



# DULCE Installation Call- Month 6

## June 9, 2020



**DULCE**  
An initiative  
of CSSP



**Center for the  
Study of  
Social Policy**  
Ideas into Action



# Installation Call Agenda

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Zoom Etiquette, Call Results, Reflection	3:00 - 3:10 PM
DULCE Spurring Policy and Systems Change	3:10 - 3:30 PM
DULCE Graduation and Transition	3:30 - 3:55 PM
Team Time	3:55 - 4:20 PM
PDSA, Call Evaluation & Adjourn	4:20 - 4:30 PM



# Zoom Etiquette



Everyone on the call will be automatically muted.

**Name.**

Display your first and last name as your identification NOT your phone number.

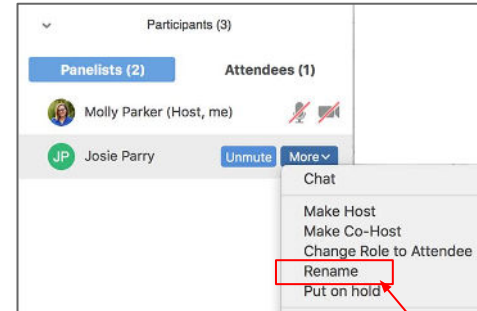
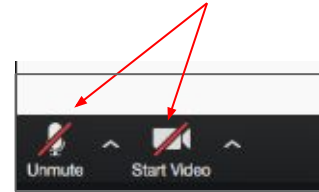


If you are dialing-in through a phone, please identify your name in the chat box.



Please join by camera if you can!

Unmute yourself or join by camera : located at the bottom left corner of the Zoom screen



Change your display name from a telephone number: located at the right-hand side of the Zoom screen

*\*If you experience any technical issues during this call, send a private Zoom Chat message to Jang Lee.\**



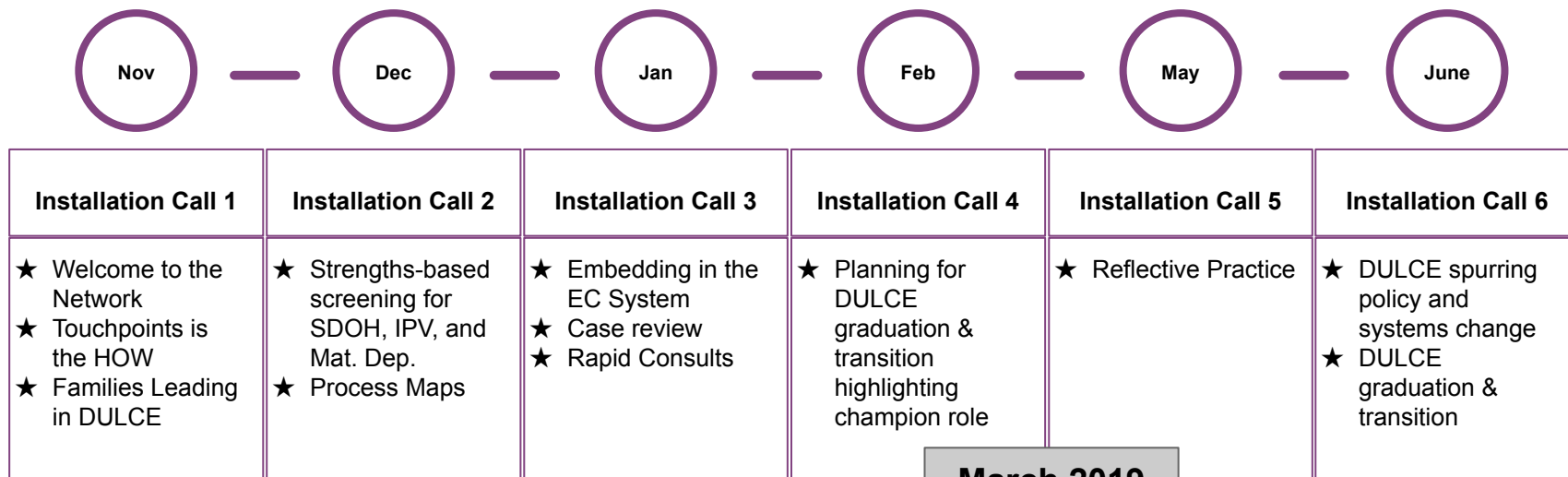
# Group Agreements

- ◉ All Teach and All Learn!
- ◉ Be mindful of your level of participation.
- ◉ Replace judgment with wonder.
- ◉ Own intent & impact.
- ◉ Speak your truth. Your experiences are important.
- ◉ Participate and Have Fun!





# DULCE Installation



**March 2019  
National  
Forum**

***During each call,***

- Learn about key components of DULCE.
- Learn and receive support from peers as you share what is working and problem solve.
- Support testing using CQI to ensure DULCE integration and adaptation to your clinic and community through sharing PDSA testing and looking at data together.



# Call Results

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- ◉ Revisit reflective practice principles to better understand how to leverage during times of uncertainty and as national conversation around anti-racism expands.
- ◉ Explore how DULCE can be used to spur anti-racist policy and systems change to positively impact families and communities.
- ◉ Revisit the key steps of DULCE transition and graduation and identify how those processes change as a result of the pandemic and current unrest.
- ◉ Celebrate the 2019 DULCE cohort in their completion of the Installation Call series, their successful ongoing implementation of DULCE and resilience in the face of great adversity.



# Reflection

**Anti-Racism** is defined as an active process of identifying and challenging racism, by changing systems, organizational structures, policies and practices, and attitudes, to redistribute power in an equitable manner.

*How can you use your power to show up for anti-racism, both as a human, and as a professional?*



## Using Our Power

These 2 pandemics of racism and COVID-19 are so big that it is understandable to feel overwhelmed.





# **How Can DULCE Spur (or Accelerate) System & Policy Change?**

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# A New Normal

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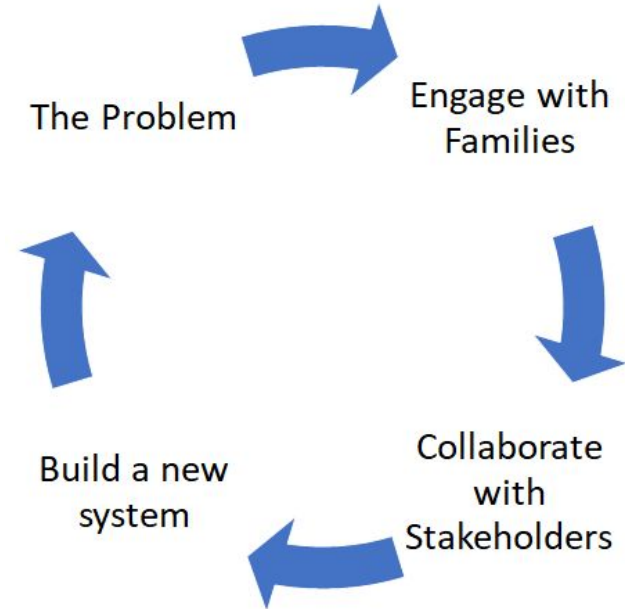
*What should a new normal look like in our world after the acute and secondary phases of COVID-19?*



# What is Systems Change (Systems Reform)

## Systems Reform (or Systems Change):

A process designed to address the root causes of social problems and fundamentally alter the components and structures that perpetuate them in public systems (i.e. education system, child welfare system, etc.).





## Systems Change

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*In your community, have you observed any family-centered system changes being implemented since March?*



# Policy Priorities Under National Discussion

- **Financial Stability & Family Wellbeing**
  - Effect direct cash transfers to families with lowest incomes
  - Expand unemployment, income support, paid leave, and childcare programs
- **Food Security**
  - Increase all SNAP benefits by 15%
- **Assure these supports reach** independent contractors, gig workers, undocumented Americans, and people who were incarcerated





# Policy Priorities Under National Discussion

## ○ **Housing Stability**

- Extend state eviction moratoria
- Institute a national eviction moratorium
- Assure that utilities are available at no-cost for duration of public health and economic crisis
- Create a national housing relief fund
- Turn vacant units into safe homes for those who need them





## DULCE as a Change Agent

*What new assets does DULCE bring to your community that can help catalyze/accelerate system and policy change?*

# **DULCE Graduation and Transition**

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## Mid-point Reflection

Before we move on to discuss graduation and transition, are there lingering questions in your mind about **system transformation**?





# DULCE Transition Planning

## Month 4

Family Specialist prepares for case review with the DULCE Team. The Family Specialist revisit all positive screens with the family, updates screener tabs in registry and completes the Transition Checklist (*optional, if prefers paper*).

## Month 6

Family completes final DULCE visit. Family Specialist shares transition packet with family and facilitates warm handoff to provider and other designated team members.

***Graduation!***

## Month 5

Family Specialist compiles list of resources and begins development of transition packet for family.

## Month 5

Family Specialist can check-in with family via phone call or text. Update registry summary tab and transition checklist if needed.



# Original Conception of Caseload

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- ◉ Enroll 2 families per week= 48 family caseload.
- ◉ Enroll 3 families per week= 72 family caseload.
- ◉ Monthly: Enroll ~10 babies per month to keep caseload at 60.
- ◉ *Transition as many as you enroll for stable, manageable caseload.*

# Team Time

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# Team Time

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***Use this opportunity in teams to reflect on your time during these Installation Calls.***

- Based on what was discussed today, what would you like to take back to your site and explore more deeply?
- How has DULCE implementation gone thus far?
- What new COVID-19 resources have been available in your community? How can you assure that the team is aware of these?
- As you transition into the broader Learning Network and continue in your implementation of DULCE, what additional support can DULCE National provide?



# Team Time Breakouts

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- **Group 1:** Mt. Ascutney Windsor & Ottauquechee Woodstock  
*\*Facilitators & notetaker-> Jeannine, Jayne*
- **Group 2:** Timber Lane Pediatrics- South Burlington & Milton  
*\*Facilitators & notetaker-> Baraka, Bob*
- **Group 3:** CHOC (Clinica and B&G Club Clinic) + New Staff from Alameda and NEVHC  
*\*Facilitators & notetaker-> Samantha, Jennifer*

# **Your Next PDSA Cycle!**

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# Ongoing PDSA Work

- You are all experts in PDSA cycles and the needs of your communities.
- Based on what was discussed today, ***what would you like to explore around systems and policy change and DULCE graduation?***
- Use the coming weeks to meet as a team and develop a plan for your site around these important topics.

## Some examples to help drive your thinking:

- Create ways to obtain input from families to improve DULCE.
- Identify the most significant access barriers and service gaps and partner with other organizations and champions in the community to take action.
- Develop a way to celebrate families at the 6-month visit.



# **DULCE On-Boarding Graduation!**

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# CONGRATULATIONS



*You have officially completed the DULCE on-boarding process. We look forward to your continued dedication toward health equity and the well-being of children and their families. Welcome to the DULCE Learning Network!*

*Alexandra Zamora*

*Alejandra Mata*

*Amy Johnson*

*Ana Koh*

*Carmen Namenek*

*Clare Drebitko*

*Courtney Farrell*

*Courtney McKaig*

*Danielle Lindley Mitchell*

*Danielle Patrick*

*David Koeninger*

*Domonique Wilson*

*Elizabeth Hunt*

*Heather Wilson*

*Hoda Shawky*

*Ilia Rolon*

*Jessica Canizal*

*Jill Lord*

*Kelly Wallace*

*Kimberly Aakre*

*Kristen Connolly*

*Leah Costello*

*Leah Macaulay*

*Manohar Sukumar*

*Margarita McCullough*

*Margot Holmes*

*Marie Fetterhoff*

*Mark Colon*

*Mayra Moreno*

*Michelle Dorcely*

*Michelle Lubahn*

*Nancy Bloomfield*

*Olivia Graffeo-Cohen*

*Rebecca Plummer*

*Suzanne Olmsted*

*Theresa Soares*

*Tonya McMurray*

*Treva Southworth*





# Welcome to the Learning Network!

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- ◉ Quarterly Topical Calls
  - Next one is **July 30, 2020**
- ◉ Check-in call EC and Project Leads in a few months.
- ◉ TA support when needed.



# Evaluating the Installation Calls

We will send an evaluation to you all soon. Your input is greatly valued and will help us make improvements for our onboarding process.

Thank you!





# Thank you!

