



ACEs LA

screen. treat. heal.

Introduction to ACEs-LA and the Network of Care

What is ACEs LA

ACEs LA is a collaborative effort between LA County stakeholders, DHS, and the state to build community resilience.

We work to ensure that our programs and partnerships have meaningful impact through collaborative expert evaluations.

Our Vision

Through screening, treating, and healing, we aim to improve the health and wellbeing of LA County adults, children, and families, build creative connections, and inspire resilience.

Our Mission

To cultivate successful, healing connections that empower individuals and communities to achieve health and well-being.

Our Core Values

To build health equity through viable connections to community-based organizations so that families have access to dignified, affordable services to address, treat, and support improvements in their health outcomes.





ACEs LA
NETWORK OF CARE

WHAT IS THE NETWORK OF CARE?



To take ACEs screening to the next step, LA County DHS was awarded an 18-month grant to help connect DHS clinicians and programs with social services organizations throughout LA County so that they can jointly meet the needs of children and families impacted by toxic stress. The Network of Care works to:

- 1** Build an infrastructure to support screened and unscreened patients/families
- 2** Allow care/service providers/organizations to become aware of each other's work
- 3** Further promote the multidirectional and multidisciplinary relationships that are needed to address ACEs and toxic stress by focusing on the integration and improvements to technology such as One Degree

ACEs-LA oversees screening and treatment activities of DHS clinical sites and specialty clinics, as well as the development of IT infrastructure to support documentation in the Electronic Medical Record system for DHS, data analytics to track screening, strengthening referral pathways and partnerships with community stakeholders focused on addressing ACEs and toxic stress.

ACEs screening and starting healing conversations

CALQIC

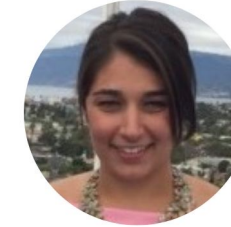


Taking action on screening results

NETWORK OF CARE



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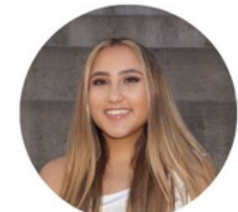
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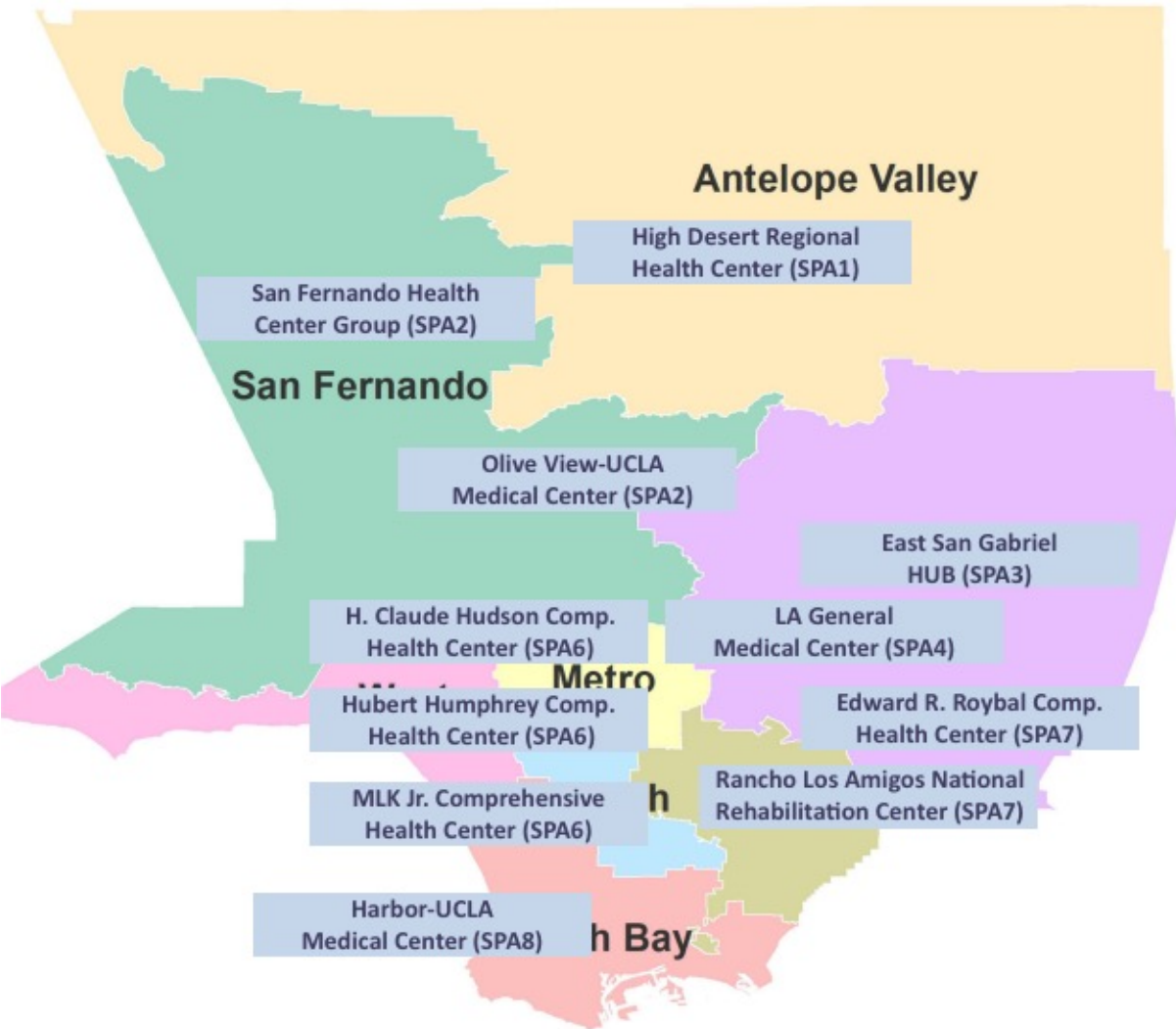


Hayley Bry
ACEs-LA
Community Navigator

- Our team is your first point of contact in the Network of Care.
- We work closely with DHS clinics to understand the needs of their patients and families.
- We facilitate partnerships between these clinics and community-based organizations to expand and enhance accessibility to services and resources not offered in the clinic.
 - We are looking to build partnerships with and referral pathways to CBOs that offer services our clinics are not able to offer their patients.
- Through our partnership with One Degree, we want to find ways to streamline referrals from our clinics to CBOs so they are easily accessible and responsive.
 - By creating collections of CBOs on the One Degree platform, clinics, patients, and their families can access services like yours more easily.



WHICH DHS CLINICS ARE PART OF THE ACEs-LA NETWORK OF CARE?



DHS initiated ACEs screening through CALQIC at 5 clinical sites in March 2020

- East San Gabriel Hub
- High Desert Regional Health Center Pediatrics
- H.H. Humphrey CHC
- Olive View-UCLA Hub
- Olive View-UCLA Pediatrics

In 2021, other DHS clinics heard about CALQIC's work and wanted to start screening too with support from the CALQIC-LA/ACEs-LA clinic leads

- Lomita Family Medicine Clinic
- Harbor-UCLA Pediatrics
- LA General Pediatrics
- Hudson CHC
- Roybal CHC
- South Valley Health Center
- San Fernando Health Center

DHS Clinic Profile – Harbor UCLA, Pediatrics



- Clinic Name: Harbor UCLA-Pediatrics
- Location: SPA8 (South Bay)
- Clinic staff: 11 MDs, 30 Resident MD/DOs, 5 NPs, 1 RN, 5 LVN/CMAs, 2 Clerks, 1 Social Worker and 1 Child Psychologist
- **# Referrals to different CBOs: 50-100 per week**
- Most common service referrals:
 - Mental Health
 - Housing
 - Legal Needs
 - Employment resources
 - Food Insecurity
 - Parenting Support
 - Financial Assistance
 - Education Support
 - Childcare



DHS Clinic Profile – Olive View Medical Center, Pediatrics



- Clinic Name: Olive View Medical Center-Pediatrics
- Location: SPA2 (San Fernando)
- Clinic staff: 16 MD/DOs, 2 NPs, 1 RN, 2 LVN(s), 2 CMAs, 1 Supervising Clinic Nurse
- **# Referrals to different CBOs: 20 per week**
- Most common services referrals:
 - Mental Health
 - Legal Needs
 - Childcare
 - Transportation
 - Parenting Support
 - Financial Assistance
 - Community Activities
 - Food Insecurity
 - Employment resources
 - Nutrition
 - Social services



Why do DHS clinics want to partner with CBOs?

- To **expand and enhance accessibility of services** and resources for children and their families, clinicians, and community partners
- To **promote equity** through attention to structural factors, cultural humility, resource access, and power sharing at all facets of the network's organization and function
- To take a **patient and family-centered approach** focused on the needs of low-income families who have been disproportionately impacted by longstanding marginalization and who have been hard hit by health and economic upheaval through the ongoing COVID-19 pandemic.
- To **improve and promote the integration** of both health care services and the services, supports, and interventions provided by CBOs.

Who will benefit from the Network of Care?

This initiative will benefit our patients, their families, and the communities in which they live, work, and play. **Building resilience** through projects based in access, equity, and a family centered approach, will have a positive impact on all communities served.



How does the Network of Care benefit your organization?

Become a valued member of a Network of Care responding to toxic stress and its impact on families:

- **Streamline** all the referrals you receive from DHS clinics in order to efficiently and comprehensively communicate clinician recommendations and patient needs
- Be a Network of Care partner organization responding to the immediate needs of families
- **Collaborate** with clinics and other organizations working toward whole person wellbeing by sharing your knowledge, skills, and expertise,
- **Share** with your funders that you are a member of the Network of Care collaborative, making meaningful connections, developing relationships to more comprehensively serve children and families,
- **Cultivate cross-organizational** relationships (i.e., become aware of other organizations serving similar populations, and filling gaps in services)



NEXT STEPS FOR CBOs



GETTING TO KNOW YOU AND THE POPULATION YOU SERVE

- Complete Intake Process
- Complete Partnership Agreement

BECOMING A PARTNER IN THE NETWORK OF CARE

- Onboarding with Community Navigator team
- One Degree Training
- One Degree Administration
- Reporting

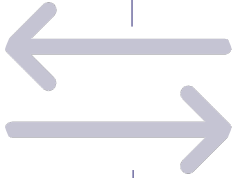
WORKING TOGETHER

- Start accepting DHS clinic referrals
- Give us your feedback
- Let's share your work with other DHS clinics!

Partnership Agreement Breakdown



CBO agrees to accept referrals from DHS clinics



Bi-directional communication with DHS clinics



One Degree organization and opportunity pages updated every 3 months and/or when services change

- Capacity, eligibility etc.



Monthly reporting

- How many referrals
- How many received services

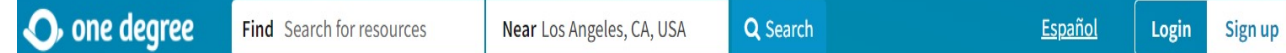


Opportunities to share your work with DHS clinics and the Network of Care community



What is One Degree?

- The “Yelp” for resources
- Helps individuals and families access resources they need to improve their lives and achieve social and economic mobility
- You can refer and track access to resources for your patients.
- Providers can share resources with family and friends

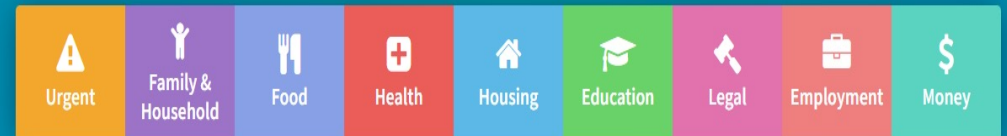


Stay healthy with the COVID vaccine and testing


Find free, life-improving resources in:

Los Angeles County, CA ▾

Select a category below to get started



What You'll See Using One Degree

 Heart of Los Angeles (HOLA)


[Organization page](#) [Staff](#) [Referrals](#) [Clients](#) [Reports](#) [Settings](#)

Search by Client or Referral ID



Status




Open ▾

 Search

 Incoming - ACES-LA Network (11)

Outgoing

Incoming

Referral ID	Client	Opportunity	Referring organization	Referred by	Received	Status ▾	Assigned to
 675	Piper, Sarah	Join a counseling program for children and teens		Heidi Carlisle	Nov 19, 2021	 Assigned	Heidi HOLA Carlisle
 680	test, emanuel	Get mentors and tutors to prepare for college		Joshua Parsons (CBO Admin)	Dec 02, 2021	 Assigned	Joshua Parsons (CBO Staff)
 681	test, emanuel	Attend English as a Second Language (ESL) classes		Joshua Parsons (Facility Admin)	Dec 02, 2021	 Assigned	Sally Serene
 684	Kahlo, Frida	Attend English as a Second Language (ESL) classes		Nina Thompson (LADHS Admin)	Jan 07, 2022	 Assigned	Joshua Parsons (CBO Staff)
 698	Cobb, Natasha	Join a counseling program for children and teens		Mariano Oranges	Jan 26, 2022	 Assigned	Sally Serene
 700	Smith, Steve	Attend English as a Second Language (ESL) classes		Joshua Parsons	Jan 26, 2022	 Assigned	Alan Watts



Referral Workflow



Check email/dashboard for new referrals



Assign patient to appropriate staff member



Update status

- In progress
- Complete



Check and update One Degree page every three months (or as needed)

- New services
- At capacity



FAQs

- **What is my responsibility as a Network of Care partner organization?**
- **What level of buy-in and engagement will be needed from my CBO? From program managers? From referral/intake coordinator?**
 - Accept referrals from our DHS partner clinics
 - Regarding One Degree:
 - regularly update your One Degree page to ensure accuracy
 - designate a staff member to manage referrals from DHS clinics
 - Work together to spread the word about your services with DHS clinics
- **How does the Network of Care mission fit/align with CBOs current workflow, strategic plan and competing priorities?**
 - We are working to interrupt cycles of toxic stress that lead to poor health outcomes. Your organization's mission and current work align with our goals.
- **Is there a target number of referrals we need to accept/make to keep the license for the two-year period?**
 - There is no specific target number of referrals, but our hope is that your organization is prepared to accept all referrals from clinics we are linking to you.



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One Degree FAQs

- **What is One Degree?**
 - A web and mobile platform that enables low-income families to find, manage, and review nonprofit and government services. Though primarily client-facing, it is being used by DHS clinics to collate community resources and directly refer to them
- **How will my organization receive referrals through One Degree?**
 - We will work with you to determine the appropriate way that our clinics will access your organization in One Degree. In general, there are two ways to receive referrals:
 - Closed-Loop: The referral is made to your organization, you will be notified of the referral, and the clinic will be notified when you accept it.
 - Uni-Directional: The referral is made to your organization, you will be notified of the referral, but the clinic will not receive feedback on the status of that referral.
- **What is the difference between a Pro vs. Plus account on One Degree.**
 - If you work at a nonprofit or government agency and support connecting clients, patients or other community members to local resources, you are a Pro Member and have access to many free services.
 - A PLUS account (available through this partnership) grants your organization direct referral linkages, bi-directional information sharing, and reporting features specific to your partnership with DHS.
 - WE ARE PURCHASING A TWO-YEAR **PLUS** LICENSE FOR YOUR ORGANIZATION.
- **Will there be tech support provided by the Network of Care or One Degree?**
 - Network of Care Navigators will provide training to staff and field basic technical inquiries (such as how to use/locate features). Technical issues surrounding the function of the One Degree website itself must be addressed to One Degree directly.
- **Who do I contact to troubleshoot One Degree?**
 - Your Network of Care Navigator should be contacted first. If we can't help with your issue, we'll link you with One Degree technical support for further assistance.
- **Will all staff receive One Degree training if we are all making/receiving referrals?**
 - Yes, all staff involved in facilitating referrals, both incoming and outgoing, will receive One Degree training.



Let's Keep In Touch

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