



Network of Care Community Advisory Board (CAB)

Meeting Minutes – Monday, February 27, 2023

Date: Monday, 02/27/23

Time: 12pm-1pm

Location: Microsoft Teams

Agenda

- 1) **Welcome (5 min)**
- 2) **One Degree Status & Messaging (10 min)**
 - a) **Continued conversation from January meeting**
 - i) Referral Dates: want to make sure that everyone's making note of referral dates because it's a big help when they must go back and reference the referral
 - ii) Duplicates: referring party needs to have interval conversations about duplicates and try their best to avoid them
- 3) **Referral Data Review (15 min)**
 - a) **February data**
 - i) Big data chart breakdown was a helpful reference
- 4) **SMART Goals Planning (25 min)**
 - a) **General overview of conversation**
 - i) Increase Referrals: increasing awareness of CBOs and services provided would help boost overall awareness and could lead to more referrals
 - (1) Want to track referrals to CBOs after they've been spotlighted in Lunch and Learns.
 - ii) Want a better understanding of why referrals weren't utilized. This would be helpful feedback to CBOs and Clinics.
 - iii) Need to work on CBO opportunities and making them clear as to what is a direct service and what is not.
 - iv) Want to start thinking about what CBOs we should start bringing in and reaching out to.
 - (1) Want all SPAs represented—suggested mapping current CBOs so we can see the holes
 - (2) What are the needs in clinics and the communities they serve—what are CBOs seeing and hearing vs what are providers seeing and hearing in clinic. This will help identify who needs to be brought in

5) Closing/updates (5 min)