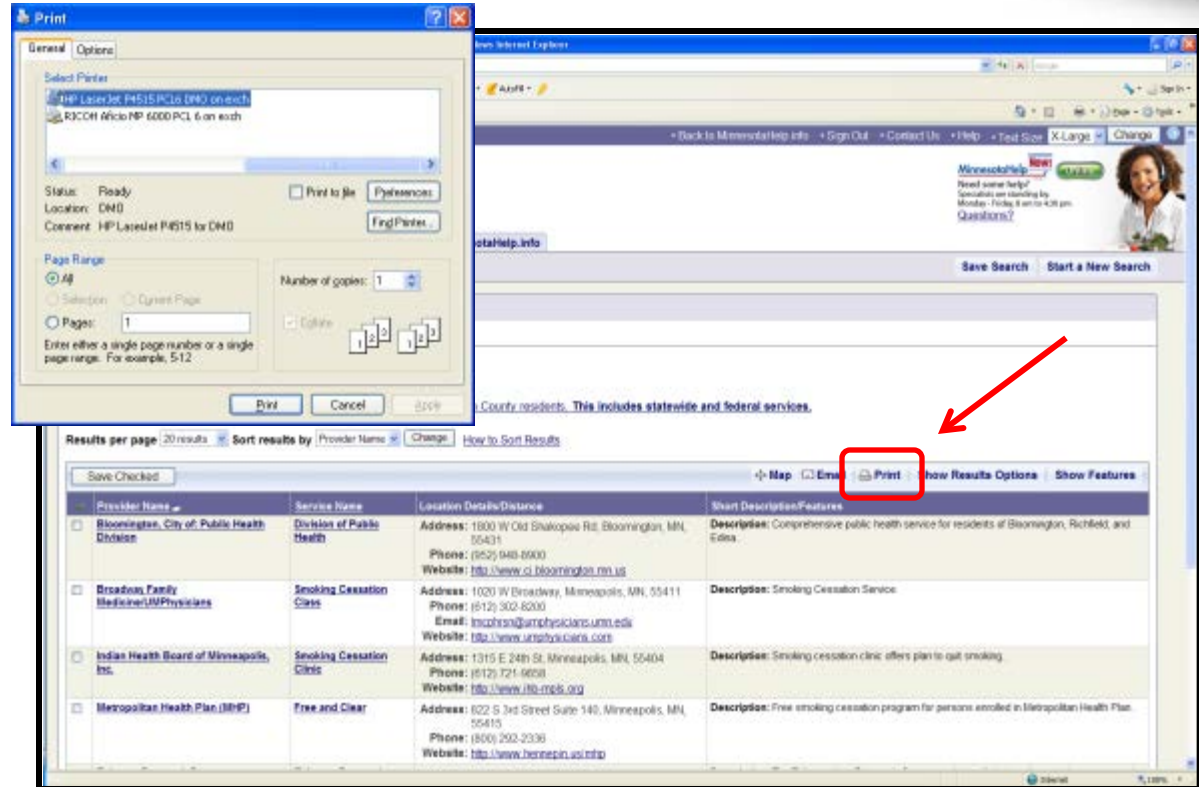
The screenshot shows a web browser window displaying the MinnesotaHelp.info website. The page title is "MinnesotaHelp.info Power User Version BETA". The main content area features an "E-mail Results" section with the following form fields:

- Your Name:
- Your Email Address: (required)
- Your Friend's Email Address: (required)
- Subject:
- Message:

Below the form is a "Send" button. The page also includes a navigation menu with "Home", "Search By Keyword", "Search By Topics", "Browse Tips", and "My MinnesotaHelp.info". A footer contains links for "Minnesota North Star", "Legal", "Privacy", "Disclaimer", "Accessibility Policy", "Accessibility Tips", "Translation", and "Technical Problems".

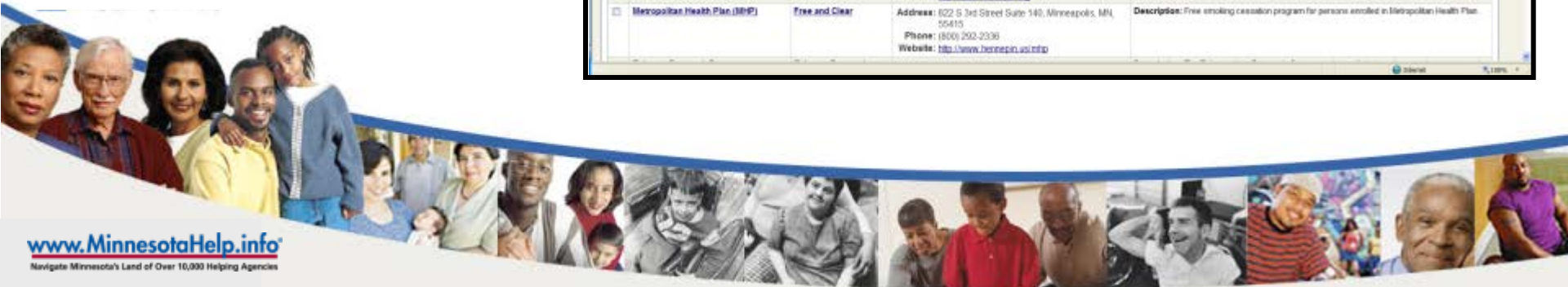
Using Your Search Results

Basic Printing:



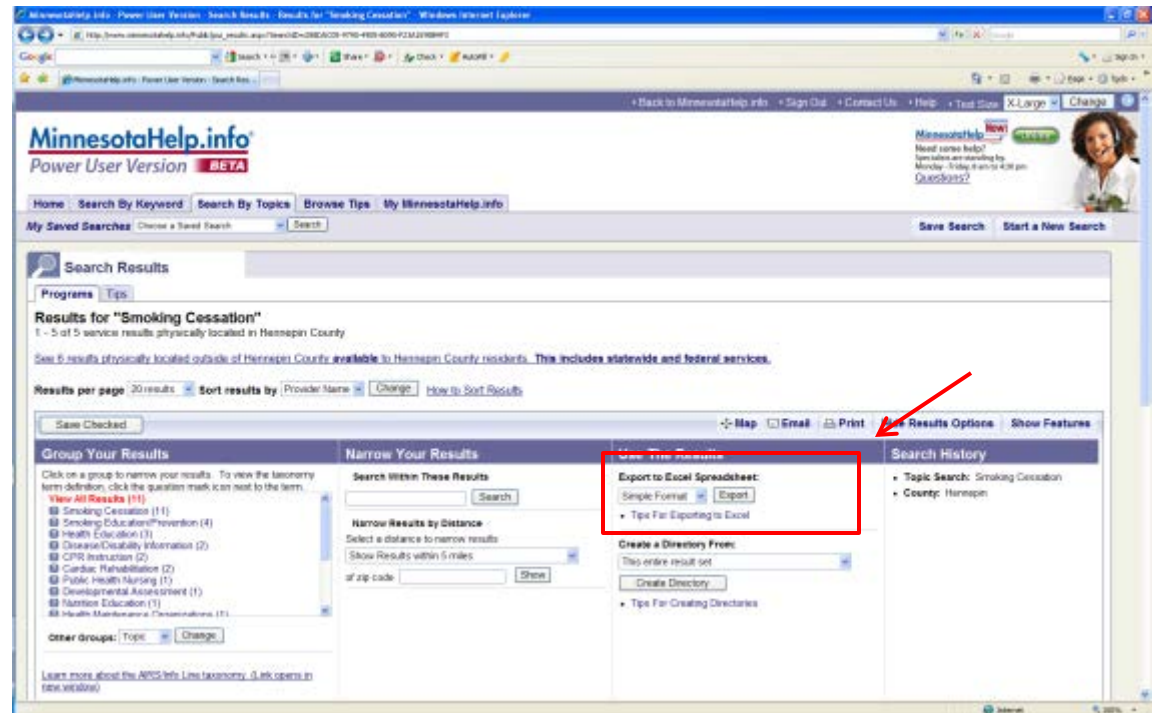
The screenshot shows a web browser window displaying search results. A print dialog box is open in the foreground, showing printer selection options (HP LaserJet P4515 PCL6 and Ricoh Aficio MP 6000 PCL 6) and page range settings (Page 1 of 1). In the background, the search results page is visible, featuring a table of service providers. A red arrow points to the 'Print' button in the browser's toolbar, which is highlighted with a red box.

Provider Name	Service Name	Location Details/Distance	Short Description/Features
Bloomington, City of Public Health Division	Division of Public Health	Address: 1800 W Old Shakopee Rd, Bloomington, MN, 55431 Phone: (612) 948-6900 Website: http://www.ci.bloomington.mn.us	Description: Comprehensive public health service for residents of Bloomington, Richfield, and Eden.
Broadway Family Medicine/UMPhysicians	Smoking Cessation Clinic	Address: 1020 W Broadway, Minneapolis, MN, 55411 Phone: (612) 302-6200 Email: brockman@umphysicians.umn.edu Website: http://www.umphysicians.com	Description: Smoking Cessation Service
Indian Health Board of Minneapolis, Inc.	Smoking Cessation Clinic	Address: 1315 E 24th St, Minneapolis, MN, 55404 Phone: (612) 721-6608 Website: http://www.ihb-mpls.org	Description: Smoking cessation clinic offers plan to quit smoking.
Metropolitan Health Plan (MHP)	Free and Clear	Address: 622 S 3rd Street Suite 140, Minneapolis, MN, 55415 Phone: (800) 292-9338 Website: http://www.hennepin.org/mhp	Description: Free smoking cessation program for persons enrolled in Metropolitan Health Plan.



Using Your Search Results

Create an Excel Spreadsheet:



The screenshot shows the MinnesotaHelp.info website search results for "Smoking Cessation". The page includes navigation links, search filters, and a list of results. A red box highlights the "Export to Excel Spreadsheet" option, which includes a "Simple Format" dropdown and an "Export" button. A red arrow points to the "Results Options" link above the box.

MinnesotaHelp.info - Power User Version Search Results - Results for "Smoking Cessation" - Windows Internet Explorer

http://www.minnesotahelp.info/pub/med_help.asp?searchID=08EAC09-4700-4000-F232-21908001

MinnesotaHelp.info
Power User Version **BETA**

Home Search By Keyword Search By Topics Browse Tips My MinnesotaHelp.info

My Saved Searches Choose a Saved Search Search Save Search Start a New Search

Search Results

Programs Tips

Results for "Smoking Cessation"

1 - 5 of 5 service results physically located in Hennepin County

See 5 results physically located outside of Hennepin County available to Hennepin County residents. This includes statewide and federal services.

Results per page 20 results Sort results by Provider Name Change How to Sort Results

Save Checked Map Email Print Results Options Show Features

Group Your Results

Click on a group to narrow your results. To view the taxonomy term definition, click the question mark icon next to the term.

View All Results (1)

- Smoking Cessation (1)
- Smoking Education/Prevention (4)
- Health Education (1)
- Disability Information (2)
- CPR Instruction (2)
- Cardiac Rehabilitation (2)
- Public Health Nursing (1)
- Developmental Assessment (1)
- Nursing Education (1)
- Health Maintenance/Preventive Care (1)

Other groups: Topic Change

Learn more about the AARP Info Line taxonomy. Link opens in new window.

Narrow Your Results

Search Within These Results Search

Narrow Results by Distance

Select a distance to narrow results

Show Results within 5 miles

of zip code Show

Export to Excel Spreadsheet:

Simple Format Export

Tip For Exporting to Excel

Create a Directory From:

The entire result set

Create Directory

Tip For Creating Directories

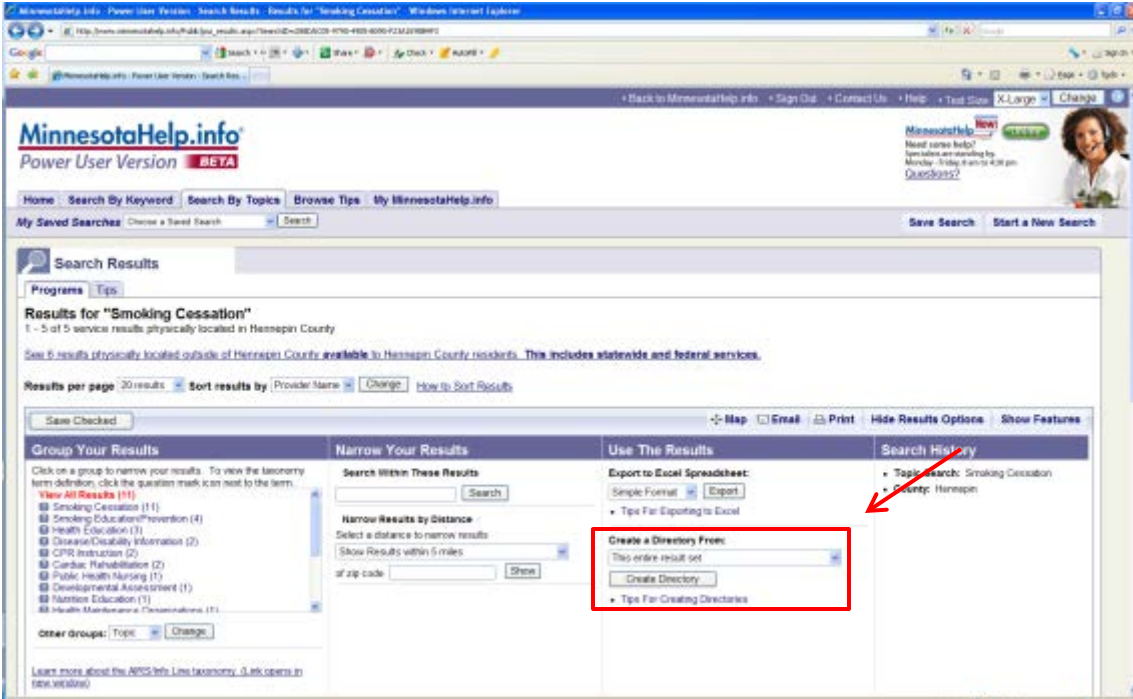
Search History

- Topic Search: Smoking Cessation
- County: Hennepin

Using Your Search Results

Directories:

- Create and print a directory of your search results
- Save the directory to be reprinted at a later date



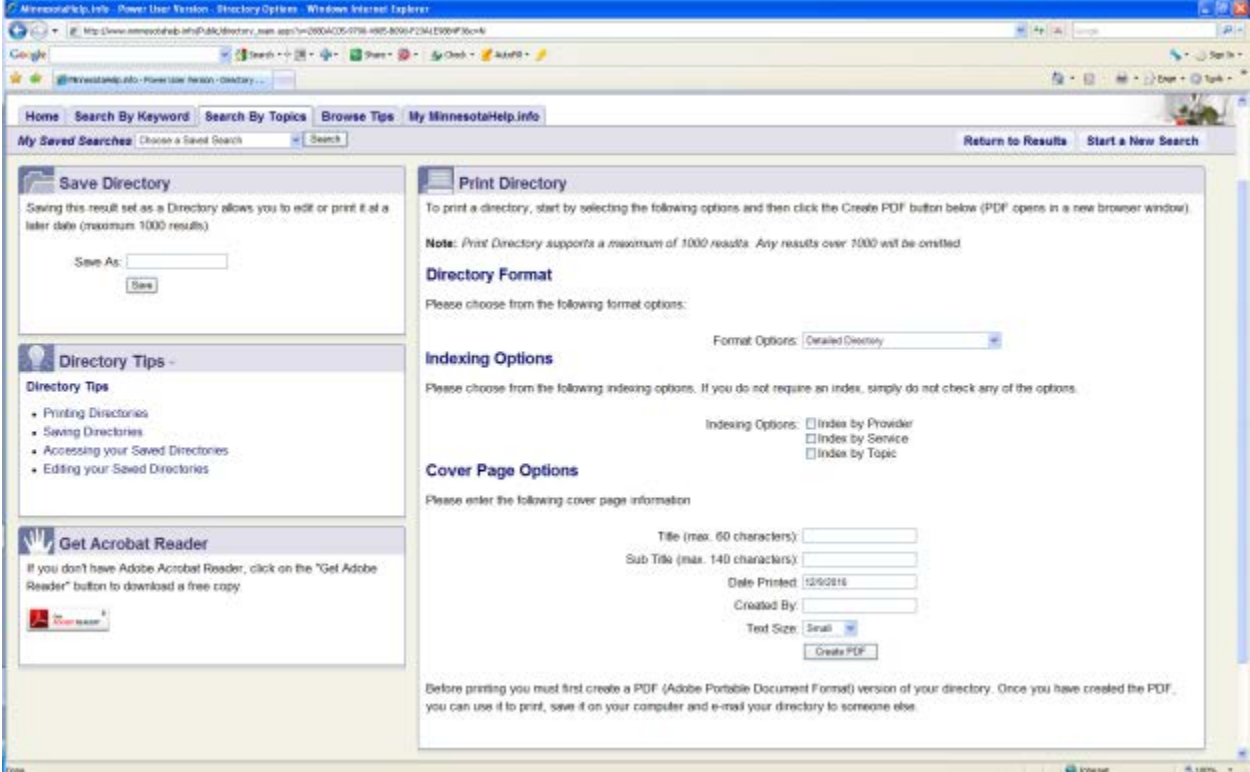
The screenshot shows the MinnesotaHelp.info website interface. The search results are for "Smoking Cessation" in Hennepin County. The page includes navigation links, search filters, and a "Use The Results" section. A red box highlights the "Create a Directory From:" dropdown menu, which is set to "This entire result set". Below the dropdown is a "Create Directory" button. A red arrow points to the "Search History" section on the right side of the page.



Using Your Search Results

Create a directory
(cont.):

- Directory format
- Indexing
- Cover page
- Font size



The screenshot shows a web browser window with the URL <http://www.minnesotahelp.info/PublicDirectory.aspx?m=200403-07&H=485-800&P=234&E=000430c-6>. The page has a navigation bar with links: Home, Search By Keyword, Search By Topics, Browse Tips, and My MinnesotaHelp.info. Below the navigation bar is a search bar with "My Saved Searches" and a "Search" button. The main content area is divided into several sections:

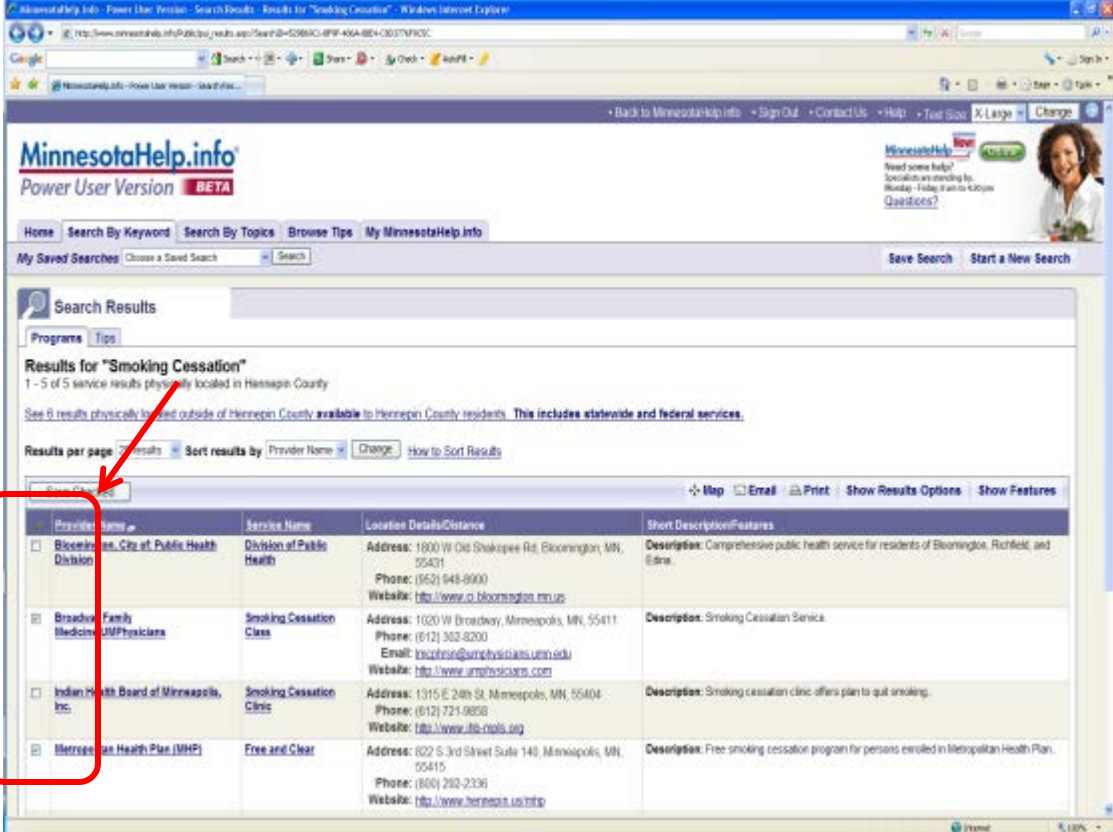
- Save Directory:** A section with a "Save As:" text input field and a "Save" button. Text below reads: "Saving this result set as a Directory allows you to edit or print it at a later date (maximum 1000 results)." There is also a "Return to Results" and "Start a New Search" link.
- Print Directory:** A section with instructions: "To print a directory, start by selecting the following options and then click the Create PDF button below (PDF opens in a new browser window)." A note states: "Note: Print Directory supports a maximum of 1000 results. Any results over 1000 will be omitted."
- Directory Format:** A section with the text "Please choose from the following format options:" and a dropdown menu set to "Detailed Directory".
- Indexing Options:** A section with the text "Please choose from the following indexing options. If you do not require an index, simply do not check any of the options." and three checkboxes: "Index by Provider", "Index by Service", and "Index by Topic".
- Cover Page Options:** A section with the text "Please enter the following cover page information" and several input fields: "Title (max. 60 characters):", "Sub Title (max. 140 characters):", "Date Printed: 12/9/2016", and "Created By:". There is also a "Text Size:" dropdown menu set to "Small" and a "Create PDF" button.

At the bottom of the page, there is a warning: "Before printing you must first create a PDF (Adobe Portable Document Format) version of your directory. Once you have created the PDF, you can use it to print, save it on your computer and e-mail your directory to someone else."

Using Your Search Results

Create a plan:

- Allows you to save different types of resources and consolidate them into one area. (Example: Saving resources related to smoking cessation, transportation to medical appointments, and peer support groups.)

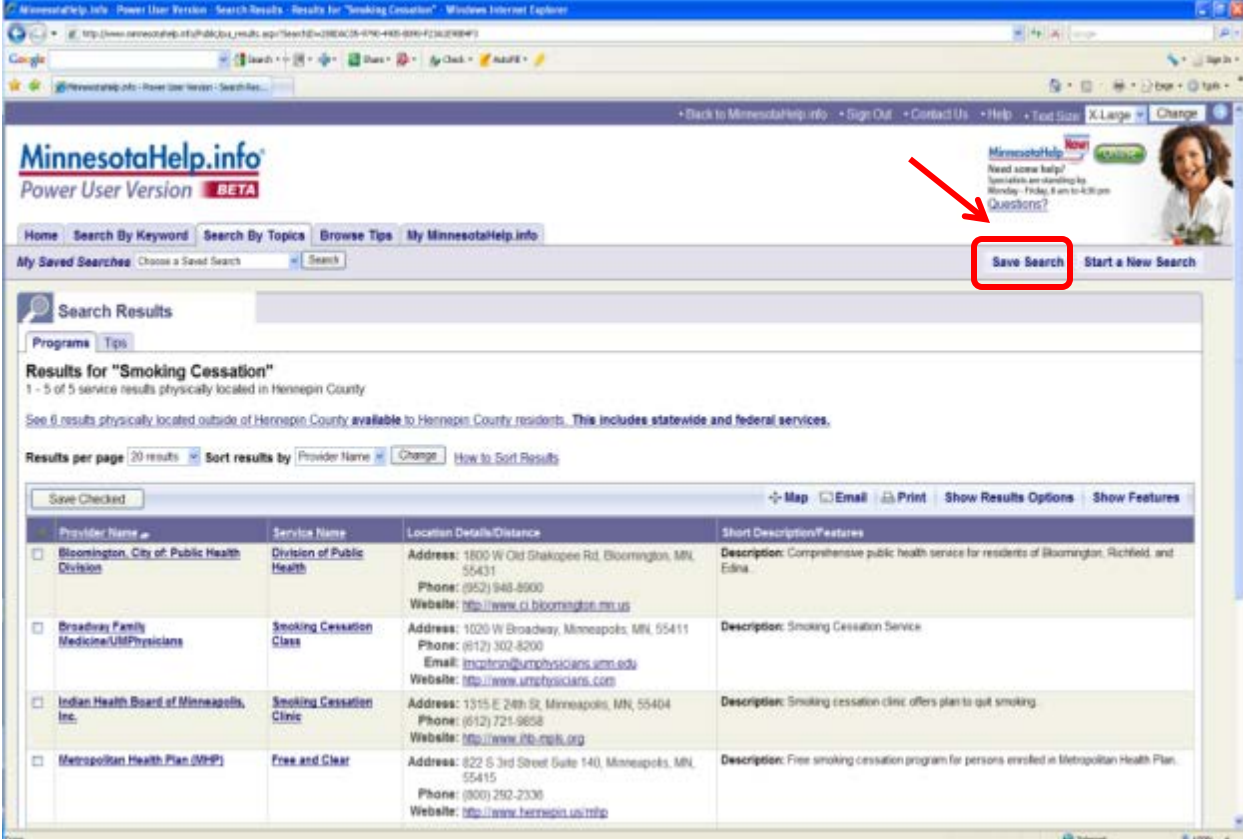


The screenshot shows the MinnesotaHelp.info website interface. The search results are for "Smoking Cessation" and are filtered to show results physically located in Hennepin County. A red box highlights the "Save Search" button, and a red arrow points to the "Save Search" button in the top right corner of the search results area.

Provider Name	Service Name	Location/Details/Distance	Short Description/Features
<input type="checkbox"/> Bloomington, City of Public Health Division	Division of Public Health	Address: 1800 W Old Shakopee Rd, Bloomington, MN, 55431 Phone: (652) 948-6900 Website: http://www.ci.bloomington.mn.us	Description: Comprehensive public health service for residents of Bloomington, Richfield, and Edina.
<input type="checkbox"/> Broadview Family Medicine/UM Physicians	Smoking Cessation Class	Address: 1020 W Broadway, Minneapolis, MN, 55411 Phone: (612) 302-6200 Email: locobron@umphysicians.umn.edu Website: http://www.umphysicians.com	Description: Smoking Cessation Service.
<input type="checkbox"/> Indian Health Board of Minneapolis, Inc.	Smoking Cessation Clinic	Address: 1315 E 24th St, Minneapolis, MN, 55404 Phone: (612) 721-9858 Website: http://www.ihb.mpls.org	Description: Smoking cessation clinic offers pain to quit smoking.
<input type="checkbox"/> Metropolitan Health Plan (MHP)	Free and Clear	Address: 822 S 3rd Street Suite 140, Minneapolis, MN, 55415 Phone: (800) 292-2236 Website: http://www.hennepin.us/mhp	Description: Free smoking cessation program for persons enrolled in Metropolitan Health Plan.

Saving Your Search

- Allows you to save all of your search criteria that brought you to your search results



The screenshot shows the MinnesotaHelp.info website interface. At the top, there's a navigation bar with 'Home', 'Search By Keyword', 'Search By Topics', 'Browse Tips', and 'My MinnesotaHelp.info'. Below this is a search bar and a 'Save Search' button highlighted with a red box. The main content area displays search results for 'Smoking Cessation', including a table of service providers.

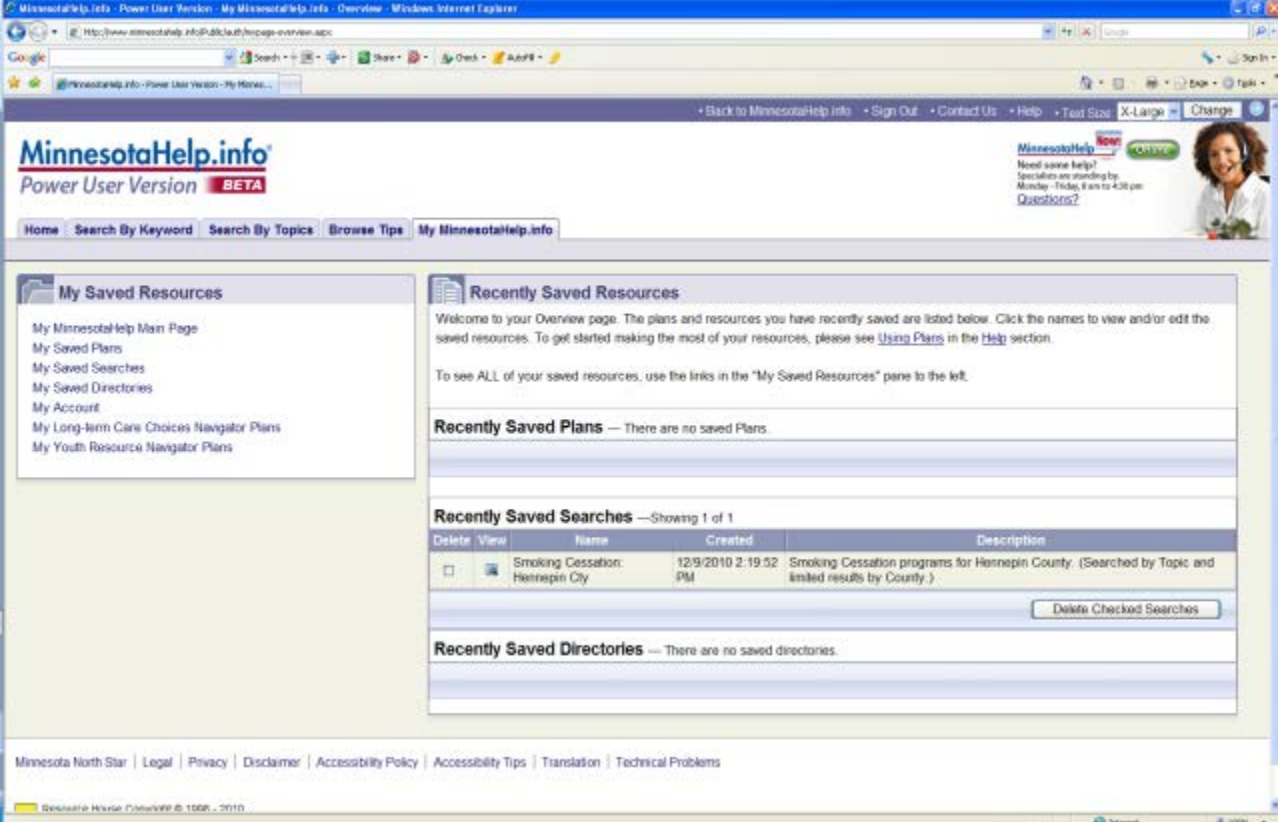
Provider Name	Service Name	Location Details/Distance	Short Description/Features
<input type="checkbox"/> Bloomington, City of Public Health Division	Division of Public Health	Address: 1800 W Old Shakopee Rd, Bloomington, MN, 55431 Phone: (952) 948-8900 Website: http://www.ci.bloomington.mn.us	Description: Comprehensive public health service for residents of Bloomington, Richfield, and Edina.
<input type="checkbox"/> Broadway Family Medicine/UMPhysicians	Smoking Cessation Class	Address: 1025 W Broadway, Minneapolis, MN, 55411 Phone: (612) 302-8200 Email: lmason@umphysicians.umn.edu Website: http://www.umphysicians.com	Description: Smoking Cessation Service
<input type="checkbox"/> Indian Health Board of Minneapolis, Inc.	Smoking Cessation Clinic	Address: 1315 E 24th St, Minneapolis, MN, 55404 Phone: (612) 721-9658 Website: http://www.ihb-mpls.org	Description: Smoking cessation clinic offers plan to quit smoking
<input type="checkbox"/> Metropolitan Health Plan (MHP)	Free and Clear	Address: 822 S 3rd Street Suite 140, Minneapolis, MN, 55415 Phone: (800) 292-2330 Website: http://www.hennepin.us/mhp	Description: Free smoking cessation program for persons enrolled in Metropolitan Health Plan.



My MinnesotaHelp.info Tab

Allows you to find your:

- Saved Plans
- Saved Searches
- Saved Directories
- And more



The screenshot shows the MinnesotaHelp.info website interface. The browser address bar displays "http://www.minnesotahelp.info/PublicAuth/MyPage-overview.aspx". The page title is "MinnesotaHelp.info Power User Version BETA". The navigation menu includes "Home", "Search By Keyword", "Search By Topics", "Browse Tips", and "My MinnesotaHelp.info".

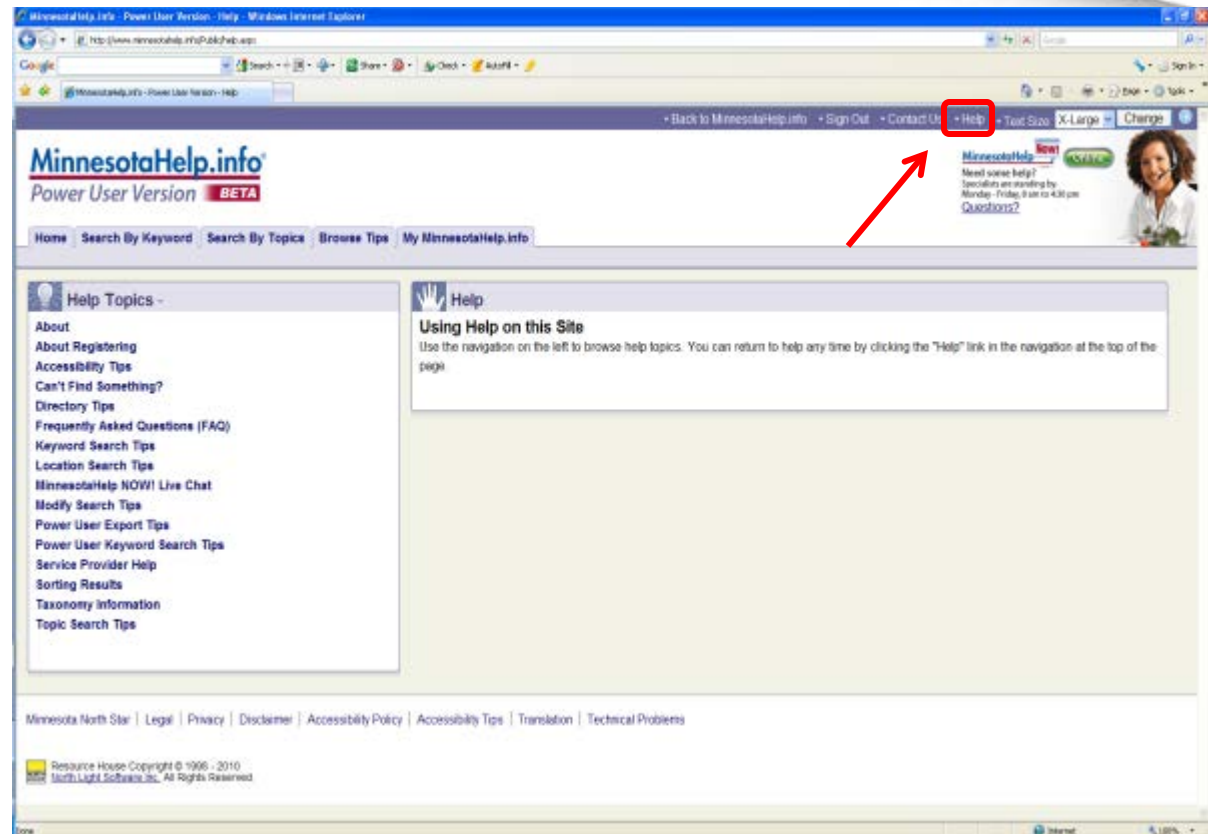
The main content area is divided into two columns:

- My Saved Resources:** A list of saved items including "My MinnesotaHelp Main Page", "My Saved Plans", "My Saved Searches", "My Saved Directories", "My Account", "My Long-term Care Choices Navigator Plans", and "My Youth Resource Navigator Plans".
- Recently Saved Resources:** A section with a welcome message and instructions. It includes a "Recently Saved Plans" section (no plans saved), a "Recently Saved Searches" section (showing 1 of 1 search: "Smoking Cessation: Hennepin City" created 12/9/2010 2:19:52 PM), and a "Recently Saved Directories" section (no directories saved).

At the bottom of the page, there are links for "Minnesota North Star", "Legal", "Privacy", "Disclaimer", "Accessibility Policy", "Accessibility Tips", "Translation", and "Technical Problems".

Search Tips

- Clicking the 'Help' link will bring you to several other help subjects to assist with using MinnesotaHelp.info Power User



Statewide Health Improvement Programs for www.MinnesotaHelpline.org

AgencyName	AgencyPhone	AgencyAddress	AgencyCity	AgencyZipcode	AgencyURL	Service URL if available
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p.info

SHIP service	LocationAddress Where Service Provided	LocationCity Where Service Provided	LocationZipcode Where Service Provided	LocationPhone Where Service Provided	Area Served	Verification Contact Name	Verificati on Contact Phone	Verificati on Contact Email
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MinnesotaHelp.info®

The Minnesota Department of Health's Statewide Health Improvement Program (SHIP) has partnered with MinnesotaHelp.Info (MNHelp.Info) to establish a state-wide resource to support the access and maintenance of health and wellness resources for SHIP grantees, health care clinics and providers, and community organizations.

What is MinnesotaHelp.info®?

- A searchable online database (www.MinnesotaHelp.Info) of health and human services in Minnesota for seniors, people with disabilities, parents and families, veterans, youth, and people with low-income
- Expanded through the Statewide Health Improvement Program (SHIP) to include health and wellness resources for nutrition, physical activity, weight management and tobacco cessation
- A service of the MN Board on Aging that has full-time data management staff

How can clinics use MNHelp.Info?

- Use the Power User Version to easily search, save, print, export, email, and map resources
- Narrow search results by location, zipcode, language, and target group
- Create customized printable clinic resource directories
- Link a customized version directly to a website or EMR Clinics

How can community agencies use MNHelp.Info?

- Use the Provider Portal to easily add and update program and service information
- To keep community partners informed on programs

Contact Information

- For more information on SHIP and MNHelp.Info contact Kristen Godfrey at kristen.godfrey@ci.minneapolis.mn.us or 612-673-2075
- For all other inquiries regarding MNHelp.Info contact: MnHelpData@tcaging.org or 651-917-4655

Evidence-based Community Interventions for Self-management of Health Behaviors

(Updated 12-12-11)

1. **Chronic Disease Self-Management Program** - demonstrated increase in physical activity and healthy eating
 - <http://patienteducation.stanford.edu/programs/cdsmp.html>
 - Helps older adults identify their health risks related to their chronic conditions and develop action plans to manage those risks through a 6 week course.
 - Individual clinics or community organizations can become certified to conduct classes.
 - Program implemented in MN as:
 - Living Well with Chronic Conditions (MDH license and Merit Care license),
 - Living in Balance (Native Am Community Clinic license), and
 - Pathways to Better Health (Health East license).
 - For a list of current class offerings in MN go here: <http://www.mnhealthyaging.org/>

2. **Lifestyle Balance programs** (Diabetes Prevention Program, I CAN Prevent Diabetes) – modest 5-10% weight loss by increased physical fitness, improved diet, increased self-monitoring and self-care
 - An Evidence-Based 16 Week Class Curriculum helps people with pre-diabetes lose weight, eat healthier and increase physical activity.
 - More information on the program in MN can be found at: <http://icanpreventdiabetes.org/index.html>
 - An updated schedule of classes in MN can be found at : <http://icanpreventdiabetes.org/groups.html> - [Minnesota 2010: I CAN Prevent Diabetes and other Diabetes Prevention Program Sites](#)

3. **Arthritis Self-Management Program** - demonstrated increase in physical activity and healthy eating
 - Improve functional ability for adults with arthritis through hourly group classes in community setting.
 - Search for programs in MN: <http://www.arthritis.org/chapters/north-central/programs.php>

4. **Matter of Balance** – demonstrated increase in physical activity
 - Managing concerns about falls for seniors in eight two-hour sessions for a small group led by a trained facilitator. Discover more about the program at: <http://www.mnhealthyaging.org/en/FallsPrevention/MatterBalance.aspx>
 - To find a connection in your community: http://www.mnhealthyaging.org/en/FallsPrevention/~/_media/HealthyAging/MatterBalance/MOB%20Healthy%20Aging%20Contacts.ashx

**Minneapolis SHIP Clinic to Community Organization
Warm Hand-off Process Map**

