
California Home Visiting Coordination Learning Network Session 9

March 28, 2022





Participation Reminders



Please use the chat feature to engage in discussion and to reach our support team with any technology questions.

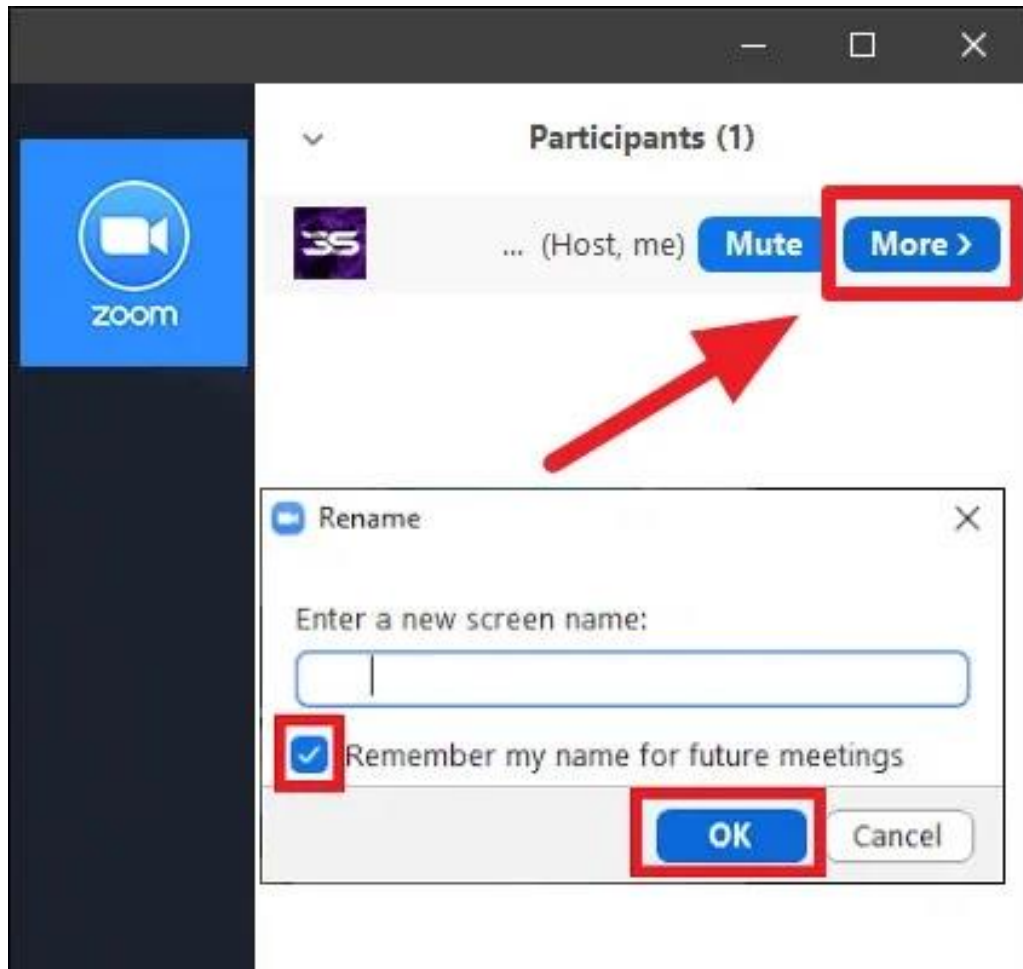


Please mute your computer speakers if you joined by phone and hear an echo.



If available, please turn your video on.

Rename Yourself in Zoom



OR



Example: Hannah, Fresno

Agenda

- Coordination framework
- Shared accountability
 - Systems of communication and monitoring
- Peer Spotlight – Lassen
- Peer Spotlight – Los Angeles
- Group breakout discussions
- Next steps



Coordination Framework

Early Childhood System of Care



Service Coordination

Coordination between:

- HV programs
- HV and other family-serving organizations



Coordination is on a Continuum



Shared Accountability

Reflections



Shared Accountability: What's Essential

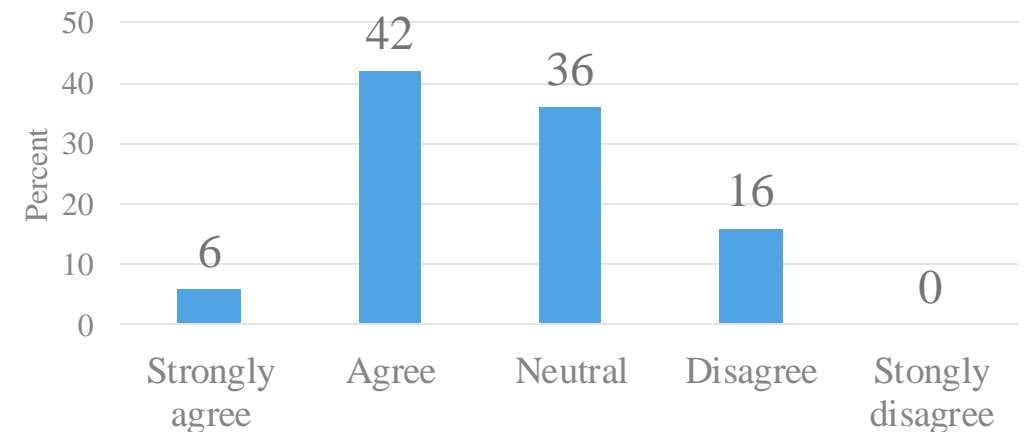
- Culture that facilitates learning and adaptation
- Processes to collect and share information needed to track outcomes and results

... both rely on communication!

Continuous Communication

- Reinforces shared vision and goals
- Builds trust
- Allows continuous learning
- Assures mutual objectives

Family serving organizations in our county
communicate openly with each other



Communication Plan

Feature	Questions	Sample Answers
Purpose	Why do you want to communicate with your partners?	Increase shared understanding among partners, educate public
Audience	With whom do you want to communicate?	Groups concerned about health, economy, or parenting. Groups with data fluency.
Message	What do you want to communicate?	Content, mood, language
Communication channels	How do you want to communicate?	Fact sheet, data dashboard, newsletter, letter to editor, presentations
Distribution method	Whom should you contact, and what should you do to use those channels?	Website, email listserv, flyers, public service announcement, regular meetings with partners

Communicating About Data

- Align with goals and objectives
- Draw from a mix of data sources, quantitative and qualitative
- Prioritize the learning, not the data system
- Balance emphasis on short- and long-term measures
- Use a mix of formats to resonate with different audience

Communication Tool: Data Dashboard

- Align with goals
- Use the right visuals
- Put numbers into context
- Use high quality, current data
- Tell a story



Data Dashboard Example

Cases and deaths

California has 8,426,700 confirmed cases of COVID-19, resulting in 86,387 deaths.

Confirmed cases in California

[Episode date](#) ▼

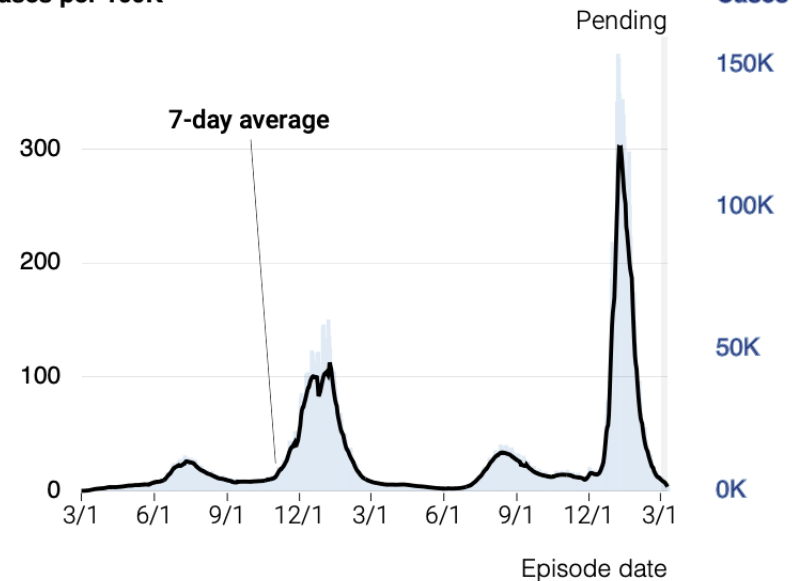
[All time](#) ▼

8,426,700 total confirmed cases

3,825 new cases (**0.05%** increase)

9.2 cases per 100K (7-day average)

Cases per 100K



Confirmed deaths in California

[Death date](#) ▼

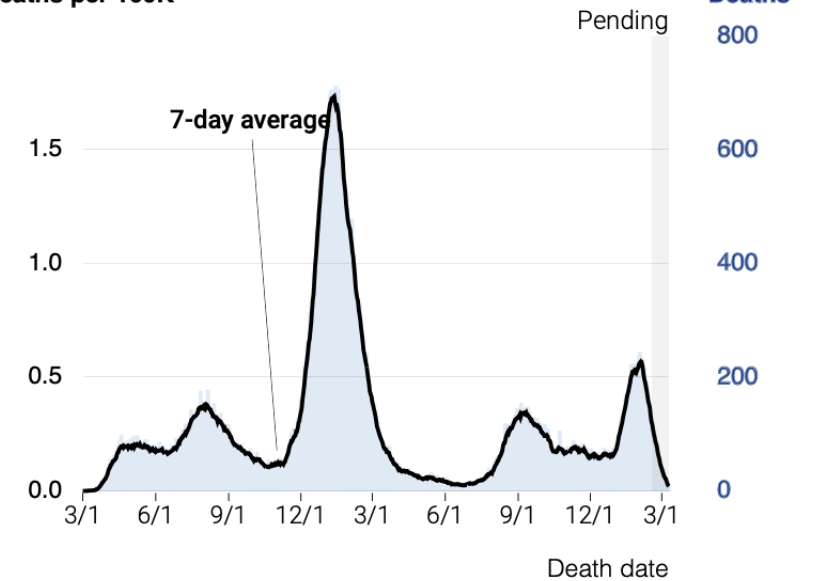
[All time](#) ▼

86,387 total confirmed deaths

202 new deaths (**0.2%** increase)

0.3 deaths per 100K (7-day average)

Deaths per 100K



[Confirmed cases and deaths source data](#)

Data Dashboard: Example

County: Ventura 🧑🏻

10.1

Rate per 100,000 residents

Source: [California Opioid Overdose Surveillance Dashboard](#) 🔗

Measurement period: 2019

Maintained by: Conduent Healthy Communities Institute

Last update: March 2021

Graph Selections

INDICATOR VALUES

☒ Change over Time

VIEW BY SUBGROUP

☒ Gender

☐ Race/Ethnicity

COMPARED TO



CA Counties



CA Value
(7.9)



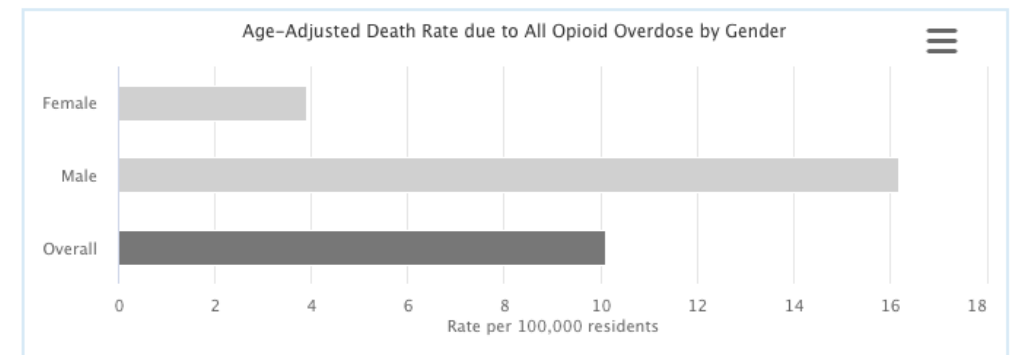
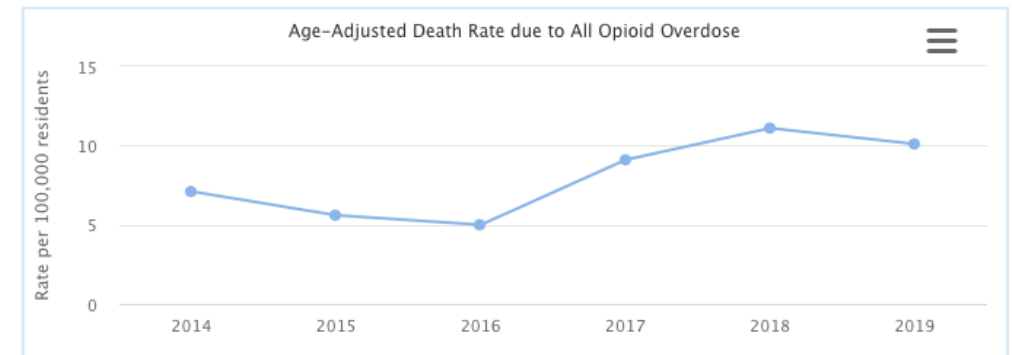
Prior Value
(11.1)



Trend

More details:

For more information on data with missing confidence intervals, see CDPH Technical Notes: <https://skylab.cdph.ca.gov/ODdash/>



Shared Accountability Tool: RACI Matrix

Feature	Person's Role	Number of People
<u>R</u> esponsible	Must complete a task or make a decision	At least 1 per task
<u>A</u> ccountable	Must sign off or approve task, decision, or deliverable	Only 1 per task
<u>C</u> onsulted	Provide subject matter expertise or opinion	No max or min
<u>I</u> nformed	Receive updates on project or progress on tasks	No max or min

RACI Matrix

	Responsible	Accountable	Consulted	Informed	
ACTIVITY	First 5 County	County Public Health	County Social Services	Home Visiting Agency 1	Home Visiting Agency 2
Activity 01	R	A	I	C	C
Activity 02	R	A	I	I	I
Activity 03	A	R	I	I	I
Activity 04	A	C	C	R	R
Activity 05	A	C	C	R	R

Chat in....

*What strategies for **communicating** have worked for you
to encourage shared accountability?*

Peer Spotlights

CLN Peer Spotlight

Lassen County Home Visiting
Collaborative



LASSEN LINKS
Helping You Connect

Key Takeaways

- Prioritize relationships over tasks
- Model what you want, be consistent in words and deeds
- Be adaptable – Listen to concerns and needs and start there
- Learn from history – What failed and how to address it
- Build processes that benefit the partners
- Lift up formal and informal leaders
- REMEMBER: Collaboration takes time – Know what “success” looks like and means to the work

Successes

- Buy in from partners – early
- Expertise from leaders, partners and boots on the ground
- ROI completed and approved by County Counsel
- Website co designed, parent reviewed and launched
- Parent and provider candid video “What is home visiting?”
- Updated, searchable resource guide added to Lassen Links site

Partner-prioritized Tangible Wins



LASSEN LINKS
Helping You Connect

**Consent for Release of Information
& Authorization to refer to Community Resources**

In order to provide better services to you and your family, this program would like your permission to connect you with other community resources that may be available to you. By signing this consent form, you allow us to provide you with the best possible service by sharing your information with the Lassen County Home Visiting Collaborative.

Program Information:

Meet Our Partners



LASSEN LINKS
Helping You Connect

Actionable Ideas – Hold Lightly to “Plans”

- Begin and build on with what's working
- Create and consistently demonstrate the group's shared values
- Be willing to pivot while working toward the vision and goals
- Meet people and organizations where they are – find ways EVERYONE can offer value
- Lead by example –take on new roles and let go of old ones
- Be willing to be vulnerable and bring up “sensitive” topics

Actionable Ideas - Meetings

- Conduct effective meetings
 - Short, results oriented
 - People know expectations beforehand
 - Ready to contribute
- Use tools (e.g., Miro) and pre-work (short surveys, polls, etc.)
- Make progressive “asks” – avoid bombarding and overloading folks
- Communicate one-on-one to orient, engage, and increase partner confidence before/after meetings

Miro Board

The screenshot shows a Miro collaborative workspace. On the left, a 'Frames' panel lists eight frames, with the first frame selected. The main canvas displays a presentation slide titled 'LASSEN COUNTY HVC Collaboration'. The slide content includes a large blue semi-circle with the text 'May 13, 2121 Planning Session' inside it. Surrounding this semi-circle are several yellow sticky notes with names: Ronda Hall, Mike Gorman, Tim Clark, Denise Bosse Arnold, Bethany Edholm, Becky Roberts, Patty Gunderson, and Sarah B. A blue sticky note with a URL is also present. Below the semi-circle, a paragraph of text describes the goal of the collaboration. The bottom of the screen shows a toolbar with various drawing tools and a status bar indicating '1 of 8' frames.

Frames

- 1. 5.13.21 Slide 1
- 2. 5.13.21 Slide 2
- 3. 5.13.21 Slide 3
- 4. 5.13.21 Slide 4
- 5. 5.13.21 Slide 5 Meeting - Exercise
- 6. 5.13.21 Slide 5 Priority Sorting
- 7. 5.13.21 Slide 6 SMART Goals
- 8. Frame 2

5.13.21 Slide 1

LASSEN COUNTY HVC Collaboration

HVC Video - Rough Draft V.1
<https://app.searchie.io/watch/QgqxGAX1NP>

May 13, 2121 Planning Session

Ronda Hall
Mike Gorman
Tim Clark
Denise Bosse Arnold
Bethany Edholm
Becky Roberts
Patty Gunderson
Sarah B.

The path, the people, and the processes to create a sustainable, unified system that supports families with the home visiting (H.V.) services and supports they need and maximizes the funding available to serve those families.

Searchie is sharing your screen. Stop sharing Hide

1 of 8

Challenges and Lessons Learned

- Move from theoretical to reality
 - Glimmer of hope through early implementation
 - Coming to a threshold where the “proof is in the pudding”
 - CalWORKs HVP information challenging to get
- Getting past the threshold
 - Getting on the right track
 - Failing and getting back on track
- Constantly check for buy-in and changing conditions
 - Know the people and organizations in the room
 - Value them beyond “the work of HVC”

Contact

Tim Clark, Executive Director
First 5 Lassen
first5lassened@gmail.com
775-453-0803

Sarah Boxx, Principal
Sarah Boxx Coaching & Consulting
<http://www.sarahboxx.com/>
775-413-0055



LASSEN LINKS
Helping You Connect

<https://www.lassenlinks.org/>

Q&A



FIRST 5 LA

Home Visiting System:
Shared Accountability

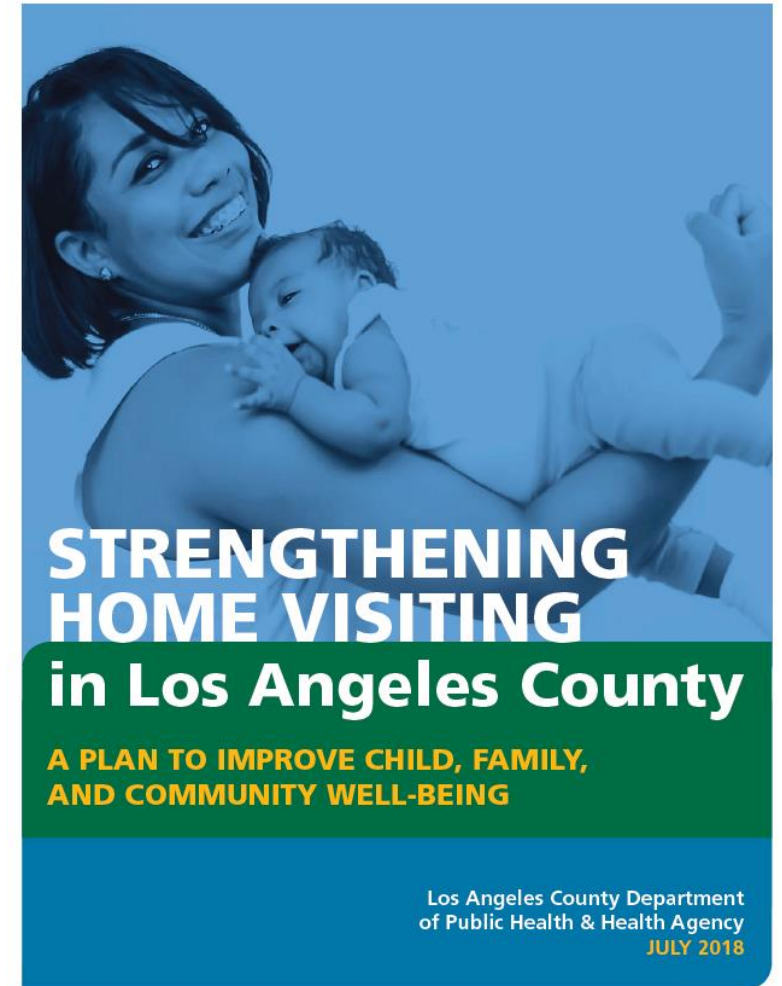
LA County Home Visiting System

Historical Background at County Level:

- Home Visiting efforts were historically siloed by funder and program model
 - DPH: Began Nurse Family Partnership in 1997
 - First 5 LA: Expanded Welcome Baby pilot in 2013 and began HFA and PAT in 2014
 - Other local programs included Dept of Health Services' MAMA's Neighborhood and Partnership For Families, which F5LA developed and successfully transitioned to Dept of Child & Family Services
- In 2016 the different models and funders were still largely unconnected
- County Board of Supervisor's Motion in 2016 sparked initial collaboration between key stakeholders

Home Visiting System Building

- First Home Visiting Board of Supervisor's Motion in 2016:
 - Call to create a coordinated system for home visiting programs with streamlined referral pathways and outreach to ensure maximum program participation; identify gaps for high-risk populations; increase access; and develop a framework to maximize resources
- Led to Development of a County-wide Plan in 2018
- Infusion of DMH funding expanded HV services in 2018, with DPH administering the funding
- Key funders coordinated to secure consultant support in 2019 to develop an Action Plan



LA County Home Visiting System

System Elements and Stakeholders:

- Los Angeles Best Babies Network (LABBN) receiving funding via F5LA and DPH to support 3 program models:
 - Training
 - Continuous Quality Improvement
 - Programmatic and Fidelity Monitoring
 - Technical Assistance
- Los Angeles Perinatal and Early Childhood Home Visiting Consortium
- Collaborative Leadership Council
- Emerging County-Wide Systems Action Plan



Home Visiting: Action Plan Development

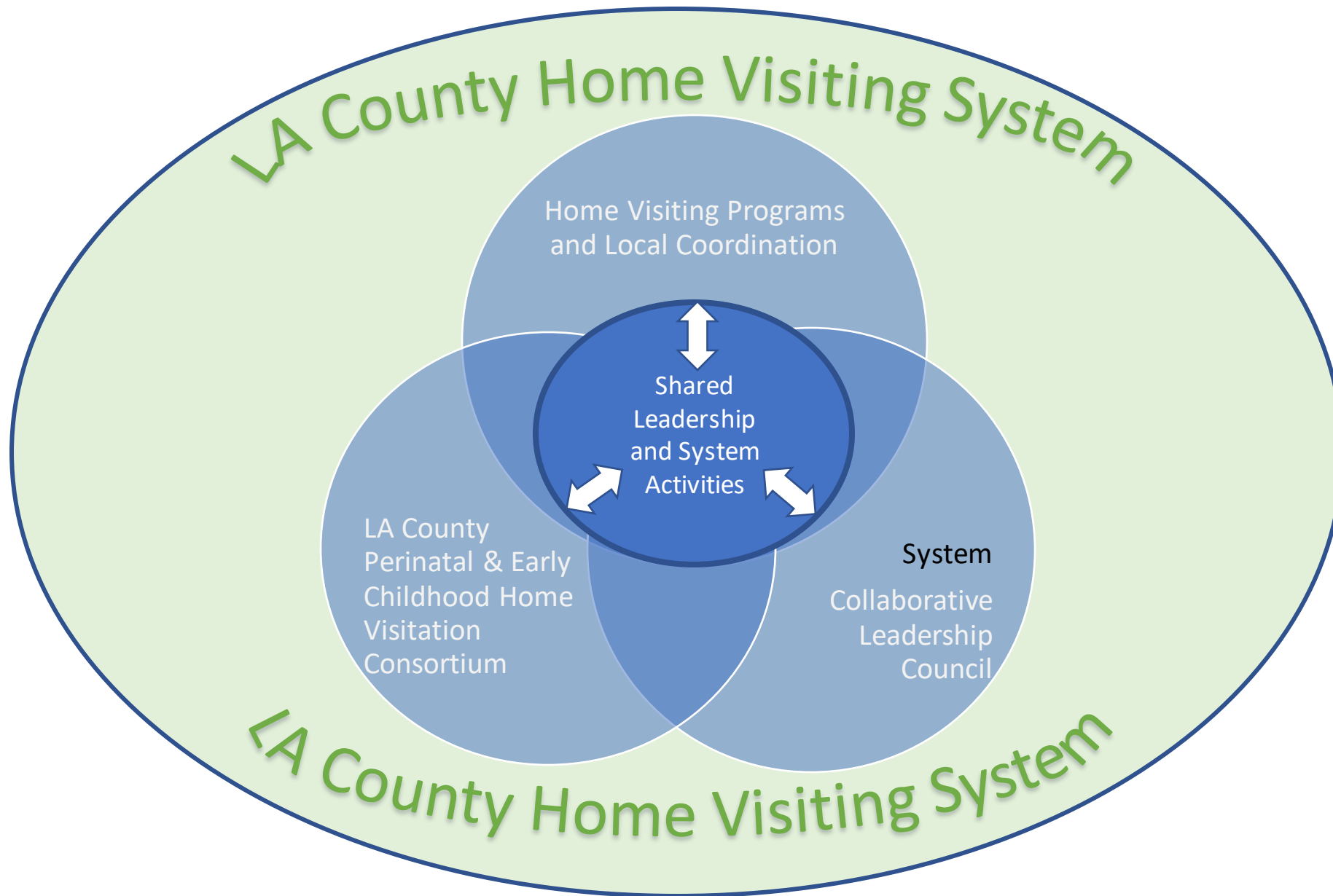
- Goals of the Collaborative Leadership Council:
 - Perform ongoing monitoring, adjustment, coordination, and advocacy for the expanded system of home visiting in LA County
 - Support implementation of the 2018 LA County Plan
 - Identify opportunities to deepen the connections between home visiting and other prevention and family strengthening work underway in the County
- CLC began dialogue around shared leadership with a lot of momentum in late 2019, which slowed once COVID hit in March 2020

Shared Accountability Challenges

- The disruption in CLC momentum led to more independent work by HV Funders resulting in gaps in collaboration and communication
- Communication-gaps at different levels were present between:
 - HV Funders and CLC members
 - Leadership and implementation level
 - Multiple consultants leading different aspects of the work
- CLC re-gained momentum late 2020 but required renewed relationship- and trust-building

Lessons Learned

- Ongoing communication and inclusion is critical to collaboration and shared accountability
- Lead entity concerns regarding impact on authority with a shared leadership approach necessitated additional touch points and ongoing dialogue
- Multiple consultants holding different aspects of system building work made it challenging to keep in sync and required strategic coordination
- Bridging communication between leadership and implementation was critical
- Leveraging existing tables and efforts without duplication of efforts (specifically the CLC and the HV Consortium)



Recommendations

- Be clear on the different roles and responsibilities of each partner
- Communication across all levels of leadership is critical
- Work towards a structure or agreed upon process for decision-making and shared accountability at a system level

Q&A



Breakout Group Discussions

Group Discussion Topics

- What challenges have you had or do you anticipate around communication and monitoring for shared accountability?
- What is working well with communication and monitoring for shared accountability?
- What resources or support might you need to strengthen your ability to advance communication and monitoring for shared accountability?

Next Steps

HVC TA Liaisons



Heather Johnson

johnson@jbassoc.com

Southern Region



Leah Childress

childress@jbassoc.com

Sacramento Region

Northwest Region



Hannah Simmons

simmons@jbassoc.com

Central Region



Colleen Morrison

morrison@jbassoc.com

Bay Area Region

Northeast Region



Katie Brennan

brennan@jbassoc.com

Select counties in Central,
Northwest, and Southern
Regions

Next Steps

- Follow-up email with:
 - Post-session survey
 - Slide deck and breakout discussion notes
- Session 10 on April 25, 2022 – HVC County Networking Meeting
 - Topic: Coordination framework summary and sustaining project efforts
 - Please email simmons@jbassoc.com with any questions you have in advance

Thank You!

Hannah Simmons

(703) 247-2623

simmons@jbassoc.com

www.jbassoc.com

