



Chief Executive Office  
COUNTY OF LOS ANGELES

# Coordination Table Meeting

Prevention Services Task Force

September 15, 2022



# I. OPENING AND ADMINISTRATIVE MATTERS

1. Instructional information, disclosures, land acknowledgment
2. Welcome and Call to Order
3. Roll Call
4. Public comment for specific agenda items
5. Overview of Task Force and subject area table interdependencies



# 6. USER JOURNEY MAPPING WORKGROUP





# 7. COMMON OPERATIONAL BARRIERS

Review and categorize operational barriers to a coordinated prevention/promotion service delivery system into major themes for the Task Force, other tables, and Board of Supervisors to consider and address through the development of the governance structure and framework; consideration of necessary actions.

Guest Presentation from Thriving Families, Safer Children:

[http://file.lacounty.gov/SDSInter/ceo/ardi/1130389\\_TaskforcePresentation.pptx\\_1\\_.pdf](http://file.lacounty.gov/SDSInter/ceo/ardi/1130389_TaskforcePresentation.pptx_1_.pdf)

Jamboard link:

[https://jamboard.google.com/d/11t1VMP4ThNp1TkpK7K\\_3KIYACLzE70sQVJ5lQFy66zw/viewer?f=0](https://jamboard.google.com/d/11t1VMP4ThNp1TkpK7K_3KIYACLzE70sQVJ5lQFy66zw/viewer?f=0)

## Problem Statement -

Despite sometimes serving the same clients/residents, our systems are working in siloes - which makes it challenging for our clients/residents to easily navigate and access the services they need/want.

### Lack of client/human-centered services and service delivery approach

Lack of holistic view/delivery across services prevents agencies from viewing individuals as whole people, versus individuals who need a specific service	It's also important to factor in the context/systems in which our clients live; it drives how they come to our services and what they may need
Appreciate the focus on the client experience	Is there a way to define or hone on in on clients of concerns? The needs vary.
mismatch between available services and what residents say they want and need	Paucity of culturally appropriate interventions
difficult for community members to get info / lack of knowledge on array of services available	Funding deliverables often drive program design; can hinder flexibilities, but also requires us to find those opportunities.

### Need to enhance resources in communities and streamline how to navigate/access resources

County staff may need training re: what other programs are available through the different County Depts. It would be helpful to have quick screening tools to help with this.	Sometimes it is hard for the public to know where to go. For example, does the public know there is an eviction prevention program at DCBA? The homeless services system also has an eviction defense program too.
difficulty understanding what other departments have to offer that could meet needs of clients	different resources available in different communities, particularly the kinds of supports (not necessarily clinical treatment services) that residents most want
too many wrong doors, lack of skills in engaging people in available services	Yes, and the devil is in the details. The particular barriers depend on which services people are trying to access and which departments are involved.
create an integrated committee model of information	How do we/could we cross-train workforce across the County systems so that they are equipped to appropriate refer to other Departments and services?

### Break down siloes

I agree with the statement, I would also highlight that even when programs/departments know about each others services communication/coordination is difficult. Which impacts community receiving	Siloed efforts lead to an unevenness in services/supports offered.
Need to integrate processes to help co-located resources coordinate services	"our systems are structured to operate in silos" might be more clear wording that it's not about individuals not wanting to be collaborative, but the structures

### Need for data sharing and integration

Expand ability for systems to speak to each other, or allow for data sharing across departments/entities with the same clients.	our data systems need to be integrated.
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### Lack of trust in government/systems

lack of coordination leads to mistrust of government solutions
lack of information from trusted entities/messengers in communities
Fear of mandated reporting laws

## Identified Operational Barriers in Buckets

**Individual:**  
Client-centered resource navigation and access

**County Systems:** Share data and integrate databases to enhance care coordination and shared outcomes

**Structural:**  
Braid and blend funding & integrate data to break down siloed programs and meet client needs

**Structural:**  
Promote and build capacity/ structure for teaming and shared responsibility

missing strong coordinated connections across systems and out and across those trusted community entities	When a County employee works for one Dept, it is hard to refer a client to another Dept. (i.e. don't want to refer the client to the wrong place, don't know if eligibility criteria has changed, unsure about the intake)
Non-standardized trainings, information sharing, and infrastructure to support service delivery	<b>We need an increased feedback loop</b>
Would be helpful to have clear markers for how we show impact. Streamlined evaluation and increased feedback loop.	Lack of individuals with lived experience hired across county departments, and lack of appropriately developed support structures for individuals with lived experience.

data integration with more attention to analysis of issues that could be usefully addressed by multiple departments	Providers need to be familiar with eligibility requirements of many different programs and how to make referrals	<b>the lack of information exchange between top and bottom providers</b>
<b>Data systems not being linked</b>	Access to electronic health records is not always allowed among departments.	Limitations around data sharing. Also not leveraging expertise within departments to share data.
inadequate capacity and time in departments for data analysis on shared problems or service needs	Having streamlined process around data. There are many software systems each department use. Not all work well together.	

**County Systems:** Partner with and compensate community members in program/policy development & implementation

Funding limitations/restrictions through grants and mandates.	braided/blended funding
Communication between departments, not leveraging funding sources, lack of coordination	Funding does not always cover "warm-handoffs" between departments and between departments and partner community based organizations.
Need to fund peer navigators. For example, people experiencing homelessness may trust referral info from another person experiencing homelessness or peer.	there are also difficulties in contracting that make it hard for contracted CBOs to work together effectively in communities

do we need "cultural brokers" to support cross disciplinary, cross departmental understanding? We sometimes use the same words, but mean different things	<b>Time/capacity to coordinate</b>
Bureaucracy oftentimes gets in the way of agencies being able to cross-collaborate for common goals.	We need a radical shift so that collaboration across departments is expected.
missing that shared vision and framework in which we evaluate our work	Lack of framework/focus/correction on the systems and drivers for the inequities we see in prevention services
one way the county has galvanized coordination is by having the BOS identify priority issues with follow up work facilitated through the CEO - what have we learned through that about resourcing such efforts?	

What Do We Want Instead? - Our clients/residents have access to coordinated care when they need/want it.

## Outputs - How to we address this?

### Immediate Solutions

Support county frontline staff to engage community residents in discussing options and determining what solutions best met their needs (a list of programs can be overwhelming when you are just starting)

Start with client feedback from listening session, surveys, etc. and prioritize key areas for coordinating care and systems improvements.

User mapping journey already underway will help

agree on 2 or 3 target populations so we can work through more problem identification and proposed solutions

Expand hiring of individuals with lived experience across county departments and develop appropriate and equitable support structures to ensure successful employment opportunities for

Developing a shared vision and framework

Clear definition/shared understanding of prevention across the taskforce and County

Mutisystem Navigation Hub

An effective communication campaign to meet clients where they are and ensure they have knowledge of services available to them within their communities.

Identify examples where coordination is successful - could this be replicated more broadly?

Identifying and lifting up where coordination is happening (what works? what are the challenges?)

### Short-Term Solutions

Making prevention, promotion and wellbeing services available to all residents regardless of whether the individual has funds to pay for the services.

We need mechanisms to share data across Departments to promote health and wellbeing of LA County residents.

That county programs resources are known across departments. Referrals process or linkages are straight forward to navigate.

More child and Family Resource Centers or Wellness Centers, in which multiple county services can be offered in the community.

Coordinated, Countywide Language access / culturally-relevant outreach strategy and funding for full-time interpreters/translation

simplying and developing forms/applications in user friendly languages

Increased intentional coordination of programming.

Use predictive analytics to identify clients who may need services and proactively reach out to them and offer services.

CEO-HI is doing this

### Longer-Term Solutions

Ensuring access to services, including access to information about what services are available and where.

Improved data sharing

Integrated Data System

Would be helpful to understand how currently integrated data systems are working (HMIS, LANES) and try to avoid those challenges.

A process/system for braided/blended funding so multiple Departments can contribute funds for a common prevention and promotion vision.

Answer the question: what does it take to implement a no wrong door policy in LA county?

Prevention services should be accessed before a person falls into homelessness. We don't want to wait until a person loses their housing before offering assistance.



## 8. RECOMMENDATIONS TO ADDRESS BARRIERS

Begin to brainstorm immediate and midterm actions to address barriers to inform recommendations to the Task Force, other tables, and Board of Supervisors; Consideration of necessary actions





# 9. ADDITIONAL EMERGENT OPPORTUNITIES

Opportunity for members to raise additional opportunities for improved service delivery that the Coordination table may further explore, including potential pilot ideas being considered for State Block Grant; consideration of necessary actions

# III. PUBLIC COMMENT PERIOD AND CLOSING

## 10. General Public Comment

## 11. Adjournment