



Network of Care Community Advisory Board (CAB)

Minutes – Monday, July 25, 2022

Date: Monday, 07/25/22

Time: 12pm-1pm

Location: Microsoft Teams

Agenda

1) Welcome

- a) Checked in and said our hello's

2) Trouble Shooting Discussion

a) Presentation of one degree data

- i) Josh shared CLR numbers that showed Clinics with highest and lowest referral numbers as well as the number of referrals CBOs are receiving

b) CBO/Clinician suggestions to increase awareness in clinics

- i) Start with a survey to measure clinics level of understanding CBOs and their services
- ii) CBO info sessions, could be done quarterly, would provide more info/reminders and updates of CBO services
- iii) Have clinic super users share their experience with the CLR
- iv) Take advantage of current One Degree contest happening in DHS
- v) Remember who is making the referral and cater to their needs/workflow
- vi) Encourage clinics to enroll in CBO Newsletter or follow CBOs social media platforms for regular updates
- vii) Share data of response times to referrals with clinics to create awareness regarding CLR use
- viii) Continue highlighting CBOs in Wellness Connection letters to Clinics
 - 1. Highlighting the time it takes to refer and hear back would be beneficial as well
- ix) Revisiting workflows in clinics to highlight CBOs and their services
 - 1. Creating resource sheets could provide strong support in this area
 - 2. Resource guides could be broken into different categories (ie. Food, Baby Supplies, etc); would be best to include eligibility, service areas, websites and point of contact
- x) Filming short commercials that can be shared at the beginning of clinical team meetings

- xi) Filtering our collections to make them CLR specific, makes it easier to go through
- xii) Doing a better job of reaching out to medical directors at clinic, might need to set expectations at some point (though might seem heavy handed, but will eventually be necessary)
- xiii) Main goal is to make CLR use second nature and streamline it, though there may be more clicks they response time is better than previous options

c) CLR status options

- i) Email feedback was shared with CAB and revisited “declined” vs “not utilized”/ “not eligible”
 1. “Declined”: this is geared towards patients, it would mean that the patient declined it (not because they are ineligible) letting the provider know to expand on this at next visit
 2. “Not Utilized”: CBO unable to contact client, no response from them
 3. “Not Eligible”: Client does not fit eligibility criteria

3) Closing/updates

a) Next CAB meeting dates

- i) 8/22, 12-1pm
- ii) 9/26, 12-1pm
- iii) 10/31, 12-1pm
- iv) 11/21, 12-1pm

b) NoC updates

- i) Lunch and Learns:
 1. Regional Centers (8/18)
 2. Mental Health (tbd)

c) Two new CAB Members will be introduced at our next CAB meeting!