



Network of Care Community Advisory Board (CAB)

Agenda – Monday, September 26, 2022

Date: Monday, 09/26/22

Time: 12pm-1pm

Location: Microsoft Teams

Agenda

- 1) Welcome (5 min)
- 2) Improving the Referral Process (40 min)
 - a) Best Practices for Client Outreach
 - i) Understanding CBO communications platforms as well as their current workflow.
 1. Main objective is to decide best practices for client outreach.
 - b) Referral information:
 - i) The ACEs-LA team is working on making it easier for clinic staff to find CBOs and their services ("opportunities") on One Degree. This quarter we are reaching out to all partner CBOs to review their organization pages and opportunities to make sure they are up-to-date, services are available (not at capacity), easy to find, etc.
 1. For example: We recommend opportunity titles reflect general services offered, and opportunity descriptions can be more specific about services offered.
 - a. Opportunity title: Get legal support
 - b. Opportunity Description: Get legal help with immigration, renters rights....
 - ii) What information do you need in that initial referral (while not revealing too much PHI) to provide the appropriate support and make that initial connection?
 1. Also, what potential problems could arise, and can we troubleshoot them?
- 3) Closing/Updates (5 min)
 - a) Lunch and Learns: Mental Health Referrals
 - i) October 2022

- b) UCAAN Webinar, September 27, 12pm-1pm PST: [Register Now!](#)**
 - i) Meet the leaders of the UCLA-UCSF ACEs Aware Family Resilience Network (UCAAN), a multi-campus University of California (UC) initiative that implements ACEs Aware on behalf of the California Department of Health Care Services (DHCS).