



CAB Meeting Minutes: December 6, 2021

AGENDA

1. CAB Presentation – Jose Ramos, Children’s Bureau
 - a. Q & A
2. Dr. Eric Fein – Clinic Lead overview
 - a. Prompts for discussion:
 - i. What are the current processes to refer patients in clinic to CBOs for support services? How do patients access CBO services?
 - ii. What are your hopes and interests in building and sustaining NoC clinic/community partnerships and One Degree referral pathways?
3. CAB member and Clinic Lead Roundtable
 - a. Prompts for discussion:
 - i. CAB: What would you need to see in One Degree referral to act on it quickly?
 1. What are the current issues or obstacles?
 2. What facilitators are helpful to the One Degree referral process?
 - ii. Clinic: What considerations are important to understand when sending a One Degree referral to a CBO?
 - iii. CAB: What is the current process to accept clients into services?
 1. What is the typical/current communication process between the clinic (LAC-DHS Pediatrics clinics) and your CBO?
 2. What are your current needs/recommendations to support/refine One Degree referral process?
4. NoC Update
 - a. CBO onboarding
 - b. Get clinics to use One Degree and CBO

Important Dates

1. January ACES-LA NoC CAB meeting date TBD

ATTENDEES

- ACES-LA: Monique, Xochi, Nina, Josh, Nikki, Eric
- CAB: Valeria, Noel, Dede, Kristin, Teresa, Valerie

MINUTES / NOTES

1. Welcome and Introductions
2. 5 minute CAB member presentation
 - a. Jose Ramos, Children's Senior Director of Prevention Program presented on:
 - i. Children mental health services
 - ii. Foster Care and Adoption
 - iii. Child Abuse Prevention
3. CAB member and Clinic Lead Roundtable
 - a. Dr. Eric Fein facilitated conversation on the following:
 - i. Provided brief introduction and overview of role
 - ii. What are your hopes and interests in building and sustaining NoC clinic/community partnerships and One Degree referral pathways?
 1. Jose Ramos, Children's Bureau, shared:
 - a. recognition that as a CBO, they focus is in certain areas and they want to ensure that the families they serve receive comprehensive services.
 - b. They are very interested in relationship building among all NoC community and clinic partners and supporting a comprehensive network to address all needs.
 - c. They are also interested and hope the One Degree platform can facilitate communication between all providers in the network.
 - d. He offered a concrete example and called out the "biggest need" as housing and beyond just looking for housing providers, he hopes that the platform can ensure that the families do truly get connected to services.
 - e. He emphasize that the platform can prevent duplication of duplication of having families have to repeat themselves.
 2. Eric Fein responded
 - a. Shared the aligned value proposition from the DHS perspective
 3. Kristin Malka, Penny Lane Centers
 - a. How can we involve other medical providers beyond just the DHS clinics to include additional care partners and increase their awareness and partnership with CBOs.
 - b. Emphasized the need to address the historical disconnect between health systems and CBOs
 4. Jose Ramos, Children's Bureau

- a. Hope to include anti-racism framework, language to be inclusive and have concrete conversations to incorporate an anti-racist network
5. Eric Fein, Clinic Lead
 - a. Asked for clarification on Jose's earlier comment and asked "is it your expectation that we would be able to sign up your clients to DHS services?"
6. Kristin Malka, Penny Lane Centers
 - a. Shared that her understanding that it is one directional but that she is definitely interested in the potential to make it bi-directional.
 - b. Kristin emphasized again the historical challenge she has faced as a provider to communicate, refer, care coordination with health care providers
 - c. Jose Ramos, Children's Bureau echoed this sentiment to make it bi-directional.
7. Monique Holguin, CAB facilitator
 - a. Validated Jose's comments about incorporating anti-racist framework and community perspective and offered that this conversation may be a natural path into the CAB development and support of a patient advisory board (PAB)
8. Eric Fein, Clinic Lead
 - a. Agreed with the PAB development
 - b. Transitioned to One Degree platform, "What do you need to see in the One Degree referral to be able to act quickly on that referral?"
9. Teresa Ward, AVPH
 - a. Contact information and a strong emphasis on what they are looking for considering the large volume of referrals, the need to not "go broad" in intake, and to appreciate patient/clients' limited time.
 - b. Would like just bullet points of specific resources and services requested.
10. Valeria Vega, SHIELDS for Families
 - a. Agreed with Teresa
 - b. Prioritize top 2-3 specific resources and services
11. Josh, CN Tech Lead
 - a. Clarified that the One Degree referrals are going to be instigated from the specific services that each of the CBOs have listed on their One Degree pages and validated the need for specificity.
12. Valerie Haas, Harbor-UCLA BHI SW

- a. Is interested in knowing what the capacity for specific CBO programs
13. Noel Lopez, Haven Neighborhood Services
- a. Echoed CAB member comments
 - b. Shared that they have 1 staff member that receives the referral
 - c. Emphasized the need to list address and language to allocate service area and inclusive services
14. Jose Ramos, Children's Bureau
- a. Suggested the need to ask for preferred pronouns
 - b. Can we include not just list the needs but also the strengths of the family?
 - c. What are the strengths that we can incorporate to shift the narrative
15. Eric Fein, Clinic Lead
- a. In consideration of strengths, he initially considers the primary caregiver and how to feasibly incorporate it into the referral via a few bullets that list primary caregiver's strengths
16. Xochi Flores, CN Lead
- a. Emphasized that incorporating strengths based language offers space to foster true community member/patient partnership
17. Jose Ramos, Children's Bureau
- a. Emphasized the need to move away from the community member/patient as a silent partner
18. Noel Lopez, Haven Neighborhood Services
- a. Are there NoC plans to incorporate patient surveys to gather their feedback?
 - b. What is the set criteria to establish best practices to optimize referrals.
 - i. For example, what is the expected response time?
19. Nina Thompson, Project Manager
- a. Shared that there are current projects to understand current patient experience and how will it compare via the PAB and CAB and potentially other avenues.
20. Eric Fein, Clinic Lead
- a. Have you used electronic referral pathway before and/or One Degree specifically? What has worked well and what has not worked well?
21. Kristin Malka, Penny Lane Centers
- a. No, they have not used electronic referral pathways.

- b. A few of their programs may be used

22. Teresa Ward

- a. They use Unite Us as well (and receive about 50 referrals per month) so the team is familiar with this digital platform. As well as secured email, fax, and in person referrals
- b. They are very new to One Degree. They have been learning the process and how to include their services

23. Jose Ramos, Children's Bureau

- a. In the Antelope Valley, they use Unite Us
- b. In Los Angeles, they use 211 Care Link e-platform
- c. Challenges:
 - i. by having another platform – double entry of data, encourages to consider
 - ii. staff turnover – referrals could go without responses, retraining of new staff
- d. Suggestions:
 - i. Include clear communication and maybe a photo of staff
 - ii. Emphasized the importance of relationship building and getting to know other CBO members

24. Valeria Vega, SHIELDS

- a. Decided not to join Unite Us because it would mean duplication of efforts and in consideration that they already committed to joining One Degree
- b. They have their own internal data base and in addition to One Degree in addition to other existing referral pathways
- c. Suggested that they receive email notifications that a referral has come through via One Degree
- d. They are just beginning to learn One Degree and working on updating the services

25. Nina Thompson, Project Manager

- a. Shared that the One Degree Referral platform should be configurable to receive email notification as often as you would want

iii. NoC CAB update

- 1. NoC CAB Portal announcement that includes all CAB material
- 2. One Degree CLR Beta Testing
 - a. Set to launch CLR in early 2022
- 3. NoC priorities

- a. Getting more CBOs onboarded
- b. CLR launch
- c. Getting clinics to use One Degree
- 4. Will reach out to CAB members to support TIC discussion/panel for January CAB meeting

iv. Adjournment

4. Next Steps

- a. CAB members shared an interest to invest in and learn more about DHS health equity initiatives with a specific call out for a deep investment in anti-racist practices and framework development and implementation
- b. Interest in supporting the development of the PAB and providing input to develop patient satisfaction surveys for members being served by the NoC
- c. Continued emphasis on the importance to highlight and clarify all One Degree features to optimize use and monitoring
- d. Strong interest in relationship building among NoC CBO members and clinics and request for future version of One Degree platform to be bi-directional from CBO to clinic, CBO to CBO, in addition to current uni-directional: Clinic to CBO
- e. CAB facilitators, Clinic lead, and Project manager will continue to plan for TIC CBO-Clinic Lead roundtable for January meeting