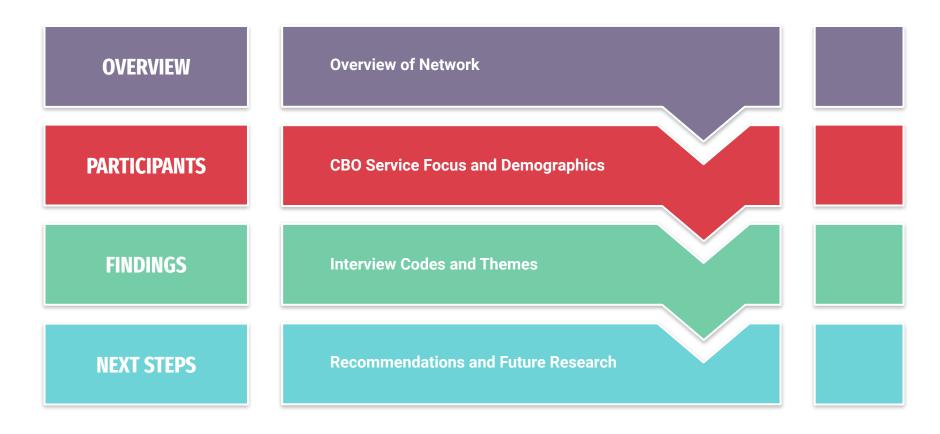# Community-Based Organization Insights on Implementing a Closed-Loop Referral System to Address Adverse Childhood Experiences

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ACEs LA

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OVERVIEW OF STUDY

While research on ACEs and their impact on social determinants of mental health is robust, there is little research to understand how referral system structures can impact access to social services including mental health.

RESEARCH QUESTION

How do community-based organizations (CBOs) perceive the potential impact of a closed-loop referral process connecting Medi-Cal enrolled pediatric patients and their families to services that address and prevent mental health issues following ACEs screening?

SAMPLE

Purposive sampling strategy to recruit our participants that matched the study's inclusion criteria: (1) be either a manager or director, (2) work at a CBO in the ACEs-LA NoC that services Harbor or Olive View families, and (3) provide and deliver mental health and ancillary services

OVERVIEW OF STUDY

PROCESS

Data was collected through individual semi-structured interviews.
The semi-structured interview followed an interview guide with open-ended questions that encouraged participants to share reflections on their experience with the referral system, both before and after implementation of the closed-loop referral.

Interviews were approximately 60 minutes long and were conducted via Zoom due to safety concerns of the COVID-19 Pandemic.

INTERVIEWEE DEMOGRAPHICS

A majority of the interviewees (N=6) identified as female (83%), 50 years old and under (67%), Hispanic/Latinx (67%), and having 10 years or less experience in their agencies (83%).

Measure	Item	Count (N=6)	Percentages
Gender	Female	5	.83
	Male	1	.17
Age (Years)	31-40	2	.33
	41-50	2	.33
	51-60	1	.17
	Over 60	1	.17
Race/Ethnicity	Black/African American	1	.17
	Hispanic/Latinx	4	.67
	White	1	.17
Years in Agency	< 5	2	.33
	5-10	3	.50
	> 10	1	.17

CBO Service Focus

CBO	AREA OF SERVICE	POPULATIONS SERVED	SERVICES PROVIDED
CBO 1	Within Service Area	Low-Moderate Income (LMI)	Financial Resources, Housing Services
CBO 2	Within Service Area	High-Risk Families	Behavioral Health, Child Welfare, Houselessness Prevention, Re-Entry Services, Substance Use Treatment, Vocational Services
CBO 3	Beyond Service Area	Domestic Violence	Case Management, Housing Services
CBO 4	Within Service Area	LMI Hispanic/African Am.	Case Management, Financial Resources, Gang Intervention/Prevention. Tutoring and Mentoring
CBO 5	Within Service Area	LMI Unhoused People	Behavioral Health, Mental Health, Substance Use Treatment
CBO 6	Beyond Service Area	Adults and Youth	Behavioral Health, Mental Health, Primary Care

Interview Findings

THEME 1 → **Perceived Benefits of Implementation**

Streamlined Referrals
More Information Exchanged Frequently
Increase in the Quantity and Quality of Referrals and Services

THEME 2 → **Perceived Barriers to Providing Services for Referred Clients**

Communication With Clients
Service Capacity and Service Delivery Times

Interview Findings

THEME 3 > **Improvements for Closed-Loop Referral and Network Engagement**

Involving Clients in the Referral Process
More Connections Between CBOs for Better Engagement

THEME 4 > **The Gap Between ACEs-LA Network of Care's Mission and the Network**

Inconsistency in Knowledge of ACEs
Inconsistency in ACEs Screening Practices

RECOMMENDATIONS

- Connecting practice to ACEs

- Improving communication within the network of care

FUTURE RESEARCH

- Follow up after implementation

- Automating referral tasks (to address capacity issues)

Thank You for Listening!
Any questions or comments?

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