



## 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)**

- a) Round Robin exercise to introduce new members and get familiar with each other

**2) Improving the Referral Process (40 min)**

**a) Best Practices for Client Outreach**

- i) Will typically follow up with patient through email first and if there is no response then will follow up with a phone call. Email tends to be the fastest way to contact patients.
  - 1. General rule of thumb is to reach out 3-4x's.
  - 2. Will try to hold onto referral for maybe a month, emails/call/txt's will be done at different days & times to find best time for patient/client.
    - a. There's a hesitance to use texting as an outreach tool due to the sensitive nature of some information. However, does seem to be one of the best contact methods.
  - 3. When do we loop in the referral source? Aim to do it around call 2 so that they are aware of what's going on. Might need to be contacted directly if it's an urgent case.

**b) Recommendations -- outreach:**

- i) Highlight a preferred method of contact. Clinical providers can add it to the initial note of referral.
  - 1. Preferred time of outreach would be great too, especially for parents that are working or going to school.
  - 2. Is it okay to leave a voicemail? -- due to the sensitive nature of some referrals would be great to know this.
- ii) Streamlining the referral pathway helps us break down silos and create this tool that helps guide our whole network when we are not too sure how to proceed.

- iii) Also helps us track and show impact across our WHOLE system (Clinic and Community level). This allows us to clearly communicate to patients what to expect.

**c) Revamping CBO Opportunities:**

- i) Creating general categories of service and mentioning detailed services within the general category. This allows for our clinical providers to cut down on time on spent searching through a long list of services.
  - 1. This also helps us cut down on patients being misreferred and CBO's having to redirect them. (I.e. cuts down on 'misuse' of CBO and Clinical time)
- ii) When creating these services make sure that you distinguish what services the CBO directly provide vs services the CBO acts as a liaison for.
- iii) There are some guidelines that must be followed in order to gain one degree approval, such as a character count and wording. But overall not too burdensome and can reach out to NoC team for help if necessary.

**3) Closing/Updates (5 min)**

**a) Lunch and Learns: Mental Health Referrals**

- i) October 20, 2022 from noon – 1pm.

**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).