



Frequently Asked Questions

TRAINING

WHO SHOULD TAKE THE TRAINING?

All healthcare team members who have a role in the Response process should take the training.

ONE DEGREE TRAINING

We can help schedule basic One Degree training for your clinic now, or you can wait until after the Community Navigator team (Josh or Nikki) sets up collections of vetted CBOs specifically for your clinic. Training is important for anyone at the Clinic who refers out to CBOs. If you have any further questions, please reach out us.

ONE DEGREE

WHAT IS ONE DEGREE?

One Degree is a platform that was designed to act as a repository and navigation tool site to find services/resources needed in any area of your choosing. Just make sure to adjust the location to the one you are seeking services in.

DO WE NEED TO PAY FOR ONE DEGREE FREE?

No! One Degree is a free platform that is available to Providers, CBOs, and the Community.

WHO IN THE CLINIC SHOULD CREATE AN ACCOUNT?

All healthcare team members who have a role in the Response process should create an account.

WHERE CAN I GO TO CREATE AN ACCOUNT?

Please visit <https://www.1degree.org/signup> to create your free account. When signing up it is important to use your DHS email, this will allow you to affiliate with your clinic. You can also click on the one-degree button found in the top right corner of powerchart/orchid and it'll take you the site and prompt you to sign up with your county email.

AFTER SETTING UP MY ACCOUNT, HOW DO I AFFILIATE WITH MY CLINIC? HOW WILL I KNOW IF IT AFFILIATED?

After signing up you go to 'My Account' in the top right corner of your dashboard and click on settings. You then click on 'Change Affiliation' and find the Health Center you work at. Once you click on your Health Center, you type in your Job Title and click 'Update'. Once you go back to your dashboard, under your name in the left, it should let you know what Health Center you are affiliated with.

WHAT IF I AM ASSIGNED TO MORE THAN ONE CLINIC?

You can change your affiliation depending on the clinic you are working at for the day. We want to make sure that we are sending referrals from the correct clinic, as well as gaining access to the right collections.

CAN I BE AFFILIATED WITH MORE THAN ONE CLINIC?

You may not need to be affiliated with more than one clinic at a time. Please make sure to switch your affiliation to the clinic you are working at for the day so that you may gain access to the collection with resources tailored for that clinic.



CAN AN ADMIN DELETE STAFF MEMBERS?

Yes! An Admin will have access to the staff section, which allows for them to accept or deny an affiliation as well as delete a staff member or give admin permissions to another member in that clinic. This option should appear on the left-hand side panel.

CAN WE ACCESS ONE DEGREE THROUGH POWERCHART?

Yes! You can access One Degree by clicking on the One Degree button found in the upper right side of powerchart/orchid.

COMMUNITY BASED ORGANIZATIONS (CBOs)**HOW CAN WE DIFFERENTIATE CBOs FROM CLR, AND LANDING PAGE?**

CBO's that are operating within the Network of Care will have the ACEs logo with the words 'ACEs-LA Network' next to it. The icon can be found right under the name of the organization.

CAN I STILL USE ONE DEGREE TO REFER TO ORGANIZATIONS THAT ARE NOT IN THE NETWORK OF CARE?

Yes! You would go through the same motions of referring on one degree, the only difference is that you won't be able to send the organization a note. They will also be unable to respond to you through one degree because they do not have access to the Closed-Loop Referral system.

WHAT IF THERE IS A CBO THAT ISN'T IN THE NETWORK BUT I WOULD LIKE FOR THEM TO JOIN?

You can let the Community Navigator team know of this CBO so that they can get in contact with them. It is also very helpful if you have a contact at that organization, so that the Navigator team can make contact with them.

HOW WAS MY CLINIC'S COLLECTION CREATED?

Your collection was tailored to the needs of your clinic. We collected that data through surveys, conversations with clinicians and in person observations.

SUPPORT**WHO CAN I REACH IF I HAVE A QUESTION?**

You can reach us via email, our [website](#) or our [help desk link](#).