

Welcome!

Virtual Kick Off Session | November 10, 2020 | 1 -3 PM

RESILIENT
BEGINNINGS
NETWORK

MADE POSSIBLE BY

Genentech
A Member of the Roche Group

While we're waiting, please:
Rename yourself



1

Click the
Participants icon



2

Hover over your
name & click
Rename



3

Add your full name
& organization's
name



4

Click OK

Zoom Instructions for Callers

If you are connecting to audio by phone, your audio connection and visual need to be joined for the activities today. To join them:

1

Find your Participant ID
at the top of your Zoom
window

2

On your phone, press:
#[Participant ID
number]# (e.g. #24321#)

Everyone is currently muted | To unmute yourself **Press *6** | To mute yourself: **Press *7**

Agenda

 **Welcome & Introductions**

 **Self-Care Networking
Activity**

 **Program Overview**

 **Lessons Learned from RBC**

 **Resilience Show and Tell**

 **Wrap Up & Next Steps**



CCI Program Team



Tammy Fisher
Senior Director



Megan O'Brien
Senior Program Manager



Alexis Wielunski
Program Manager



Jackie Nuila
Program Manager



Nikki Navarrete
Program Coordinator



Grounding
Exercise

Soup Bowl
Breathing

A Word from Genentech



Elizabeth Hawkins

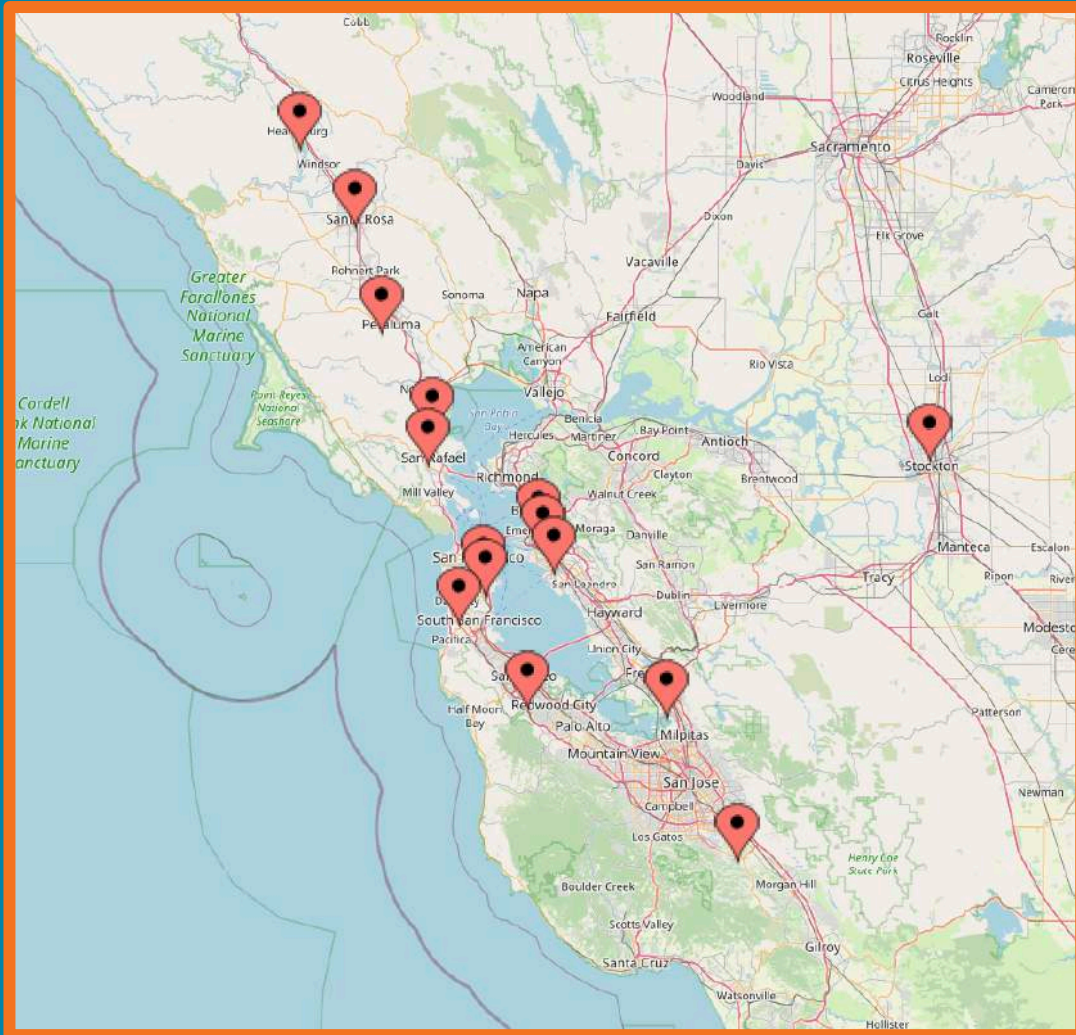
Senior Manager, Corporate Giving

Resilient Beginnings is a part of Genentech's philanthropic commitment to addressing childhood adversity across low-income communities in the Bay Area, called The Resilience Effect.

Our vision is one where all Bay Area children facing early adversity have the best possible start in life and the opportunity to build healthy and vibrant futures.

Learn more about the Resilience Effect:
www.gene.com/resilience

Meet Your Cohort



1. Alameda Health System
2. Alliance Medical Center
3. Bay Area Community Health
4. Benioff Children's Hospital Oakland
5. Children's Health Center Zuckerberg San Francisco General Hospital
6. Community Medical Centers
7. LifeLong Medical Care
8. Marin City Health and Wellness Center
9. Marin Community Clinics
10. North East Medical Services
11. Petaluma Health Center
12. San Mateo County Health San Mateo Medical Center
13. Santa Rosa Community Health Centers
14. School Health Clinics of Santa Clara County
15. South of Market Health Centers

Share Work Early + Often

"Through the Family Information and Navigation Desk, families identified with basic needs or at risk of toxic stress are paired with a "navigator" (a specially-trained health educator) who works closely with the family... To date, FIND has enrolled and assisted over 3,000 families.."
- UCSF Benioff Children's Hospital Oakland

"BACH's recent experience in implementing ACEs screenings in a community health center... Our Core Team can share learnings from the guidance and support they received from the Center for Youth Wellness."
- Bay Area Community Health

"SRCH's New Beginnings Clinic is one of the only fully integrated family-centered perinatal substance abuse clinics in the nation. We provide multi-disciplinary, mother-baby dyad care.."
- Santa Rosa Community Health Center





Staff Care Networking Activity

Resilience and Self Care for Staff & Providers

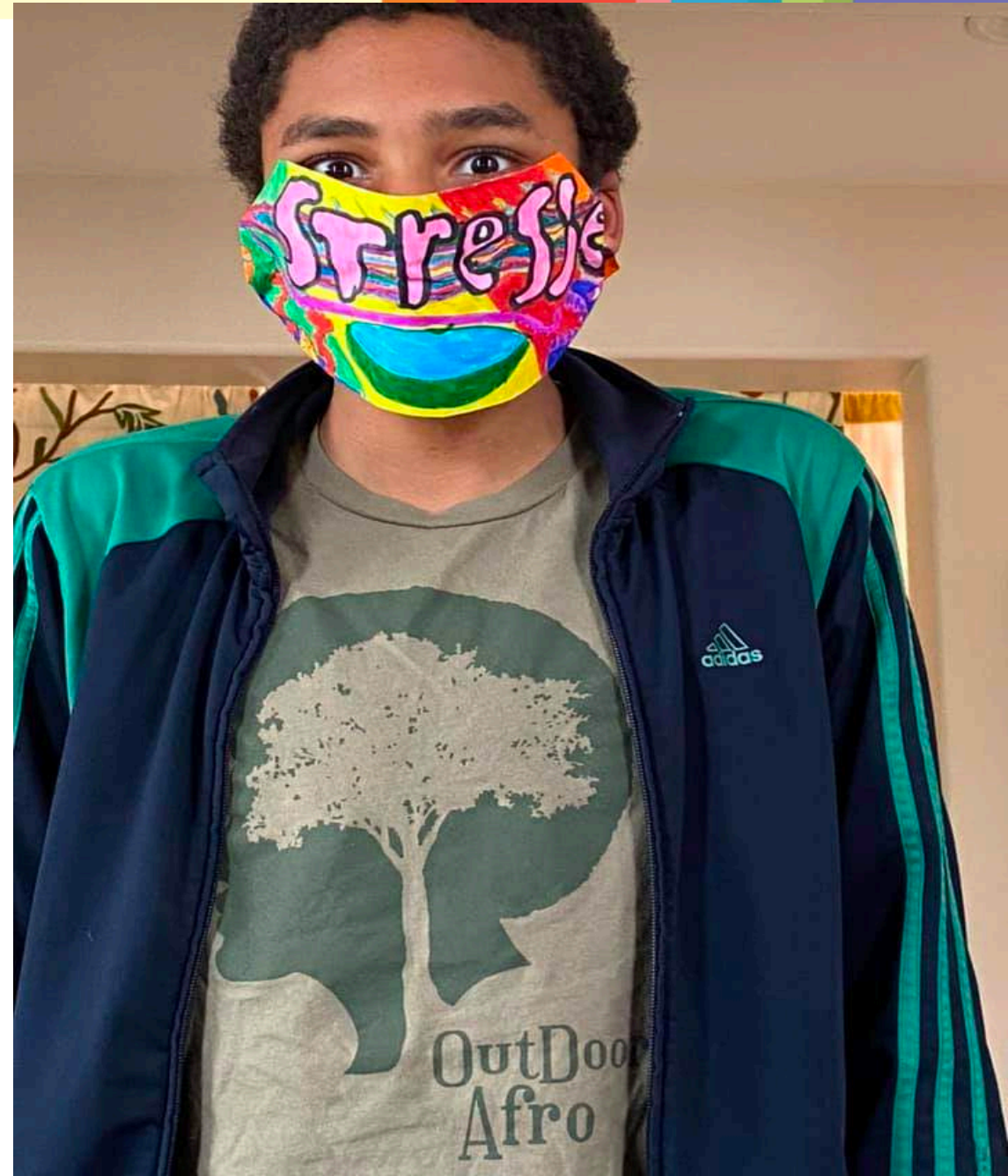


Dayna Long, MD, FAAP

**Director, Center for Child and
Community Health**



**Reduce Exposure
to ACES and toxic
stress by half in
one generation**



Resilience

The ability to withstand or recover from stressors, and results from a combination of intrinsic factors and extrinsic factors (like safe, stable, and nurturing relationships with family members and others) as well as pre-disposing biological susceptibility.

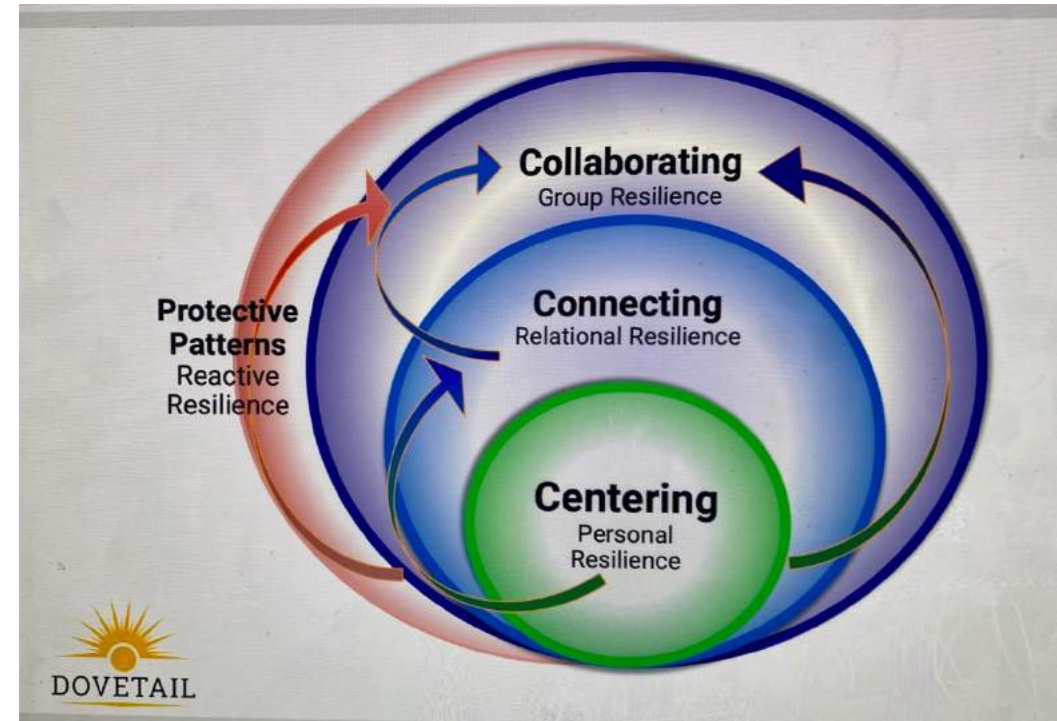
Of note, with scientific advances in the understanding of the impact of stress on neuro-endocrine-immune and genetic regulatory health, we must advance our understanding of resilience as also having neuro-endocrine-immune and genetic regulatory domains.

“Talking about trauma opens the door to healing. People want to be seen, known and understood. Sometimes we take the longer short road.” Dr. Alicia Lieberman



Response: Staff Fortitude

Centering
Connecting
Collaborating



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Staff Care Networking Activity Questions

1. "What are you doing to take care of yourself during this time?"
2. "What is your organization doing to support staff-wellness?"

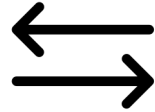


Activity Goals & Tips

The intention of the self-care networking activity is to **make a connection** with each other as individuals, and to **share healing practices**.



Turn your **webcam on** so you can associate names to faces and connect with others in the cohort.



Start in **alphabetical order**.



When it's your turn, **share** your response to the questions.



Listen deeply. This is an opportunity to learn about healing practices that you can bring back and adapt for yourself, your organization, or your patients.

Program Overview



What is Resilient Beginnings Network?

A 3-year learning program for 15 San Francisco Bay Area safety net organizations that provide primary care to young children from birth to 5 years old.



Program Goal

Advance pediatric care delivery models that are trauma- and resilience-informed so that 100,000 young children in the SF Bay Area and their caregivers have the support they need to be well and thrive.



Environment

Establish or deepen a trauma-informed and healing-centered environment, including support for staff



Prevention & Promotion

Promote resilience and protective factors that can help prevent and mitigate the damage from ACEs and toxic stress



Clinical Practices

Test, implement, and spread clinical practices to respond to and heal early childhood adversity



Community Relationships

Build and strengthen community relationships so that referrals and coordination efforts meet needs

What We'll Cover

- Creating a welcoming and affirming **virtual or in-person environment**
- Training staff in **trauma-informed care and anti-racism**
- Starting or spreading ACEs or early adversity **screening and response**
- **Education and peer-to-peer support** for caregivers.

Provider & staff experience, including well-being, resilience, and burnout

Linkage and coordination with community services and resources

Influencing systems that impact families **beyond the clinical setting**

What you...

Contribute

Participate in program activities and complete assignments

Contribute to peer learning community by sharing successes and learnings

Participate in evaluation & storytelling, including a capability assessment, quarterly progress reports, and interviews to tell your story

What you...

Receive

120K in grant funding over 3 years

Network of local peers connected to the broader ACEs movement

Be featured as champions for trauma-informed pediatric care

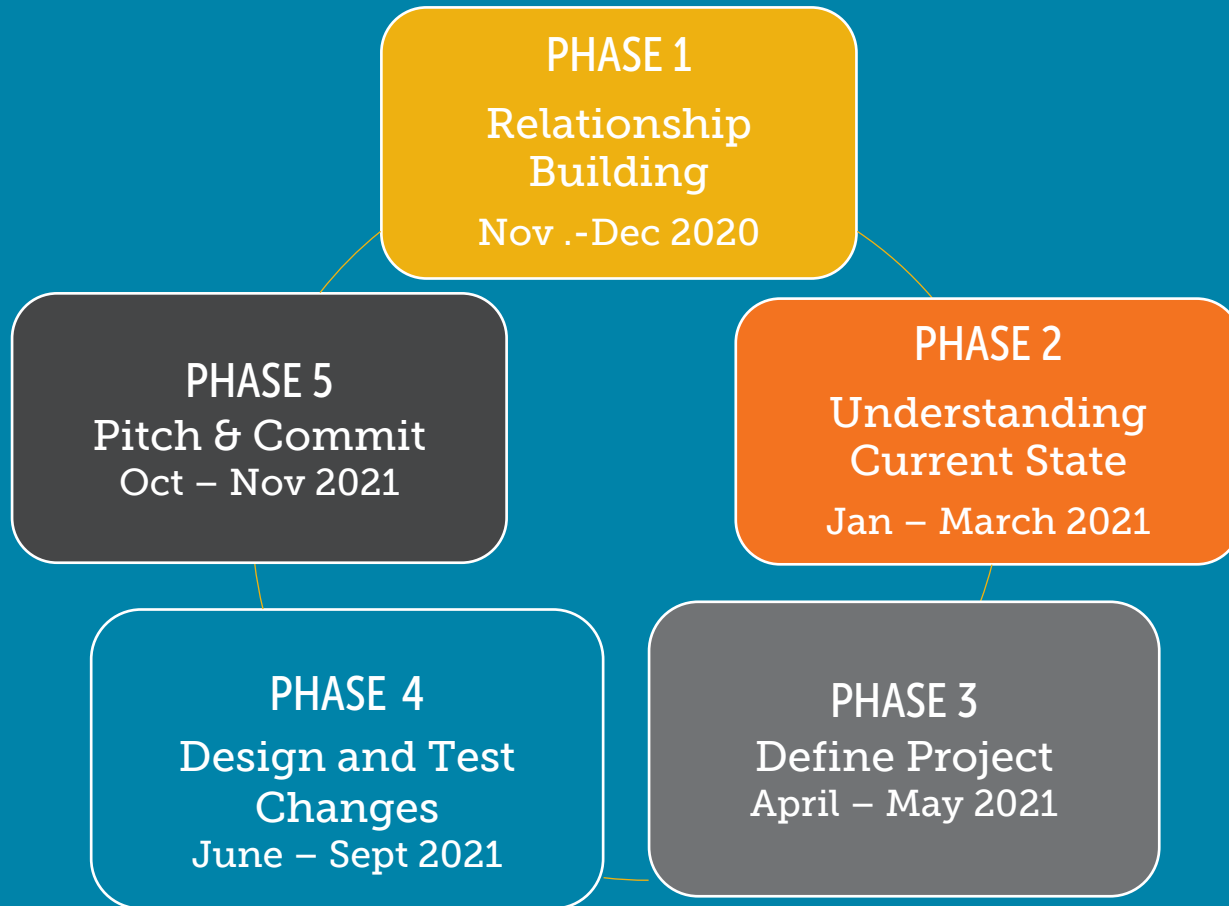
Technical support:

- An assigned coach and access to an interdisciplinary support team with subject matter expertise
- Guidance on on using design, improvement, and evaluation methods
- Access to the CCI Academy & other virtual learning tools



Year 1

Understand the current state, strengthen capacity, and engage with stakeholders to determine focus



Years 2 & 3



Go deeper in one or more key areas with a goal of implementation, spread, and sustainability:

- Clinic/organizational environment
- Prevention & promotion
- Clinical practices
- Community relationships

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Coaching Overview

Coaching Team

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Dayna
Long



Irene
Sung



Jackie
Nuila



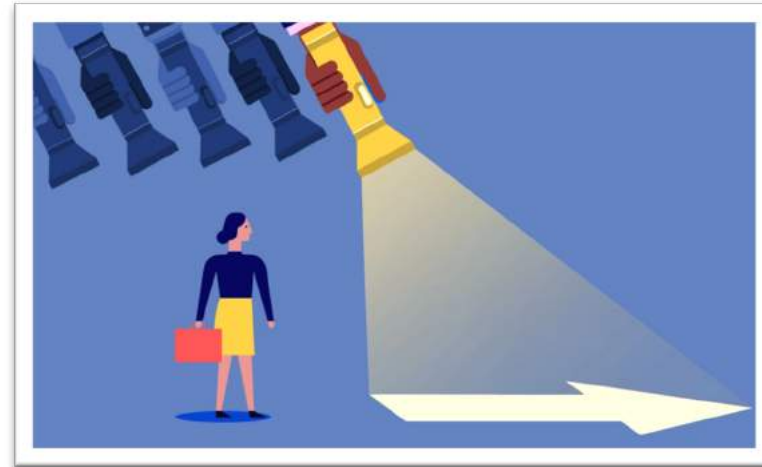
Ken
Epstein



Leena
Singh

What are coaches?

- Mentors and guides for RBN teams
- Facilitators of capacity building within teams to manage change and meet the program goals
- Experienced thought partners for teams



Coaches can help teams think through...

1

Their most pressing problems and challenges related to their RBN work

2

Setting ambitious, achievable goals

3

Ideas to test, implement, and spread in clinic

4

Measures to track progress

5

How they work together and how they engage leadership

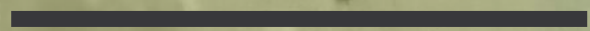
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Support with building authentic community relationships



Connecting with your coach

**CCI will email teams by
Monday, November 16th to
connect them with their coach**



Evaluation Overview

Evaluation partner

The Center for Community Health and Evaluation (CCHE)



Lisa Schafer,
Senior Evaluation & Learning
Consultant



Monika Sanchez,
Evaluation & Learning Associate



Creagh Miller,
Evaluation & Learning
Associate



Maggie Jones,
Director

Evaluation goals

- Assess changes in organizations' capacity related to operating in a trauma-informed and healing-centered way.
 - Contribute to better understanding the impacts of teams' RBN work on experiences of patients, families, and staff.
- Promote learning by documenting promising practices and lessons learned
 - Provide real time information to CCI about program progress and participant experience.
 - Inform the broader ACEs movement by synthesizing results and learnings related to the RBN program

Guiding Principles

Minimize burden on organizations and other partners



Build trust to increase the likelihood of **candor**



Ensure sufficient **reach & rigor** for credible results



Provide value to stakeholders



What does the evaluation mean for you?



Organization capacity assessment

- Baseline (Jan 2021)
- Mid-point
- End of RBN



Progress reports

- Submitted quarterly



Evaluation & measurement coaching

- In year 1 to inform project roadmap
- As requested



Team interviews & participant survey

- Annually at 3 points in time



RBN program activities & materials

- Post-event surveys or polls



Stay tuned...

RBN virtual session in January will:

- Offer more information about the evaluation
- Provide guidance & launch the organizational capacity assessment
- Have space for questions

In the meantime...

Feel free to reach out to us directly with any questions or concerns.


Lisa Schafer at lisa.m.schafer@kp.org

Monika Sanchez at monika.a.sanchez@kp.org

Storytelling



Sharing Lessons Learned in Resilient Beginnings



Screening for adverse childhood experiences (ACEs) in pediatric practices

Center for Community Health and Evaluation
December 2019

Introduction. We now know that trauma early in life can have a significant impact on an individual's health and wellness throughout their life. As a result, health care organizations are beginning to focus on providing more trauma-informed care, or care where all parties involved recognize and respond to the impact of traumatic stress and resiliency factors on children, caregivers, and service providers. Screening for ACEs in pediatric clinical settings promotes early intervention and can be a tangible entry point for organizations interested in providing trauma-informed care, especially when coupled with other efforts to build organizational capacity related to addressing trauma and promoting resilience with patients and families.

The Center for Community Health and Evaluation (CCHÉ) is evaluating two programs that are implementing ACEs/trauma screening in pediatric settings. Learning from these two programs can provide guidance to practices of all types that are interested in or already implementing ACEs screening. We propose five elements to ensure effective ACEs screening practice and provide tactical considerations and decisions required to for success (see box on page 3).

Insights based on learning from evaluations of two programs

The **National Pediatric Practice Community (NPPC) on ACEs Screening** is a pilot program of the Center for Youth Wellness to support health care professionals in applying ACEs and toxic stress science to pediatric practice and to shape the field of trauma-informed medicine. The NPPC pilot launched in 2017 and provided training, technical assistance, and practice coaching in pediatric ACEs screening to a small group of medical practices across the country.

The **Resilient Beginnings Collaborative (RBC)** is a partnership between Genantech Charitable Giving and the Center for Care Innovations. RBC launched in June 2018 and supports seven safety net organizations in the San Francisco Bay Area in strengthening their capacity to address childhood adversity and promote resiliency in pediatric care. Teams have focused on implementation of screening to assess for and address trauma as one element in a broader effort to respond to trauma and promote resilience.

CCHE
CENTER FOR COMMUNITY HEALTH AND EVALUATION
© 2019 CCHÉ

1

MCC (8/8): Marin Community Clinics in California screen babies for ACEs, provide support in effort to prevent trauma

Ravenswood (10/19): Building Community Health

San Mateo (11/19): How collaboration helps clinic in San Mateo County, CA, tackle ACEs in children

LifeLong (12/19): Lesson learned integrating ACEs science into health clinics: Staff first, THEN patients

Petaluma (1/20): Petaluma Health Center reaches out to Spanish speakers

Communications & Storytelling Team



Diana
Hembree

Former health and medical website AVP and senior editor at Time Inc. who has written or produced for the Washington Post, PBS Frontline, Forbes, Hippocrates, and many other outlets. Recent work includes:

- **A Little-Known Way Your Own Childhood Trauma May Affect Your Toddler (Medium 2018)**
- **Parent with ACEs: Is it time to change your parenting playbook? (SF Bay View 2020)**
- **Tackling Bias, Fear, Inequality, and Disrespect: Tosan Boyo's Blueprint for a Successful Equity Journey in Healthcare (Center for Care Innovations 2020)**

November 2020

December 2020

January 2021

February 2021

March 2021

Virtual Learning
(Required)



Virtual Session
(2 hours)
RBN Kickoff
November 10, 2020



Virtual Session
(2 hours)
Understanding the Current State
January 14, 2021



Virtual Session
(2 hours)
Equity & Racial Justice
March TBD



Coaching Calls



RBN Club on CCI Academy

Remote Support
(Optional but highly encouraged)



Coaches Chat
(60 minutes)
TBD



Webinar
(60 minutes)
TBD



Drop-in Office Hours
TBD

Evaluation & Assignments
(Required)



Team Video Assignment
Due: By end of December



Baseline Capacity Assessment
Due: February TBD



Q & A

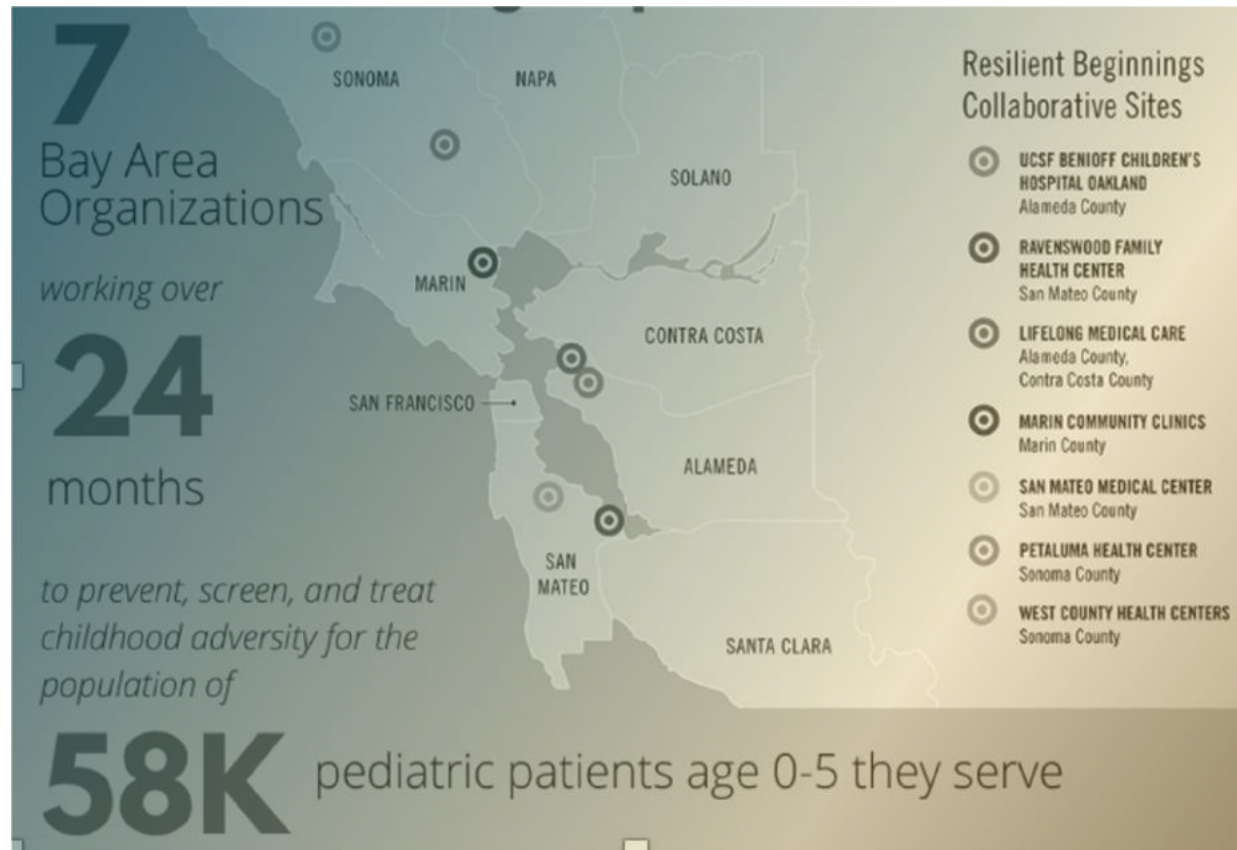
A top-down view of a coffee break. In the center, the text "10 Minute Break" is written in a bold, white, sans-serif font. Surrounding the text are two donuts and three cups of coffee. The donuts are positioned at the top-left, top-right, and bottom-center. The top-left donut is dark chocolate with white sprinkles. The top-right donut is white with dark sprinkles. The bottom-center donut is white with dark sprinkles. The three cups of coffee are arranged around the donuts: one at the top-center, one at the bottom-left, and one at the bottom-right. The top-center cup is filled with dark coffee. The bottom-left cup is filled with light-colored coffee and has a layer of foam with dark specks. The bottom-right cup is filled with light-colored coffee and has a layer of foam with dark specks. The background is a dark, textured surface, possibly a table or countertop.

10 Minute Break

A top-down view of a large group of people dining at a restaurant. The table is filled with various dishes, including salads, breads, soups, and seafood. Several hands are visible, reaching for food or holding utensils. The overall atmosphere is warm and communal. The text "A Moment to Arrive" is overlaid in the center in a white, sans-serif font.

A Moment to Arrive

Lessons Learned from RBC



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Evaluation Lessons Learned



Resilient Beginnings Collaborative: Learning from early adopters in pediatric primary care

Center for Community Health and Evaluation
October 2020

What is the Resilient Beginnings Collaborative?

The Resilient Beginnings Collaborative (RBC) is a partnership between the Center for Care Innovations (CCI) and Genentech Charitable Giving and part of Genentech's Resilience Effect initiative. The two-year program launched in June 2018 and supported seven safety net organizations in the San Francisco Bay Area in strengthening their capacity to address childhood adversity and promote resiliency in pediatric care. RBC provided various types of support. It was designed to learn where they were at in their journey, flexing to respond to emergent needs and changes in the California safety net landscape, while fostering and sharing learning along the way.

At the beginning of the initiative, most teams reported being relatively early in their journeys to being healing organizations¹ and RBC focused on supporting teams in making the structural changes needed to impact organization-wide practices to become more trauma- and resilience-informed. In 2018, the field of trauma- and resilience-informed care was nascent but has gotten increased attention with the appointment of Dr. Nadine Burke Harris, an advocate for addressing adverse childhood experiences (ACEs), as the state of California's first Surgeon General. The public initiative to financially reimburse clinics for ACEs screening in primary care (ACEs Aware) has also generated energy across the state. Learning related to what works and promising practices for trauma- and resilience-informed care remains emergent and this document summarizes key outcomes and lessons learned from the early adopters participating in RBC.

¹ Trauma Transformed defines a healing organization as an organization that: reduces trauma by being reflective, makes meaning out of the past, is growth and prevention oriented, is collaborative, values equity and accountability, and has relationship leadership.

RBC teams received:

- \$80,000 grant funding
- Individualized coaching with a trauma-informed systems leader
- In-person learning convenings
- Virtual sessions for information sharing and peer exchange
- Site visits to exemplar health centers
- Connection to subject matter experts and other relevant resources

October 2020



Screening for adverse childhood experiences (ACEs) in pediatric practices

Center for Community Health and Evaluation
December 2019

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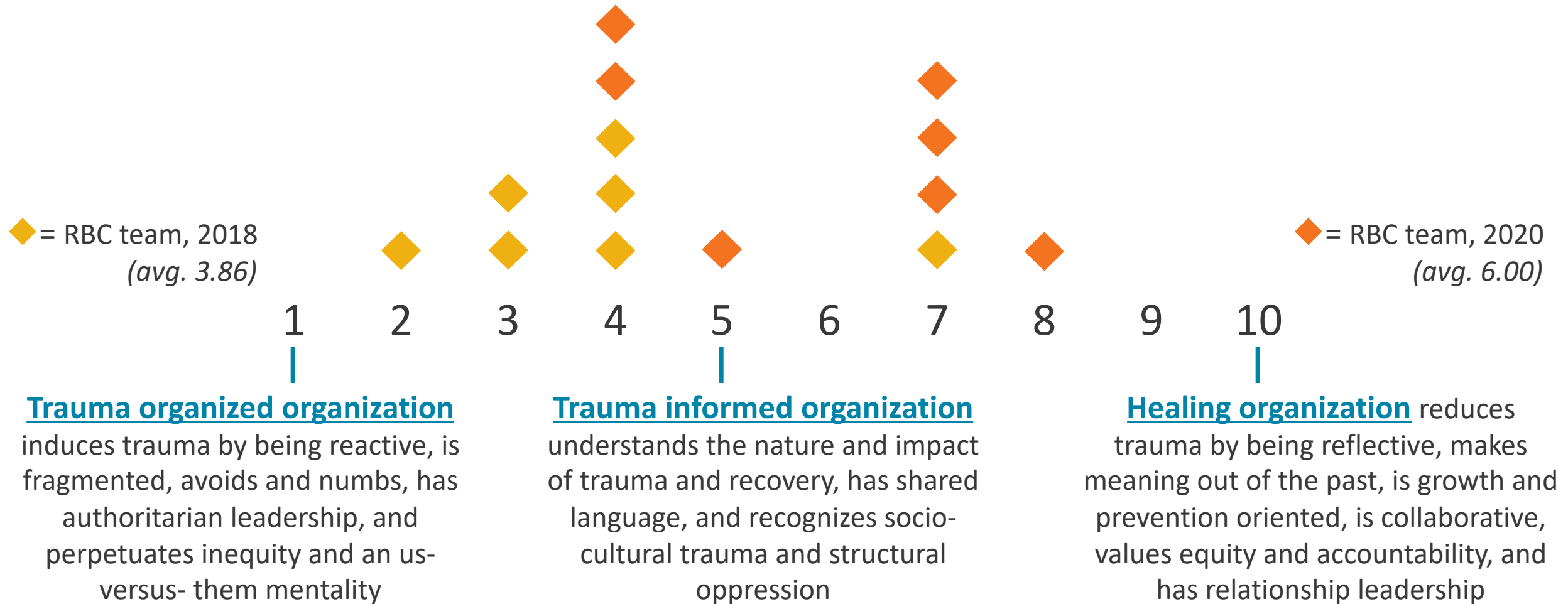
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1

December 2019

Journey to Becoming Healing Organizations



5 Core Components

1. **Leadership support** is critical
2. **Defining success and how to measure progress** helps build support and engagement
3. Establishing a **shared language** and consistent understanding is foundational
4. **Support for staff and providers** is an integral component of being a healing organization
5. **Screening** for trauma and resilience was a **concrete place for RBC teams to start**





Lessons Learned

- Keep **relationships with patients and families** at the center
- **Change takes time**, progress may seem slow, but each step is important, and we will get there together
- **Partnerships within the clinic and with community partners are essential**
- **Leadership buy-in and support is critical**
- **Moving toward universal education is key** (vs. disclosure-driven practices)
- **Support for staff and providers is paramount**

Core Advice

- Hold yourself to “the why”
- Get early commitment from leaders
- Be patient, change takes time
- Have a reasonable goal
- Spread what you are learning

“Think of it as a process that’s not going to end”

“Think big, start small”

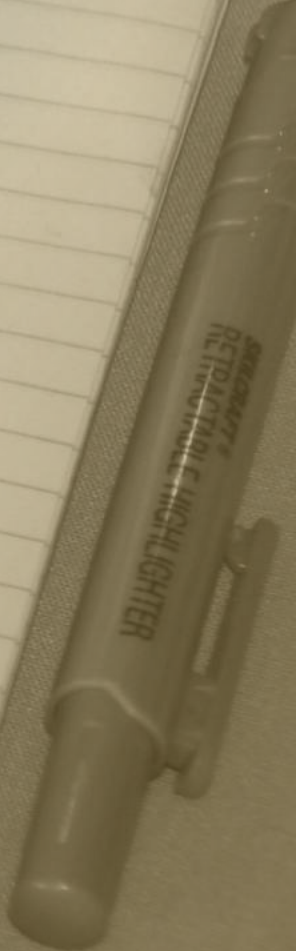
“ Once you start to really get what it means to deal with trauma, you see it everywhere for better or worse. But once you see it from that light your ability to become passionate, be flexible, and reframe what the actual problem is improves. ”



Resilient Beginnings

February 2020

Resilience Show and Tell



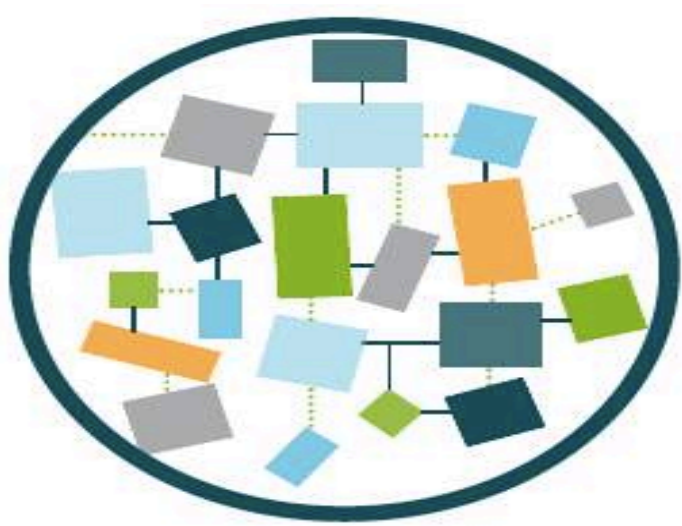
Relationship Building in Trauma Informed Systems



Irene Sung, MD



Ken Epstein, PhD, LCSW



TRAUMA-ORGANIZED

- Reactive
- Reliving/Retelling
- Avoiding/Numbing
- Fragmented
- Us Vs. Them
- Inequity
- Authoritarian Leadership

TRAUMA-INFORMED

- Understanding of the Nature and Impact of Trauma and Recovery
- Shared Language
- Recognizing Socio-Cultural Trauma and Structural Oppression

HEALING ORGANIZATION

- Reflective
- Making Meaning Out of the Past
- Growth and Prevention-Oriented
- Collaborative
- Equity and Accountability
- Relational Leadership

TRAUMA INDUCING

TO

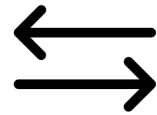
TRAUMA REDUCING

Relational Leadership

Show and Tell Goals & Tips



Turn your **webcam on** so you can connect more fully with the person sharing their story.



Start in **alphabetical order** if folks are unsure of who should start



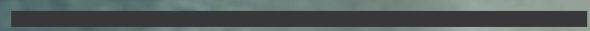
When it's your turn, **share** your inspiration of resilience



Listen deeply. This is an opportunity to learn about the person who is sharing and gain perspective. Maybe you'll start seeing inspiration in the little things!

The intention of the resilience show and tell is to see the true strength and be inspired by the everyday objects we have near us- most in our home!





Wrap Up & Next Steps

Poll

Are you a member of the CCI Academy?

- No, what is that?*
- I've heard of it but am not a member*
- I have an account but don't use very much*
- I use it sometimes*
- I use it frequently*

The RBN Club on the CCI Academy

Log in (or create an account) to the CCI Academy and Join the RBN Club

Not a member yet?

Register here!



Welcome, please login:

Username or E-mail

nikki@careinnovations.org

Password

.....

Remember Me

Log In

[Forgot Password](#)

What is the RBN Club?

Here is where the **most up-to-date announcements and information on upcoming webinars and events** will live. The RBN Club on the CCI Academy will be your **one-stop shop for all things RBN**.

The RBN Club will be used as a support center where you can **ask for help or advice from peers, coaches and faculty**, and participate in **discussions around challenges or successes** you have experienced related to your resilience and trauma-informed efforts.

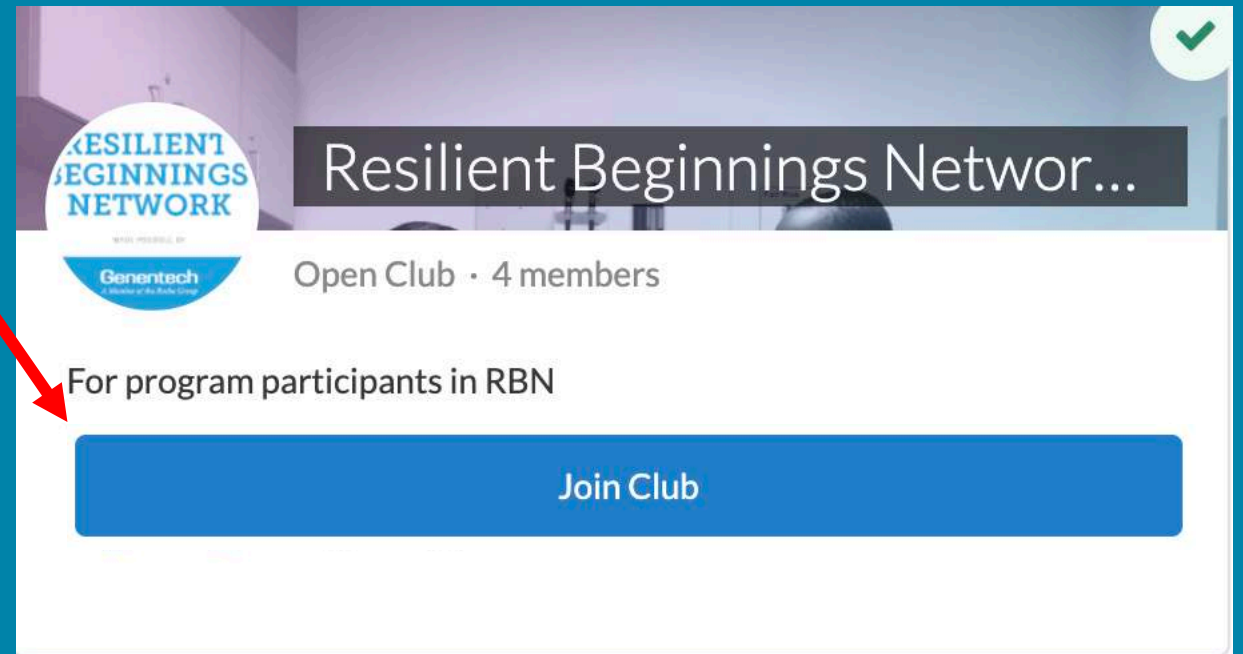
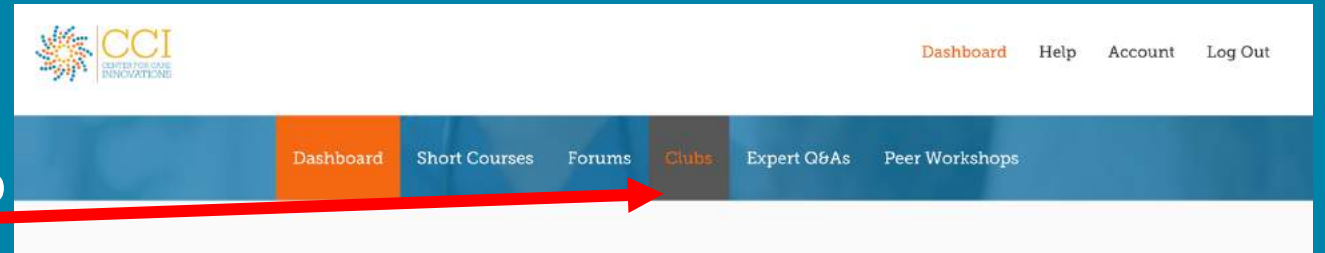
You can find out more about what others are doing at their organizations and **get ideas you can adapt for your own organization**. You can also get to know your fellow RBN participants and be inspired!



RBN Club Next Steps

1. **Log into the CCI Academy** (or create a free account!)
2. Once logged in, **navigate to the Club tab** at the top of the page.
3. Find the Resilient Beginnings Network Club and **click the blue "Join Club" button**.
4. Once you've joined the club, **bookmark the website!**
5. **Introduce yourself** in the Introductions thread on the Network Collaboration tab. Let us know your name, role, organization, and what you shared as your object that inspires you and makes you feel resilient during today's breakout session.

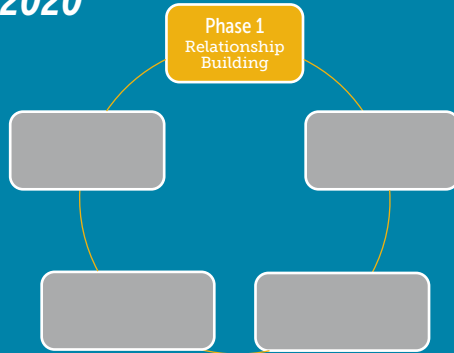
Hello, I'm Nikki, Senior Program Coordinator at the Center for Care Innovations (CCI)!



Phase 1: Relationship Building

Who are we and why are we doing this work together?

November– December 2020



The goal of this stage is to **build relationships** at your organization and in the Resilient Beginnings Network.

Relationships are the foundation of healing. Therefore, we will take the first 2 months in the program to get to know each other. If your team is new to working together, invest time in building your team, defining your roles, and planning your meeting & communication structure.

Assignments & Next Steps

Schedule regular team meetings

Regular meetings will help your team move your RBN work forward. If your team is new to working together, use onboarding questions to get started.

Join the RBN Club on the CCI Academy

Make sure everyone on your team logs onto the CCI Academy and joins the RBN Club.

Make a Team Video

Create a short video to introduce your team to the rest of the network. Designate someone on your team to upload and share your team's video.

Meet and schedule regular calls with your coach

Have your first call with your coach and set up a regular meeting schedule with them (monthly recommended). CCI will email your team to connect you with your coach.

Team Meetings

Regular team meetings protect time to strategize and do work together. Teams typically meet monthly, bimonthly, or weekly. Use your first team meeting to confirm who is on the team, discuss roles, and how you will communicate as a team. Use the sample onboarding questions to start off with a smooth start. You can also use team meetings to complete program assignments and to surface questions and issues to discuss with your coach.

What is a Team?

“A small number of people with complementary skills who are committed to a common purpose, performance goals, and approach for which they are mutually accountable.”

Katzenbach & Smith - 1993

Sample Onboarding Questions*

- What interests you about participating in Resilient Beginnings Network?
- What are you nervous or uncertain about regarding the project?
- What perspective or skills do you offer the group? Do you have any underutilized talents you would like to flex?
- What is your communication style?
- What's the most helpful way for you to receive feedback?
- What is a pet peeve or circumstance that makes it hard for you to do your best work?

Debrief: How did that go? Did you learn anything new about each other? What other topics would you like to cover in future meetings (e.g. how to handle confrontation, team norms for collaboration, etc.)?

*Courtesy of CCI's Catalyst Program

Team Video

Make a 2-3 minute video to introduce your team to the rest of the network. If your team is in person, you can simply use a smart phone. If some or all of your team is working from home or spread across different sites, you can use your video conferencing platform (e.g. Zoom or WebEx) to meet virtually and record. Don't get stressed out about it – make it fun and easy on yourselves!

9 Key Tips and Tricks for Making a Video with a Smart Phone*

1. Hold the phone horizontally, with both hands.
2. Place elbows against your body or use a holder and tripod.
3. Choose your framing –far, mid, detail.
4. Pan slower than you would naturally turn your head.
5. Record in a quiet, carpeted area to minimize echo or use a wired lapel microphone.
6. Position participants with lighting in front or to the side of them.
7. Tap on the screen (square box or circle) to focus the lens + improve the lighting.
8. Keep your fingers away...make sure your index finger isn't over the phone lens, mic or flash.
9. Narrate over the experience to provide context.

*For a 15-minute video primer on taking great video with a smart phone, go to:

<https://www.careinnovations.org/resources/catalyst-taking-great-video-smartphone/>

- Tell us about your organization
- Have team members introduce themselves
- What are you hoping to get out of the RBN? What would you like to learn from other teams, coaches, and faculty?
- What are you most proud of at your site or organization that you want others to know about? What expertise or wisdom has your team developed that you would be willing to share with others?

What should we say in the video?



Optional PowerPoint Template

If you are recording using a video conferencing platform, you can create a slide deck to guide your video. CCI will share a PowerPoint template that you can use and customize.

Important Dates & Timelines

RBN Scheduling
Survey

By November 20th

Coaches Chat

TBA

Relationship
Building
Assignments Due

By end of
December

January Virtual
Session

January 14th
1-3pm



Chat Box: How did today go?

I like... I wish... I wonder...

Poll

Experience

On a scale of 1-5, please select the number below that best represents your overall experience with today's session:

- 5 - Excellent
- 4 - Very Good
- 3 - Good
- 2 - Fair
- 1 - Poor

Use of Time

Please select the number below that best represents your response to the statement:
Today's session was a valuable use of my time.

- 5 - Excellent
- 4 - Very Good
- 3 - Good
- 2 - Fair
- 1 - Poor

Thank you!

For questions contact:



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