Northeast Valley Health Corporation
a california health center

One Degree

“Caring for our community’s health since 1973”
One Degree

- Non-profit with the mission to empower people to create a path out of poverty for themselves and their communities
- One place to access resources of anyone, anywhere, anytime
- Can be used by ANYONE looking for social services
Challenges

- Following up with clients is time-consuming
- Outdated information
- Harder to help people
- Duplicative data entry
- Difficult to determine the impact
Creating an Account with 1 Degree

Connect your One Degree account with your organization.

First name

Last name

Based on your email address, we think you are connected to Northeast Valley Health Corporation.

(That's wrong. Let me pick my organization.)

CONNECT

Skip for now
Enrolling Patient

Northeast Valley Health Corporation

Please enter your Nextgen login name and password below to get access to

Submit
## Enrolling Patient

**Northeast Valley Health Corporation**

**one degree**

**Enrollment**

<table>
<thead>
<tr>
<th>Medical Record</th>
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<tbody>
<tr>
<td>Patient (Last, First)</td>
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<tr>
<td>Date of Birth (mm/dd/yyyy)</td>
<td>Find</td>
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<table>
<thead>
<tr>
<th>Enroll</th>
<th>Medical No.</th>
<th>Patient Name</th>
<th>DOB</th>
<th>Age</th>
<th>Sex</th>
<th>Email</th>
<th>Address</th>
<th>Cell Phone</th>
<th>Last Visit</th>
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# Enrolling Patient

Northeast Valley Health Corporation

![Image of enrollment form]

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<tr>
<td></td>
<td>5012373</td>
<td>Phase2, Advani</td>
<td>06/13/1956</td>
<td>62</td>
<td>F</td>
<td><a href="mailto:jovannperez@nevhc.org">jovannperez@nevhc.org</a></td>
<td>7583 Elm Street, Mission Hills 91345</td>
<td>8189999999</td>
<td>2018-01-08</td>
</tr>
</tbody>
</table>
Enrolling Patient

Add new client

Name:
- Test, Dentse
- Test, Victor

FIRST NAME
Last Name
- Advani
- Phase2

EMAIL
jiovanniperez@nevhc.org

CELL PHONE
818-999-9999

EXTERNAL CLIENT ID
503573

LANGUAGE
- English
- Español

SAVE
You haven’t sent Advani any resources yet.
Click "Create referral" to get started.
Finding NEVHC Resources

6,400 resources in the Los Angeles County, CA
Pick a resource category and start exploring.

- Urgent
- Family & Household
- Food
- Health
- Housing
- Education
- Legal
- Employment
- Money

In this category: Adoption | Baby clothes | Baby supplies | Case management | And 27 more...

Get Involved

Add information
We need your help to keep the information on One Degree up to date. Add or edit your information - we'll show you how.

Donate to support One Degree

Latest News

Get Help Applying for Health Insurance
It’s time to get covered. What does health insurance “open enrollment” mean? Read more

Welcome to the Fam County!
Finding NEVHC Resources
Finding Resource for Patients

Canoga Park Resources
Northeast Valley Health Corporation

2 Resources  Canoga Park, Los Angeles, CA

Search in Canoga Park Resources

Browse by Category

Food Resources
2 Resources
Last updated Dec 1, 2017

Literacy Resources
0 Resources
Last updated Dec 7, 2017

Add new category

Northeast Valley Health Corporation
a california health center
“Caring for our community's health since 1973”
Finding Resources for Patients

Northeast Valley Resources
A collection by Nathalie R
5 Resources  San Fernando, CA

Northeast Valley Resources  Food Resources

Categories
- Employment
- Food Resources
- Housing

Get free food
St. Ferdinand Church

Get free food
Panorama Baptist Church

Enroll in the Women, Infants and Children (WIC) supplemental nutrition program
Northeast Valley Health Corporation

“Caring for our community’s health since 1973”
Finding Resource for Patients

Get free food
St. Ferdinand Church

Twice per month the LA Mobile Food Bank visits St. Ferdinand to provide food for families registered with the Outreach Center.

- Food pantries

**WHAT TO DO NEXT:**

Call 818-365-3194
Call for Gabriel Hernandez to register with the outreach center to receive food twice per month.

St. Ferdinand Church
818-365-3194 (Parish)

Outreach Center
1139 Coronel Street
San Fernando, CA 91340
818-365-3194 (Office)

**Related opportunities**
- Get free food
  Catholic Outreach in Action
- Get food
  McCormack-Bennett Salvation
- Get free food
  City of South Gate

**Reviews**

Have you used this resource? Click “Write a review” and tell us about your experience.

**Notes**

Notes can be private reminders for you, or public information you share to help others use this resource. Click “Add a note” to get started.
Creating Referrals

[Image of a referral website showing a food pantry resource.]

“Caring for our community’s health since 1973”
Creating Referrals

Get free food
St. Ferdinand Church

Twice per month the LA Mobile Food Bank visits St. Ferdinand to provide food for families registered with the Outreach Center.

Food pantries

COUNTIES SERVED
Los Angeles

ELIGIBILITY DESCRIPTION
Must be registered with the Outreach Center.

WHAT TO DO NEXT:

Call 818-365-3194
Call for Gabriel Hernandez to register with the outreach center to receive food twice per month.

St. Ferdinand Church

Call 818-365-3194 (Parish)

Reviews

Have you used this resource? Click "Write a review" and tell us about your experience.

How can we help?

“Caring for our community’s health since 1973”
Adding a Recipient

Get free food
St. Ferdinand Church

Add new recipient
We'll let St. Ferdinand Church know that you referred to their services. Please add a person who manages or does intake for the opportunity above. They will receive an email notification.

(*) means the field is required

Email*
First name* Last name*
Title

Submit
Cancel
Sharing Resources
Sharing Resources via Email

Nathalie FMCC at SFHC shared an opportunity with you!

One Degree <help@1degree.org>

Sent: Wed 12/6/2017 4:06 PM
To: Nathalie Rojo

Nathalie FMCC at SFHC just shared an opportunity with you on One Degree.

Get free food at St. Ferdinand Church

You can see all the resources shared with you on One Degree.

- The One Degree Team
Sharing Resources via Text Message

Nathalie FMCC at SFHC referred you to resources on One Degree. At any time, reply STOP to unsubscribe from messages. Message and data rates may apply. Would you like the contact info for the resources Nathalie referred you to? Reply YES or NO

Get a free meal at MEND (Meet Each Need with Dignity).
Contact: 818-686-7300
10641 N. San Fernando Road, Pacoima. For more information, visit http://j.mp/2Bg2PHL. Would you like the info for the next opportunity? Reply YES or NO

Get a free meal
MEND (Meet Each Need with Dignity)
Verified information

MEND offers hot meals four times a week. Each applicant for the service is personally interviewed to assess needs, verify information and evaluate any special dietary requirements.

AVAILABLE
Friday  9 am - 11 am
Sepulveda: Every 2nd & 4th Friday per month.

FOR COMMUNITIES
children, seniors, immigrants, people with disabilities, Latino, foster youth, LGBT, women who are homeless.

“Caring for our community’s health since 1973”
Following Up

Reminder: You referred Victor Test resources on One Degree

Hi Nathalie,

This is a scheduled reminder that on December 07, 2017 you referred Victor Test to 1 opportunities on One Degree. Check in with Victor to see how it's going.

Get free food
St. Ferdinand Church

Click here to see your referral
Following Up

Has Victor accessed this resource?

- Yes
- Not yet
- No, client did not meet requirements
- No, client rejected it
Patient Reminders

Reminder: Nathalie FMCC at SFHC referred you resources on One Degree

One Degree <help@1degree.org>

- If there are problems with how this message is displayed, click here to view it in a web browser.

Sent: Thu 12/14/2017 4:17 PM
To: Nathalie Rojo

Get a free meal at MEND (Meet Each Need with Dignity).
Contact: 818-686-7300
10641 N. San Fernando Road, Pacoima. For more information visit http://j.mp/2Bg2PHL. Would you like the info for the next opportunity? Reply YES or NO

Were you able to "Get a free meal" at MEND (Meet Each Need with Dignity)? Reply YES or NO
Adding New Resources

You're already connected to an organization

Your account is already connected to Northeast Valley Health Corporation. You can edit your organization or change what organization you are connected to.

EDIT YOUR ORGANIZATION

Connect with a different organization

ADD AN ORGANIZATION YOU DON'T WORK FOR...

How it works

Edit current information
If you see something that's wrong and know the correct information, you can suggest changes at any time.

Add new organizations and opportunities
Notice something missing? Add it to our database.

Flag incorrect or outdated information
If you see something's wrong but don't know the right information yourself, just report it to us and we'll correct it as soon as possible.

We need your help
Our team verifies and updates the resource
**Example Reports**

*Status of resources referred*

**Definitions**

**Planned** = referred

**Accessed** = client clicked the "direct access" button available in selected opportunities. Access indicates client is taking steps to utilize a resource.

**Utilized** = client utilized the resource (client responded to a text message; client updated their own plan; staff updated client status indicating that they used the resource.)

**Rejected** = reported as not used

**Unsuccessful** = Not eligible

**Past 30 days**

- Planned: 71.4%
- Rejected: 18.9%
- Unsuccessful: 14.3%
- Utilized: 68.6%

**Past 90 days**

- Planned: 78.8%
- Rejected: 17.2%
- Unsuccessful: 12.9%
- Utilized: 75%

**Past 120 days**

**All time**

**Caring for our community’s health since 1973**
Example Reports

Top 10 most referred agencies (CBOs)

- MEND (Meet Each Need with Dignity)
- Valley Food Bank
- Los Angeles Family Housing (LAFH)
- Taco Tuesday 4 the Homeless
- CalFresh
1 Degree Data as a Quality Indicator

- One Degree data reviewed at monthly CHW meetings
- PDSA created and implemented in February to increase referral utilization rate
- Interventions
  1. Prioritize patients needs using empathic inquiry
  2. Promote the use of One Degree,
  3. Follow up with patients and update status of referrals in One Degree
9/11/18 = 12.9% (40/310) patients who received a referral from NEVHC staff created a 1 Degree account to keep track of their referrals.