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

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

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

Elizabeth Hawkins
Senior Manager, Corporate Giving
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

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

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
Staff Care Networking Activity
Resilience and Self Care for Staff & Providers

Dayna Long, MD, FAAP
Director, Center for Child and Community Health

UCSF Benioff Children’s Hospital
Oakland
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 Forditude

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.

- **Start in alphabetical order.**
- **Turn your webcam on** so you can associate names to faces and connect with others in the cohort.
- **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.
- When it’s your turn, **share** your response to the questions.
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 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.

PHASE 1
Relationship Building
Nov. - Dec. 2020

PHASE 2
Understanding Current State
Jan. – March 2021

PHASE 3
Define Project
April – May 2021

PHASE 4
Design and Test Changes
June – Sept. 2021

PHASE 5
Pitch & Commit
Oct. – Nov. 2021

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
Coaching Overview
Coaching Team

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
6. 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

Center for Community Health and Evaluation | www.cche.org
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

**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)
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

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
10 Minute Break
A Moment to Arrive
Lessons Learned from RBC

Bay Area Organizations working over 24 months to prevent, screen, and treat childhood adversity for the population of 58K pediatric patients age 0-5 they serve.
Evaluation Lessons Learned

October 2020

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 Generosity Claremont (GC) and part of Generosity’s Resilience Effort initiative. The two-year program began in June 2018 and supported seven early childhood and mental health programs in Alameda County, CA. The programs are working to support children and families through trauma-informed care and evidence-based practices.

December 2019

Screening for adverse childhood experiences (ACEs) in pediatric practices
Center for Community Health and Evaluation
December 2019

Insights based on learning from evaluations of two programs:

The National Pediatric Community (NPC) on ACEs Screening is a pilot program of the Center for Youth Wellbeing to support health care providers in addressing the trauma-related stressors and adverse childhood experiences that underlie many health disparities and inequities. The NPC pilot launched in 2017 and provided training, technical assistance, and practice redesign to pediatric ACEs screening to a small group of medical practices across the country.

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Trauma organized organization induces trauma by being reactive, is fragmented, avoids and numbs, has authoritarian leadership, and perpetuates inequity and an us-versus-them mentality.

Trauma informed organization understands the nature and impact of trauma and recovery, has shared language, and recognizes socio-cultural trauma and structural oppression.

Healing organization 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.
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
• 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.”
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

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!

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!

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

Welcome, please login:

Username or E-mail
nick@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/

What should we say in the video?

• 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?

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:

Alexis Wielunski  
(she/her/hers)  
Program Manager  
alexis@careinnovations.org

Nikki Navarrete  
(she/her/hers)  
Senior Program Coordinator  
nikki@careinnovations.org