



CAB Meeting October 15, 2021

AGENDA

1. **Welcome and introductions**
 - a. CAB member introductions
 - b. Introduction to NoC and Orientation to CAB
2. **One Degree Onboarding Overview and Discussion**
 - a. Overview of NoC CBOs' One Degree onboarding process
 - b. CAB experience walking through One Degree referral, collections, taxonomy
3. **Update from NOC**
4. **Adjournment**

ATTENDEES

- ACEs-LA: Monique, Xochi, Nina, Josh, Nikki
- CAB: Valerie Hass, Harbor-UCLA Pediatrics; Teresa Ward, Antelope Valley Partners for Health; Valeria Vega, SHIELDS for Families; Noel Lopez, Haven Neighborhood Services; Nadia Krupansky, CCRC (Head Start); Dede Ornelas, Communities Child; Michelle Wells, San Fernando Valley Community Mental Health Services

MINUTES / NOTES

1. Monique: Provided overview of CAB Welcome Letter
 - a. Noted letter is an evolving document and will edit if necessary based on the feedback of the CAB
 - b. Acknowledged/Appreciated CAB members have very rich and diverse backgrounds.
 - c. Emphasized the importance that CAB members will drive the goals and mission of CAB
 - d. Highlighted the following CAB goals:
 - i. to build and sustain key NOC partners and referral pathways and the benefit of CAB members' direct feedback on NoC engagement and referral processes
 - ii. to understand community needs/assets and cultural insights and serve as a bridge to community
 - iii. serve as guides to anticipate potential risks and challenges to referral pathways and clinic-community partnership building
 - iv. to recommend key strategies to ensure CAB sustainability
 - e. Notes:

- i. CAB members shared their agency experience in Trauma Informed Care.
 - 1. Raised increased interest by the group to participate in a TIC training and/or a panel comprised of DHS clinicians and NoC CBOs focused on TIC work for children and families
 - ii. Nadia: Wanted to know which orgs are doing TIC training
 - iii. Michelle: Shared that Dr. Amy Stover provided compassionate informed care training to her agency staff and there continues to be ongoing TIC training at their org
 - iv. Valeria: Shared that her agency mainly receives self-referrals or DCFS referral. Noted that it's a good opportunity to learn about this new population (LAC-DHS pediatric pop.)
 - v. Noel: Shared that at his agency they may not be equipped for TIC but would like to learn and potentially have his staff trained
- 2. Xochi: Facilitated One Degree Onboarding discussion
 - a. Teresa -
 - i. Shared that it went well overall
 - ii. Identified a need for quick technical assistance and that it was handled smoothly
 - iii. Acknowledged that she's account manager and has been able to update and submit corrections
 - iv. Noted her interest in optimizing referrals through One Degree – already receive clinic referrals but receives by multiple providers and worried that when it is sent by fax, it can just sit there
 - b. Noel –
 - i. Felt that one degree experience was user friendly
 - ii. Would like a notification when they receive a One degree referral
 - 1. Teresa interested in this as well
 - iii. Prior to NoC, he didn't realize that Haven previously received referrals via One Degree but because he didn't receive notifications, he didn't know
 - 1. Nina and Xochi will follow up with One Degree to see if notifications are an option
 - c. Nina – pointed out the advantages of the CLR to centralize and notify in real time
 - d. Valeria –
 - i. Felt that One Degree onboarding was straightforward
 - ii. She thinks that SHIELDS may also have received referrals via One Degree
 - iii. She has been currently updated services – she is waiting on approval from One Degree
 - iv. She is going to go back to see if One Degree previously sent referrals
- 3. Nina – NoC update
 - a. Shared slide deck of NoC updates

NEXT STEPS

1. Nina will email slide deck to all CAB members
2. Monique will complete/clean up up minutes and send to NoC leadership, Xochi, Nina, and Josh
3. Monique will send thank you email to all CAB members to remind them to submit signed welcome letter and calendar November and December CAB meetings
4. Xochi, Nina, and Monique will meet to plan November CAB meeting and discuss TIC trainings for CAB.