



## MEETING NOTES

Meeting Purpose: This meeting convened health care providers, community-based organizations, and social service agencies to learn about the ACEs screening and response work at Santa Cruz Community Health, Santa Cruz County HSA Clinics, Cradle to Career Santa Cruz County, and United Way-211 Santa Cruz County.

### Attendees:

- Priscila Bacio
- Laura Wishart
- Trudy Bearden
- Suzette Reuschel-DiVirgilio
- Jorina Elbers
- Allison Guevara
- Oscar Sanchez
- Araceli Padilla
- Julie Olivarez
- Devon Francis
- Mariela Barba
- Carmin Powell
- Britta Vigurs
- Susan Paradise
- Primavera Hernandez
- Cameo Culcasi
- Kathryn Vandervort
- Lauren Fein
- Becky Shoemaker
- Dan Chavez
- Kassandra Flores

### Partner Announcements

- Laura Wishart shared the [Lay Counselor Academy](#) will provide training to community health workers at Doctors on Duty.

### ACEs Screening Workflows

- Oscar Sanchez, Quality Improvement Director at Santa Cruz Community Health (SCCH) shared the process of their ACEs screening workflow. SCCH are in the final stages of pilot planning and will soon pilot their ACEs workflow at their clinics.
  - SCCH will identify patients that need to be screened during pre-visit planning done by a medical assistant (MA). Front office staff will administer the de-identified screening to patients and the MA will input the ACEs score in the EHR procedures section and relay information to the patient's provider. The provider will discuss the ACEs score with the patient or caregiver and create a follow-up plan and provide referrals if needed. If there is a need for a behavioral health intervention, patients will be referred to behavioral health coordinators. If there is no behavioral health referral needed, the patient will be connected to Unite Us through the Outreach and Enrollment team.
  - To view SCCH ACEs screening workflow, click [here](#).
  - SCCH trained their staff through the ACEs Aware trainings and Trauma-Informed Primary Care trainings.
- Araceli Padilla, Community Health Worker (CHW) at Santa Cruz County HSA Clinics, shared the CHW's role in their ACEs screening workflow.
  - HSA Clinics use the paper form for ACEs screenings that is later shredded after the ACEs score has been entered into their EHR. Patients who screen positive for ACEs are referred to a CHW by their provider if needed.
  - CHWs have access to the EHR and receive the information of each patient they are referred based on their ACEs screening. The CHW documents case notes for each patient and lists the patients that need assistance with referrals. CHWs help connect patients to the appropriate services and resources they need and follow up with patients after the referral is complete.

### ACEs Community Support Team

- Allison Guevara, Social Impact Consultant and Co-director from Cradle to Career shared the role and mission of Cradle to Career.
- Allison highlighted the workshop series that Cradle to Career designed based on the community resilience model: ACEs Community Support Team and Family Learning & Leadership Circle.
- Allison shared the timeline of the ACEs Community Supports Team Workshop series.
- Allison shared lessons learned, challenges, and takeaways from the ACEs Community Supports Team series.

### Connecting Patients to ACEs Toxic Stress Busters through 211

- Kassandra Flores, Senior 211 Program Manager from United Way-211 Santa Cruz County shared information on the process of creating a resource list of toxic stress busters that will allow patients to access appropriate resources and will allow 211 to create a gap analysis of resources in the community.
- Laura Wishart shared the role of United Way-211 in the PRACTICE grant and demonstrated how to navigate the 211 website for toxic stress busters.

### Reflections

- Jorina Elbers shared grounding exercises that providers and community workers can practice when engaging and supporting patients in their healing journey.

### Closing

- Laura Wishart thanked partners for their attendance.
- We will convene on a monthly basis on the last Wednesday of the month. Our next ACEs Community of Practice meeting is on Wednesday, May 31, 12 - 1 pm.