Los Angeles County CNAP Meeting Agenda
April 22, 2014
9:00am-12:00pm

Location: Los Angeles County Department of Public Health
3530 Wilshire Blvd. Suite 800
Los Angeles, CA 90010

9:00am-9:15am	**Welcome & Introduction**	**Steve Baldwin** *Director* Los Angeles Department of Public Health Nutrition & Physical Activity Program
9:15am-9:40am	**211: Essential Community Services**	**Laura James** *Resource Supervisor* 211 Los Angeles County
9:40am-10:05am	**DPSS: CalFresh Benefits**	**Angelo Salazar** *Human Services Administrator II In-Charge* DPSS Los Angeles County
10:20am-10:30am	**Groupthink: CNAP Objectives**	**Steve Baldwin** **CNAP Group**
10:30am-11:10am	**Groupthink activity breakout session**	**CNAP Group**
11:10am-11:40am	**Report out**	**CNAP Group**
11:40am-11:50am	**Summary & Next Steps**	**Steve Baldwin**

Next CNAP Meeting:

Date: **July 30, 2014**
Time: **9:00AM-12:00PM**
Location: **PHFE WIC**
12781 Schabarum Avenue
Irwindale, CA 91706

Los Angeles County Nutrition Action Plan (CNAP)

April 22, 2014   9:00am-12:00pm

MINUTES

Attendees: Joy Ahrens, Steve Baldwin, Cindy Barragan, David Binkle, Kelly Dumke, Bertha Hurd, Laura James, Eva Madrigal, Leyla Marandi, Wendy McGrail, Sahra Miyazawa, Drusilla Rosales, Angelo Salazar, Dipa Shah-Patel, Ibtisam Sirhan, Jack Thompson, Denise Ward

Welcome
Steve Baldwin, MS, RD
Program Director
Nutrition and Physical Activity Program
Los Angeles County Department of Public Health

- **Overview of meeting:**
    - o Synergy: "The whole is greater than the sum of its parts." –Aristotle
    - o Review of last meeting and overview of today's agenda

- The purpose of this meeting is to share partner agency information (211 and DPSS-CalFresh will present) so that L.A. CNAP members can better inform ourselves of resources and services offered by others. In addition, the partner agencies presenting will be able to share with the group their needs and challenges to see if others in the group may be able to assist.
- Review and discussion of CNAP objectives
    - o LADPH has created a draft version of the LA County CNAP scope of work and objectives. We will go over the draft as a group and expand or amend the objectives and activities per result of group consensus

211: Essential Community Services (Laura James)
(Presentation slides included)
- <u>Mission:</u> to provide 24/7 access to a comprehensive range of human services to the LA County population
- There are various "N11" services such as 511 (Transportation), 411 (Directory), 611 (Telephone services/repair), 311 (Local government services), 811 (Utility line), etc.
- 211 services offer 24/7 live operator assistance to callers. Currently, due to budget issues, hold time is significantly longer than what they would like for it to be
- Serves 500,000 callers annually
- Top service requests: Emergency shelter, food (CalFresh inquiry in the top 5) APS (Adult Protective Services), utility assistance, housing
- Caller profile: 25% <$500 per month, 30% $501-$1000 per month, 30% $1,001-$2,000 per month
- **ASK:** Would be helpful if each listed agency visits **www.211la.org**, look up agency information and assists in keeping information such as contact numbers/person, types of programs and services offered, current and relevant

- Other services offered: There are various services within 211 that are available from emailing contact and assistance information, to services such as Health Navigation where they will provide more "hand holding"/assistance than just providing numbers for those who need extra support, to care coordination, benefits enrollment and offering motel vouchers for those that are in transitional housing stage/situation
- Assistance for youth can be found at 211youth.211la.org, where the target audience is between 16-25 (target audience are those in the Transitional Age Foster Youth group)

DPSS: CalFresh (Angelo Salazar)
- Los Angeles County handles over ¼ of all statewide cases
- Approximately 1.2 million participants in L.A. County alone, largest population in the country, extreme case loads are handled through L.A. County DPSS
- Utilization rate is at 59%, state 67%, some smaller states have a much higher utilization rate due to having sparse population which allows them to have better "reach"
- DPSS' goal is to increase utilization by 10% annually
- Some issues and challenges experienced with CalFresh:
    - Some participants assume that WIC = CalFresh and fail to understand that they may be qualified to receive both
    - Some undocumented parents may not know that their children who are born in the U.S. and are citizens are allowed to access help
    - Also Wendy McGrail from WIC mentioned that in fact, it is not so much that they do not know but that they are afraid to access or ask for help due to the fear of deportation
    - Some participants have the misconception that once they are employed or if they have employment they are disqualified from receiving CalFresh benefits

- **Direct Certification:**
    - CalFresh for students
    - Provides additional assistance for free and reduced meals in schools
- **Horizontal Integration**
    - **AB 191:** *Strengthening the Connection between CalFresh and Medi-Cal*
        - Alignment of eligibility categorization : Medi-Cal eligible clients will automatically be eligible for CalFresh benefits (meet income qualification)
- May is CalFresh Awareness Month
- **Angelo** agreed that some type of a referral system with other agencies will be valuable to increase utilization and access of services (ultimately will be so for all agencies)

GROUPTHINK SESSION: CNAP OBJECTIVES
(Facilitated by Steve Baldwin)

- **Objective 1: Increase knowledge of FFNAPs (Federally funded nutrition assistance programs) among CNAP members**
    - Steve provided the group with some examples:
        - CNAP member agencies sharing their services and resource information during our quarterly meetings to educate and inform other members
        - For each CNAP member agency to attend DPSS partner meetings as well as other agency staff meetings
        - Collaborate with 211 to keep contact information current
    - **1.1) Highligh member agency(ies) and the resources they offer during CNAP meeting(s)**
        - No change
    - **1.2) Attend DPSS quarterly partner meetings**
        - **Bertha Hurd** from Department of Aging:
            - has been attending their meetings for the past couple of times
            - agreed to send main contact information, next meeting date and minutes to Sahra
            - agreed to attend the next quarterly meeting and supply the CNAP group with summary
        - **Steve** suggested to reword 1.2 to "*Attend staff meetings of other CNAP member agencies*"

    - **1.3) Collaborate with 211 to keep key contact information current**
        - LAUSD has been partnering with 211 to promote Summer Meals Program successfully for the last two years
            - Summer Meals Program is available for ages 1 to 18 year olds and disabled individuals
            - Eligible participants receive free meals at school cafeterias and park and rec sites (650 sites)
            - Group discussion: educating and communicating information such as other assistance programs is possible with a large reach
            - If flyers, information is distributed, Sahra to keep track of the numbers
            - **David Binkle** to send Steve Baldwin (or Sahra) information on Summer Meals Program to send to other agencies such as WIC
            - All agencies to send program information to Sahra
                - Sahra will work with Laura James (211) to update agency information
        - **Kelly Dumke:** using 211 as a sustainable community guide
            - How to leverage 211 and develop local resources and county program information available for the eligible population
            - Instead of paper tool updating the 211 website will be more sustainable and keeps pertinent information current on a real-time basis

- o Other ideas:
    - **Dipa Shah-Patel:** Suggested that we create a local document or tool to share with eligibility workers
    - WIC suggested to include eligibility and exclusion criteria such as if a participant receives food benefits from commodity program, they would be excluded from WIC
        - Dipa suggested to include myths as well in the criteria document/tool
    - **Leyla Marandi:** Suggested creating a tool to distribute
    - **Steve Baldwin:** Suggested creating a powerpoint for training new staff.
    - **Ibtisam Sirhan** has an existing powerpoint that she shared with the attendees, is currently updating and is not completed but will communicate with the team to decide on which direction CNAP group will take. Ibtisam suggested creating fact sheets and that they should have a similar look to them
    - **Eva Madrigal:** suggested that the training presentation may be useful to be brought into staff trainings, or for agency reps to present during staff meetings to increase knowledge of services and key requirements of other FFNAP agencies
    - Another potential project: increase enrollment of seniors in CalFresh
    - **Drusilla Rosales** to send information regarding her classes to Sahra

  - o **1.4) Share contact information of meeting participants**
    - No change

- **Objective 2: Improve coordination of community outreach and media efforts**
  - o **2.1) Create a monthly/quarterly/seasonal messaging schedule and share with all CNAP member agencies**
    - **Kelly:** Coordination of media messages with First 5 LA (Choose Health LA Kids), WIC, and NEOP
    - **Steve:** Suggested to organize a conference call to see where everyone is with their messaging schedule and content, and to discuss media messages for the upcoming year
    - **Jack:** Thought that having a plan that leads to an action or coordination is vital as well
    - **Sahra:** suggested to create a CNAP messaging calendar where all the messages from CNAP agencies can be listed/scheduled
    - **Leyla:** Professional development on media messages, cross promotion of FNS programs so that we can better understand each other's work/organization
- **Objective 3: Improve access to FFNAPs for eligible populations**
  - o **3.1) Identify and address barriers encountered by the target population**
    - **Angelo** to send Sahra barriers and challenges
    - **Wendy** to send barriers/challenges as well and touched on the language and culture barrier/unknowns to be some of the areas that she feels most challenged in due to not knowing which regards to how they are being able to offer service to non-English/Spanish/Chinese speaking communities

- **Joy:** Need access to more (copies of) resources/materials, also more professional/attractive copies/resources
- **Steve:** What can the action items be for this issue?
  - #1) We need to know what the scale is in creating a "better looking" resources
  - #2) What will be the distribution mechanism?
  - Jack suggested for each agency to bring their ask, if there are areas in your own SOW that CNAP can assist in let us know
  - What does the funder want to see? How can CNAP help me/us (each agency to think about this)?
- **Sahra** to create template to send out to collect the challenges, barriers and ask experienced by CNAP agency members
  - **3.2) Increase capacity of member agencies to refer clientele to other CNAP partner agencies**
    - **Sahra** suggested that this could possibly be in a "flow chart" format so that the target population can easily follow, understand and become aware of other and all available assistance programs **(cross promotion)**
    - **Steve:** If we meet objectives 1 & 2 we will be successful and will enable 211 to use the information to efficiently update data
    - **Joy:** suggested to create an app that enables people to search for available and eligible assistance services
    - **Eva:** At a macro level this can be a one-stop-shop for enrollment
    - We may add Department of Aging, or Area Agency on Aging services focused activity item under 3.2 (i.e. DPSS/CalFresh nutrition education to refer clients to Aging)
  - **3.3) Improve referral process(es) between FFNAPs**
    - No change
- **Objective 4: Measure impact through evaluation**
  - **4.1) Develop evaluation plan(s) and tool(s) for group interventions**
    - **Steve:** When interventions are designed, we must consider evaluation
      - Goal is to have something published so that we can deliver/show results at the state/federal level
      - Drusilla: Tasked to do needs assessment so may be able to assist in this area
  - **4.2) Strategically review and select interventions to evaluate impact**
    - No change, did not have enough time to discuss further due to next meeting needing to use the conference room

Next Steps
- Meeting minutes, presentation slides, and contact information for meeting participants to be shared with all CNAP members
- DPH to organize a conference call with CNAP members to communicate and identify messaging
- All agencies to visit **211la.org** and look up own agency information, if contact/resource/content is not current or correct, contact Laura James to amend before next July CNAP meeting
- CNAP members to review minutes and identify all deliverables
- Sahra to send "Barriers, challenges and ask" template to members
- Sahra will keep information current and follow-up with members/agencies
- **Next Meeting: July 30, 2014, 9am-noon, Irwindale WIC office (Address listed on Agenda on page 1)**