



Network of Care Community Advisory Board (CAB)

CAB Meeting Minutes – April 20, 2022

Introductions

- CCRC's Rubie Martinez joined us this meeting, we all welcome her and thank her for her participation in today's meeting.

DEI initiatives and updates

- Noel Lopez from Haven Neighborhood Services gave an update on the DEI small group. Link to his notes can be found on NoC CAB page under 'DEI Small Group Update'
- Dr. Eric Fein gave an update from the Health Equity Meeting. Clinicians are pushing to have the clinician "C" from the 4's to include the Care team. They also want to focus their efforts on better understanding and engaging around patient care.
 - At Harbor-UCLA Peds in particular, they are in the middle of conducting parent focus groups of families who have been referred after ACEs screening to better understand barriers and facilitators of the referral.
- Teresa Ward from AVPH gave an update on the DEI efforts happening there. They have continual staff trainings and constantly making sure that their data is consistent with the services being offered. They also focus a lot on their wording, they want to make sure that they can communicate with as many people as possible and that they are being inclusive. With the help of their translators, they work to make sure that the wording used is an accurate representation of the community they serve.
 - This led to a bit conversation about including direct member feedback. AVPH works with feedback surveys as well as focus groups to help adjust services. The focus groups are usually randomized and usually reach out to them via txt or a flyer. They also get feedback on their websites as well social media.
 - Nadia Krupansky from CCRC mentioned that they are currently working with parent focus groups to update the parent handbook they used to make sure that is it being inclusive and equitable. They use an app called learning genie to contact the parents involved in the focus groups. They also send out their surveys via email or text, but the app has been the most responsive of the three.

CLR Discussion

- Data update:
 - Josh Parsons gave an update on CLR data. There was a least one referral made to Haven, SHIELDS, SFVCMHC, and Penny Lane, amongst others. There was a bit of

- an uptake in some of the clinics after the CLR training, but still very low numbers of use overall. Will be checking in with clinics to see if they need more training.
- Noel informed us that they had received a duplicate referral and wanted to know how to proceed so that there is no harm to the data. Valeria also received a duplicate on the same day.
 - Monique then acknowledged that it was one of her resilience coaches, but also mentioned that when the coach sent it out it open sent out once. They did not send it out twice. So, it might be more of a technical thing.
 - Josh suggested that for now we will probably have to catch them on the back end and will develop a flow for it. If any other duplicates pop up or have any more questions, please send them to Josh or Nikki so that they can flag them.
- CAB member input:
 - Teresa informed us that AVPH has no received any referrals yet. AVPH is very excited to begin using this system because it will allow for a more streamlined flow from the clinics (High Desert). Receiving referrals online would also make things easier for her team, seeing as most of them work from home and it is easier to process and online referral vs a fax referral. It also allows for another way to get the word out on the programs and services they provide.
 - AVPH has received fax referrals since they have come on as an NoC partner.
 - Dr. Lisa Gantz (High Desert Champion), suggested that Josh touch base with new social work team and go over some training and maybe answer any lingering questions or concerns.
 - Michelle Wells from SFVCMHC informed us that they have been busy with the development of their own network. It's been helpful to have the NoC close by to work together and provide aid. They recently received their first referral, and they are following up with them. They are excited to move forward and continue working with NoC clinics and connect their patients to the needed resources.
 - Rubie Martinez followed up with some updates from CCRC as well. The training with Josh was super helpful and informative. They are currently making sure that all the information on their landing page on one degree is accurate and up to date. They haven't had any recent referrals, but working on a workflow nonetheless so that they are ready for when they do come in.
 - CCRC is also a partner for the SFVCMHC network, so there is some overlap there.
 - Noel and his team at Haven NS are currently adjusting to the new process and have received some referrals. However, they are currently unable to pull any report on 1Degree because it says that they have no data. Also wanted to know if there was any way to assign a coach to referrals that do not come in through the ACEs-LA Network. He hasn't been able to assign a coach to the general referrals that have come in through one degree.

- Josh will follow up with him concerning pulling the data report. As for the assigning of a coach to a general referral, it's a feature that can only be found in CLR system, which is specific to the ACEs-LA Network. So he won't be able to assign anyone, however Josh will follow up with one degree to see if there is any possibility of this happening in the future.
- Due to being short on time we were unable to have the clinician input section of the discussion. However, we will open next month's meeting with that portion and go from there.

NoC Updates

- MSW Capstone project should be ready by next meeting
- The NoC and the MFP program will be at the ACEs Aware Conference in May, looking forward to connecting those that will be attending.