



DULCE Learning Network Quarterly Topical Call July 30, 2020



DULCE
An initiative
of CSSP



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



Learning Network Call Agenda

Zoom Etiquette, Group Agreements, Ice Breaker	12:00 - 12:05 pm
2019 Cohort Welcome	12:05 - 12:10 pm
Breakout Group Presentations: DULCE & COVID-19	12:10 - 12:40 pm
Breakout Group Presentations: Key Takeaways	12:40 - 12:55 pm
CORE- Data Collection Tool Introduction	12:55 - 1:25 pm
Key Reminders, Call Evaluation & Adjourn	1:25 - 1:30 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.

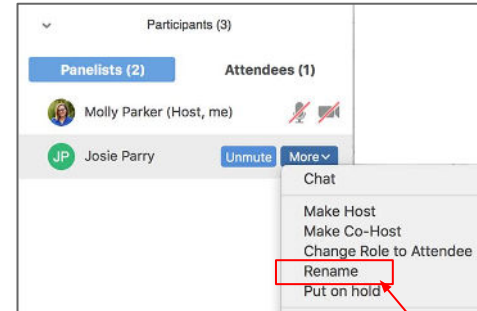
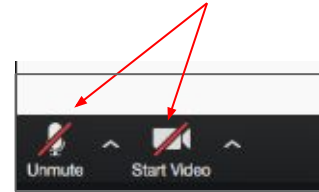


If you are dialing-in through a phone, please identify your name in the chat box.



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!





Call Results

- ◉ Welcome and introduce the 2019 DULCE cohort into the broader DULCE Learning Network family.
- ◉ Understand how communities are managing DULCE implementation during the COVID-19 pandemic through site presentations in small breakout groups that facilitate cross-site discussion and peer support.
- ◉ Identify key strategies and creative approaches employed by DULCE sites to meet the challenges of the moment.
- ◉ Understand next steps and feedback process for data collection.



Ice Breaker

*When you think about how you are feeling today,
which animal do you identify the most with?*

Our Family is Growing!





Welcome to the Learning Network!



Congratulations to the new DULCE sites in Vermont and Orange County for officially completing their on-boarding and installation training. Welcome to the DULCE family.



Breakout Group Presentations: DULCE & COVID-19





DULCE's Response to COVID-19

- ◉ DULCE communities nationally have met the challenges of this pandemic with resilience and an even greater commitment to the families they serve.
- ◉ To meet the challenges of this moment, communities have devised innovative approaches to support families and staff while ensuring they are connected to the resources and services needed to be healthy.
- ◉ Now more than ever, the DULCE Learning Network can serve as a support and allow for greater sharing and learning among communities nationally.

Thank You DULCE Superheroes!





Breakout Group Sharing



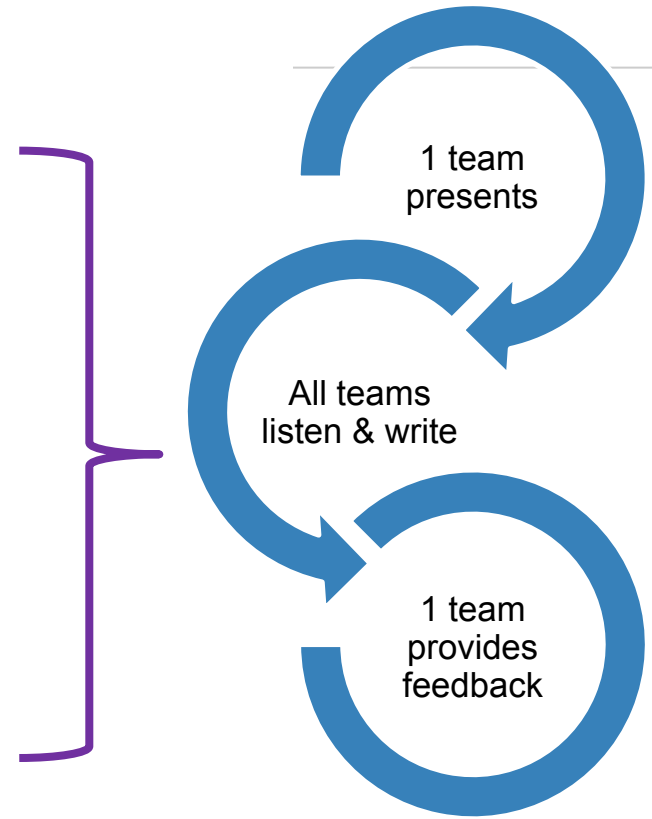
The KALM: Keep, Add, More, Less

- ◉ **Keep** – something your team is doing well and you recognize the value of it.
- ◉ **Less** – something being done; but you rather do less of it.
- ◉ **More** – something being done; and you believe will bring more value if done even more.
- ◉ **Add** – a new idea, or something you have seen working before that you would like to bring to the table.
- ◉ Where are you seeing the most traction in your locality related to systems and policy change? Is this an area where you see DULCE being able to make contributions? If so, why?



Breakout Group Feedback

- ◉ Name 2 things you liked about the team's work
- ◉ Ask a question or make a suggestion
- ◉ What might you 'steal shamelessly' or adapt and use in your own DULCE work?





Breakout Groups

Group 1

NEVHC- Sun Valley

NEVHC- Newhall

Mt. Ascutney Windsor

Ottauquechee Woodstock

Facilitators: Jayne, MaryCatherine, Patsy

Group 2

CHOC- Clínica Para Ninos

CHOC- B&G Club Clinic

Brumback Clinic

Appleseed Pediatrics

Facilitators: Baraka, Jeannine, Stephanie

Group 3

Timber Lane Pediatrics S. Burlington

Timber Lane Pediatrics Milton

Highland Pediatric Clinic

The Children's Clinic

The Children's Clinic- Central LB

Facilitators: Samantha, Jennifer, Bob



Group 1: Mt. Ascutney/Ottauquechee Health Center Team (Vermont)



- **Keep** – Legal Partner mini-trainings; Work-from-home/on-site balance that meets the needs of the clinic and supports health/safety
- **Less** – Data tracking outside of the registry; Implementation/systems discussions during case review
- **More** – Planning for effective timing/use of screening tools; Clinical Director participation in case reviews
- **Add** – Use process maps to make progress on challenges identified in CQI; DULCE intro video for use if COVID requires us to work from home again

Systems and policy change: Would DULCE have a role in the conversation about public investments in the early care and learning system, in our state and nationally?



Group 1: NEVHC



The KALM: Keep, Add, More, Less

- **Keep** – Our Family Specialists and MLP have been key resources for our families and providers. We see the positive impact they have on the overall wellbeing of our families. We would also like to keep the open communication during weekly case reviews and monthly team meetings.
- **Less** – Although there is great importance in the reflection sessions between the FS and Behavioral Health Specialist, we believe that changing the frequency from once a week to once every two weeks would still be effective.
- **More** – Registry data feedback. The DULCE registry identified On Time WCE as being an area for improvement. This feedback allowed our team to establish a PDSA to follow up with patients in a timely manner. More registry data would be beneficial to our DULCE team.
- **Add** – There are a couple tools we have started utilizing at our DULCE sites and would like to expand to our other health centers. One Degree is a community resource referral platform that allows patients to update their own referral status and search for additional community resources based on self-identified needs. We have also implemented screening tools such as Adverse Childhood Experiences and Maternal Depression Screening for early identification and intervention for high risk patients.
- Where are you seeing the most traction in your locality related to systems and policy change? Is this an area where you see DULCE being able to make contributions? Yes If so, why? DULCE has supported our DULCE team with telehealth equipment to be able to continue connecting with our DULCE families.



Group 2: CHOC



The KALM: Keep, Add, More, Less

- ◉ **Keep** – Resilience and commitment to the model.
- ◉ **Less** – Duplicative reporting, exploring internally how to streamline data collection and enhance analysis.
- ◉ **More** – Relationship with donors. Leveraging relationships with First 5 OC to incorporate DULCE into the Bridges home visiting network.
- ◉ **Add** – Financial Wellness, Help Me Grow



Group 2: Palm Beach



The KALM: Keep, Add, More, Less

- **Keep** – Extending Length of Program: to ensure that families can remain in the program for additional support beyond 6 months; 2) Remote recruitment and program delivery.
- **Less** – NBO Assessments are on hold
- **More** – Virtual assessments in the families' own environment
- **Add** – Virtual parent engagement events; 2) New MLP consultation process via Whatsapp allows for warmer hand-off.

Where are you seeing the most traction in your locality related to systems and policy change? Increased access to SNAP and unemployment benefits.

Is this an area where you see DULCE being able to make contributions? Yes

If so, why? Family Specialists increasing knowledge of eligibility and process to access benefits/food/housing rights.



Group 2: Lamoille Valley



The KALM: Keep, Add, More, Less

- **Keep** – We continue to prioritize our weekly meeting and communication, education and problem-solving during this time. We are utilizing zoom for this meeting.
- **Less** – While all the information we receive from the National team is helpful it's often very duplicative and time consuming when it comes from multiple people. We are also inundated with state and local resource updates around COVID so it's a lot to sort through.
- **More** – More awareness and support for all providers who are balancing their work along with the possible high needs of their personal lives during the COVID pandemic.
- **Add** – We are exploring the idea of a possible virtual parenting support group.

COVID-19 Response

Group 3: DULCE at Highland Pediatrics

- Huge impacts on families' health, mental health, and financial security
- Family specialist no longer able to meet families in person but doing lots of phone outreach to DULCE families and clinic families with infected household members
- Increased focus on concrete supports during crisis
 - Screening for food and housing security and legal needs
 - Referrals for public benefits and community based support
 - Legal referrals (immigration, eviction defense, public benefit appeals)
 - Direct distribution of food, diapers, grocery gift cards, masks, cleaning supplies, gloves, hand sanitizer, dental supplies, books, etc.
- Leveraging our connections to find more resources for families and advocating within our hospital and county system



Group 3: Timber Lane Pediatrics-Milton

NORTHWESTERN
COUNSELING
& SUPPORT SERVICES
Parent Child Center

- **KEEP** - Consistently screening families to identify needs; we have been able to successfully support families through the screening and referral process in spite of the current pandemic
- **LESS** - More face to face interactions and less phone/video calls with families and colleagues
- **MORE** - More postpartum support is needed outside of the Franklin/Grand Isle region
- **ADD** – Family specialist at the office (when safe and appropriate); add membership to Mothers and Babies virtual group; support safe social connections and opportunities for families who are experiencing ‘shadow loss’ connected to how they thought their postpartum experience would look like



Group 3: Timber Lane, South Burlington



- ◉ **Keep** – case reviews; hybrid office/home for FS during covid-19
- ◉ **Less** – FS in non routine visits
- ◉ **More** – FS participate in community partner meetings to build connections
- ◉ **Add** – substance use screening; books for families to support early literacy, virtual mom and baby support group



Large Group Discussion

Based on what you heard in your breakout and what was shared by the breakout group facilitators, what might you want to try out that you heard from others?

CORE- Data Collection Tool Introduction



Closing & Reminders





Closing Reflection

In spite of recent challenges, there are also bright spots all around us. In the chat box, share a recent bright spot you have encountered.





Key Date & Reminder

- Our next Quarterly Learning Network Call is **October 29, 2020**.
- Contact us if you need any technical assistance.



Call Evaluation

In the chat box, please evaluate the call.

- Share one thing you liked about this call.
- Share one thing you would change for the next call.





Questions?

