



EQUITY IN OC



Equity in OC (EiOC) Taskforce Convening

August 24, 2022
10am-11:30am

All mics are muted. Videos are encouraged!



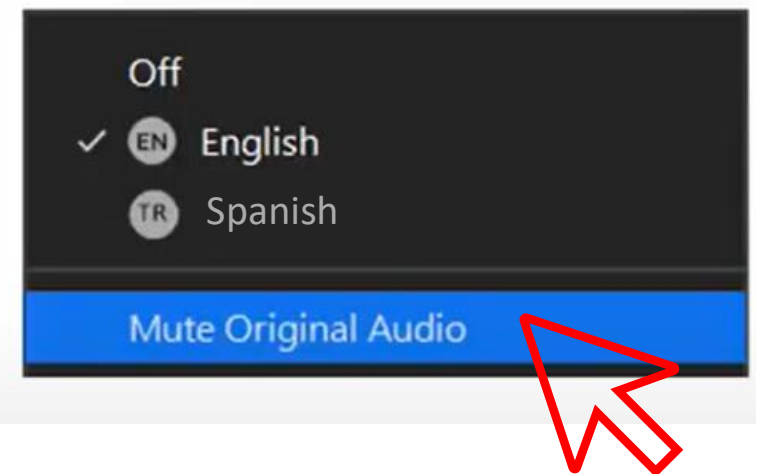
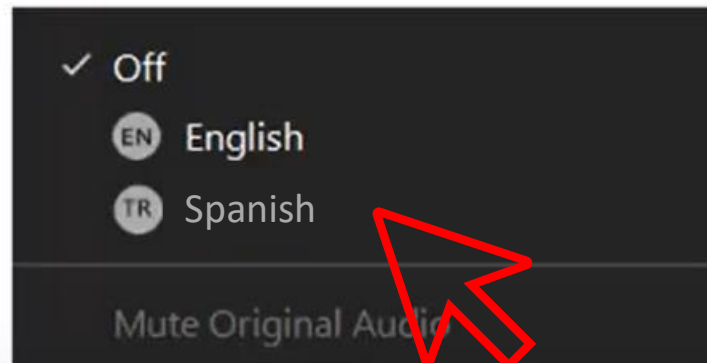
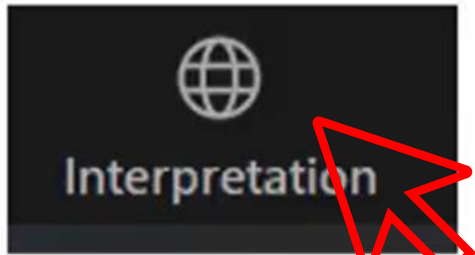
Interpretation | Interpretación | 통역

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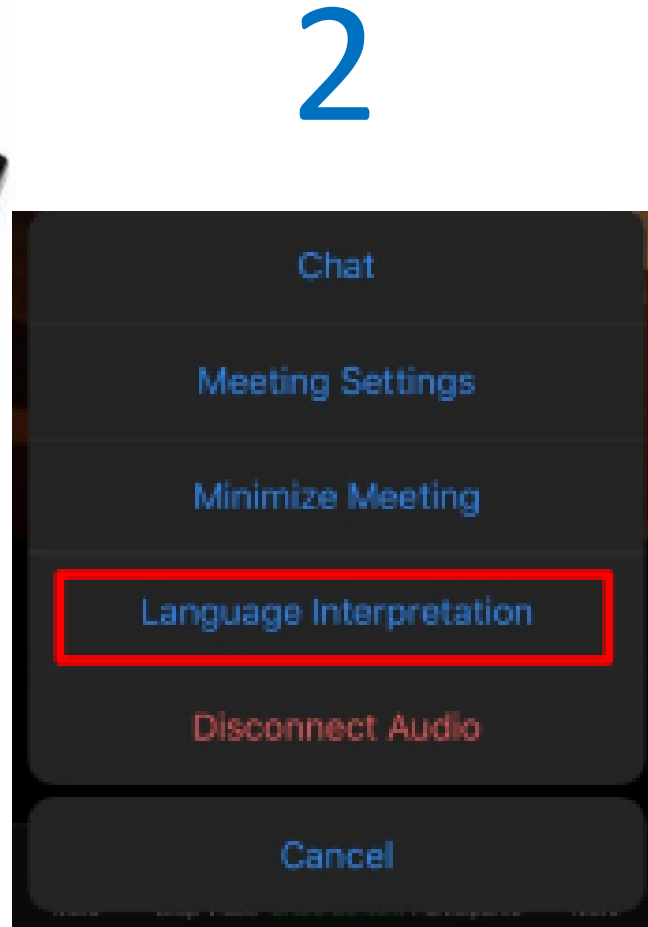
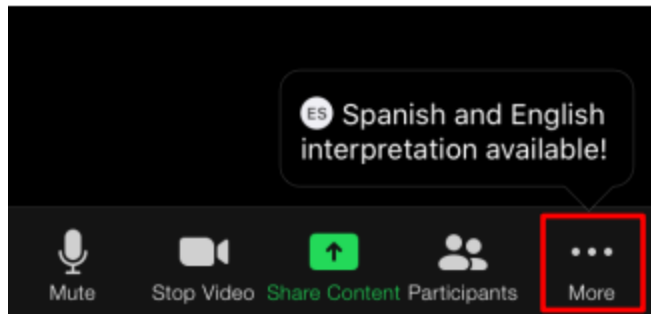
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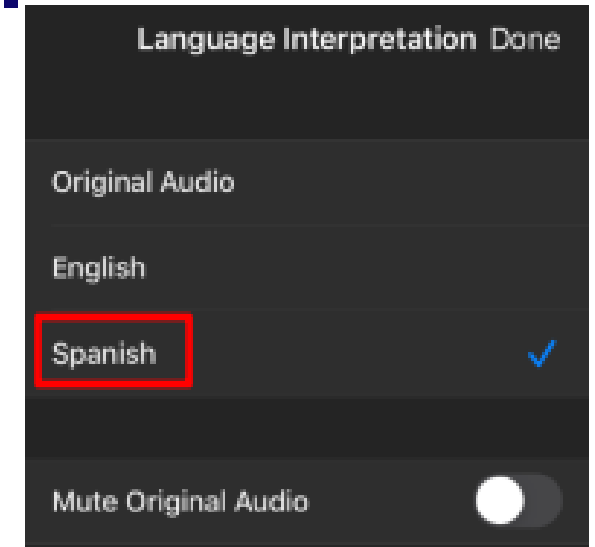
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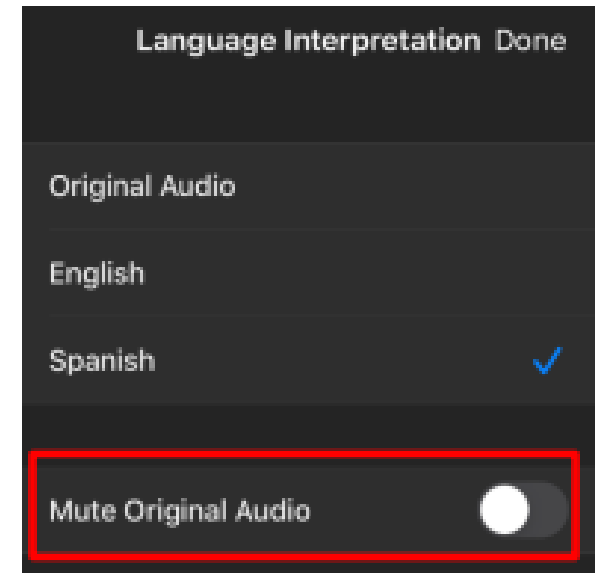
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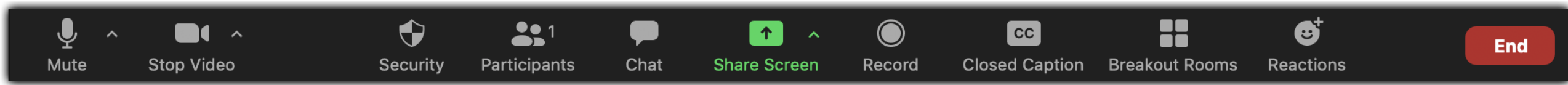
지금 언어를 선택하세요

Pick Your Language Now

Ahora, selección su idioma

Zoom Support

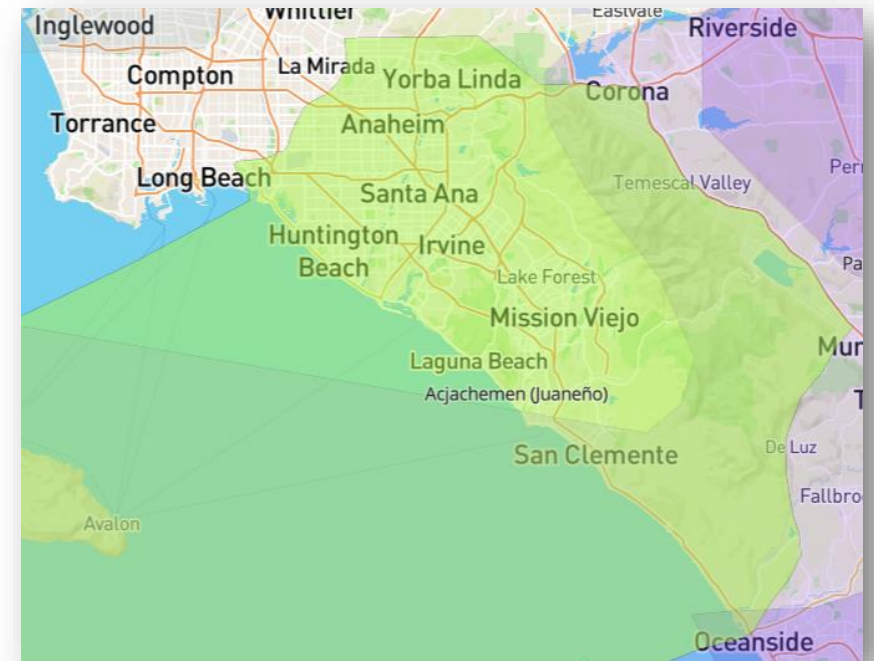
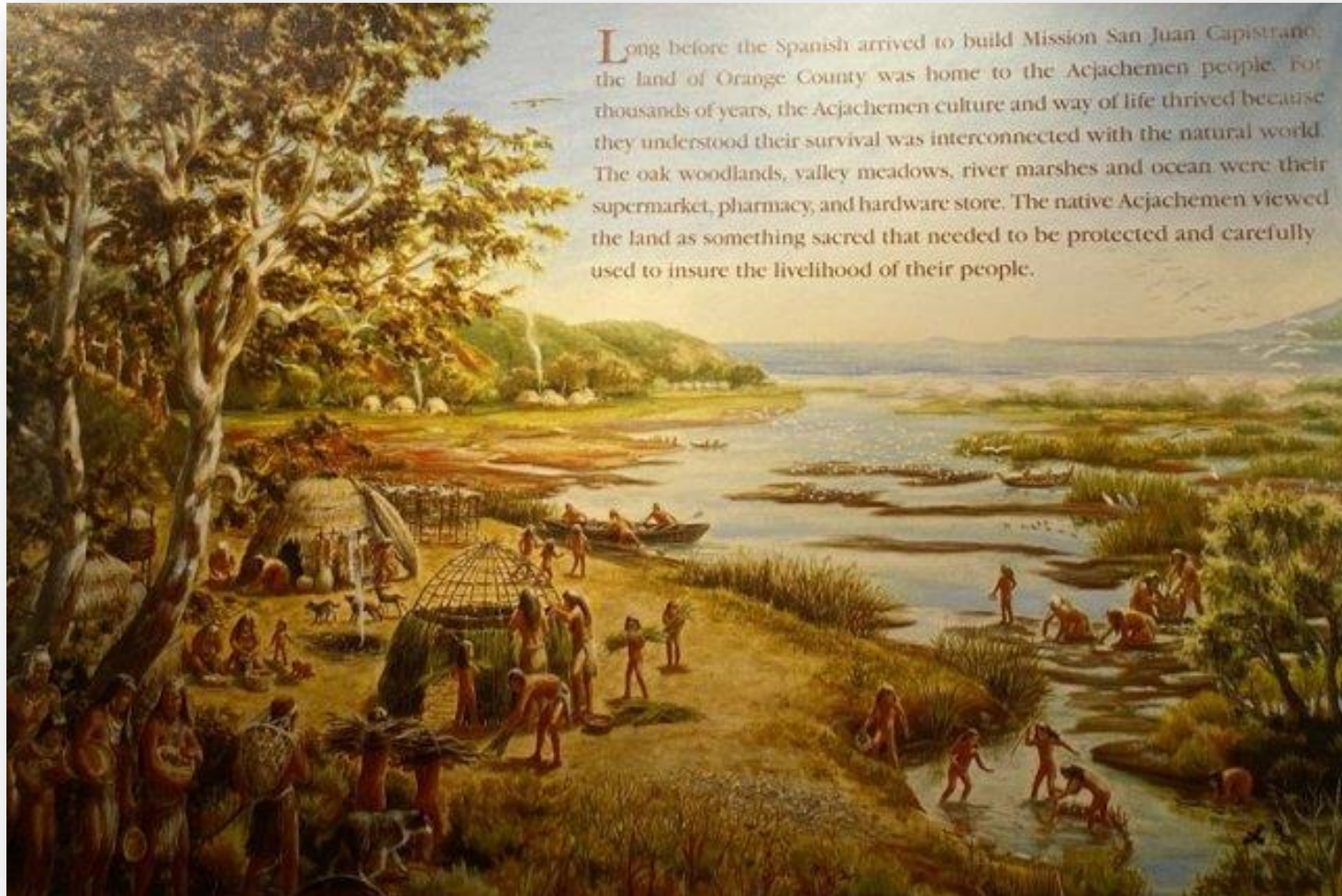
Mic and Video



Chat **Alexis Sasso** with any tech issues and questions



Land and Labor Acknowledgement



Map of Acjachemen Nation <https://native-land.ca/>

Mission San Juan Capistrano – The Birthplace of Orange County: Home to the Acjachemen Nation

Agenda for Today

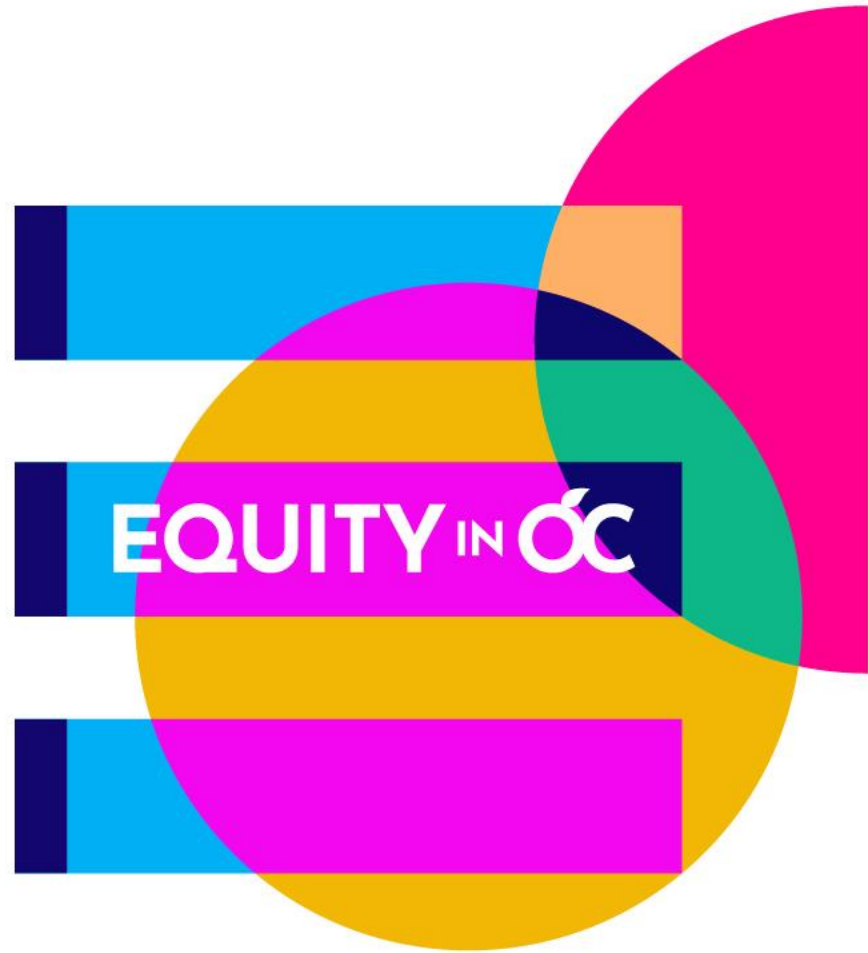
EiOC Action and Learning Community – Updates!

OC Navigator Presentation

Power Sharing Activity

COVID Stress & Wellness Survey

Wrap Up



EiOC Action and Learning Community Updates

EiOC Improvement Teams



Raise your hand on Zoom if you are part of an EiOC Improvement Team.

Teams are forming and meeting with coaches.

All teams meet together once a month.

Teams will give updates during future EiOC Taskforce meetings!

Action and Learning Community Questions?



Orange County United Way

- For funding or grantmaking questions
- SDOH Implementation Grant applications now due Sept 7th, 2022



- Available to help with data.
- Reach out for 1:1 data support.

A Look Back at the EiOC Taskforce



Systems-Thinking

Social Determinants of Health

Iceberg Exercise

Modified Delphi Voting

Critical Moments

HCA Procurement Equity Survey

OC Navigator Presentation

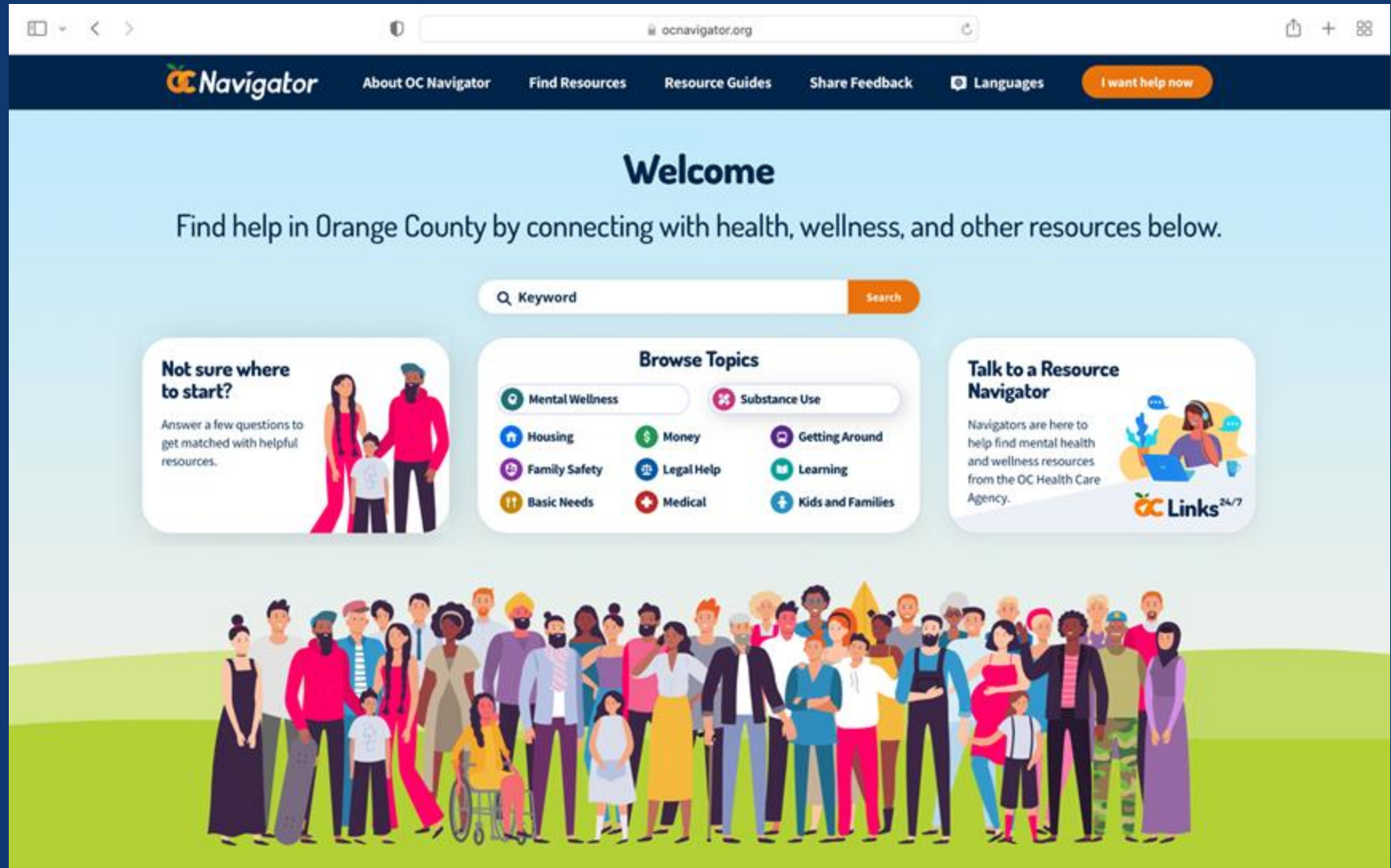
Equity in OC Taskforce

OC Navigator

Presented by:

Armen Arevian, MD PhD
On behalf of the OC Navigator team

August 24, 2022



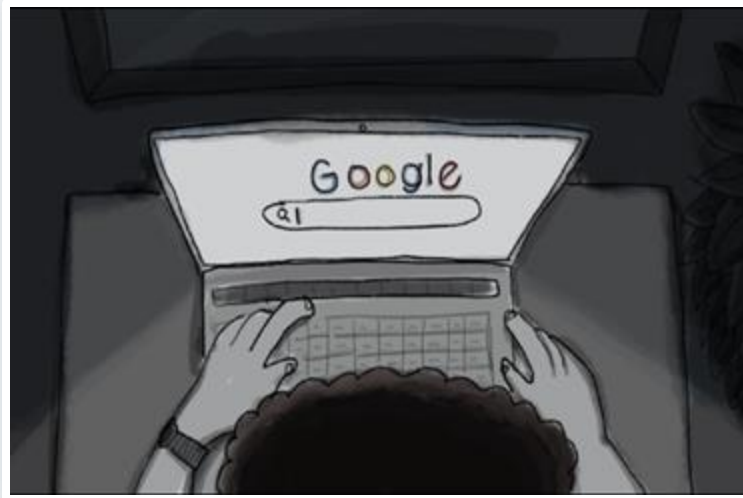
Agenda

- **Project Background**
- **Key Features**
- **Next Steps**
- **Collaboration**

The **OC Navigator** facilitates the entire journey for individuals.



Do I need help?



Who to trust?

How to find, connect?



What's right for me?

My other needs?

Participatory Technology Development

An equitable process that meaningfully engages all stakeholders during all phases.

Core principles

- Transparency
- Respect
- Partnership
- Two-way Knowledge Exchange
- Capacity building



Participatory Engagement Progress



Connected with **185 individuals** and **65 organizations** in **33 workgroups**, **68 interviews**, and other program activities

Key Features



885 resources
11 topic categories



Referral and linkage to
OC Links and others



14 community-curated
resource guides



Social determinants of
health survey



9 languages supported



Admin dashboard

OC Navigator Demo



Welcome

Find help in Orange County by connecting with health, wellness, and other resources below.

Q Keyword Search

Not sure where to start?



Answer a few questions to get matched with helpful resources.

Browse Topics

- Mental Wellness
- Substance Use
- Housing
- Money
- Getting Around
- Family Safety
- Legal Help
- Learning
- Basic Needs
- Medical
- Kids and Families

Talk to a Resource Navigator



Navigators are here to help find mental health and wellness resources from the OC Health Care Agency.

OC Links^{24/7}



Welcome

Find help in Orange County by connecting with health, wellness, and resources below.

Keyword

Search

English

عربي

中文

فارسي

हिंदी

한국어

Español

Tagalog

Tiếng Việt

Not sure where to start?

Answer a few questions to get matched with helpful resources.



Browse Topics

Mental Wellness

Substance Use

Housing

Money

Getting Around

Family Safety

Legal Help

Learning

Basic Needs

Medical

Kids and Families

Talk to a Resource Navigator

Navigators are here to help find mental health and wellness resources from the OC Health Care Agency.



OC Links 24/7



CC Navigator About OC Navigator Find Resources Resource Guides Share Feedback Languages I want help now

My Wellness Check-in

Do you or any family members you live with, have issues or concerns about the follow things right now or in the near future... SKIP

- Food**
 - Yes
 - No
- Utilities**
 - Yes
 - No
- Transportation**
 - Yes
 - No
- Problems with alcohol, drugs, and/or Mental Health**
 - Yes
 - No

← Back Next →


CC Navigator About OC Navigator Find Resources Resource Guides Share Feedback Languages I want help now

My Wellness Check-in Results

Based on your answers, here are the types of resources that may be helpful for you in different areas of your life.


Click on a topic below to learn more:


- [Housing](#)
- [Mental Health](#)
- [Basic Needs](#)




Housing

Having a safe place to stay is part of feeling healthy. You deserve to have a safe and affordable place to live in Orange County. There is help to pay for rent, mortgage, and utilities.

 **Orange County Housing Authority**

 **Orange County Housing Authority**

 **Orange County Housing Authority**

Resource Categories

← All Categories



Basic

Everyone deserves a way to stay in a safe system. There are many ways that will help you meet your needs.

The OC Navigator can help you find a community center or internet and phone service for you and your family.

Resources

- Keyword
- OC Food Bank**
At the OC Food Bank, a part of Community Action Partnership Orange County, we unite communities to fight hunger.
Eligibility: Children, Adult Seniors
Garden Grove
 - Someone Cares Kitchen**
At Someone Cares Soup Kitchen, we provide a daily nutritional meal to homeless, unemployed, and underemployed.
Eligibility: Homeless, Unemployed, Seniors, Older Adults
Costa Mesa
 - Pathways of Hope**
We help provide access to housing and housing to people in need, including those who are homeless and hospitalized.
We are a 24-hour emergency shelter care.

OC Navigator About OC Navigator Find Resources Resource Guides Share Feedback Languages I want help now

← All Categories



Housing

Having a safe place to stay is important for you and your family. You deserve to have a safe place to live in Orange County. The OC Navigator can help you find a safe place to live, the mortgage, and utilities. The OC Navigator can help you find a safe place to live, the mortgage, and utilities.

Related Guides

Curated lists from community experts



OC Veteran Resources
By City of Anaheim

Resources

Keyword

- Orangerwood Children and Family Center - Clinical...**
We are a 24-hour emergency shelter care.

OC Navigator About OC Navigator Find Resources Resource Guides Share Feedback Languages I want help now

← All Categories



Medical

Getting the health care you need is important for all of your health. Use the list below to find the right resources for you.

The OC Navigator can help you find a safe place to live, the mortgage, and utilities. The OC Navigator can help you find a safe place to live, the mortgage, and utilities.

Related Guides

Curated lists from community experts



OC Veteran Resources
By City of Anaheim

OC Navigator About OC Navigator Find Resources Resource Guides Share Feedback Languages I want help now

← All Categories



Mental Wellness

Mental wellness affects our thoughts, feelings, and how we connect with the world around us. There are ways to help manage stress, get along better with others, and improve your life in healthy ways.

The OC Navigator can help you find mental wellness programs, treatment for substance use, someone to talk to, and other resources below.



1 in 5 U.S. adults experience mental illness each year.
Source: National Survey on Drug Use and Health

Related Guides

Curated lists from community experts

See More

Community-Partnered Resource Guides

Recently Published



Resources for Coping with Grief and Loss



LGBTQIA+ Road to Recovery



Veterans Resources in Orange County

We are collaborating with community partners to develop:

- Pregnancy & Postpartum Wellness Guide
- Pregnancy and Postpartum Support Groups
- Infants and Young Children Wellness
- Get Your Basic Needs Met - College Students
- Resources for Developmental Disabilities

[← Todas las Guías](#)

Recursos para veteranos en Orange County

Por OCHCA Veteran [Visitar el SITIO WEB](#)



Parte del texto se tradujo automáticamente.

[¿Ha encontrado un error? Infórmenos](#)

Imprimir

Me gusta

Actualizado: 05/19/22

Acerca de Esta Guía

La Guía de recursos para veteranos de Orange County, California, es una guía de acceso rápido a los recursos disponibles para ayudar a los veteranos y a las familias de los militares a prosperar.

English

عربي

中文

فارسی

ไทย

한국어

Español

Tagalog

Tiếng Việt

Resources for Cop Loss

By
Mental Health and Res

School-Based Res
Teens

By
OC Links

I want help now with...

[Crisis Support](#)
[Guided Support for Resources](#)
[Emotional Support](#)
[Self-Guided Support](#)

Crisis Support

24/7 Mental Health Crisis Support

Trained Navigators can help find resources or dispatch crisis teams in multiple languages



Call or Text
(855) 625-4657

[Chat Now](#)

24/7 Suicide Prevention Lifeline

Free and confidential support for people in distress. Multiple languages are offered

Call
(800) 273-8255

En Español
(888) 628-9454

[Visit Website](#)

24/7 Domestic Violence Hotline

Trained advocates offer free, confidential, compassionate support and resource info

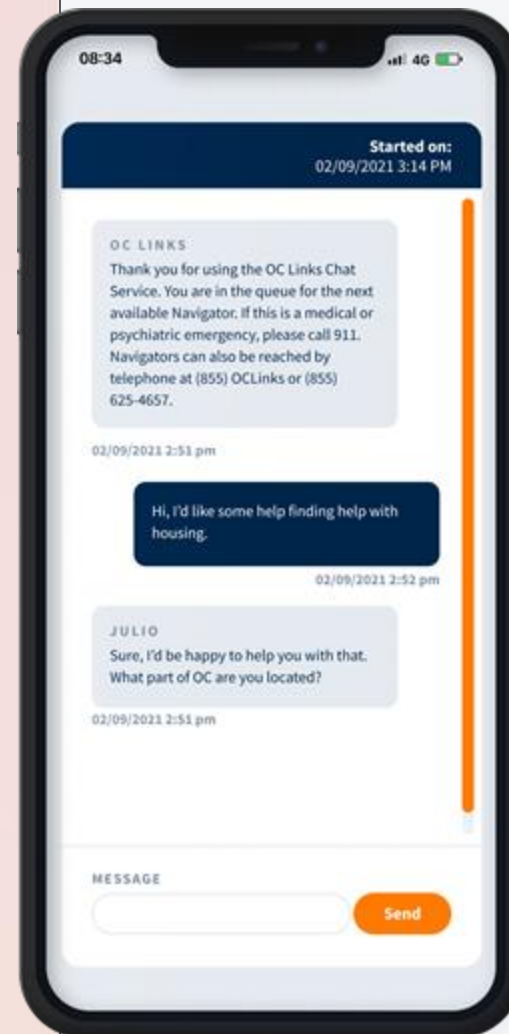
Call
(800) 273-8255

Text/SMS
Text "Start" to 88788

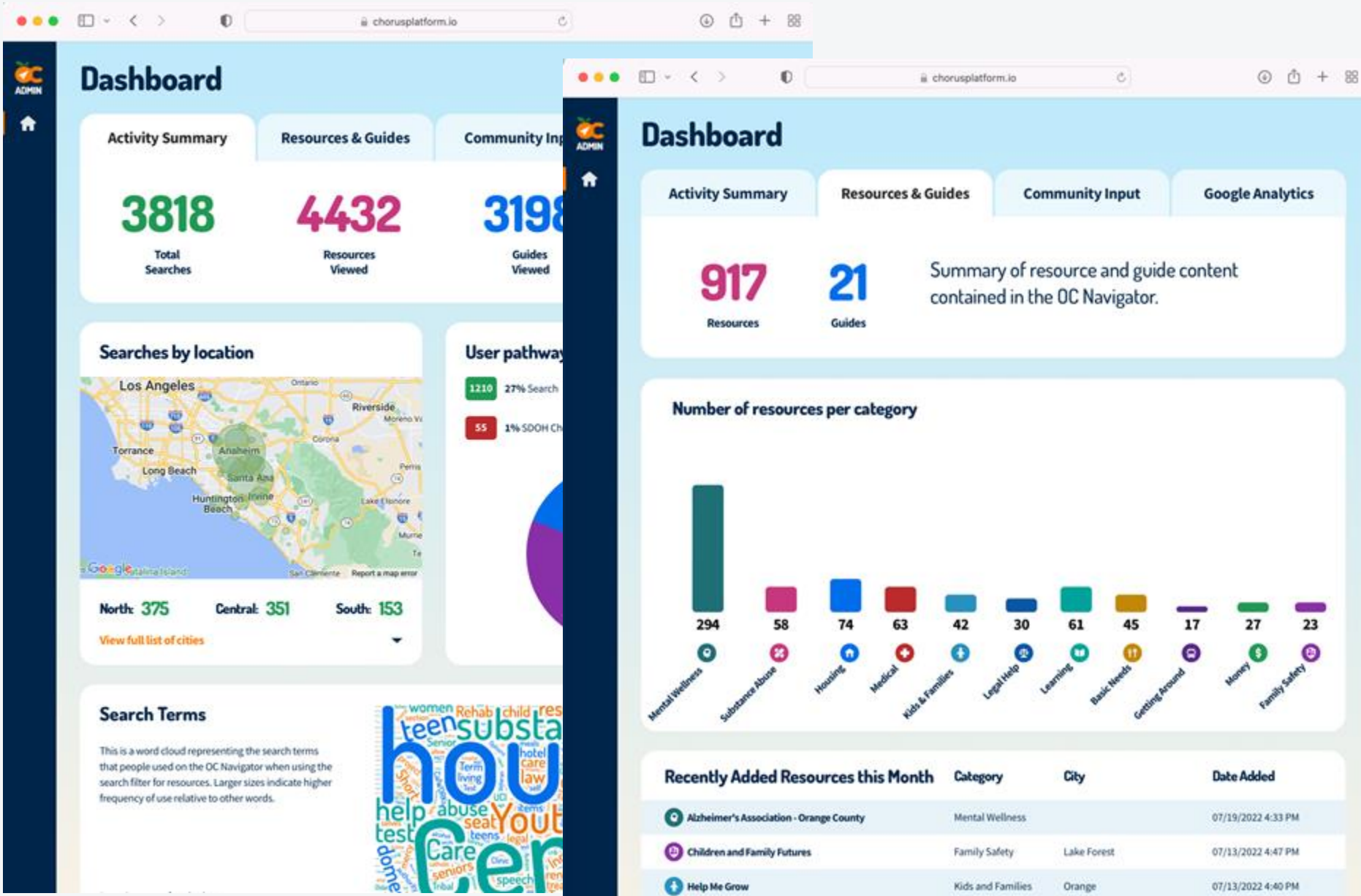
[Visit Website](#)

Guided Support for Finding Resources

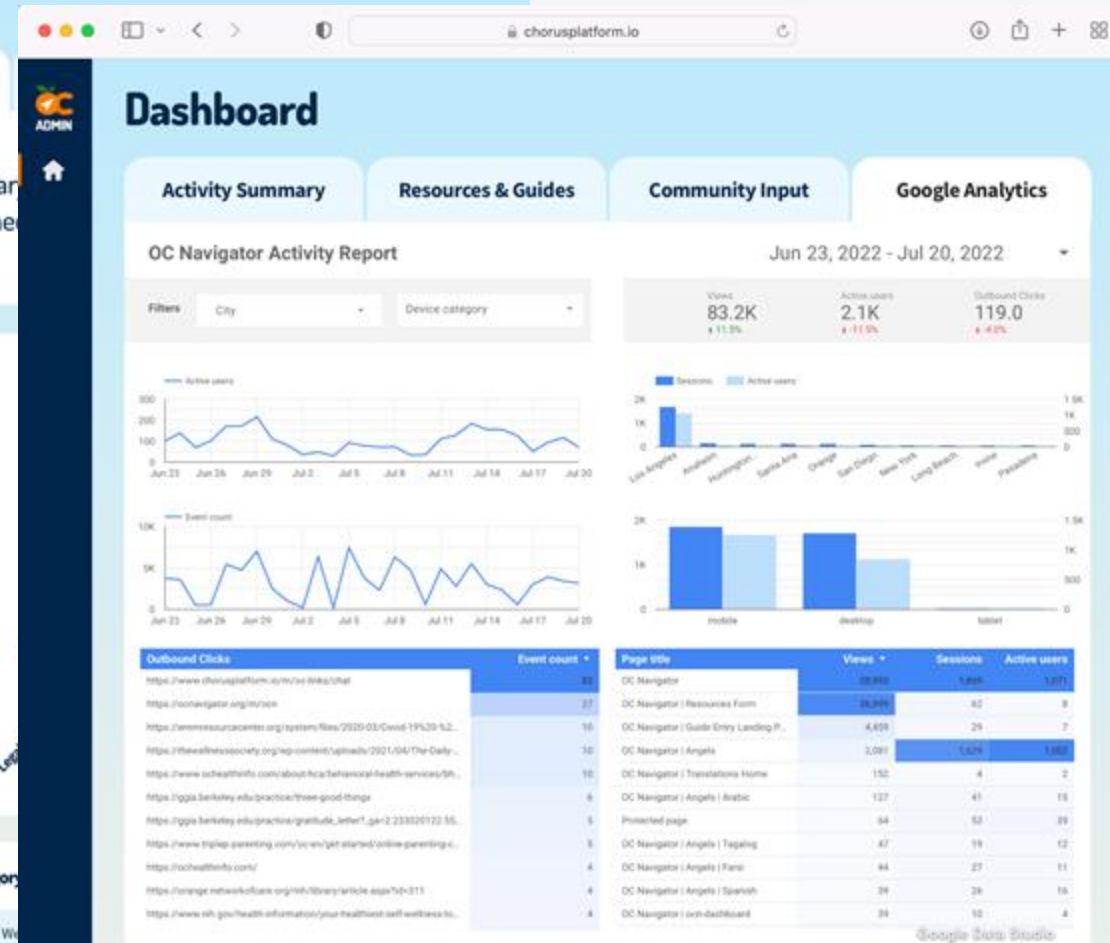
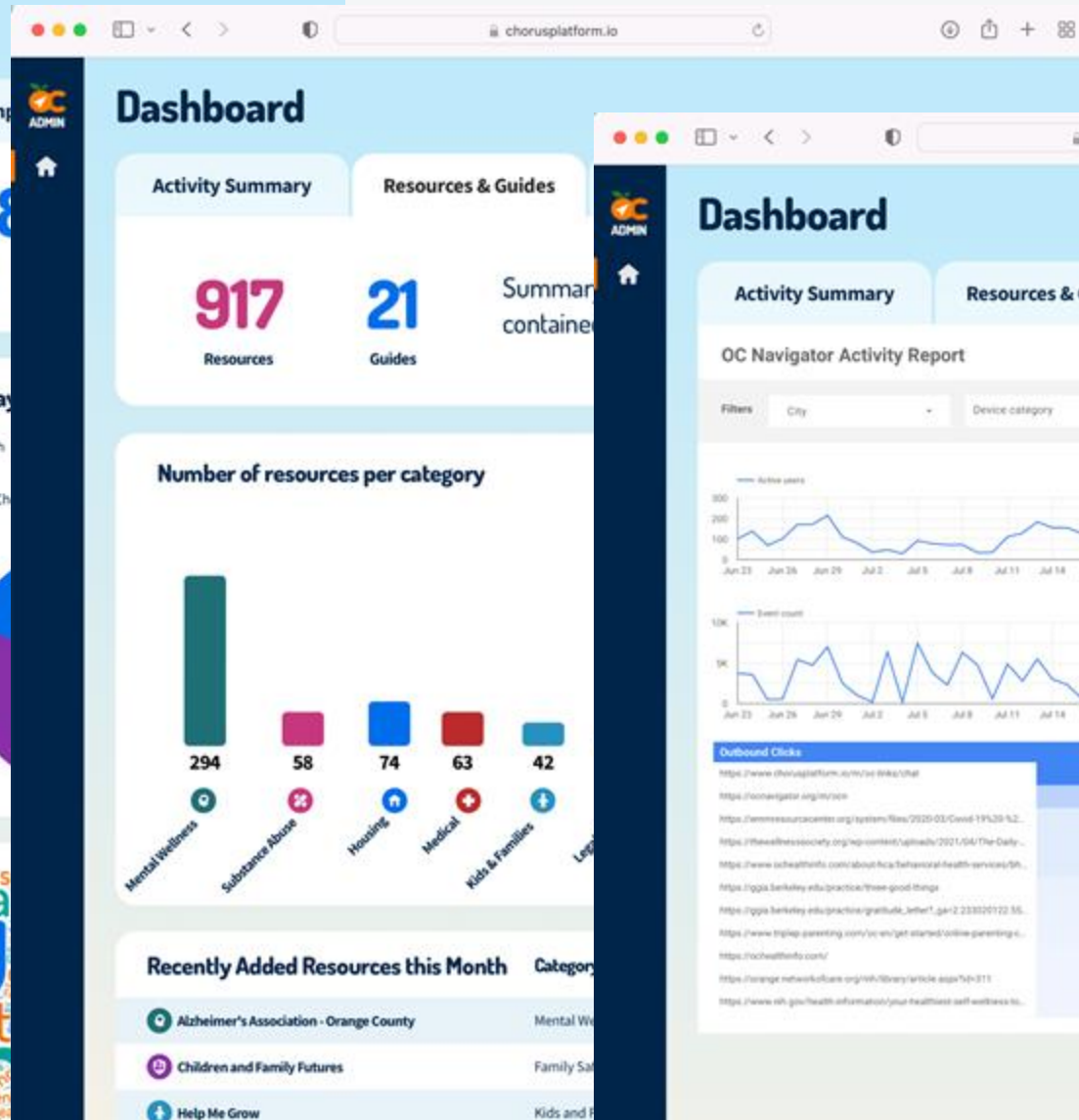
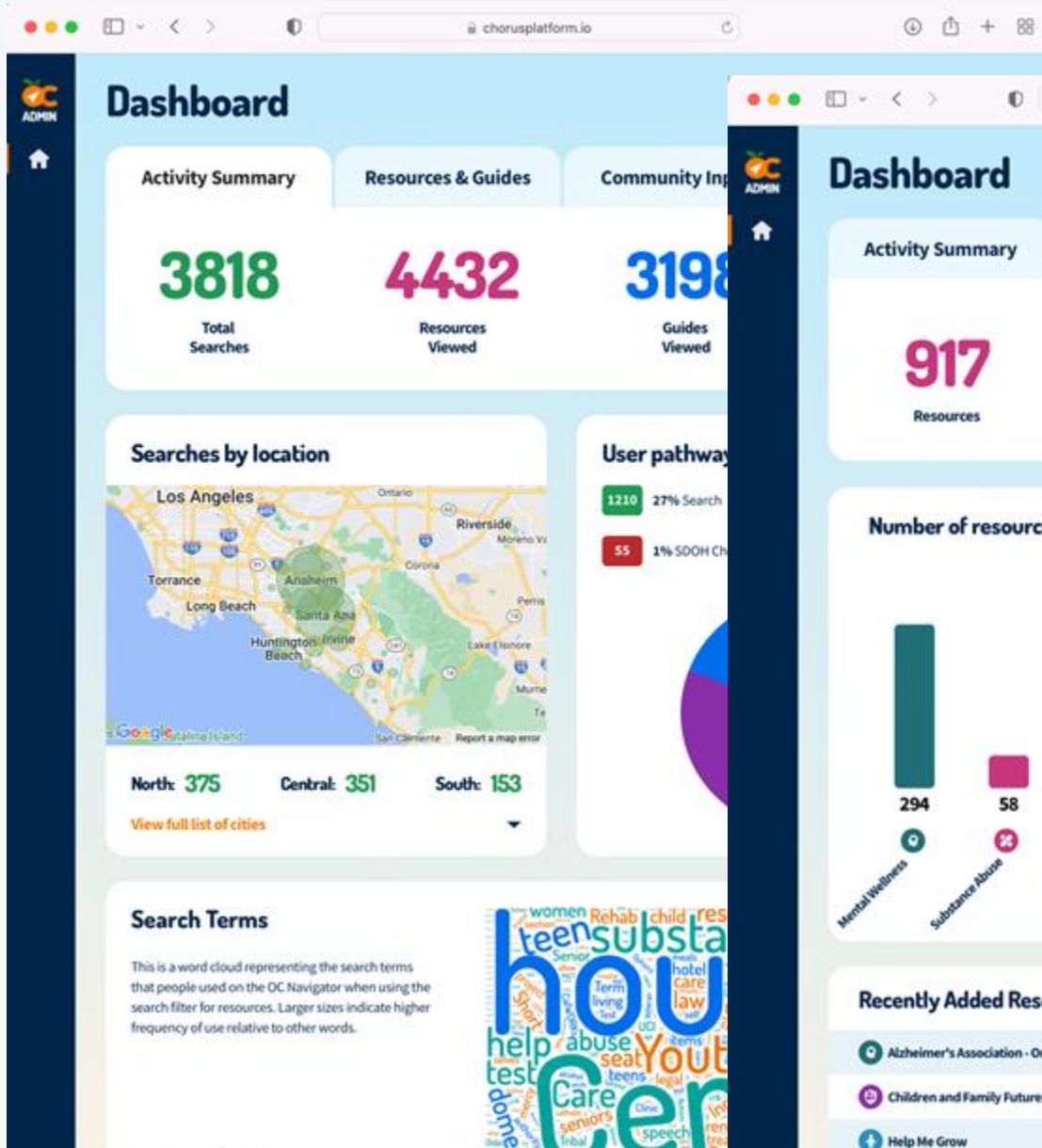
If you would like to talk to a trained specialist to help you find the resources you need, you can reach out to OC Links or 211.







OC Navigator Dashboard



OC Navigator Dashboard



Continuously evolving and growing

-  Online resources (i.e. PDFs, apps, articles)
-  Enhance the browsing and searching experience
-  Expand resources and content
-  Referral linkages and follow up

Potential Individual Referral Dashboard

CC Navigator Dashboard Resources Lists Maria Romo

My Services

Orange County Housing Authority
10/01/2020 Feedback

REQUEST SENT UNDER REVIEW CONNECTED

County Financial Services
10/01/2020 Feedback

REQUEST SENT UNDER REVIEW CONNECTED

Santa Ana Legal Services
09/30/2020 Feedback

REQUEST SENT UNDER REVIEW CONNECTED

My Wellness Check-ins

General Check-in - 10/01/2020
Mental Health Check-in - 09/30/2020

Feedback

Orange County Housing Authority
[Share my feedback](#)

I felt welcome at this location

Strongly Agree
 Agree
 Neutral
 Disagree
 Strongly Disagree

I am likely to refer this resource to a friend or family member

Strongly Agree
 Agree
 Neutral
 Disagree
 Strongly Disagree


I was satisfied with the services I received at this location

Strongly Agree
 Agree
 Neutral
 Disagree
 Strongly Disagree




Choose what information is shared and where you share it. [Learn more](#)

Submit

Potential Dashboards - Provider View of Individual



Integrated Care Dashboard



Maria Romo


38 years old
DOB 02/03/1983
2412 North Aliso Dr,
Anaheim, CA 92822
Native Language: Spanish
English Proficiency: Fluent

Insurance
Medi-Cal #10920129
Medicare #0490920

Wellness Assessment

Last Taken: 02/15/2021

- Mental Health
- Housing
- Financial
- Employment
- Domestic Violence
- Immigration




OC Links

01/24/2021

Description
Patient called seeking services for housing support. Recently lost job...

Result CAT Adult Dispatched



01/24/2021

Crisis Assessment Team Dispatched


Call Time: 07:45 am **Time to arrive :** 45 minutes
Result Admitted to HCA CSU

CSU

01/24/2021

Admitted to OC HCA CSU


Admit Date	Discharge Date
01/24/2021	01/27/2021



01/27/2021

Orange County Housing Authority

REQUEST UNDER REVIEW CONNECTED



01/27/2021

Veterans Resources for OC

REQUEST UNDER REVIEW CONNECTED

+ New Contact

Staff Chat

UPDATE
Omar G. created a case for patient in OC Links and initiated contact at 01/01/2021 14:22

2:51 pm

MARIA R.
Thank you for contacting OC Links. How may I help you?
2:52 pm





MARIA R.
Thank you for contacting OC Links. Please contact us again. You can also call us at 1-855-625-4657.
2:54 pm

MARIA R.
Good bye
2:55 pm

QUICK RESPONSES
What's your full name?

Enter Message Send

Potential Dashboards - Program Level



Integrated Care Dashboard


Veterans Resources for OC

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc non dolor eu risus maximus interdum. Interdum et malesuada fames ac ante ipsum primis in faucibus.

ELIGIBILITY 15 and older

KEYWORDS OCD, TMS, magnetic, magnets, depression, anxiety, PTSD, chronic pain, panic disorder

Update **Contact**



1501 E St. Andrew Place
Santa Ana, CA 92705

888-480-2700 Toll-free
714-735-2929 Hotline

Referrals

1,401

Linkage Rate

73%

Key Client Metrics

84% Satisfied

73% Willing to Refer

65% Felt Welcome


Community Activity


John Doe
Referred from: OC Links
10/01/2020
Request Status: **Received** **Update**

Susan Smith
Referred from: OC Navigator
09/28/2020
Request Status: **In Process** **Update**

Kelly Clark
Referred from: OC Navigator
09/27/2020
Request Status: **Completed** **Update**

Contained in Guides

Veterans Guide from ABC  1,345

Domestic Violence Top Resources  172

Equity in OC & OC Navigator

Equity in OC Key Areas



Food as Medicine



Housing as Health



Health and Healing

Areas of Intersection & Partnership



Additional assessments to help identify needs



Add resources and content to help find support and information



Collaborate on referral and linkage process

Let's do this together! How you can help...

Share Feedback or Connect with Us!

Link here: www.ocnavigator.org/m/ocn/52

**Add your listing,
help create a
guide**

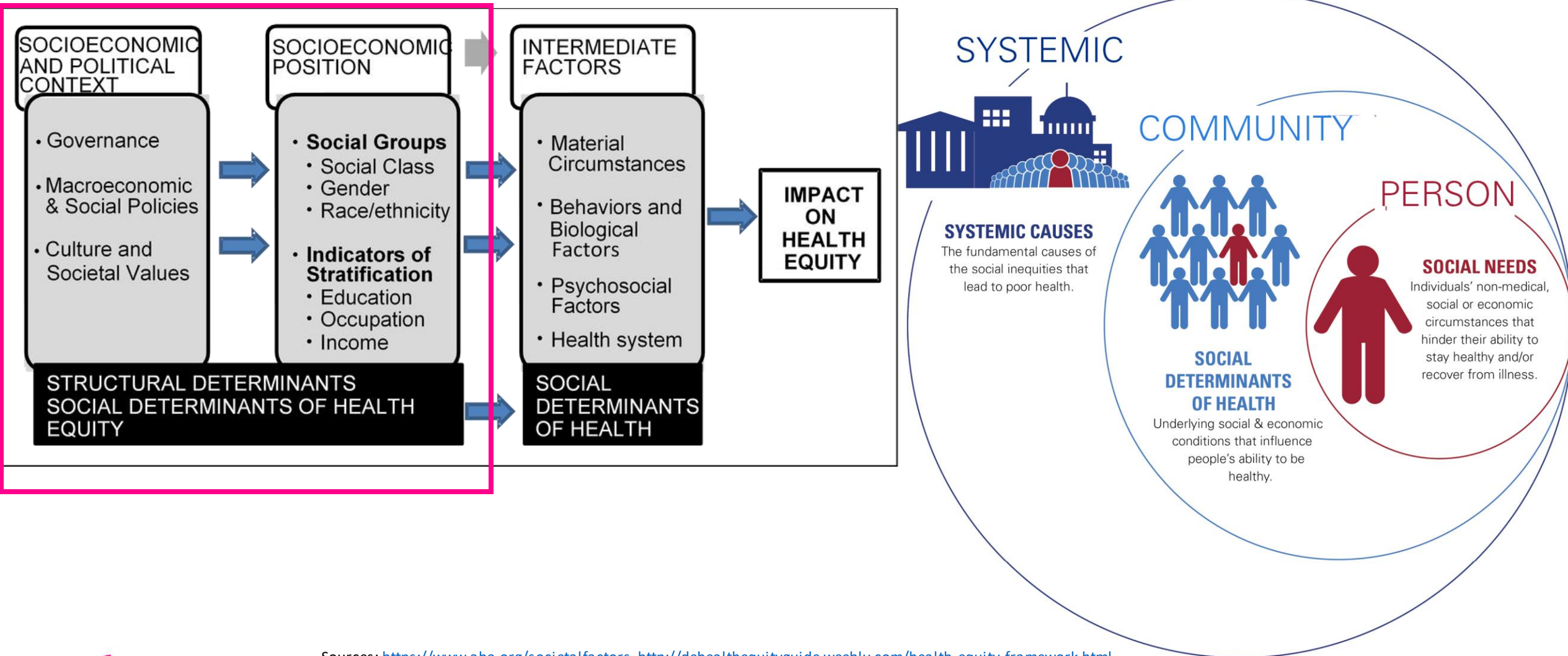
**Participate in
Co-Design!**

**Be a Community
Champion**

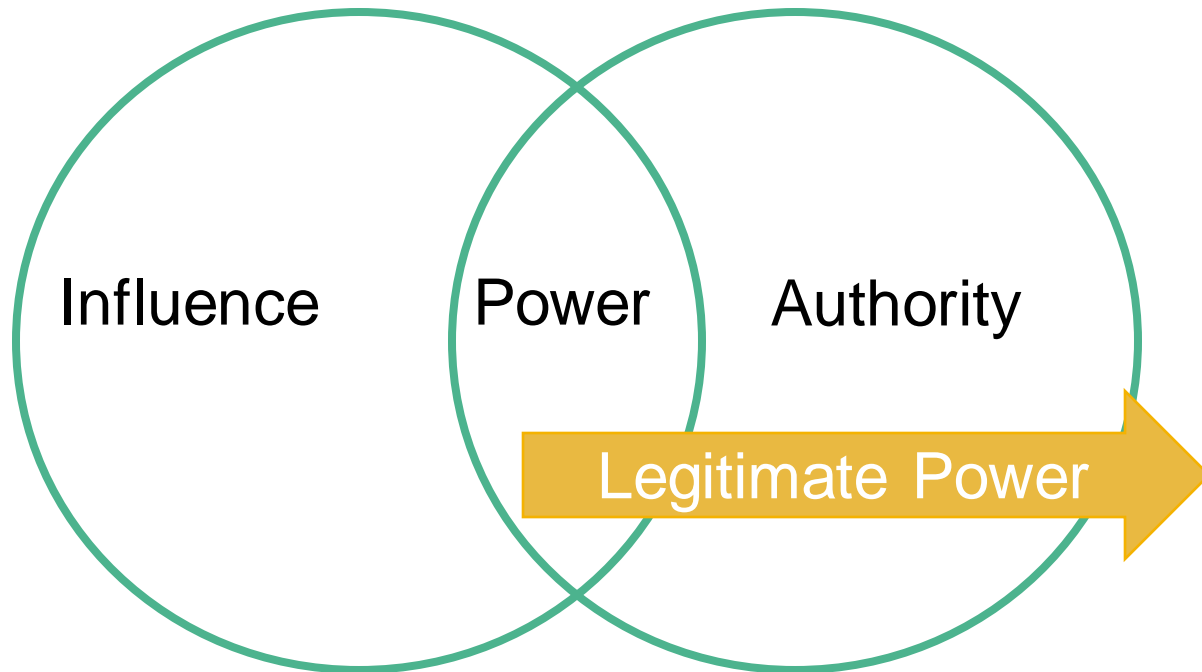


Power Sharing Activity

Health is Influenced by Systems of Power



Types of Power



Positional Power

Legitimate Power
Reward Power
Coercive Power
Resource Power

Personal Power

Referent Power
Expert Power
Information Power
Connection Power

Leverage Points – Power in Systems

Power to set the
rules of the
system

Power to set the
goals of the
system

Power to change
or evolve the
structure of the
system

Source: <https://www.oregon.gov/oha/OHPB/MtgDocs/1.2%20Systems%20Change%20Article.pdf>

Spectrum of Power Building



Source: https://humanimpact.org/wp-content/uploads/2022/06/HIP_Set1_Ch2_Planning-for-Collaboration.pdf



Power Sharing Requires:

Redistributing decision-making

People shifting their dominant role or position

- Some give up control / authority
- Some step into greater ownership and responsibility

Widening who is involved in setting the rules and priority of a system

Increasing representation of those most impacted by inequities



Source: The Spectrum of Community Engagement to Ownership

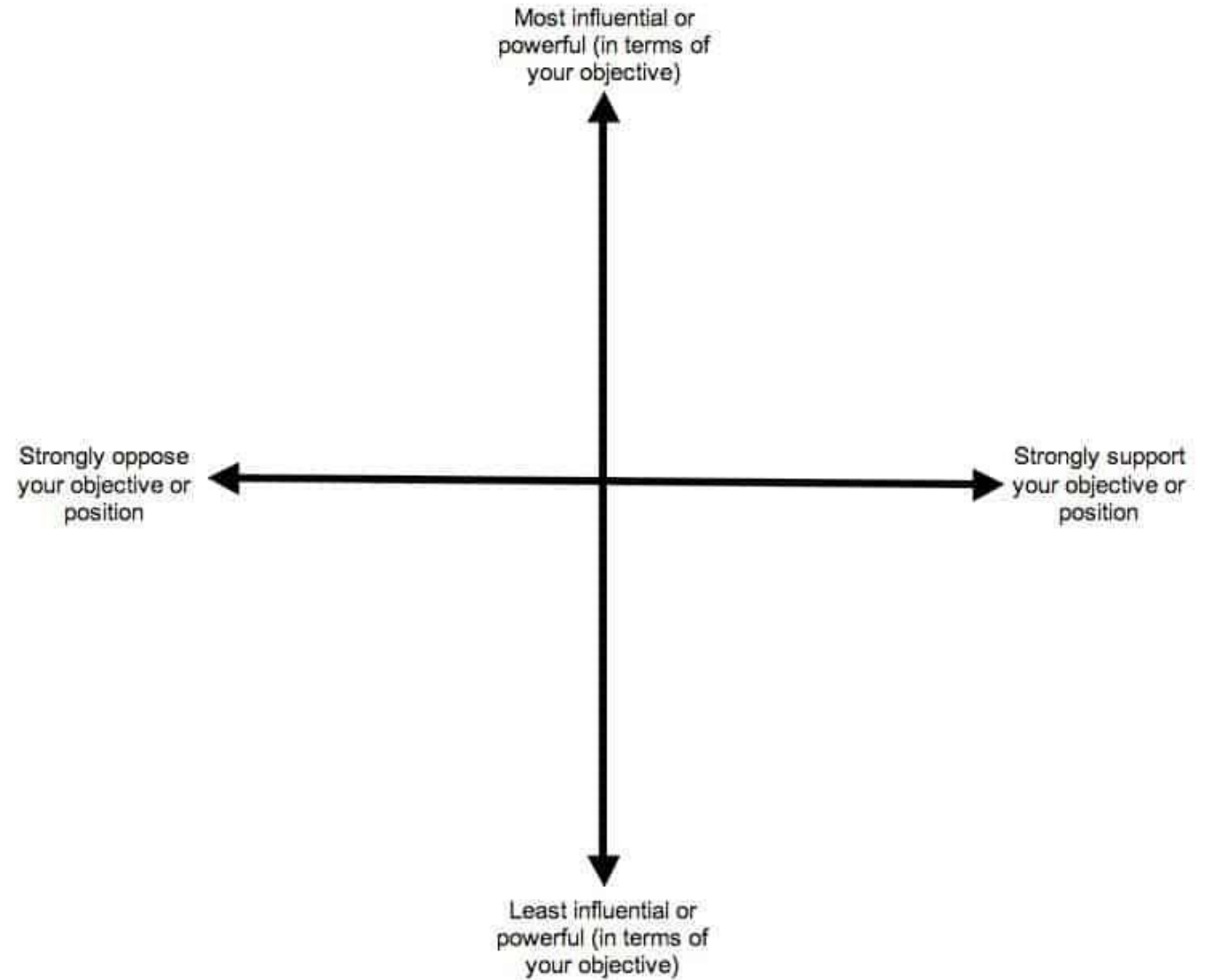
Applying the Spectrum to Orange County



Power Mapping

Consider using power mapping in your health equity work in Orange County.

This can help identify leverage points.



Source: <https://commonslibrary.org/guide-power-mapping-and-analysis/>

OC COVID-19 Stress and Wellness Survey



Brief Overview of the OC COVID-19 Community Survey



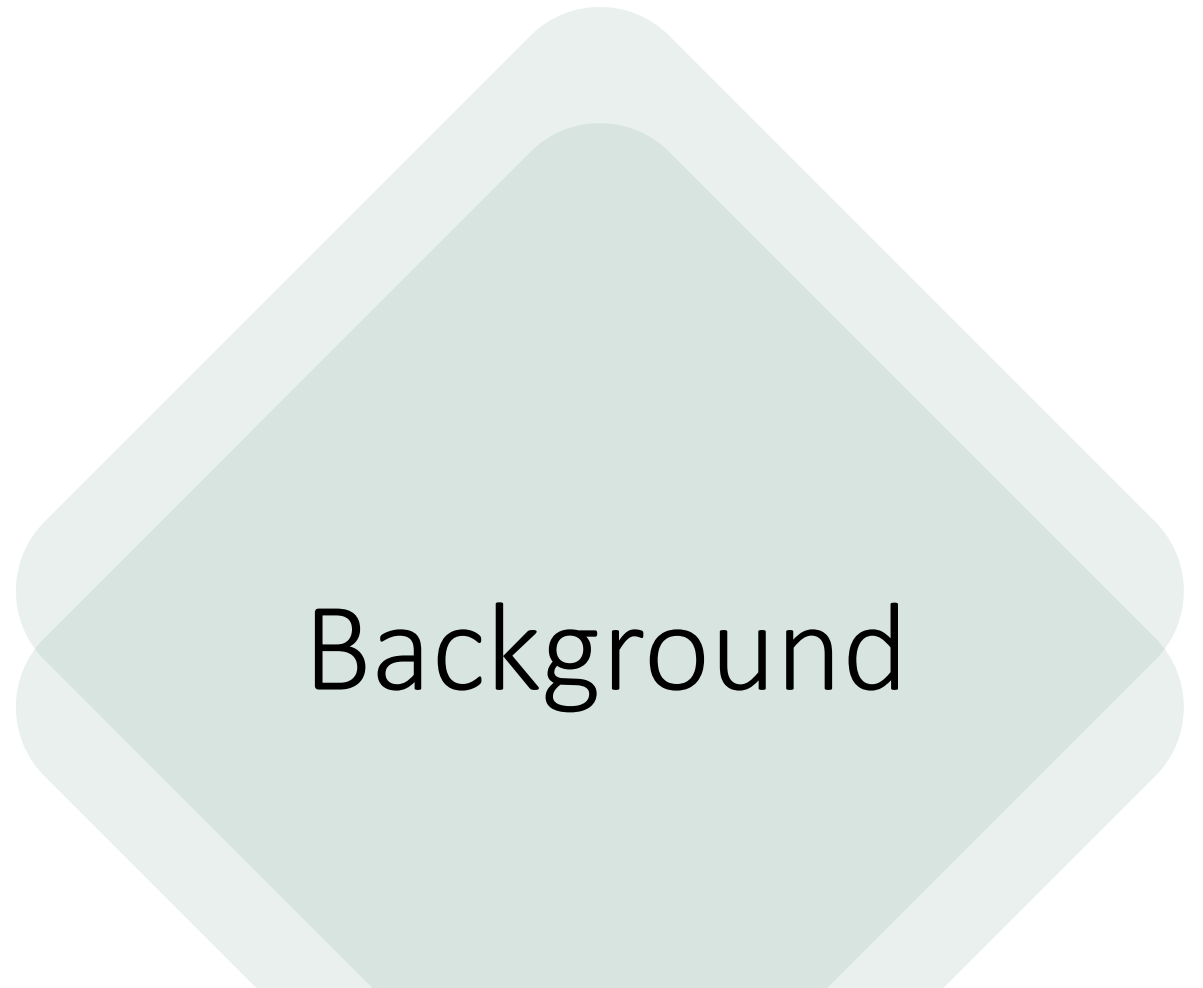
Share
YOUR
thoughts



Take the
OC COVID
Parent Survey



Win a
\$100
gift card



Background

CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC) COVID-19 SURVEY

Among 5,412 US adults responding to a CDC survey in late June 2020...

31%

Reported **anxiety or depressive symptoms**

11%

Seriously considered **suicide**

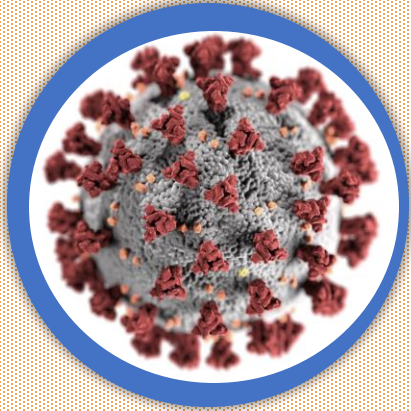
13%

Started or increased **substance use** in a way not recommended by their physician

... in the 30 days preceding the survey

from: "MENTAL HEALTH, SUBSTANCE USE, AND SUICIDAL IDEATION DURING THE COVID-19 PANDEMIC — UNITED STATES, JUNE 24–30, 2020"

OC COVID-19 SURVEYS: WHY?



Assess emotional well-being of OC residents during COVID-19 pandemic (Nov–Dec 2020)



Assist the HCA in anticipating the potential impact of the pandemic on mental health



Help improve responsiveness of county behavioral health services





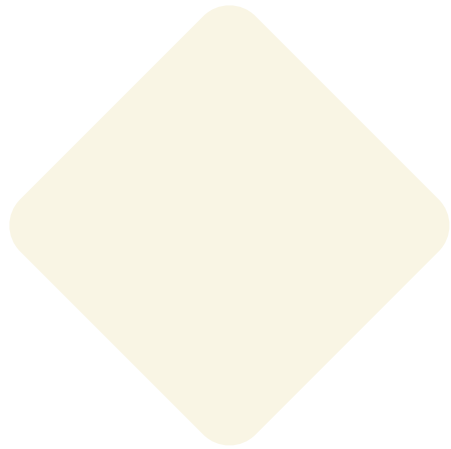
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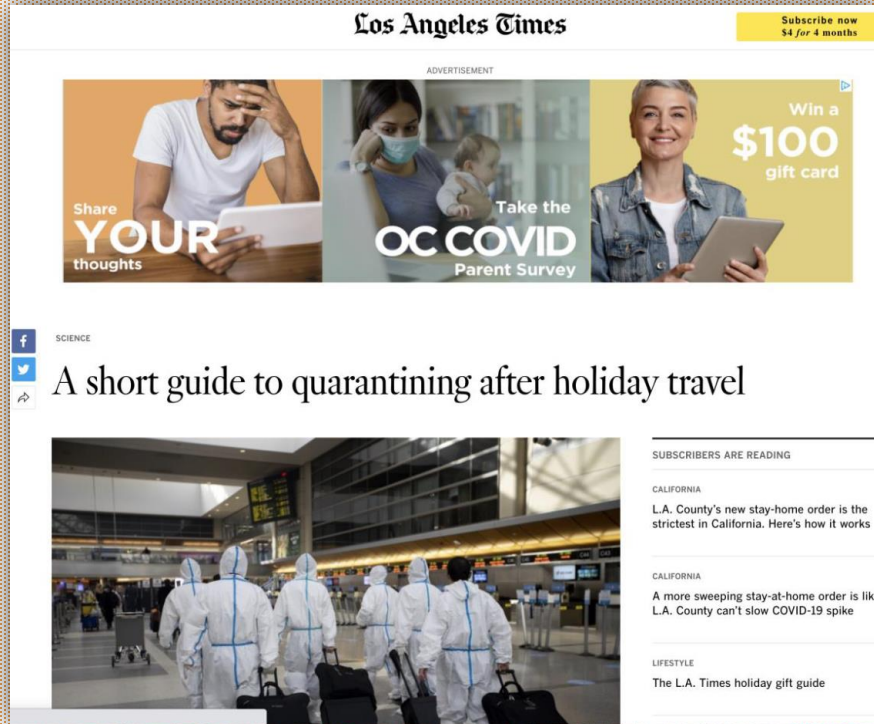


Win a
\$100
gift card



The Surveys

OC COVID-19 SURVEYS: WHAT?



COVID-19 Related Items:
Adapted from CDC survey



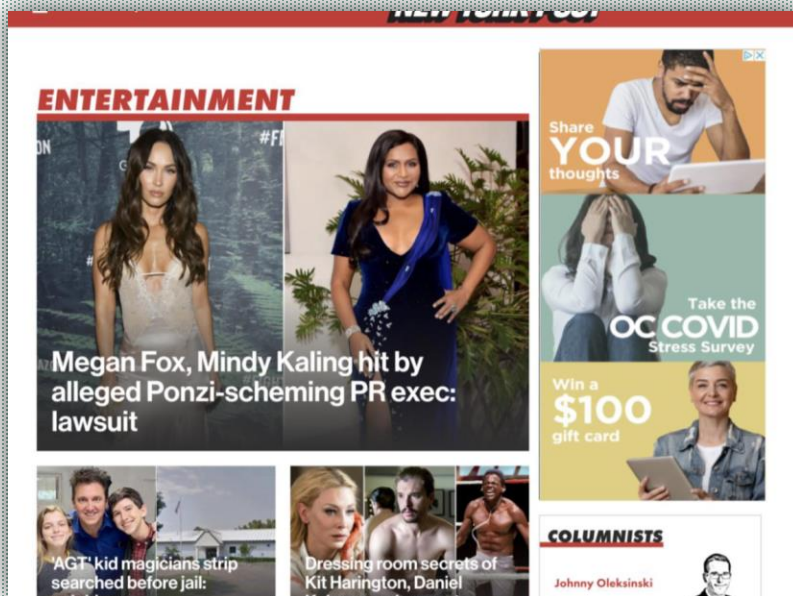
Distress Items:
Commonly used screening measure



Checklists on:
Coping Strategies, Healthcare Access, Barriers



OC COVID-19 SURVEYS: WHO?



Any Orange County adult ages 18+ years old
or adult parent of a child ages 4-17 years



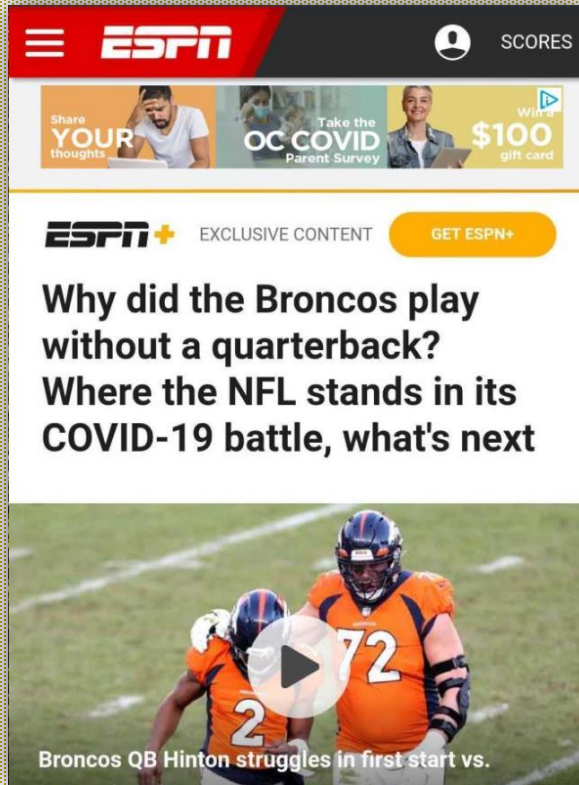
If 1+ child in household, parent asked to
report on child "most affected" by COVID




Fluent in Arabic, English, Farsi, Khmer, Korean,
Mandarin Chinese, Spanish, Vietnamese




OC COVID-19 SURVEYS: HOW?



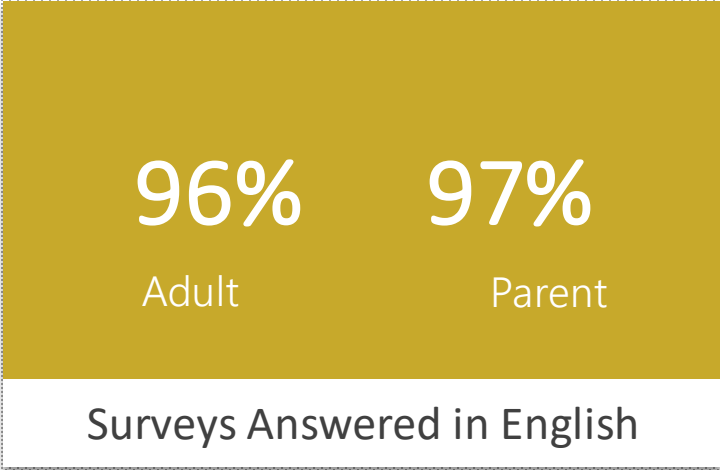
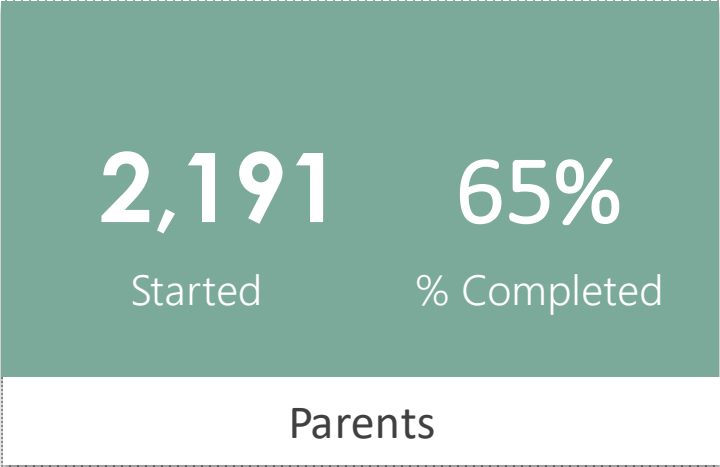
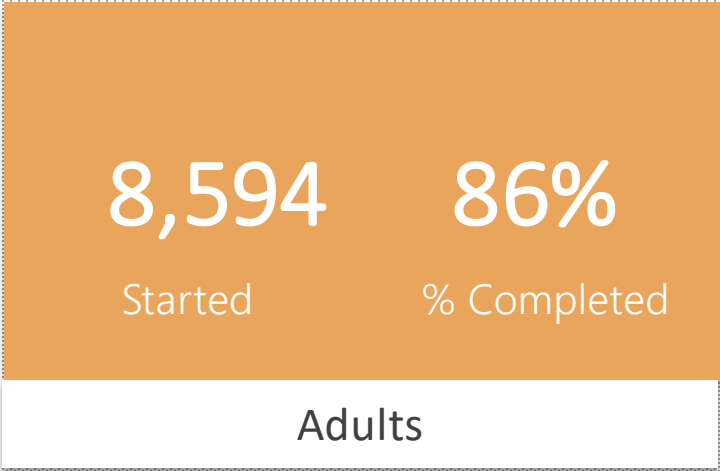
Countywide digital media marketing campaign, ads on internet and social media 

Anonymous, multiple choice, *no text/*fill-in responses 

Opportunity to win \$100 Amazon gift card 



RESPONSE RATES



WHAT'S NEW IN 2022?



Re-release survey with minimal changes to items



Retain focus on mental wellness, add social determinants



Improve outreach to groups who were underrepresented in last survey





Share
YOUR
thoughts



Take the
OC COVID
Parent Survey



Win a
\$100
gift card



Please share
the survey
when
released!

Wrap Up

Evaluation

- Please send feedback and comments:



EiOC Taskforce Reminders

New Meeting

Time:

90 minutes
from 10am to
11:30am

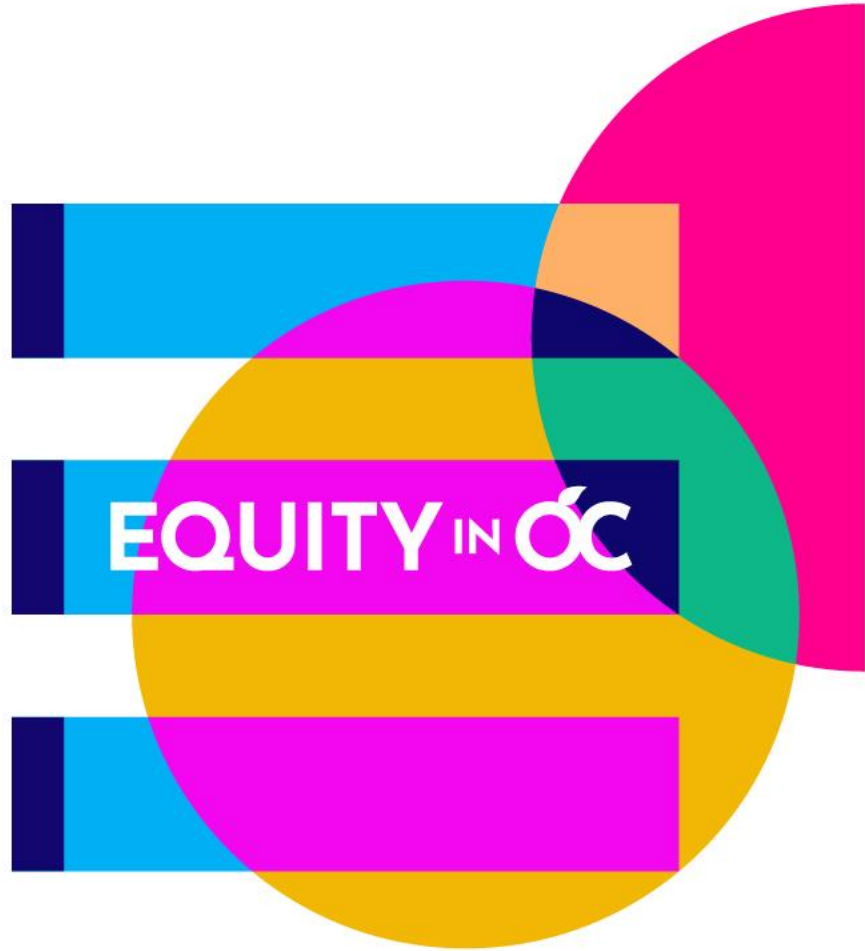
New Meeting

Frequency:

Once a month
on the 4th
Wednesday

Check Your Email!

Updates are
emailed and
posted online



EquityinOC.com



EQUITY IN OC

Thank You!

Gracias!

감사합니다

Contact us:

OPHE@ochca.com

Learn more:

EquityinOC.com