



Network of Care Community Advisory Board (CAB)

Meeting Minutes – Monday, August 22, 2022

Date: Monday, 08/22/22

Time: 12pm-1pm

Location: Microsoft Teams

Agenda

1) Welcome

a) New members to the CAB!

- i) Suzanne Galindo, TASK, Region 1 Project Manager
- ii) Laura Counts, Child Development Institute, Director of Clinical Programs
- iii) Dianne Nunn, Pennylane, Clinical Supervisor
- iv) Irma Canela, Pennylane, Case Manager

2) CLR Facilitators

a) Success Stories:

- i) SHIELDS received a referral for a mom who needed parenting classes. After doing intake with mom they realized that the classes offered at SHIELDS didn't fit her schedule. So they referred her out to Dignity Health to obtain services. SHIELDS was able to follow up with CBO and client and obtain any other necessary data to further provide support.
 - 1. They make sure to provide parent with 3 resources at a time and one of them must be a linkage.
- ii) TASK has also received numerous referrals and turnaround time usually takes about 24 hrs. Tend to reach about 60% of clients in initial phone call. Connect most the services required have been about learning the proper way to request an IEP assessment. Support is continuous, until parent says otherwise.

b) CBO Workflows:

- i) SFVCMHC's Child/TAY and adult process begins with initial screeners. From there they can gauge the needs of the client and then begin connecting them to the appropriate services. CLR referrals are being run the same way as regular referrals.
- ii) Haven Neighborhood Services hasn't had any trouble with receiving referrals. They will accept them and assign them to a financial coach. However, some obstacles have risen such as:

1. Difficulty seeing an intake process all the way through, which is how they can begin successfully, completing a referral.
 2. Also been receiving referrals that are not in alignment with the services Haven provides, i.e. placement in affordable, permanent or temporary housing.
 - a. When this happens, financial coaches educate client about the services that Haven does offer because this allows for the client to be more open about other services they may need.
- iii) CAB posed the question: what clinicians do when it comes to following up with a referral?
1. Most clinicians will follow up with patient at their follow up appointment. If it's something more urgent, then they will reach out before.
 2. As NoC expands and creates more awareness amongst clinicians, we should explore a best practice for referral follow ups.
- iv) Are other CAB CBO's also receiving referrals that are not aligned with the services they provide?
1. Important to keep in mind how overwhelmed patients can become once they are actively linked to an organization. Clients are having to deal with multiple needs at the same time and forget what the CBO offers, resulting in CBO sounding like a broken record. Case managers play a big role in just reminding clients about services offered.
 2. Would also like to relay information about appropriate candidates for services/CBOs to clinicians via an info session.
 - a. This can be broken by specific clinical needs
 3. More specificity in one degree collections and opportunities would also be beneficial
 - a. Making sure that referrer is actively reading through the opportunities and eligibility requirements, to avoid misalignment of services.
 4. Housing is a hot topic right now, here is some info regarding housing (courtesy for Pennylane)
 - a. In SPA 2, if the person is under 25 years old, they need to contact The Village Family Services at 818-755-8786 who is the lead CES for youth. If they are 25 and over, they need to contact LA Family Housing at 818-982-4091.
 - b. For SPA 1, the youth/adult can contact Valley Oasis at 661-942-2758
- v) Is there any benefit to referring to the CBO as a whole vs a specific service?
1. If this were to be an option, the referrer needs to specify why they initially needed to be referred to that CBO.

2. Would be helpful to refer directly to intake? Again, it would need to be a required field to disclose initial need that rose and the service they would like linkage to in that CBO.

3) Closing/Updates

a) Lunch and Learns: Mental Health Referrals

- i) October 2022

b) NoC team quarterly check in

- i) Our team, with the help of the Medical Financial Partnership team, will be reaching out to schedule a check in sometime this quarter. We would also like to document your intake process (including the time it takes to receive a referral to connecting the client to said service), which will help us gage turnaround times and provide data that will hopefully enable more CLR use in clinics.

c) LA Food Recommendations from fellow CAB members:

- i) [Don Cuco's TJ style tacos](#)
- ii) Juanato's Tacos
- iii) [Guelaguetza](#)
- iv) California Fish Grill (fish n chips)
- v) [Ina Garten Cookbook's](#)
- vi) Sprouts home baked turkey
- vii) [Angel's Tijuana Tacos](#)
- viii) [Health nut](#)
- ix) [Ono Sushi Studio \(Long Beach\)](#)
- x) [Pollo Loco](#)
- xi) [Señor sol](#)
- xii) Go Sushi
- xiii) [Javier's](#)
- xiv) Kiwami (ventura blvd, studio city)
- xv) [800 Degree's](#)
- xvi) [Red O](#)
- xvii) [La Paloma Market](#)
- xviii) [Altadena Express](#)