

Date: **Thursday, June 2nd, 2022** Time: **9:00 am – 12:30 pm**

Zoom Link: https://us06web.zoom.us/j/81652512692 Meeting ID: 816 5251 2692

OBJECTIVES:

Participants will be able to:

Unstoppable Resilience: The Keys to Standing Strong During Any Challenge

- 1. Discover the three keys to creating a resilient mindset, regardless of the circumstances.
- 2. Identify the strategy to remain committed to the three keys long after the keynote is over.

Data in Action: How Your Data Impacts our Stronger Families

- 1. To share program descriptive and outcome data.
- 2. To highlight key successes.

Standing with Home Visitors: How LABBN Supported the Family Strengthening Network in FY 21-22

- 1. Recognize individual LABBN staff members and the role they play in the Family Strengthening Network.
- 2. Identify ways LABBN supports the Family Strengthening Network through home visiting oversight and systems building.

Poetry Workshop

1. Reflect on their current experiences, using a creative medium.

















AGENDA:

TIME	PRESENTATION	SPEAKERS
9:00 am - 9:30 am	Welcome & Introductions	Sharlene Gozalians, DrPH, MPH, CHES Director, LA Best Babies Network Dr. Deborah Allen, PsyD Deputy Director, DPH John Wagner, MPA, MPP Executive Vice President, First 5 LA Alina Moran, MPA President, California Hospital Medical Center
9:30 am - 10:30 am	Unstoppable Resilience: The Keys to Standing Strong During Any Challenge	Shola Richards CEO, Go Together Global
10:35 am - 10:45 am	BREAK	
10:45 am - 11:10 am	Standing with Home Visitors: How LABBN Supported the Family Strengthening Network in FY 21-22	LA Best Babies Network Team
11:10 am - 11:40 am	Data in Action: How Your Data Impacts our Stronger Families	Delisa Young, MA Manager of Data & Evaluation, LA Best Babies Network Monica Charles, MPH Senior Data Analyst, LA Best Babies Network
11:40 am - 11:55 am	Creative Break: Poetry Workshop	Barbara Fant Street Poets, Arts for Healing and Justice Network Matthew Cuban Hernandez Street Poets, Arts for Healing and Justice Network
11:55 am - 12:00 pm	Movement Break	Teresa McKee, M.S., CMMF CEO, Work2Live Well
12:05 pm - 12:20 pm	Gratitude and Good Wishes: A Few Words from Funders and Families	
12:20 pm - 12:30 pm	Closing Message	Sharlene Gozalians, DrPH, MPH, CHES Director, LA Best Babies Network

















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SPEAKER BIOS

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Dr. Deborah Allen, PsyD is Deputy Director of the Los Angeles County Department of Public Health, where she heads the Bureau of Health Promotion. Divisions within the bureau include Chronic Disease and Injury Prevention, Maternal, Child and Adolescent Health, Women's Health, Children's Medical Services, and Substance Abuse Prevention and Care. Bureau programs take a holistic approach, addressing health needs in the context of family and community. Like all programs of the Department of Public Health, they emphasize elimination of health inequality as a central goal. Dr. Allen is new to the Department of Public Health and to Los Angeles. She served previously as Director of Child, Adolescent and Family Health at the Boston Public Health Commission, as Associate Professor of Maternal and Child Health Needs at the Massachusetts Department of Public Health. Dr. Allen has a doctorate in Maternal and Child Health and master's degrees in Maternal and Child Health Policy and Management from the Harvard University School of Public Health.

Monica Charles, MPH is the Senior Data Analyst with LA Best Babies Network (LABBN). She earned her Master of Public Health from the George Washington University. Before joining LABBN, she worked at the Peace Corps Headquarters Office of Health Services on electronic medical record implementation, training, evaluation, and reporting. In her graduate work she focused on improving health outcomes in underserved populations in the Washington, DC, metro area. Monica is passionate about utilizing IT innovations and data to find evidence-based solutions to public health issues.

Sharlene Gozalians, DrPH, MPH, CHES is the Director of LA Best Babies Network. She earned her Masters of Public Health (MPH) in Health Education and Promotion at the University of Southern California. She continued on to earn her Doctorate in Public Health (DrPH) at Loma Linda University. Her professional background includes working in the field of home visiting, trauma informed care, maternal and child health, healthy food access and the built environment issues in Los Angeles County, creating healthy and empowered communities, youth empowerment and advocacy, corner store conversions, program planning and evaluation and teaching. Her volunteer experience includes working in Tanzania, Brazil and Armenia addressing prevention, health education and maternal and child health issues. Sharlene's passion for public health addresses the needs of underserved and vulnerable populations.

Teresa McKee, B.S.B.A., M.S., C.M.M.F., served for six years as the Welcome Baby Program Director for PAC/LAC, one of the Family Strengthening Oversight Entities, and has since continued as CEO of Work2Live, serving on the FSOE and providing staff training and leadership and team development. Teresa is a transformation coach and certified meditation facilitator. She brings over 30 years' experience in managing projects, organizations, programs and personnel to the program. Combining her experience with a B.S. in Business Administration and an M.S. in Psychology, specializing in Leadership





Coaching, Teresa integrates behavioral science and complimentary alternative methods with results-oriented processes to help individuals and teams achieve their goals. In addition to her coaching and training work, she produces a weekly podcast on mindfulness and administers a coaching certification program. She is the Secretary/Treasurer for the My Stuff Bags Foundation and volunteers for Maternal Mental Health NOW. Her new book, Dynamic Response Ability, is set to be published in 2020.

Alina Moran, MPA, is the President of Dignity Health - California Hospital Medical Center (CHMC) and leads the overall direction, strategy, and operation of the hospital. Moran served as chief executive officer for NYC Health + Hospitals/ Metropolitan, a 338-bed acute care facility in East Harlem, NY, as well as chief patient growth officer for the NYC Health + Hospital's system. A veteran health care executive with more than 20 years of experience, Moran is a seasoned, dynamic leader with a diverse background in hospital administration. She has a remarkable record of achievement, having demonstrated success in initiating culture change with a focus on decreasing readmission rates, improving safety measures, and implementing strategic initiatives. Her work led Metropolitan to be recognized for meeting the highest national patient safety standards, while achieving distinction for high performance in COPD, heart failure, and stroke care. Moran holds a Master of Public Administration (MPA) degree from Baruch College and a Bachelor of Science from Brown University. Additionally, Moran is an active community leader and was involved in the establishment of the Rhode Island Political Action Committee and Brown University Latino Alumni Council. Moran was also named to the inaugural list of "Notable Women in Health Care" by Crain's New York Business in 2018, and has been honored by a variety of prestigious national organizations.

Shola Richards is the CEO and Founder of Go Together Global™, the best-selling author of *Making Work Work*, and *Go Together*, and he is a civility writer with a passionate worldwide following. His articles and extremely popular "Go Together Movement" email series have been read by readers in over 160 countries, and his work has been featured on the Today Show, CBS This Morning, Forbes, Black Enterprise, Complete Wellbeing India, Business Insider Australia, and in numerous other outlets all over the world who recognize him as an authority on workplace happiness and engagement. As a speaker, Shola has shared his transformative message with leading healthcare organizations, top universities, Silicon Valley, the motion picture industry, on the TEDx stage, and in his greatest honor to date, this past September, he was invited to testify in front of the Select Committee on Capitol Hill to share his expert recommendations on how to bring more civility to Congress. Last, but certainly not least, Shola is a father, husband, identical twin, and a self-professed "kindness extremist" who will not rest until bullying and incivility is extinct from the American workplace.

John A. Wagner, MPA, MPP, is the Executive Vice President of First 5 LA's Center for Child and Family Impact (CCFI). In this role, John is responsible for leading the CCFI's systems change efforts to change policy and practice and build public will to prioritize and improve





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outcomes for young children in Los Angeles County. John first joined the early childhood advocacy and public grantmaking organization as Chief Operating Officer in December 2012, building on his nearly two decades of experience in running a number of state departments in the health and human services arena. In August 2016, John was promoted to the position of Executive Vice President. Prior to joining First 5 LA, John served as Director of the California Department of Community Services and Development from 2011-2012, and Director of the California Department of Social Services (CDSS) from 2007-2011. At CDSS, he oversaw a budget of over \$20 billion and programs affecting California's most vulnerable residents including foster children and youth; children and families receiving aid through the California Work Opportunities and Responsibility to Kids (CalWORKs); and children and adults in state-licensed community care facilities. John earned a master's degree in Public Administration from Harvard University's John F. Kennedy School of Government, a master's degree in Public Policy from Georgetown University and a bachelor's degree from Marquette University.

Delisa Young, MA, is the Manager of Data and Evaluation at LA Best Babies Network. Delisa earned her master's degree in Experimental Psychology from California State University, San Bernardino. Her professional background includes working as a Research Specialist at Five Acres, a child welfare agency that promotes permanency, safety, and well-being for children and families. She supported continuous quality improvement efforts by partnering with the IT department to make the electronic health record system useful for all staff to meet the agency's mission goals, and by providing useful reports to senior leadership to make data-informed decisions. Delisa also has experience conducting health disparities research, which has helped frame her interpretation of data when examining underserved populations. Delisa is passionate about eliminating disparities in health and education, and wants to contribute to this cause by using her research and data skills.

STREET POETS Inc. is a non-profit poetry-based peace-making organization dedicated to the creative process as a force for individual and community transformation. Their mission is to harness the healing power of poetry and music to save lives, create community, and transform culture. Through their work with at-risk and incarcerated youth, organizations, and community members, they build deep transformational relationships and awaken people to the power of their own creative gifts. STREET POETS Inc. coordinates and facilitates a variety of community programs, such as writing workshops, gardening groups, mentoring programs, mobile poetry performances, and more. They also host a podcast, featuring real-life stories and interviews, laced with original poetry and music. To learn more about the amazing work STREET POETS Inc. is doing in our community, you can visit StreetPoetsInc.com or follow them on Instagram @StreetPoetsInc.















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FAMILY STRENGTHENING OVERSIGHT ENTITY



First 5 LA is a leading early childhood advocate organization created by California voters to invest Proposition 10 tobacco tax revenues. In partnership with others, First 5 LA strengthens families, communities and systems of services and supports so that all children in Los Angeles County enter kindergarten ready to succeed in school and life.



LA Best Babies Network (LABBN) is dedicated to achieving healthy pregnancies and births in LA County by providing the infrastructure, programs, advocacy and support to increase the capacity of community partners to succeed in these efforts. Through the Network's trainings, technical assistance and advocacy work, perinatal providers and advocates across the County unite to increase access to quality perinatal care and inter-conception care, create a safety net of resources for at-risk families, create community driven forums to disseminate best practices and find solutions and advance policies that promote healthy deliveries. LABBN is a community benefit program of California Hospital Medical Center; a member of the Dignity Health system of hospitals.

Work2Live Well's mission is to empower individuals and organizations through mindfulness, strengths-based positive psychology, alternative modalities, and cognitive behavioral transformation to enhance the quality of life to the level of flourishing in all key areas. In addition to being one of the oversight entities for the First 5 funded Welcome Baby and Home Visiting programs in L.A. County, we provide coaching, training and development to the staff implementing those programs. Through leadership coaching, team workshops, conflict resolution/mediation, leadership development retreats and multi-media education, our aim is to enhance and maintain team cohesion, while supporting individual staff members delivering direct services, so that they can achieve overall wellbeing and success. This results in increased productivity, reduced burn-out and compassion fatigue and, through the parallel process, improved outcomes for both staff and clients. In addition to our work with Welcome Baby and Home Visiting programs, Work2Live provides trainings to nonprofit and school-based programs, conducts workshops for parents and individuals in disadvantaged communities, provides mindfulness training and curriculum development to clients in the U.S. and Canada, and offers certification programs in both leadership and professional coaching. Work2Live also produces a highly rated mental health podcast, A Mindful Moment[™], in both English and Spanish.



Work2















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C/LOC

Maternal and Child Health Access (MCHA) began in 1990 as the Perinatal Services Program of Homeless Healthcare LA in response to a worsening crisis in maternal and child health services in Los Angeles County. Our purpose was both to support women to achieve healthy births and improve their own health status, and to improve the insurance coverage process and accessibility for prenatal and postpartum care. MCHA became its own nonprofit organization in 1996

in order to expand our client base to address health problems with lowincome families as well. MCHA's mission is to improve the health of lowincome women and children through advocacy, education, training and direct services. We carry out this mission through multiple core services and programs supporting low-income women and families, and through the policy and advocacy work that emerges from their experiences with the health and social services systems. MCHA is proud and honored to be the pilot program for Welcome Baby in Los Angeles County and to be a part of Family Strengthening Oversight.

PAC/LAC has more than 30 years of experience in providing technical assistance, professional development, guidance and education to hospitals, health care providers and engaging the community through coalition building. Since 1979, PAC/LAC has held one of the Regional Perinatal Programs of California (RPPC) contracts in Southern California with the California Department of Public Health (CDPH). This contract includes participation in state, local, and regional perinatal health committees and taskforces; provision of professional education to local community health workers; and serving as a resource to 43 designated hospitals within the tri-county area. Since it was incorporated as a nonprofit in 1981, PAC/LAC's singular mission is ensuring that pregnant women, new mothers, their babies, and families are cared for by the most competent, caring professionals, in well-equipped health care settings. PAC/LAC has been committed to ensuring that newborns and their parents receive no less than the best perinatal care in hospitals across Southern California. Demonstrated through its three fundamental goals - Leadership, Advocacy and Consultation - PAC/LAC has a longstanding reputation of excellence in the community for its work, and is known as a beacon of support, providing valued consultation to nurses, physicians and health care providers, and endorsing public policies and key legislation benefiting childbirth and perinatal care.















FAMILY STRENGTHENING OVERSIGHT ENTITY BIOS

First 5 LA

Kim Belshé, MPP, was named Executive Director of First 5 Los Angeles in November 2012. Prior to joining First 5 LA, she served as senior policy advisor of the Public Policy Institute of California and, from 2003-2011, Secretary of the California Health and Human Services Agency in the Administration of Governor Arnold Schwarzenegger. Kim previously held a number of leadership positions in state government, including director of the Department of Health Services and deputy secretary of the Health and Welfare Agency under Governor Pete Wilson. Kim also has served in leadership positions in California philanthropy, including the James Irvine Foundation. Kim was a founding member of the board of the state's Health Benefit Exchange, Covered California, in 2011, and of the State First 5 Commission in 1999. She currently serves on a number of boards, including the Blue Shield of California Foundation, Blue Shield of California, Beacon Health, Southern California Grantmakers and Los Angeles Area Chamber of Commerce. She is a native of San Francisco and holds a master's degree in public policy from Princeton University and a bachelor's degree in government from Harvard College.

Diana Careaga, MPH, MA is the Senior Program Officer in the Program Development Department at First 5 LA. She received her bachelors in Sociology from University of California Davis and worked for several years as an assistant director for a health clinic's youth FSOE STAFF BIOGRAPHIES program. She went on to graduate studies and earned her Masters of Public Health at University of California Los Angeles. Ms. Careaga has over fifteen years' experience in program planning, administration and public health. She has worked extensively in the field of health for women and youth, including assisting in clinical research in women's health issues in Brazil. Since being at First 5 LA, she has worked in coordination with the Welcome Baby Pilot program since it began implementation. Currently she oversees the expansion of First 5 LA's family strengthening strategies, including expansion of the Welcome Baby program and intensive home visitation services in LA County.

Marlene Cole is a Program Officer II in the Family Strengthening Team, working on First 5 LA's portfolio of home visiting programs and the Baby Friendly Hospital Project. Marlene is the team's point person for the Parents as Teachers program. Previously, Marlene worked in the Grants Management Department on the Healthy Births Initiative and in the Best Start Communities Department with the Lancaster and Palmdale communities. Prior to joining First 5 LA, Marlene worked for eight years with California Family Health Council managing Title X federal family planning funds for the state of California and also spent time working for the LA Children's Planning Council and the Georgia School Age Care Association. Marlene holds a BA degree in Sociology from UC Santa Cruz and a MPH degree with an emphasis in behavioral sciences and health education from Emory University.

Ellaine Hartley-Polissky, MPH is a Program Officer in the Family Supports Department of the















Programs Division at First 5 LA. She received her Bachelors in Health Science with an option FSOE STAFF BIOGRAPHIES in Health Education, and her Masters of Public Health with an emphasis in Community Health Education from California State University, Northridge. Her professional background includes over 10 years working in health promotion and intervention programs targeting pregnant women and their children; and includes programs such as the Women, Infants and Children (WIC) Nutrition program and First 5 LA's Healthy Births Initiative. She came to First 5 LA to fulfill a passion of promoting healthy communities and increasing access to resources for pregnant women and children; she started five years ago with the Best Start Initiative and recently transitioned to Welcome Baby and Select Home Visitation.

Karlo Herrera is a Program Associate in the Family Supports department. He assists his colleagues with the initial review of Welcome Baby and Select Home Visitation invoices; and manages contracts others would die for. Karlo is a team player and helps his department in any way that he can to keep tasks moving along. He is a huge Dodgers fan, but above all he is the biggest fan of his two kids. Being an active and engaged father is his main drive to wake up every morning.

Laura Hoyos Kainsinger, MPH is a Program Officer at First 5 LA. She earned her Master of Public Health in Community Health Sciences from UCLA Fielding School of Public Health. Before joining First 5 LA, she worked at Westside Children's Center as Program Manager of DCFS Prevention and Aftercare Services contract. Her professional background includes working on nutrition education and healthy food access, developing parenting education workshops, promoting health access programs, academic event planning, and teaching. Laura has extensive experience working with community-based programs that provide services to culturally diverse and at-risk families throughout LA County.

Alison Kellman, MSc is the Program Officer on the Family Supports Team with over 30 years of experience in Public Health. She received her Bachelor of Arts in Rhetoric and Communication from University of California, Davis and earned a Master of Science in Health Education and Promotion from South Bank University, London. Alison has partnered with many family-serving agencies to include spending ten years at a South Los Angeles agency supporting maternal and child health initiatives, including oversight of a Black Infant Health (BIH) Project. For the past eleven years, Alison has contributed her expertise at a neighboring health department establishing and cultivating collaborative partnerships with family and community health programs; as well as medical and health community stakeholders, to create and implement emergency preparedness plans, while ensuring compliance.

Vanessa Mendez, MA is the Senior Program Officer at First 5 LA. She joined First 5 LA and the Family Supports team in June 2021. Her focus is on systems change and optimization efforts. Vanessa has over 15 years of experience overseeing, implementing and evaluating community and school-based programs that serve children, youth and families in California, Minnesota and Michigan. Prior to her role at First 5 LA, Vanessa served as the Director of





Community Services at Children's Bureau overseeing prevention programming in Metro Los Angeles. Her content knowledge is focused on early childhood development, child abuse prevention, parent-child attachment, family support and community involvement. Vanessa enjoys working collaboratively with partners to contribute to the development of impactful opportunities for families, particularly those with young children. She has a master's degree in Ecological-Community Psychology from Michigan State University. Vanessa enjoys exploring all that Los Angeles has to offer with her family and friends. She also has a lifetime love of dance.

Claudia Molina, MPH is a Program Officer in the Program Development Department at First 5 LA. She received her Bachelors in Psychology from Pitzer College and worked for several years as a program coordinator for a case management program serving high risk families in South Central Los Angeles. She earned her Masters of Public Health at Boston University School of Public Health. Ms. Molina has over ten years' experience in program planning and public health. She has worked extensively in the field of women and children's health. Since being at First 5 LA, she has worked on the family strengthening strategies, which includes a home- and hospital-based intervention known as Welcome Baby currently expanding from one hospital site to over ten in LA County. The family strengthening strategies also includes the Baby Friendly Initiative, intended to assist hospitals to implement policies and practices to support patients in the initiation and continuance of breastfeeding.

John A. Wagner, MPA, MPP, is the Executive Vice President of First 5 LA's Center for Child and Family Impact (CCFI). In this role, John is responsible for leading the CCFI's systems change efforts to change policy and practice and build public will to prioritize and improve outcomes for young children in Los Angeles County. John first joined the early childhood advocacy and public grantmaking organization as Chief Operating Officer in December 2012, building on his nearly two decades of experience in running a number of state departments in the health and human services arena. In August 2016, John was promoted to the position of Executive Vice President. Prior to joining First 5 LA, John served as Director of the California Department of Community Services and Development from 2011-2012, and Director of the California Department of Social Services (CDSS) from 2007-2011. At CDSS, he oversaw a budget of over \$20 billion and programs affecting California's most vulnerable residents including foster children and youth; children and families receiving aid through the California Work Opportunities and Responsibility to Kids (CalWORKs); and children and adults in state-licensed community care facilities. John earned a master's degree in Public Administration from Harvard University's John F. Kennedy School of Government, a master's degree in Public Policy from Georgetown University and a bachelor's degree from Marquette University.

















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LA Best Babies Network

Renée Aguilar, PsyD, IFMHE, is Manager of Training and Technical Assistance. She has dedicated 15 years to perinatal mental health and has worked in child welfare and community-based organizations for Los Angeles and San Francisco Counties. Renée branched her interests to systems change and program reform for early childhood programs to address bias and advance equity. Before LABBN, she was a chief designer and content developer for a pilot project in San Francisco. In partnership with San Francisco stakeholders and a private foundation, she created a trauma-informed, multi-tiered system of support for the city's most extensive Early Head Start / Head Start program using evidence-based frameworks targeting mental health, family engagement, and health areas for positive outcomes for young children and their families. Renée earned her Doctorate in Clinical Psychology with an emphasis in Diversity from Phillips Graduate Institute. She continued her education and received a postgraduate certificate in Infant-Parent Mental Health from the University of Massachusetts at Boston's affiliate fellowship program in Napa, California. Renée is passionate about developing equitable programs from a neurorelational perspective to better support the child-parent relationship and improve life trajectories.

Terrie-May Anciano, BS, is the Public Health Research Associate and Training Coordinator. She graduated from California Baptist University with a Bachelor Degree in Science and a concentration in Health Education. Prior to working at LABBN, she interned at Kaiser Permanente, Riverside, as a Diabetes Health Educator, helping patients maintain a healthy lifestyle by helping them develop a diabetic-friendly meal plan and by making sure they know how and when to take their medication. She also volunteered at Dignity Health - California Hospital Medical Center in the postpartum, pediatrics and emergency trauma departments, where she enhanced her practical knowledge and experience in health care. She always wanted to have a career that enabled her to help people in need, and she is grateful to have that opportunity at LABBN.

Martha Bock, MPH, is the Public Health Research Associate. She earned her Master of Public Health from the University of North Carolina at Chapel Hill. Prior to joining LABBN, she worked as a public health researcher for the Behavioral Health Program at the Mayo Clinic in Minnesota. Her research focused on implementing and evaluating community-based programs designed to reduce health disparities and to address community needs, particularly among Alaska Native and Native American women. As an advocate for using culturally relevant, community-based programs to create health behavior change, she is excited to apply her skills to the important work of LABBN.

Monica Charles, MPH, is the Senior Data Analyst. She earned her Master of Public Health from the George Washington University. Before joining LABBN, she worked at the Peace Corps Headquarters Office of Health Services on electronic medical record implementation, training, evaluation, and reporting. In her graduate work she focused on improving health outcomes in underserved populations in the Washington, DC, metro area. Monica is





passionate about utilizing IT innovations and data to find evidence-based solutions to public health issues.

Brandon Craw, MA, is the Data Analyst. Brandon received his Master's in Clinical Psychology from California State University, Dominguez Hills. While in school, he focused on researching the effects of witnessing workplace aggression through conducting mock interviews. Brandon also assisted with university-wide survey analysis as a form of management consulting for the Vice President of the university. Prior to LABBN, Brandon worked with the Vice President of the Administration and Finance department at CSUDH. Brandon is passionate about utilizing data to help improve people's lives.

Vanessa Delgadillo, BS, is the Database Quality Assurance and Project Specialist. She provides database development support, facilitation of meetings, and project timeline management for the Stronger Families LA Database, the case management and data collection system for the Welcome Baby and home visiting programs. She received her BS in Community Health Education from California State University Long Beach. Prior to joining LABBN, she provided family support in a domestic violence shelter for women and children. She provided research and data assistance during an internship at Partners in Care Foundation. She also was a Data Manager for the Best Babies Collaborative and assisted the Comprehensive Perinatal Services Program (CPSP), Title X, and EMR during her time at St. John's Well Child and Family Center. Her passion is working with underserved communities and women and children.

Patrick Flippin-Weston, BA, is the Public Health Research Associate and Training Coordinator. With a degree in Psychology, he has worked in the social services field in northern and southern California. Prior to joining LABBN, he was an Outreach Caseworker at the Alameda County Community Food Bank, where he assisted with connecting individuals and families with federal nutrition programs. He also worked at the University of California, Los Angeles, as a Training Coordinator for the emerging California Hub and Spoke Program. There, he assisted with statewide trainings on the tools, medication, and resources needed to combat the opioid crisis. Patrick is a true believer that knowledge is power and passionately aims to connect individuals and communities with the resources they need to thrive.

Sharlene Gozalians, DrPH, MPH, CHES, is the Director for LA Best Babies Network. Sharlene earned her Master of Public Health in Health Education and Promotion at the University of Southern California; she continued her education to earn her Doctorate in Public Health at Loma Linda University. Her professional background includes working with healthy food access and the built environment issues in Los Angeles County, creating healthy communities, youth empowerment and advocacy, corner store conversions, program planning and evaluation and teaching. Her volunteer experience includes working in Tanzania, Brazil and Armenia addressing prevention, health education and maternal and child health issues. Sharlene's passion for public health addresses the needs of underserved and vulnerable populations.

















Jonathan Jimenez, BA, is the Database Trainer and Support Specialist II. Prior to joining LABBN, he was a data analyst for a cloud-based POS company. With a background in volunteer work for immigrant groups and others in need, Jonathan says he is happy to be working for an organization whose mission comports with his passion for helping underserved communities. He earned his degree in Business Management from California State University, Northridge, and hopes to pursue an MBA in the healthcare field in the near future.

Kayla Kakavand, MPH, is the Public Health Research Associate. She earned her Master of Public Health from the University of Southern California, with an emphasis in Health Promotion and Education. In her graduate work, Kayla focused on disease prevention and improving access to healthcare and resources in underserved populations in Los Angeles County. She is passionate about helping others, and plans on using her background in health education and epidemiology to help underserved communities.

Osvaldo Lopez, BS, is the Database Trainer and Support Specialist I. He earned his Bachelor of Science degree in Healthcare Administration/Management from California State University, Northridge. Previously, at Arroyo Vista Family Health Center, he conducted analyses of regional health care needs and participated in community outreach, social media, and strategic planning — all with the goal of educating underserved community members and connecting them to health care services. Osvaldo has a passion for education and public health, so he is glad to be part of a network that provides this support to mothers and families across Los Angeles County.

Larisa Malek, BS, is the Manager of Operations and Grants. Larisa studied accounting at California State University, Los Angeles, and is responsible for LABBN's financial budget. She works closely with the Director of Administration managing day-to-day operations. Larisa is an innovative and driven accounting professional who is eager to take on new challenges.

Amie Miramontes Franco, BA, is the Communications Specialist II. She has progressive experience in communications, community outreach, and public relations, with a demonstrated record of developing innovative communication strategies that strengthen brand awareness. The majority of her work has been in the education and healthcare fields. She has always been passionate about finding ways to leave a lasting, positive impact through her work — especially in her local community. She is happy to be working toward advancing the mission of LABBN and is committed to showcasing all of the wonderful work the Network is doing. Amie earned her BA in Communication Studies from the University of California, Los Angeles.

Laurel Murray, BA, is the Policy Administrative Coordinator. Prior to joining LABBN, she worked as a coordinator in several acute units at California Hospital Medical Center. As a firm believer that the mission of LABBN is incredibly important for the future of Los





Angeles County and for the state of California, she feels fortunate to be part of a team with so much dedication to help the community. She is passionate about improving the quality of care and quality of life for the underserved population of Los Angeles County. She is a southern California native who received her BA in Psychology from Cal State Fullerton.

Steve Nish, MA, is the Manager of Communications and Outreach. With 20 years of experience in the communications field, he has led national and global communications campaigns in education, corporate ethics, and community building. Prior to working with LABBN, he was Senior Editor of the Los Angeles-based Josephson Institute, where he focused on sustainability and ethics in business, and on character development in schools and youth service programs. He did his undergraduate work at University of California, Santa Barbara, and has a master's from Syracuse University's Maxwell School of Citizenship and Public Affairs.

Vanessa Reyes, BS, is the Public Health Research Associate & Training Coordinator I. She earned her Bachelor of Science degree in Health Science from California State University, Fullerton, and is currently working to be certified as a health education specialist. Prior to LABBN, she worked for a private university that focused on allied health occupations where she provided health education, data management, and administrative support. She is passionate about giving back to the community and providing high-quality resources and education to help people lead happy and healthy lives. Vanessa is thankful to have the opportunity to support families across LA County and to be a part of LABBN.

Jana Wright, MPH, is the Director of Policy and Coordinator of the Los Angeles County Perinatal and Early Childhood Home Visitation Consortium. She is currently a graduate student and Master of Public Health candidate at University of Southern California. Jana earned her Bachelor of Arts in political science and biology from Georgia Southern University. Before joining LABBN, she worked as a Senior Policy Analyst for WellCare Health Plans and a Legislative Assistant for Mixon and Associates, a boutique lobbying firm focused on health and education issues. Jana is passionate about reducing maternal mortality and infant mortality among the African-American population in Los Angeles County.

Margaret Lynn Yonekura, MD, is the Executive Director for LA Best Babies Network. In addition to leading LA Best Babies Network, Dr. Yonekura is Director of Community Benefits for Dignity Health - California Hospital Medical Center. Dr. Yonekura is an Associate Professor of Clinical Ob-Gyn of both USC and UCLA Schools of Medicine, Division of Maternal-Fetal Medicine, with a research focus in infectious diseases in Ob-Gyn and perinatal substance abuse. She continues to oversee Options for Recovery: Harbor-South Bay, the comprehensive perinatal substance abuse treatment program she established over 20 years ago at Harbor-UCLA Medical Center. She also teaches Ob-Gyn residents and Maternal-Fetal Medicine fellows at Harbor-UCLA. Over the course of her career, Dr. Yonekura has received numerous awards for teaching excellence, and has been recognized at the local, state, and national levels for her service to the community and for the programs





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that she directs. Dr. Yonekura serves on the Los Angeles County Women's Health Policy Council, the Board of Trustees of Pomona College, and the Good Hope Medical Foundation.

Delisa Young, MA, is the Manager of Data and Evaluation. Delisa earned her master's degree in Experimental Psychology from California State University, San Bernardino. Her professional background includes working as a Research Specialist at Five Acres, a child welfare agency that promotes permanency, safety, and well-being for children and families. She supported continuous quality improvement efforts by partnering with the IT department to make the electronic health record system useful for all staff to meet the agency's mission goals, and by providing useful reports to senior leadership to make datainformed decisions. Delisa also has experience conducting health disparities research, which has helped frame her interpretation of data when examining underserved populations. Delisa is passionate about eliminating disparities in health and education, and wants to contribute to this cause by using her research and data skills.



















Work 2 Live Well

Vanessa Barajas, MPH, is in the process of attaining her CPDC while simultaneously finishing her master's in Public Health at California State University, Northridge. As our Program Coordinator, her focus on maternal and child health is a perfect match for our partnership with Welcome Baby and home visiting programs in L.A. County and aligns with the current research projects she assists with in examining ways to reduce infant feeding disparities. Vanessa also has experience writing and leading creative health workshops for families with young children, making her contributions to our program content invaluable and effective.

Jessie Brennan, MPH, is Work2Live's Program Manager. She specializes in community health education and curriculum development. Jessie brings her years of teaching experience and knowledge of public health issues together to enhance and inform topics to integrate into the programs. Jessie works with WB and HV teams to identify their needs, researches and identifies evidence-based solutions, and assists in providing trainings and support. In addition to supporting Welcome Baby and Home Visiting staff, Jessie writes curriculum for Work2Live's online self-development courses and is working towards her Professional Development Coaching certification.

Teresa McKee, B.S.B.A., M.S., C.M.M.F., served for six years as the Welcome Baby Program Director for PAC/LAC, one of the Family Strengthening Oversight Entities, and has since continued as CEO of Work2Live, serving on the FSOE and providing staff training and leadership and team development. Teresa is a transformation coach and certified meditation facilitator. She brings over 30 years' experience in managing projects, organizations, programs and personnel to the program. Combining her experience with a B.S. in Business Administration and an M.S. in Psychology, specializing in Leadership Coaching, Teresa integrates behavioral science and complimentary alternative methods with results-oriented processes to help individuals and teams achieve their goals. In addition to her coaching and training work, she produces a weekly podcast on mindfulness and administers a coaching certification program. She is the Secretary/Treasurer for the My Stuff Bags Foundation and volunteers for Maternal Mental Health NOW. Her new book, Dynamic Response Ability, is set to be published in 2020.

Melissa Sims is the social media and Web Manager for Work2Live Well. She is also one of our workshop contributors and a guest writer for our blog. She brings over 8 years of experience in social media management, and has written numerous guest pieces for various industries, including travel, real estate and yoga. Melissa is also a Certified Yoga Teacher, and sometimes brings yoga into our workshops. Melissa's focus is on mindful meditation, breath work, and asana. Melissa is currently exploring the many facets of yoga, including yoga therapy, the chakras, the application of sound energy, and the practice of pre-natal and post-natal yoga.















Maternal and Child Health Access

Teresa Garcia-Leys, LCSW CLE, is the Clinical Supervisor for the Welcome Baby program at Maternal and Child Health Access (MCHA). Teresa began her professional career in education working with at-risk youth in Los Angeles. Teresa returned to graduate school to obtain her Master's degree in Social Work at the University of Southern California (USC). With a strong interest in maternal and child health, she also obtained her certification as a lactation educator counselor from University of California, San Diego. Over the past 18 years, Teresa has worked in various community mental health agencies, schools, foster care placement agencies, and shelters. In 2010, she was hired as a Team Supervisor for the Welcome Baby pilot program at Maternal and Child Health Access (MCHA). In 2013, Teresa became part of the Family Strengthening Oversight Entity (FSOE) training team. Teresa began to provide trainings in home visitor safety, parent coach skills, high-risk protocols and shadowing Welcome Baby staff. In 2015, Teresa became the Clinical Supervisor for the Welcome Baby program at MCHA. In addition to her work with Welcome Baby, Teresa has a small private practice and works with individuals and families. Teresa has extensive experience working with high-risk families, cultural awareness, child development, maternal mental health, and infant mental health. Teresa is also a member of the Los Angeles County Perinatal Mental Health Task Force. Teresa is married and has two daughters.

Sandra Hoffman, MPH, is the Quality and Evaluation Manager for Welcome Baby at Maternal Child Health Access. She has worked in the Welcome Baby program for over four years assisting with program implementation and evaluation activities in order to ensure the delivery of quality services and achievement of program goals. Throughout the Welcome Baby pilot, she worked with the software developer in implementing reports and upgrading system functions to enhance program management, monitoring, quality assurance and evaluation of the outcome measures. She is currently a member of the oversight entity and helps provide technical assistance as it relates to data and evaluation in order to support the new Welcome Baby programs throughout Los Angeles County. Her professional background includes analyzing health data for strategic planning, grants, outcome analysis, fulfillment of contracts and implementing new reporting tools in order to measure health outcomes. In addition, she previously provided technical to support through summarizing health impact assessment findings through evidence-based models. Sandra earned her Master's in Community Health Sciences from the University of California, Los Angeles.

Lynn Kersey, MA, MPH, is the founder and Executive Director of Maternal and Child Health Access (MCHA), a nonprofit organization in Los Angeles which improves the health of lowincome women and families through advocacy, education, training and direct services. This is accomplished through direct services and assisting with health insurance coverage, as well as providing training and technical assistance to other organizations and advocacy. Lynn is a member of the Children's Health Initiative and serves on the Medi-Cal Managed Care Advisory Committee to the California Department of Health Services. Prior to MCHA, Lynn directed a similar program for Children's Advocacy Institute and Homeless Health Care Los Angeles. She was the first Coordinator in Los Angeles for Health Access, a





coalition of organizations working for health care coverage for every Californian. For two years she served as chair of the Interim Executive Consumer Advisory Committee for the Local Initiative Health Authority for Los Angeles County, and co-chair for the Children's Health Consultant Committee. In recognition of her commitment to social justice, Lynn was honored by the California Department of Health Services with the 2007 Helen Rodriguez-Trias Excellence in Community-Based Women's Health Leadership award.

Lili McGuinness, LCSW, CLE is a psychotherapist, trainer and manager, who has been working with low-income and high-risk families for over 15 years. Lili is a licensed clinical social worker who earned her Masters of Social Work from The University of Southern California and a Certificate of Lactation Education from The University of California, Los Angeles. Lili specializes in maternal and infant mental health, particularly in the area of home visitation. Lili is the Director of the Welcome Baby Program at Maternal and Child Health Access. As one of the leaders of the Welcome Baby Pilot, she helped establish the framework and structure of the program. Lili and her daughter, Emma Sophia are highlighted in This Emotional Life, Early Moments Matter video that is focused on healthy secure attachment. Lili is a member of the Los Angeles County Perinatal Mental Health Task Force, Los Angeles County Perinatal Mental Health Task Force Training Committee and the Maternal Mental Health Improvement Project at USC-Eisner. Lili is trained as an integrated body psychotherapist and provides psychodynamic therapy and life coaching to individuals, couples and families in her private practice.









Public Health



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PAC/LAC

Gabriella Santoyo, BS received her Bachelor's in Public Health from California State University, Northridge. Her role at PAC/LAC is program assistant. She represents PAC/LAC at various breastfeeding meetings, coordinates continuing education events, and works with program evaluation. She is happy to be a part of a company that provides resources for women and their families. She enjoys spending time outdoors, hanging out with her family and dog.

Aida Simonian, RNC-NIC, SRN, SCM is the Chief Executive Officer for PAC/LAC. Ms. Simonian has more than 40 years of maternal child health experience and has been involved with PAC/LAC since 1983. As a Registered Nurse and a Midwife, most of her nursing career has been dedicated to Maternal Child Heath, with a specialty in Neonatal Intensive Care. In her position as PAC/LAC's Chief Executive Officer and the RPPC Director, she plays a key role in the planning and designing of perinatal quality improvement initiatives, educational programs for the perinatal healthcare professional and ongoing organizational strategic planning.

















Unstoppable Resilience

THE KEYS TO STAYING STRONG DURING ANY CRISIS

WRITTEN & DESIGNED BY



This workbook is dedicated to anyone who is struggling to navigate the challenges of this new normal. Together, we <u>will</u> get through this.





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INTRODUCTION

These are unprecedented times that we are living in right now. We are over two years into battling against a deadly global pandemic, there is a growing war in Ukraine, a powerful racial reckoning grew sharply after the murder of George Floyd (and continues nearly two years after his murder), anxieties are sky-high as many people return to on-site work for the first time in nearly two years, and recent studies have shown that



Americans are the unhappiest that they have been in the past 50 years.

Simply put, there is *a lot* going on right now.

The reality is that our current challenges can influence how we work, how we live, and how we lead. That is why developing the skill of resilience is needed more than ever to ensure that we are consistently showing up as our best selves for those we serve.

The Unstoppable Resilience[™] presentation and workbook are designed to give you the highly-practical tools and strategies to navigate the complexities of this new normal. I am confident that you'll find both of them to be useful as we do this important work.

On that note, there is so much work for us to do together (as you'll soon see), and it is all laid out in this workbook. I am so excited to go on this journey with you.

Stay safe out there, and I'll see you inside!

Live positively,

tola Lichards







FOCUS ON WHAT YOU CAN CONTROL

"Sooner or later, you're going to realize just as I did, that there's a difference between knowing the path and walking the path." -Morpheus, The Matrix



KEY TERMS

Before we get started, let's ensure that we have clear definitions for the words "resilience" and "burnout." Here they are below:

Resilience

The ability to withstand, or recover quickly from, difficult circumstances.

Burnout

The state of emotional, physical and mental exhaustion caused by excessive and prolonged stress.

WARNING SIGNS OF BURNOUT

Needless to say, burnout can affect our lives in many unpleasant ways. Take an honest look at the list below—are you experiencing any of the warning signs of burnout? Take a moment and circle any of the symptoms listed below that you are feeling right now:

- Low morale/excessive complaining
- Decreased connection to your role and/or to the people you serve
- Moodiness/quickness to anger
- Cynicism
- Feelings of helplessness and/or hopelessness
- Deteriorating relationships at work and home
- Difficulty concentrating
- Emotional detachment
- Loss of interest in caring for yourself

The first step in addressing burnout, building resilience, and of course, staying positive is focusing on the things that you have the power to control. Specifically, **your actions**, **your effort and your attitude**.



1. YOUR ACTIONS

The first of three things that will always be within our control, are our actions (aka, the things that we choose to do). During these uncertain times, being very intentional about your actions can be extremely beneficial when it comes to building your resilience. Here are a few examples of the actions you can take, starting today.

A. Fountain vs. Drain

When you think about the activities that you do often, ask yourself this question: *"does this activity fill me up (like a fountain), or does it drain me?"* Now more than ever, it is critical to limit (if not, eliminate) the optional actions that drain us consistently. Excessive news watching is an example of an optional action that can be incredibly draining. Conversely, listening to an inspirational podcast, meditating or reading a good book are examples of optional actions that can "fill you up" and recharge your mental reserves.

What is one action that *drains you* that you are committing to stop?



What is one action that *fills you up* that you are committing to start?





B. Connect Creatively

Due to the physical-distancing guidelines designed to limit the spread of the COVID-19 virus, isolation and loneliness are on the rise. Statistically speaking, loneliness has the same impact on our health as smoking 15 cigarettes per dayⁱ. That is why virtually reaching out to friends, family and colleagues (via Teams, Zoom or FaceTime, for instance) during these times is more important than ever. Our resilience and mental health literally depend on it.

Thankfully, there are a lot of ways to creatively connect with others, in the virtual world:

- ✓ Start a Book Club
- ✓ Have Dinner/Happy Hour Together
- ✓ Throw a Dance Party
- Play Games Together
- ✓ Binge Watch Shows

How will you creatively connect with others, virtually?





C. Go Outside

More people than ever are working from home due to the COVID-19 virus, and because of this, it is easy to end up staying inside for longer than necessary. Unfortunately, doing so for extended periods of time can negatively affect our overall mental health. So, what's the solution? We need to go outside. Studies have shown that twenty minutes in nature can significantly reduce our stress hormone levels.ⁱⁱ And during these challenging times, reducing stress should be your primary priority.

Going outside should not be left to chance. In order to reduce our overall stress level, we need to create—and commit to—a plan to go outside on a daily basis. Staying inside tethered to your computer all day with artificial lights beating down on you for 8+ hours a day will <u>not</u> help you to building your resilience, I promise.

When will you choose to go outside each day? Where will you go? What will you do as an activity when you're out? Write your answers below.



RICHARDS

D. Level Up

While the current circumstances in the world are not ideal, ask yourself if it is possible to turn this difficult situation into something positive. More specifically, what habit, skill or routine can you develop now that will enhance your professional skills or life skills long after the worst of this situation is over?

Do you want to read more books? Start a gratitude practice? Get eight hours of sleep a night consistently? Meditate every morning? Drink more water each day? Deepen your knowledge of your sales portfolio? The possibilities for self-improvement are truly endless.

As Winston Churchill once said, "never waste a good crisis."

What action(s) will you take to "level up" (i.e., improve yourself) during these challenging times?







2. YOUR EFFORT

The second thing that is always within our control is our effort. Or in other words, it's how hard we choose to try. To keep the importance of our effort in the front of our minds, here is the simple question that we must continually ask ourselves:

"Did I do my best?"

Remember though, your best doesn't have to be good!

There will be days when you will "hit the wall," you will be unable to muster any additional effort, and the results may be less than optimal. That is 100% okay. What is most important is that we can look ourselves in the mirror and know that, no matter the result, we have done our best.

That's the power of the "Just Today" philosophy.





3. YOUR ATTITUDE

The third thing that is always within our control is our habitual way of thinking, otherwise known as our attitude. During these unprecedented and unpredictable times, maintaining a positive attitude can be really tough to do. Fortunately, there are some strategies we can employ to ensure a higher likelihood of staying resilient, despite less-than-positive circumstances.

A. Help Others

There are many people (the immunocompromised, the elderly, and the disabled, to name a few) who may need your help during these times. It could be to pick up groceries/prescriptions, donating blood, or simply being a reliable ally. Being helpful is not only kind, but doing so can also help to positively boost your mood in the process as well.

B. Express Gratitude

Even though living through this new normal is difficult, are you able to find something to be grateful for? Is it your health? The countless brave people who are showing up to work every day for our benefit (healthcare staff, grocery/pharmacy workers, postal/delivery workers, public transit operators, and janitors to name a few)? Your job? Your home? Your ability to affect meaningful change? Either way, when you are grateful for what is working in your life, as opposed to dwelling on what is not working, it can also have a powerful impact on your attitude.

C. The Six-and-Six Rule

Worrying can have a devastating impact on our overall attitude. That is why we need to spend our energy on the things that truly matter. One strategy is to apply the Six-and-Six Rule: if what you're worrying about right now <u>does not</u> have the potential to significantly impact your life six months from now, then don't spend longer than six minutes worrying about it.















"And once the storm is over, you won't remember how you made it through or how you managed to survive. You won't even be sure whether the storm is really over. But one thing is certain: when you come out of the storm, you won't be the same person who walked in." -Haruki Murakami



THE BUFFALO VS. THE COW

My father once shared with me a story about how buffalos and cows behave differently when a storm arrives. The cow, instinctively, tries to run away from the storm—which, ironically, lengthens the time that she's in the storm. On the other hand, the buffalo chooses to run *into the storm*. By doing so, not only is his time in the storm shortened, but by making the choice to experience something unpleasant (but, necessary), he is strengthened in the process.

So, what does this mean for you, exactly? In means that in times of crisis, we need to "enter the storm" to examine any long-held beliefs that may weaken us for the challenges that lie ahead. Will it be unpleasant? *Possibly*. Will we be more resilient for embarking on this challenging journey? *Absolutely*.









UNHEALTHY BELIEFS

Many people (myself, most definitely included) have long-held beliefs that no longer serve us, or our overall personal development. Worst of all, as we navigate the numerous challenges presented by the current polarization in America and COVID-19, these unhealthy beliefs will only diminish our strength and resolve as we face those challenges. In order to become fully prepared for the uncertainties ahead, we need to boldly enter the storm like the buffalo would, and examine these unhealthy beliefs, head-on. Below are a few common examples of these beliefs:

- × "I am not good enough."
- 🗙 "I am incapable."
- 🗙 "I am unlovable."
- × "No one can be trusted."
- × "I am invisible and/or I don't matter."
- × "There's something wrong with me."
- × "I am a loser and/or a failure."

If you are willing to enter the storm, here is what you must ask yourself: Which one of the above beliefs do you believe to be true? Where did this belief originate from? How does this belief continue to negatively impact your life? Most importantly, are you willing to re-examine this long-held belief and replace it with a more empowering belief that serves you? This requires some serious introspection, my friend. If you're up to the challenge, take a moment to write your responses below:



BUILDING STRENGTH FOR THE CHALLENGES AHEAD

In addition to re-examining our unhealthy beliefs, we also need to re-examine our habits as well. Having consistent self-care habits is important when dealing with everyday stressful situations, but in a crisis, we will need to raise our self-care game, significantly. If we are going to voluntarily enter the storm and do what is uncomfortable, we will need to adopt a difficult (but, necessary) self-care routine. A "tough-love" self-care routine is one of the most effective strategies for maintaining our strength, despite the challenges that are thrown at us.

Tough-Love Self-Care Techniques *(circle any of the following that you are committing to add to your routine):*

- Maintaining healthy boundaries (saying "No")
- Removing yourself from toxic relationships
- Reaching out to a therapist
- Prioritizing rest and renewal
- Reducing, or eliminating, your time spent on social media
- Making healthy food choices
- Forgiving others (and yourself, if necessary)
- ✓ Asking for help
- Refusing to numb yourself and/or justify unhealthy behavior because of all of the good things that you are doing for others





WORKING, PARENTING AND TEACHING...OH MY!

Very few things are testing parents' sanity right now as much as being thrust into the role of managing distance-learning for their kids (which, is in addition to all of their other responsibilities). Now, more than ever, practicing self-compassion is crucial. Thankfully, Dr. Emily King wrote this amazing Public Service Announcement that is a must read for anyone who feels like they are crumbling under the impossibility of parenting their kids, working from home and supporting their kids' distance-learning, simultaneously.

Public Service Announcement

Parents: What we are being asked to do is not humanly possible. There is a reason we are either a working parent, a stay-at-home parent, or a part-time working parent.

Working, parenting, and teaching are three different jobs that cannot be done at the same time.

It's not hard because you are doing it wrong. It's hard because it's too much. Do the best you can.

When you have to pick, because at some point you will, choose connection. Pick playing a game over arguing about an academic assignment. Pick teaching your child to do laundry rather that feeling frustrated that they aren't helping. Pick laughing, and snuggling, and reminding them that they are safe.

If you are stressed, lower your expectations where you can and virtually reach out for social connection. We are in this together to stay well. That means mentally well, too.

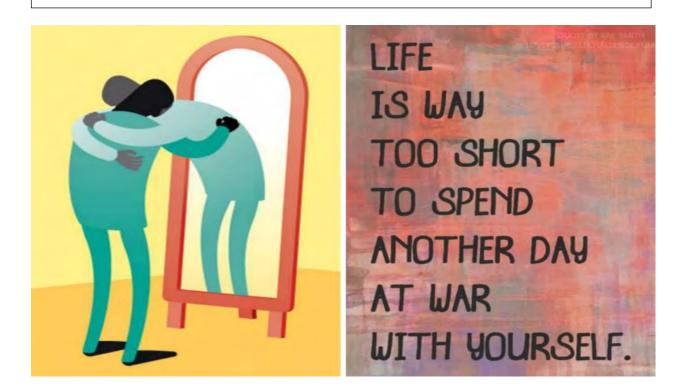
Emily W. King, Ph.D.



FOR ALL OF US

It is worth remembering that we are living through a reality that is unprecedented. It is unrealistic at best, and dangerously delusional at worst, to think that we will glide through these difficult circumstances with consistent grace, poise, and efficiency. We will stumble, we will cry, we may question if we have what it takes to lead...and yes, all of those things are normal.

More than ever, we need to be kind to ourselves by practicing self-compassion as we enter the storm. Knowing this, it's time to dig deep with the following question (and please, keep it real). In what area of your life do you need to be kinder to yourself?



















"Leadership is about empathy. It is about having the ability to relate to and connect with people for the purpose of inspiring and empowering their lives." -Oprah Winfrey



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CREATING SAFETY

Generally speaking, many people do not feel comfortable asking for help. There are numerous reasons why this is the case: pride, embarrassment, and a fear of being perceived as weak are a few of many possible explanations. Under normal circumstances, this would be problematic, but under these circumstances, the unwillingness to ask for help could be devastating.

This is why it is critical to be a person who creates safety—or more specifically, psychological safety—so that others will be willing to reach out to you for assistance. Harvard Business School professor, Amy Edmonson, defines psychological safety as:

"A belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes."

One of the quickest ways to destroy psychological safety is to judge others when they share their fears and insecurities with you. Instead, be open-minded, be kind, and most importantly, be helpful. During these challenging times, your willingness to create psychological safety could be the difference between another person's success or failure, peace or depression, or even life or death.



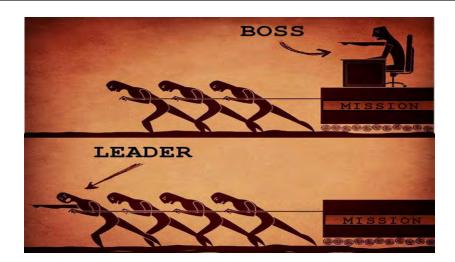


WHAT WILL BE REMEMBERED

During a crisis, one thing that employees will remember long after the worst of the COVID-19 virus and the other challenges of 2022 have passed, is how they were treated by their organizations and by their leaders. In fact, I will go as far as to say that the circumstances related to this pandemic will clearly separate the ineffective leaders from the transformative ones. The leaders who are able to: 1) stay calm under pressure, 2) communicate clearly and with civility, 3) demonstrate empathy and compassion, and of course, 4) promote psychological safety will be the ones who succeed in this new reality.

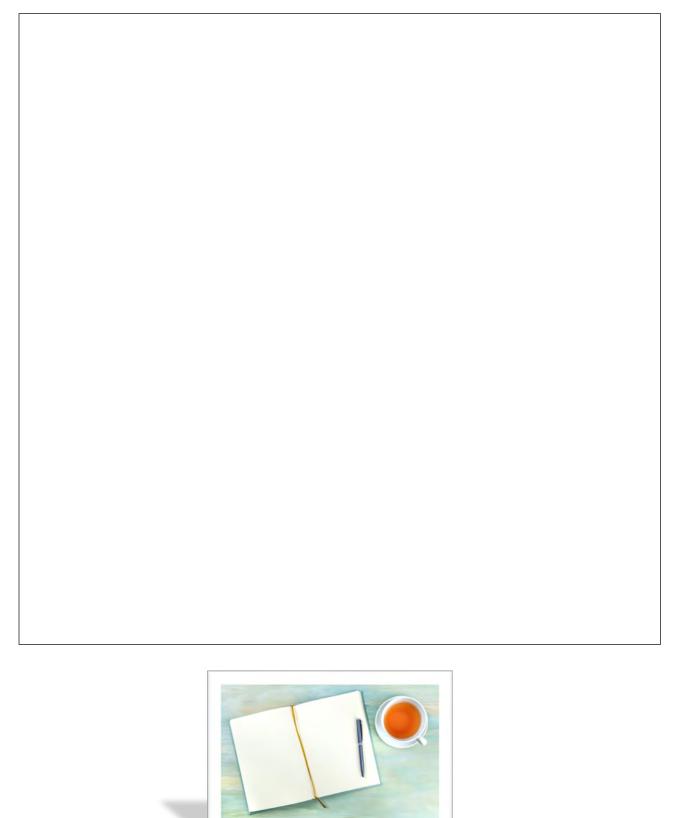
To be clear, true leadership has nothing to do with a formal title. You are a leader simply if you are able to inspire positive actions in others. So, here's my question for you: are you willing to lead with compassion, conviction and psychological safety during these challenging times? If so, you will be on the right side of history once this crisis passes. Most importantly, you will remembered as a leader who inspired others to follow you because they chose to, not because they had to. This can (and should) be your legacy.

How will you choose to lead others during this crisis?















STAYING COMMITTED TO RESILIENCE

"Sooner or later, you're going to realize just as I did, that there's a difference between knowing the path and walking the path." -Morpheus, The Matrix



IF YOU WANT TO GO FAR, GO TOGETHER

At the risk of sounding like Captain Obvious right now, allow me to say this: staying positive during a crisis is <u>not</u> easy. If it were, then everyone would be doing it. The three keys on the previous pages are not for the faint of heart, but fortunately, there is a way to significantly increase your likelihood of staying committed to those three keys:

Work with an accountability partner.

Did you know that you have a **65%** chance of meeting your goal if you commit it to someoneⁱⁱⁱ? Even better, did you know that if you have a regular accountability appointment with a person with whom you have committed, you will increase your chance of success to **95%**^{iv}?! Amazing, right?

Is it possible to see meaningful improvement by applying the three keys, on your own? Yes, absolutely. However, to enjoy *meaningful <u>and</u> sustained* positive change, it is best to have a trusted companion to join you on this journey. There will be setbacks, dark days, and heartbreaks as we lead during this new normal. Because of this, now more than ever, we need to have someone on our side who will encourage us to stay accountable to these three keys when things get hard.

And believe me, things will get hard.





THE RESILIENCE CHECK-IN PROCESS

There are three points to remember when having a "Resilience Check-in" with your accountability partner:

- 1. Resilience Check-ins must be a priority (not something that you do if/when you have any free time).
- 2. Check-in regularly (normally, meeting in-person would be ideal, but a quick video call, email or even a text message conversation will suffice—the key is that it is done regularly).
- **3.** During the Resilience Check-in, talk specifically about the progress that you have made applying the four keys since your last check-in, and the challenges that you have faced in keeping your commitment(s).

Your Accountability Partner's Name: _____

When, and how often, will you meet?: _____

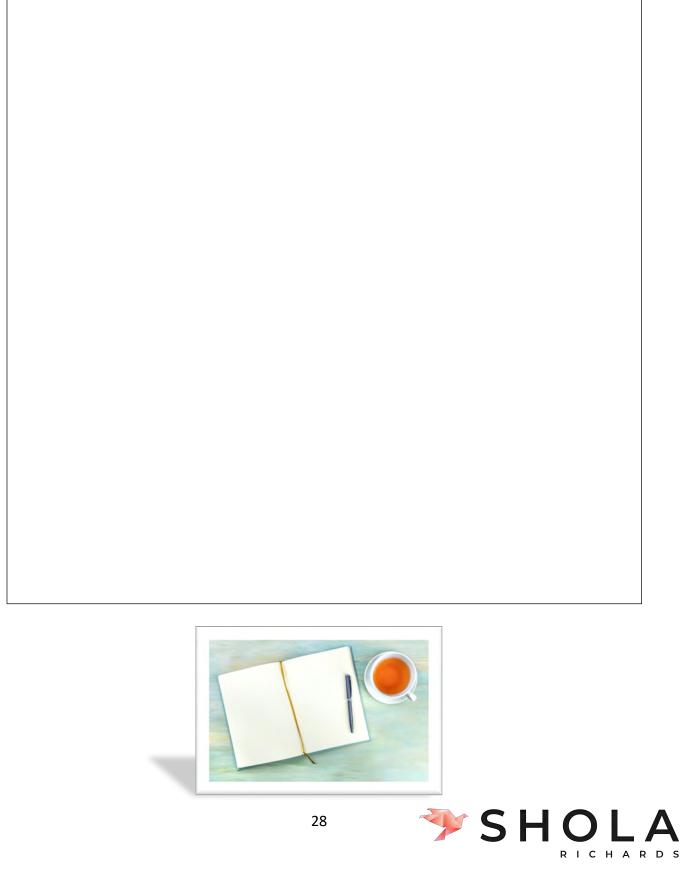
How will you meet (in-person, video chat, text message, etc.)? _____

As a result of completing this workbook, what is/are your primary commitment(s) (i.e., what do want your Accountability Partner to hold you accountable to)?















"Knowledge has a beginning, but no end." -Geeta lyengar



THANK YOU!

Thank you so much for recently attending my Unstoppable Resilience[™] presentation, and for completing this workbook! I hope that you found both to be useful and informative during these unprecedented times. I know firsthand that staying resilient is a very challenging endeavor right now, but I know that if you put in the work that's detailed in this workbook, you <u>will</u> see meaningful results.

Speaking of which, I'd love to keep in touch and hear about your progress! Below is my contact information and other key links if you are interested in reaching out to me, or learning more about my journey to make the world a kinder place.

Additionally, if you would like to actively keep the positivity going, make sure to join the thousands of fine folks on my Go Together Movement[™] Monday Morning email list! Just text the word "positivity" (without the quotations) to **33777**, follow the directions, and you'll get hard-hitting positivity delivered fresh to your inbox every Monday morning.

Until we meet again my friend, stay safe out there and please continue to be part of the positive change that this world needs!

Live positively,

tola Richards

Website: www.SholaRichards.com Email: Shola@SholaRichards.com TEDx talk: https://youtu.be/BrnhdY0B7Cg Speaker Reel: https://vimeo.com/328493089 Facebook: www.facebook.com/SholaRichardsOfficial LinkedIn: www.linkedin.com/in/sholarichards Twitter & Instagram: @sholarichards





USEFUL LINKS AND RESOURCES

Below is a collection of online (and mostly free!) resources that you can use to stay safe, informed and resilient. Please know that these links are just a starting point. If you have any additional links that I should include in this list, please let me know!

- ✓ <u>7 Cups</u> (the world's largest emotional support system)
- <u>Centers for Disease Control and Prevention</u> (resource for up-to-date COVID-19 information)
- ✓ <u>Crisis Text Line</u> (text "HOME" to 741741 to connect with a crisis counselor)
- ✓ <u>Go Noodle</u> (a great way to keep young kids active while they're inside)
- <u>Guide to Allyship</u> (an open source guide to be a more thoughtful and effective ally)
- <u>Headspace</u> (an amazing meditation app, that's free to anyone who is unemployed)
- ✓ <u>Khan Academy</u> (free, world-class education for anyone)
- Microsoft Work From Home Guide (a free guide to ensure that you're set up for success while you are working from home)
- ✓ <u>National Domestic Violence Hotline</u> (or, call 800-799-7233)
- ✓ <u>National Suicide Prevention Lifeline</u> (or, call 800-273-8255)



ⁱ Scientific American, Loneliness is Harmful to Our Nation's Health



ⁱⁱ Science Daily, Stressed? Take a 20-Minute Nature Pill

iii Association for Talent Development

^{iv} Association for Talent Development

Executive Leadership Team





Executive Director Margaret Lynn Yonekura, MD

M.L.Yonekura@commonspirit.org

Director Sharlene Gozalians, DrPH, MPH, CHES

SGozalians@labestbabies.org

What We Do

- Oversee LA Best Babies Network staff
- Vet new opportunities for networking, collaboration, and funding
- Initiate program planning and sets goals for programs that LABBN oversees
- Responsible for creating new relationships for collaborative thinking and strategic thought partnership
- Monitor progress towards process and outcome measures for LA Best Babies Network strategic objectives
- Serve as a liaison and content expert between grantees, funder and third-party evaluators for various ongoing evaluation plans
- Continue to support County home visiting initiatives and opportunities for expansion
- Support Family First Prevention Service Act (FFPSA) implementation
- Share network best practices, data and strategies with national partners





LA BEST BABIES NETWORK Healthy Babies. Our Future.

Solution California Hospital Medical Center

MEET OUR TEAM

WHAT WE DO

Administrative Support Team

Manager of Operations & Grants

Larisa

Office Coordinator

TBD

Administrative Coordinator

TBD

- Collaborate with all teams within LABBN and the FSOE Network to provide administrative support
- Handle logistics for collaborative projects and LABBN's organizational operations
- Manage, purchase, and monitor program materials and distributions
- Serve as a liaison leader between California Hospital Medical Center and LABBN

HIGHLIGHTS & ACCOMPLISHMENTS



11/1



207 ORDERS WERE PLACED FOR WELCOME BABY PROGRAM

MATERIALS

700+

GIFT BOXES WERE DISTRIBUTED TO THE FAMILY STRENGTHENING NETWORK STAFF

WE SIGNIFICANTLY REDUCED OUR CARBON FOOTPRINT BY GOING PAPERLESS WITH ELECTRONIC BINDERS



Welcome Baby Program Materials Ordered in FY 21-22

Welcome Baby Books (10,000)

> 38,430 ITEMS PURCHASED!

9-Month Toys (3,234)

Dignity Health California Hospital Medical Center Cabinet Latches (1,800)

3-Month Toys

(3,500)

Healthcare Kits (9,408)

> Boppy Pillows (9,024)

Plug Protectors (1,464)

LA BEST BABIES NETWORK

COLLABORATION WINS!

Dignity Health

California Hospital Medical Center

Technical Assistance (TA) Team

Communications Team



PROVIDED MAINTENANCE AND SUPPORT FOR CHROMEBOOK TECHNOLOGY BUNDLES

ASSISTED WITH DATA COLLECTION FOR THE COVID-19 SITE ASSESSMENT SURVEY





52 WEEKLY EVENT NEWSLETTERS WERE SENT OUT TO THE FAMILY

STRENGTHENING NETWORK

CONDUCTED QUARTERLY PROGRAM MATERIAL SURVEYS AND MONITORED MATERIAL DISTRIBUTION BY SITES

LA BEST BABIES NETWORK

Consortium & Policy







Jana Wright, Director of Policy and Consortium Coordinator

Laurel Murray, Policy Administrative Coordinator Anna Ghukasyan, Policy Intern

Advocacy Workgroup

Collected stories from the field; One-Pagers for Policymakers and Health **Audiences**

African American Home Visiting Engagement Workgroup Best Practices Hiring Guide; African American staff focus groups

Best Practices Workgroup

Outreach Strategies Guide; Learning Sessions on Parent Voice

Data Workgroup

FY 20/21 data collection and report; Staff Diversity Report

5

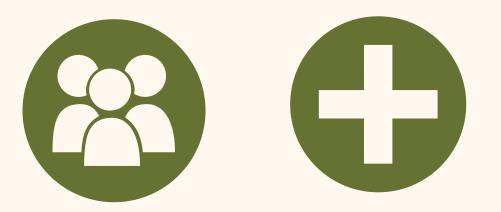
Referrals Workgroup

Barriers Survey and 3 subsequent webinars; General Home Visiting One-Pager

Father Engagement Workgroup

Report on the benefits of father involvement







Newsletter:

The Weekly Rundown Sent to 321 People

Medical Center

2 New Members

Join us!







Spanish Welcome Baby Book

Translated the latest edition of the English Welcome Baby book into Spanish.



New Partnerships

Continued to partner with local orgs to get the word out about Welcome Baby and encourage WelcomeBabySupport.org referrals.

Spanish Resource Library for Families

Launched a library of helpful handouts, guides, and more on a variety of parenting topics.

Stronger Fam ming Events for Early Childh

Upcoming Events Lists

Continued to compile and share weekly lists of upcoming events on a variety of perinatal health and family strengthening topics.



New Outreach Material

Welcome Baby Outreach Specialists Ionthly Discussion of Good Ideas

provide Welcome Baby Outreach

Specialists a space to collaborate and

Lydia Rojas-Cardoza, Northridge H November 19, 2020

share good ideas.

first 5 la

Produced a new Welcome Baby banner for Welcome Baby sites.



Home Visiting Day in LA County

Developed a website for Home Visiting Day and supported the development of the #HVDayLA social media toolkit.



LABBN Healthy Babies. Our Future.

> Dignity Health California Hospita Medical Center

LA BEST BABIES NETWORK

Training & Technical Assistance





Renée Aguilar, PsyD Manager of Training & Technical Assistance We support program staff in delivering quality services to children and families across all three home visiting models. Together, we promote best practices and improve programmatic outcomes through targeted technical assistance such as peer discussions, webinars, and network-wide evaluations. Our team assists over 700 staff across models and fields over 100 technical assistance requests annually.

Our training subdivision is in charge of training all new staff and provides ongoing advanced training opportunities to support professional development. The technical assistance subdivision utilizes periodic assessment and evaluation to assess and address programmatic needs to maintain model fidelity.



Terrie-May Anciano, BS Public Health Research Associate *Training Coordinator-F5LA-Funded*



Patrick Flippin-Weston, BA Public Health Research Associate Training Coordinator-County-Funded





Martha Bock, MPH Public Health Research Associate *Technical Assistance*



Kayla Kakavand, MPH Public Health Research Associate *Technical Assistance*



Vanessa Reyes, BS, CHES Public Health Research Associate I *Technical Assistance*



Year in Review

APAC

LEARN







425 Staff Trained



132 TA Facilitated Meetings

ING

329 Surveys Distributed



14 Specialized Trainings



Presented at Inter-Agency Council on Child Abuse and Neglect Conference

Lu Data Team Lu

G

Countywide database operations (development, training, and technical support)

> Standardization of data collection and reporting across the home visiting network

Trainings and consultations on use, monitoring, and interpretation of data



Meet the Team!





Data analysis and sharing to promote

multiple stakeholders (home visiting

form guidance for risk management

continuous quality improvement

Data visualization reports for

models, funders, and agencies)

Consent and authorization

reporting needs
DYoung@labestbabies.org

Vanessa Delgadillo Database QA and Project Specialist Monica Charles Senior Data Analyst



Contact for Tableau report request, questions, and Tableau trainings

MCharles@labestbabies.org

Jonathan Jimenez Database Trainer and Support Specialist II Brandon Craw Data Analyst



Contact for Tableau report request and questions

BCraw@labestbabies.org

Osvaldo Lopez Database Trainer and Support Specialist I



Contact for questions regarding data collection forms, database changes & updates, and for database training

VDelgadillo@labestbabies.org



Contact for SFDB user access, SFDB support questions, questions about consent and authorizations, and SFDB user guides

JJimenez@labestbabies.org



Contact for SFDB user access, SFDB support questions, and SFDB user guides

OLopez@labestbabies.org

Network Contributions



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Facilitate continuous quality improvement efforts related

improvement efforts related to referral pathways, client engagement and retention, and overall best practices

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Continued success in adapting to all of the changes stemming from the transition to the virtual world (e.g., database and report modifications)



Increase in Tableau reports productions to assist in data-informed decisions within the network Support data collection efforts for partners including: county consortium, managed care plans, external evaluators

Participated in Tableau Conference customer panel to share how the network leverages Tableau for CQI and decision-making

Provided resources to assist with funding and agency transition of clients to different funding sources or agencies

LA BEST BABIES NETWORK Healthy Babies. Our Future.

Family Strengthening Network Summit 2022 Data in Action: How Your Data Impacts Our Stronger Families

Monica Charles, MPH Delisa Young, MA June 2022

This is what home visiting is about!

A client was getting ready to complete 5 years in the program and the home visitor asked "Is there anything else before we end our visit?" The client then said "Yes, actually there is."

The client went on to share that an alarm in the home had been going off and at times she **was smelling gas**. She brought it up to the apartment manager, but nothing was done about it. The home visitor named carbon monoxide exposure symptoms and asked if she had any. The client shared feeling dizzy the last few days.

The home visitor then walked the client through how to reset the carbon monoxide alarm, and then change the batteries, but nothing worked. As a Certified Emergency Response Trainer, the home visitor **recognized the danger of the situation**. The home visitor provided the emergency phone line for the gas company and the information the client needed to share.

The client called back in less than 20 minutes. Someone from the gas company had arrived and did in fact find a carbon monoxide leak. The home visitor's **immediate action and guidance** was crucial in helping the family learn about the danger they were in and how to get support.

The home visitor also shared where to call to report the apartment manager's negligence for dismissing the situation. Finally, she **shared a resource** about how long they could be without gas.

Families Served – Prenatal Enrollments

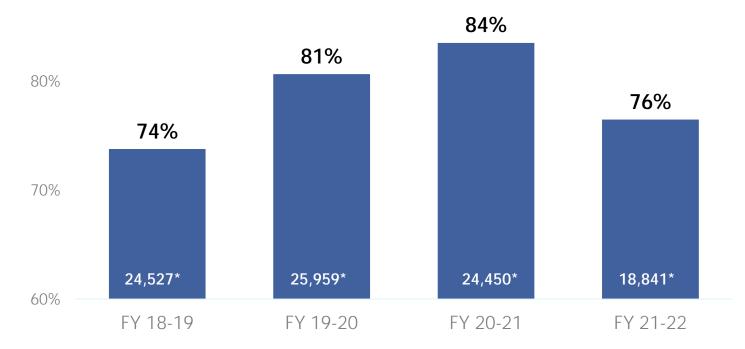
Prenatal Enrollments 3,000 2,410 2,321 2,500 232 2,000 1,745 1,466 198 HV 1,500 99 WB 1,000 500 FY 18-19 FY 19-20 FY 20-21 FY 21-22



Families Served – Clients Approached

WB Clients Approached Rate Over Time

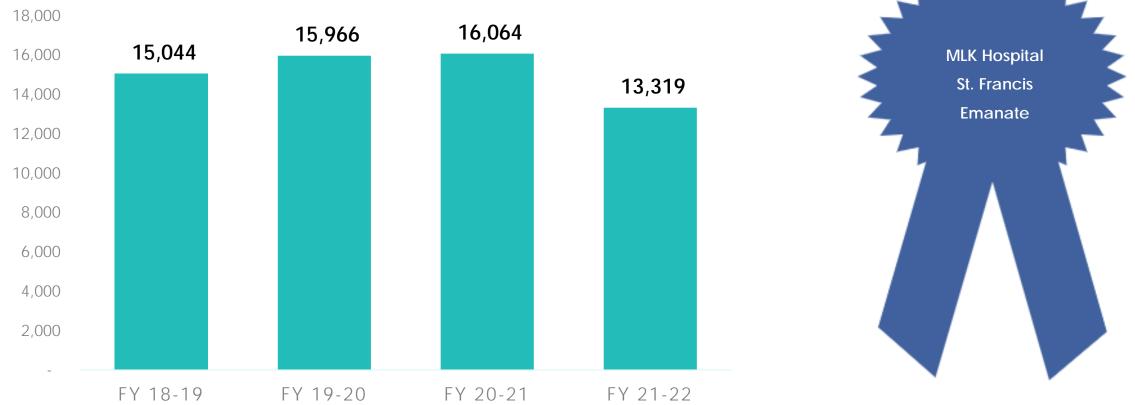
90%



* Number of clients approached

Families Served – Hospital Enrollments

Welcome Baby Hospital Enrollments



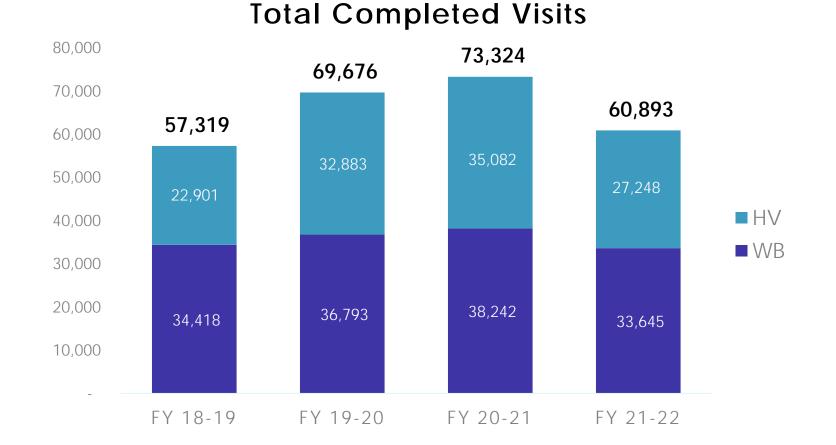
Families Served – Home Visiting Enrollments

Children's Institute

Richstone

Home Visitation Postpartum Enrollments 1,400 1,301 1,200 1,039 511 1,000 744 800 673 External 646 92 600 ■ WB 390 400 790 652 200 393 283 FY 18-19 FY 19-20 FY 20-21 FY 21-22

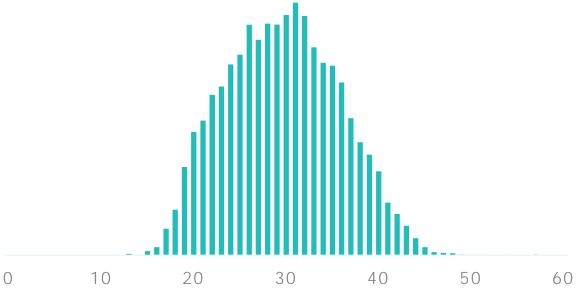
Families Served – Completed Visits



Family Demographics – Age

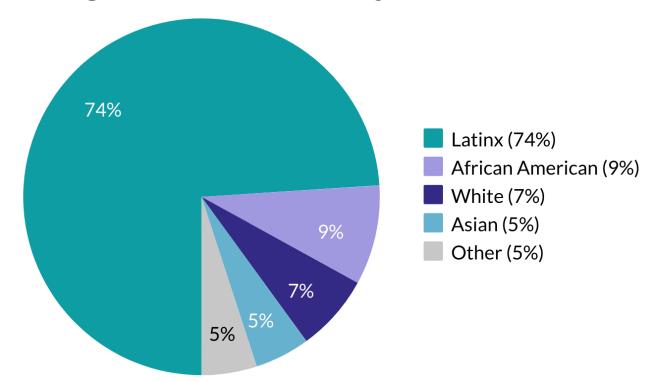


Caregiver Age at Entry



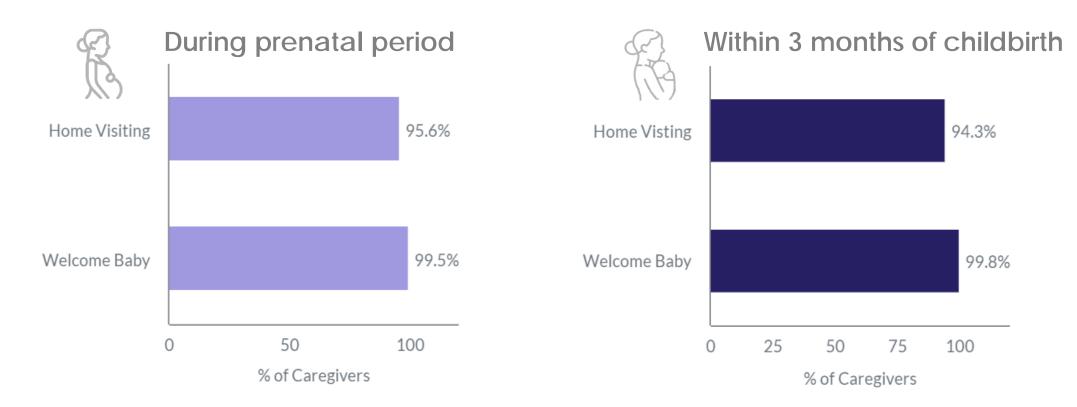
Family Demographics – Ethnicity

Caregiver Race/Ethnicity

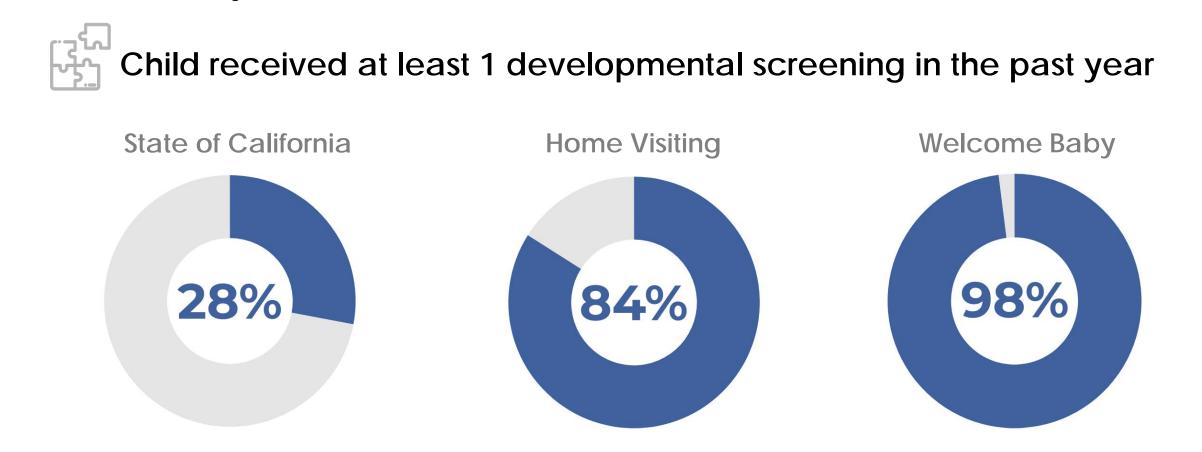


Program Impact – Mental Health Screening

Caregiver screened for depression



Program Impact – Child Developmental Screening

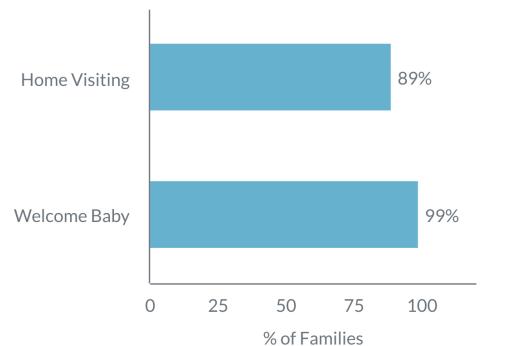


CA comparison data from State of Babies 2022 report.

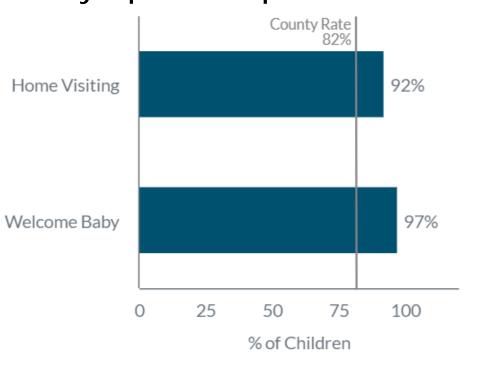
Program Impact – Safe Sleeping at 2 Months



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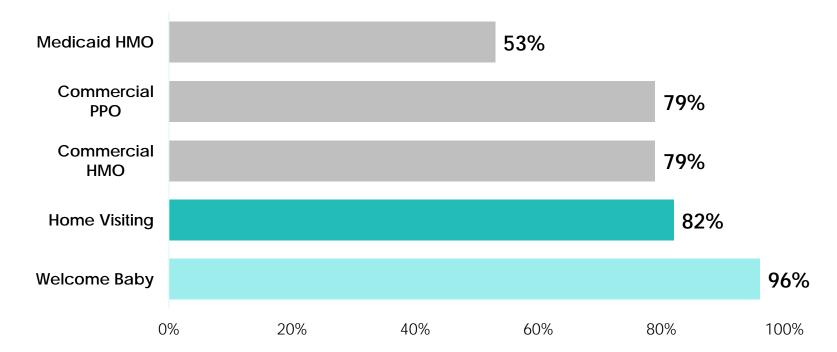
Baby is put to sleep on their back



County rate data from MIHA 2016-2018 report

Program Impact – Well Child Visits

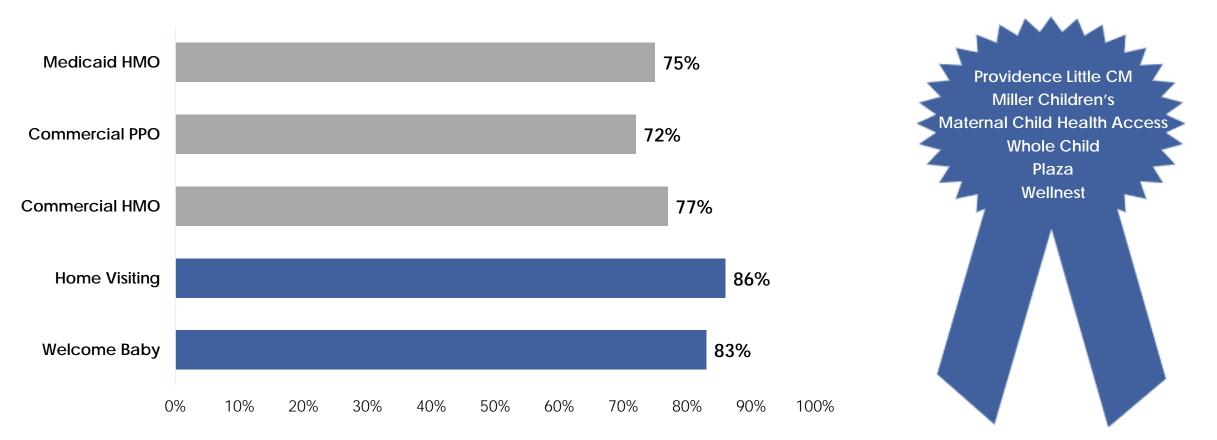
Per HEDIS, percentage of children who had 6 Well Child Check-Up Visits by 15 months



*Welcome Baby program goes to 9 months. Percentage is a projection based on children who have completed recommended number of WCC visits by 9 months.

Comparison data from HEDIS 2020 Data Report

Program Impact – HEDIS 6 Week Postpartum Visit



Comparison data from HEDIS 2020 Data Report

Program Impact – Community Referrals

15,467 Successful Referrals

Top 3 Referrals

Charitable Services

Welcome Baby

Lactation Support

Parent Support or Education Group **Charitable Services**

Home Visiting

Parent Support or Education Group

Food Needs

Program Impact – Client Goals Completed



Over 1,300 Goals Completed by Clients

housing food home mental goal money immunization independently doctor contact learning complete begin develop call health application car appointment medical free attend daily helping continue communicate drive learn enroll breastfeeding language classes employment exercise college

Program Impact – Story About Goals

An 18 year old single mom to a 10 month old lives at home with her parents. When she enrolled into the program, she was not sure she would finish high school, as having a new baby was challenging for her.

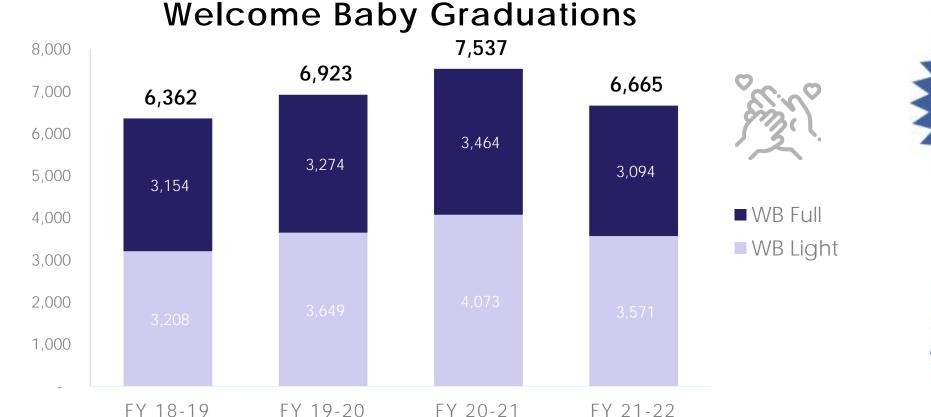
The home visitor discussed the client's goals with her and put them into writing. The client stated that she wanted to graduate high school and then get a job to have her own income. Essential materials, donated by the agency were provided to the client to help with her schooling. The client successfully graduated high school.

The client began to research jobs she can do from home and came across making her own lip glosses. She shared her idea with the home visitor and they wrote down her new goal which was to make lip glosses and sell them online. It has been a successful small business and it has **inspired the client to make more goals**.

The client shared that she would like to buy her own home and enrolled herself in some real estate classes. Currently, the client is attending real estate classes/seminars and is thankful that her home visitor has encouraged her to make goals.

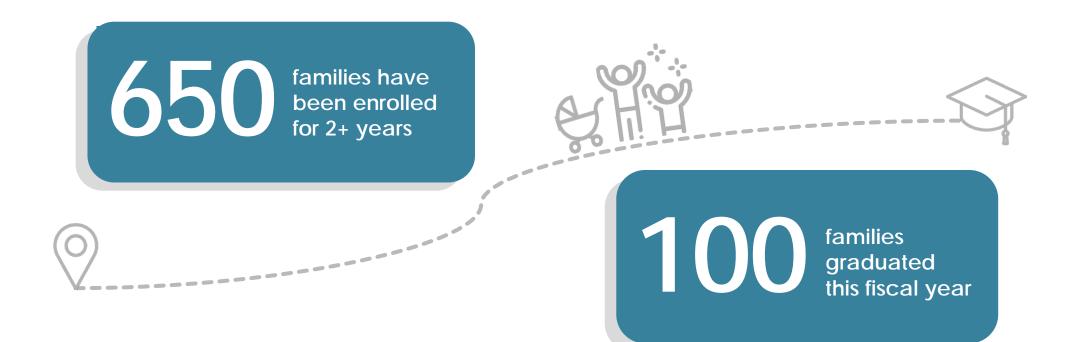
The client has demonstrated her strengths and dedication to obtaining her goals and has been committed to her visits. She stated that she is able to talk to her home visitor about her goals because her **ideas are supported**.

Program Completion – Welcome Baby

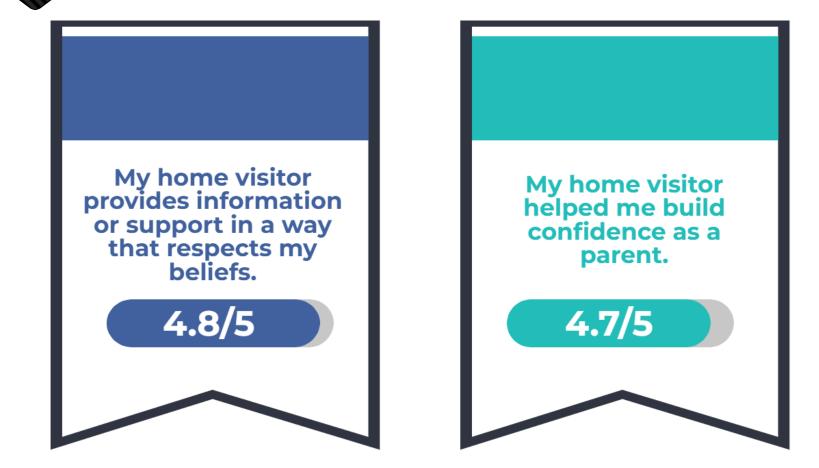


Centinela Maternal Child Health Access **Providence Holy Cross**

Program Completion – Home Visiting



Client Satisfaction



Acknowledgments

- Renee Aguilar Manager of Technical Assistance and Training, LABBN
- Brandon Craw Data Analyst, LABBN
- Kayla Kakavand Public Health Research Associate, LABBN
- Vanessa Reyes Public Health Research Associate & Training Coordinator, LABBN

2022 Family Strengthening Networks Virtual Annual Summit

Creative Break: Poetry Workshop Information

To learn more about the amazing work STREET POETS Inc. is doing in our community and to find their podcast, you can visit <u>StreetPoetsInc.com</u> or follow them on Instagram <u>@StreetPoetsInc</u>.

If you are interested in learning more about the Arts for Healing and Justice Network or would like to connect with them, you can visit their website: <u>https://ahjnetwork.org/</u>

Poems presented by Street Poets can be found below:

- Cargo by Greg Kimura: <u>http://www.cargopoem.com/</u>
- Credo by Anitra L. Freeman: <u>http://anitra.net/writing/essays/credo.html</u>

What organization are you representing today? A DEST BARD pac loc pac/lac

first 5 la

elcome baby northridge

st francis medical center

richstone family c families in good health

plaza community service

elds for families emanate health aimm white memorial

oothi mily dph

the whole child

nhmc welcome baby

st mary medical centers

B To read a parent permit of the

enter



south la health projects

resbyterian emanate health wb

california hospital white memorial w

Welcome baby nurse welcome baby nurse welcome baby nurse el nido family centers

mcha welcon

welcome baby - emanate

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ldcare re

welcome baby- mcha

nospital wb



being alive

Client participation

Serving so many families successfully!

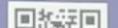
My team

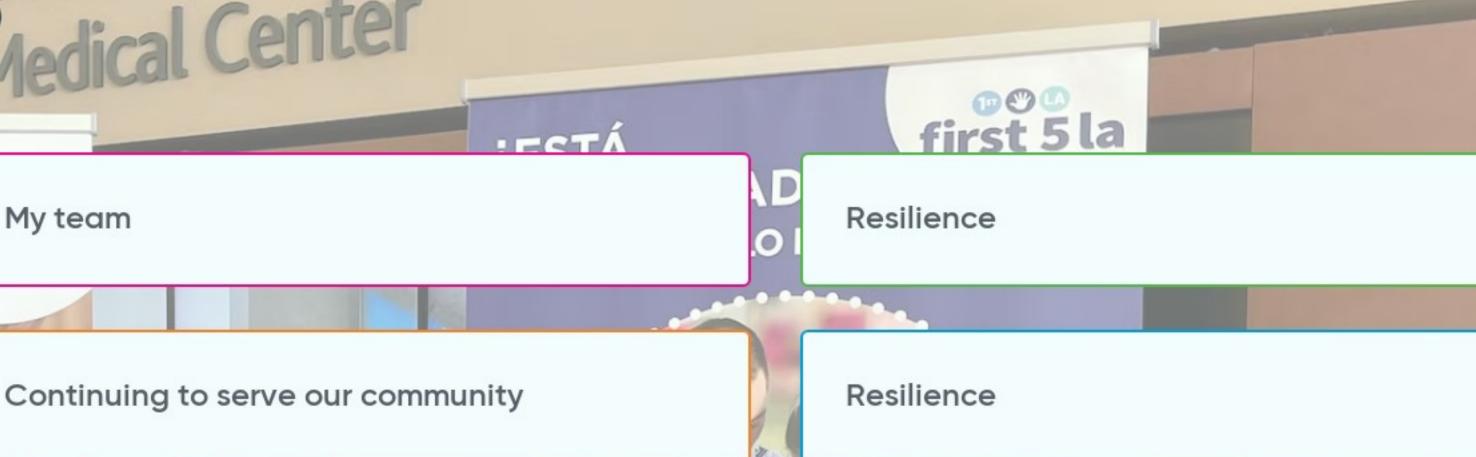
PROVIDES VIRTUAL VISIT

Flexible visits with your pregnancy coach

- A nurse visit at home after you deliver
- One-on-one breastfeeding support
- Development screenings for your baby

... Lots more!





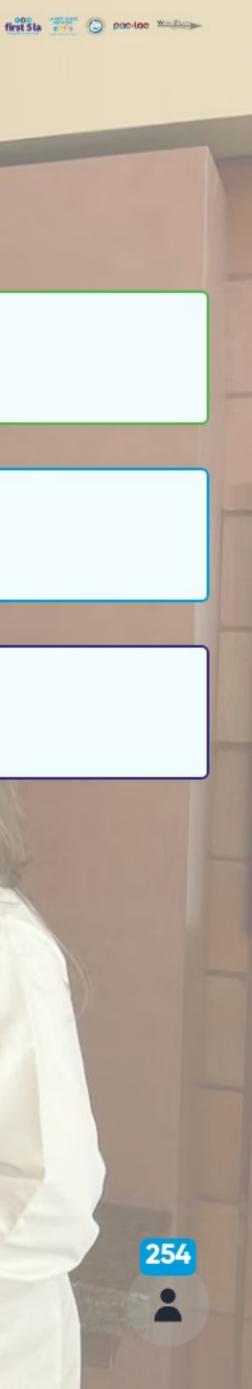
greater collaboration

Not experiencing burnout

WELCOME BABY va a donde usted esté

100%

- Visitas flexibles con su consejera materna Una visita a domicilio de una enfermera



I haven't gone ZOOM INSANE

My team!

Surviving



Finishing strong

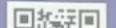
Keeping clients engaged

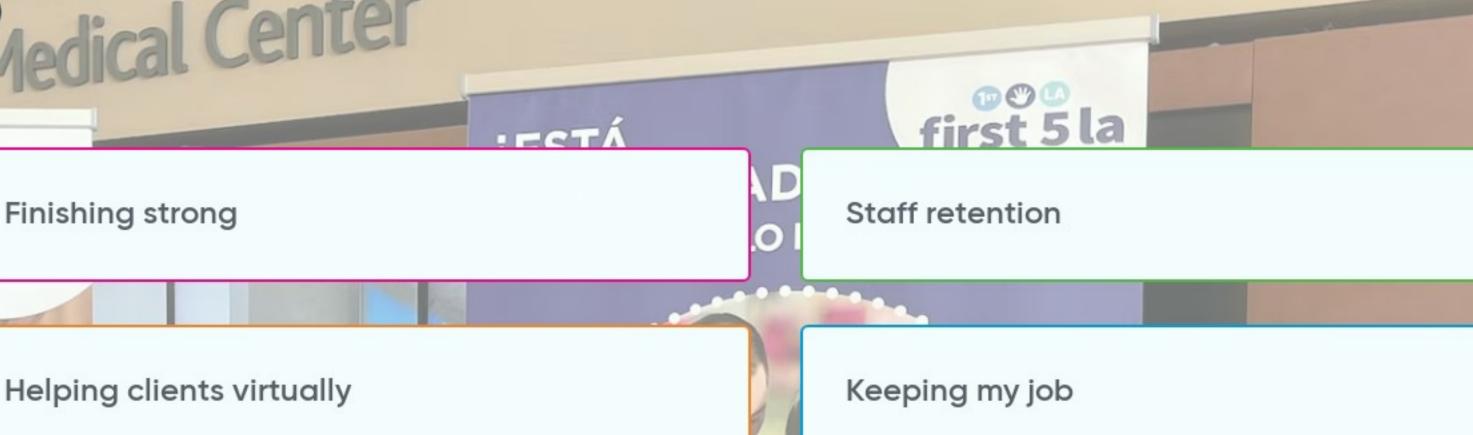
PROVIDES VIRTUAL VISIT

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... Lots more!



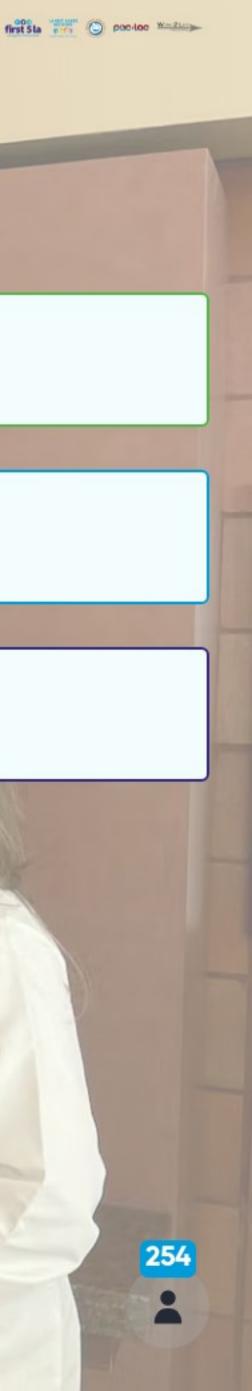


Perseverance

WELCOME BABY va a donde usted esté

100%

- Visitas flexibles con su consejera materna Una visita a domicilio de una enfermera



FCTÁ

100%



My health

Mother's showing up for themselves

Health

My client's resilience



PROVIDES VIRTUAL VISI

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... Lots more!



WELCOME BABY va a donde usted esté

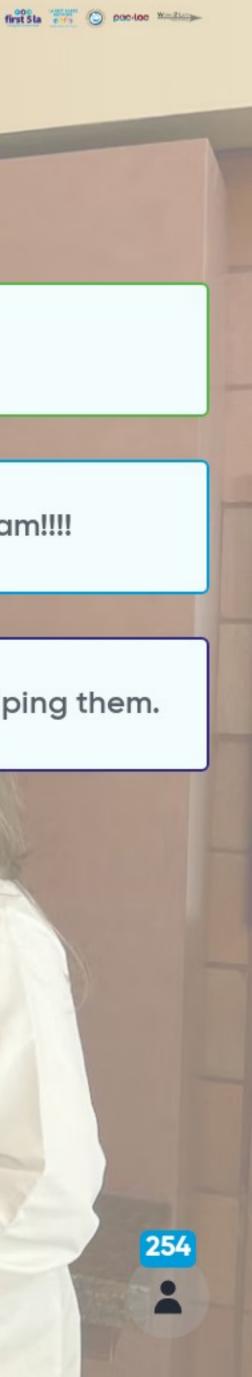
OFRECEMOS VISITAS VIRTUALES

- Visitas flexibles con su consejera materna Una visita a domicilio de una enfermera

Having a job

The amazing White Memorial WB team!!!!

I am proud of getting clients and helping them.



Adapting to change

Each family that we are about to support

Working with a wonderful team

pandemic

Passing the Audit!

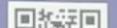
More visits completed

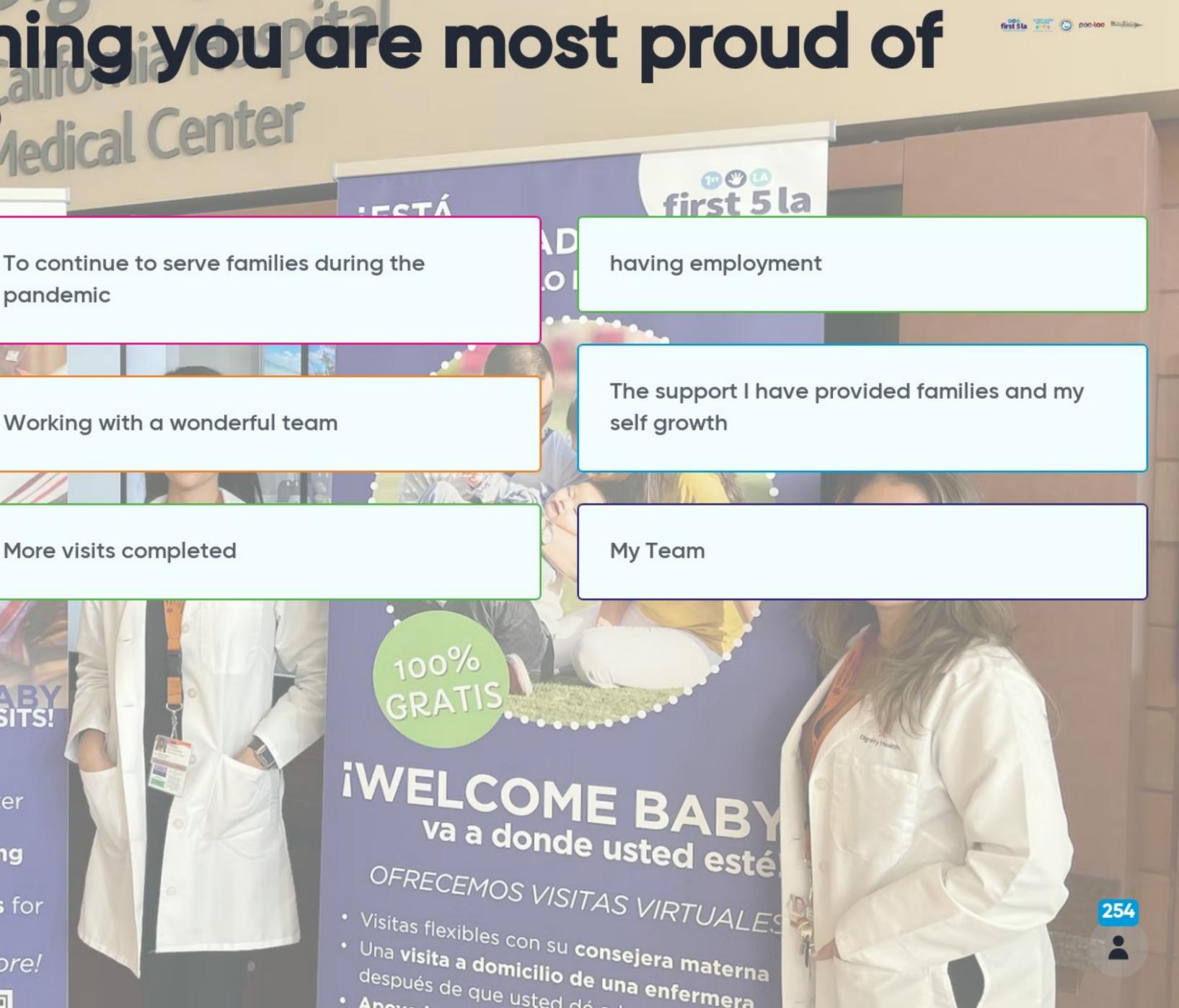
PROVIDES VIRTUAL VISI

Flexible visits with your pregnancy coach

- A nurse visit at home after you deliver
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- Development screenings for your baby

... Lots more!





Team Work

Team

Continued connection with families

Innovation

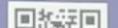
My team!!!

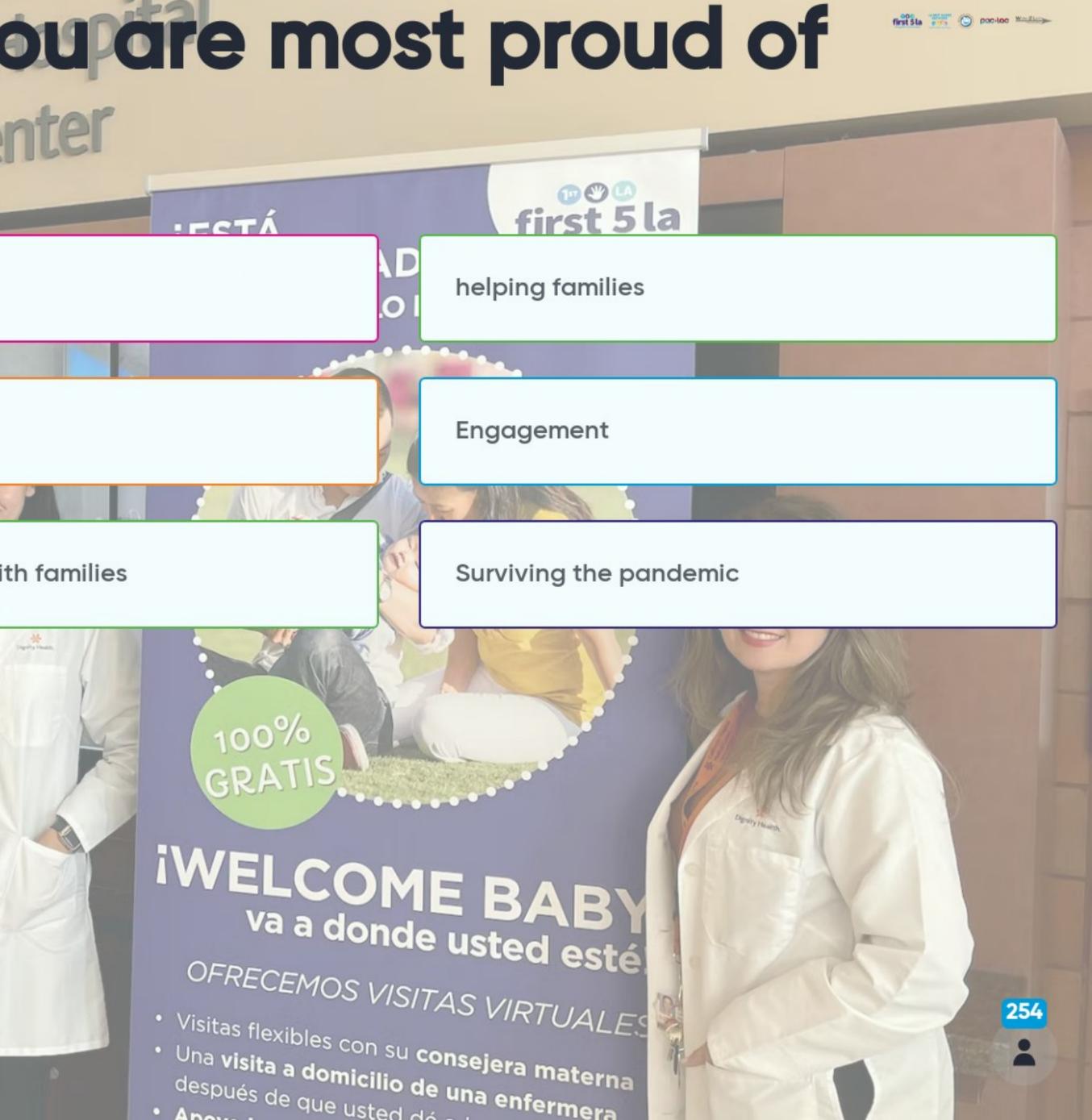
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... Lots more!

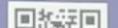




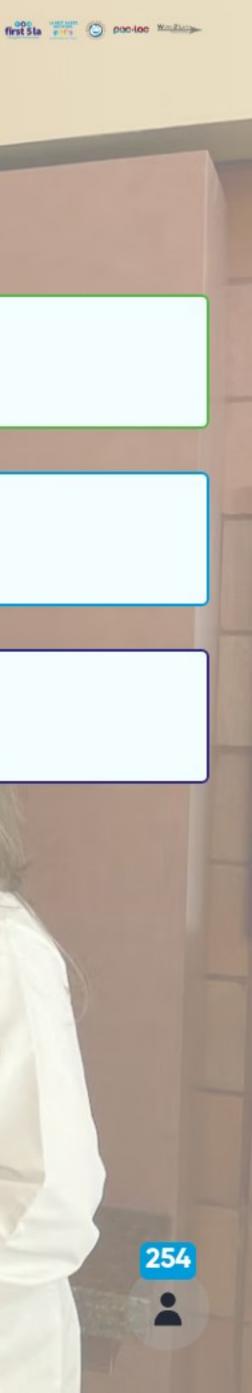
Building rapport with families

What is the one thing you are most proud of from this past FY? Medical Center first 5la ESTÁ Successfully starting home visits retaining clients being alive Seeing clients in person Continuing the meaningful work despite Supporting parents challenges Serving families **Connecting with clients** continuing services to the families 100% PROVIDES VIRTUAL VISITS Flexible visits with your **WELCOME BABY** pregnancy coach A nurse visit at home after va a donde usted esté you deliver One-on-one breastfeeding OFRECEMOS VISITAS VIRTUALES support Development screenings for Visitas flexibles con su consejera materna your baby

... Lots more!



Una visita a domicilio de una enfermera



Engaging families and consistent visits

Organization

My own accomplishments

in-person visits despite the pandemic

Helping families

My resilience!

PROVIDES VIRTUAL VISIT

Flexible visits with your pregnancy coach

- A nurse visit at home after you deliver
- One-on-one breastfeeding support
- Development screenings for your baby

... Lots more!





ECTÁ

100%

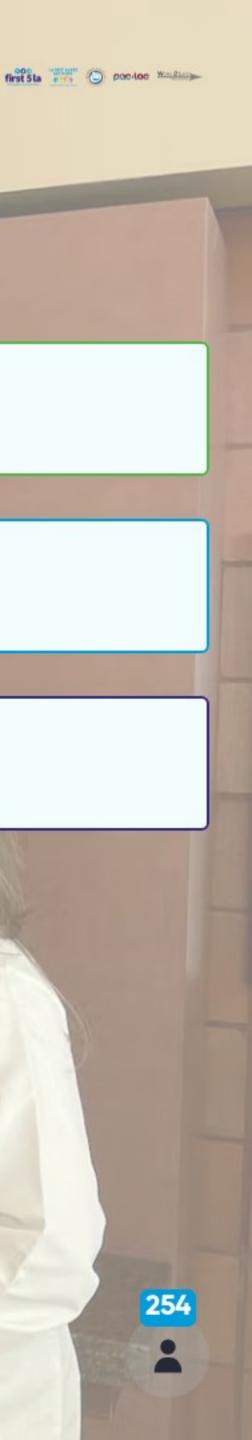


Client participation

In person hospital visits

WELCOME BABY va a donde usted esté

- Visitas flexibles con su consejera materna Una visita a domicilio de una enfermera



Trainings

making connections with families

New job

Continue providing support to my community

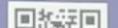
Our Staff Retention

PROVIDES VIRTUAL VISI

Flexible visits with your pregnancy coach

- A nurse visit at home after you deliver
- One-on-one breastfeeding support
- Development screenings for your baby

... Lots more!

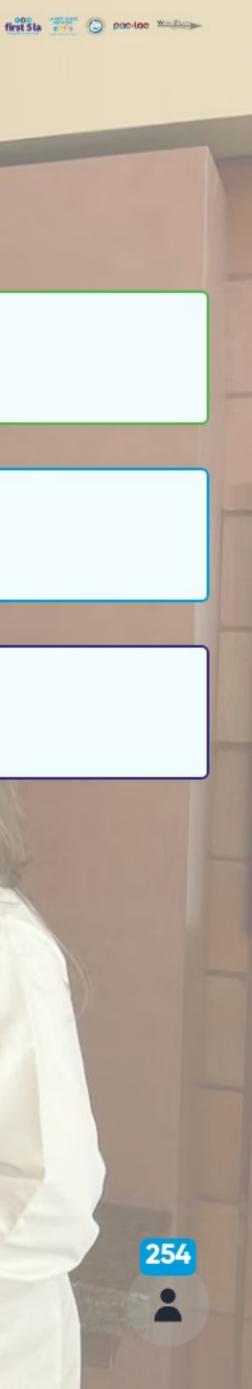


first 5 la FCTÁ being welcomed by my team Duration staying healthy My team

WELCOME BABY va a donde usted esté

100%

- Visitas flexibles con su consejera materna Una visita a domicilio de una enfermera



Alive Resilience Moving forward despite life challenges

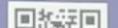
Developing grit

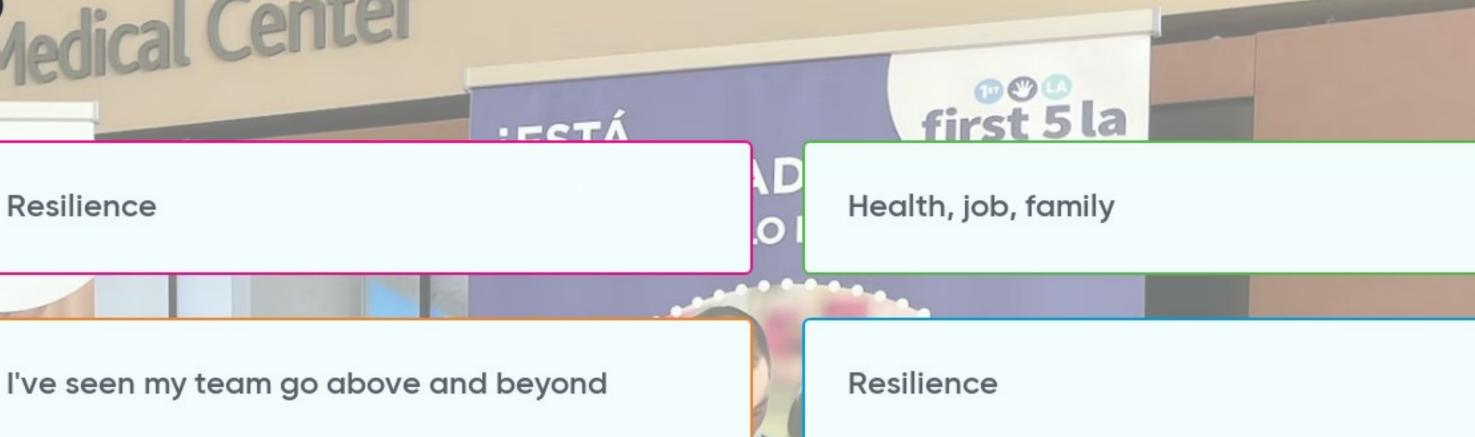
Resilience

PROVIDES VIRTUAL VISI

- Flexible visits with your pregnancy coach
- A nurse visit at home after you deliver
- One-on-one breastfeeding support
- Development screenings for your baby

... Lots more!



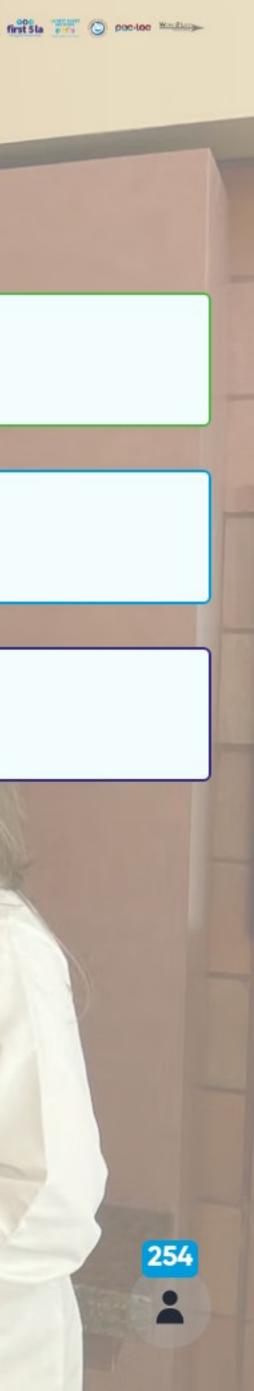


My Team!

WELCOME BABY va a donde usted esté

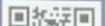
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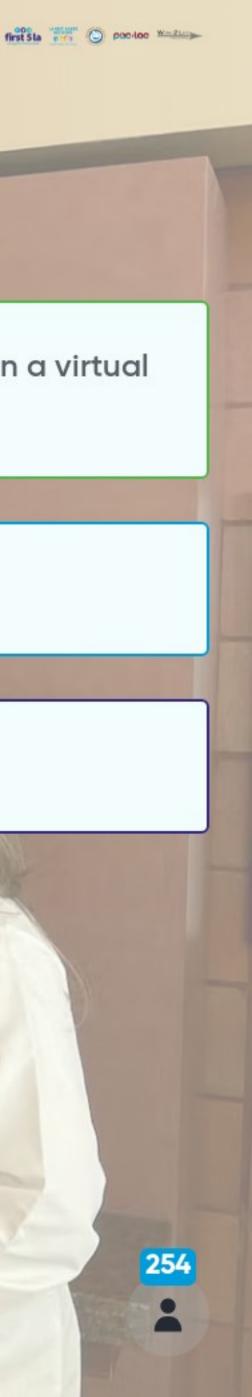
- Visitas flexibles con su consejera materna Una visita a domicilio de una enfermera



What is the one thing you are most proud of from this past FY? Jedical Center first 5 la FCTÁ Increasing postpartum enrollments **Resilience and Care** Being able to connect with families in a virtual platform **Connections with families** Our WB team Funding for the program continued Our team to continue to provide quality Having a job services despite all the changes Going back to in person visits 100% PROVIDES VIRTUAL VISI Flexible visits with your **WELCOME BABY** pregnancy coach A nurse visit at home after va a donde usted esté you deliver One-on-one breastfeeding OFRECEMOS VISITAS VIRTUALES support Development screenings for Visitas flexibles con su consejera materna your baby Una visita a domicilio de una enfermera ... Lots more! 回線線回







Making strides in my mental health

Retention of clients despite

Mastering Penelope

Supporting families

Client participation

PROVIDES VIRTUAL VISI

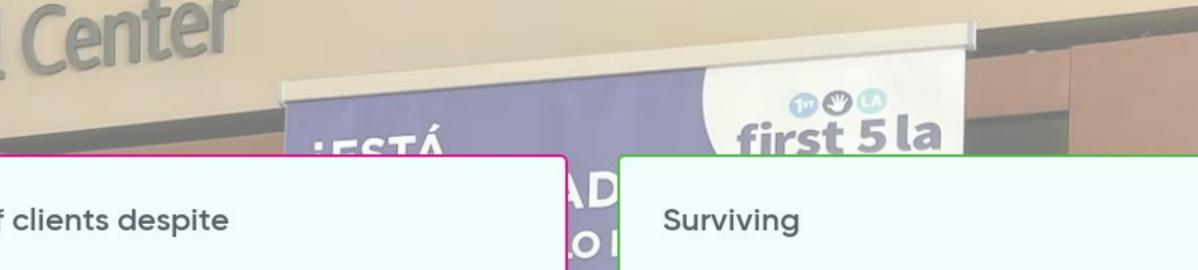
Flexible visits with your pregnancy coach

- A nurse visit at home after you deliver
- One-on-one breastfeeding support
- Development screenings for your baby

... Lots more!







Surviving the pandemic so far

Still being able to help families during COVID

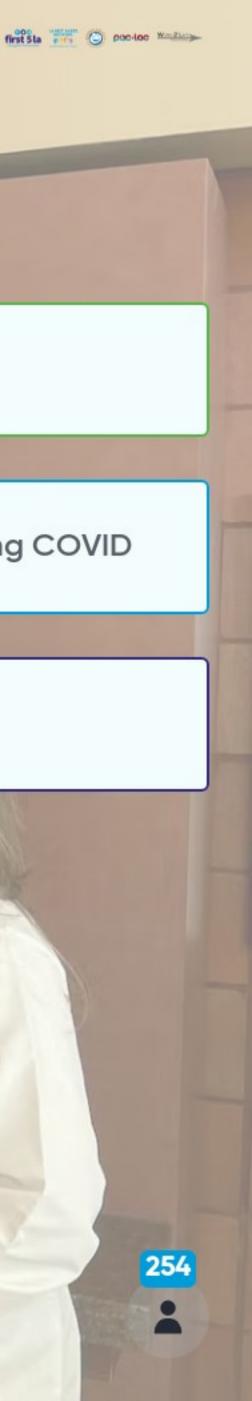
Continuous adaptability

WELCOME BABY va a donde usted esté

100%

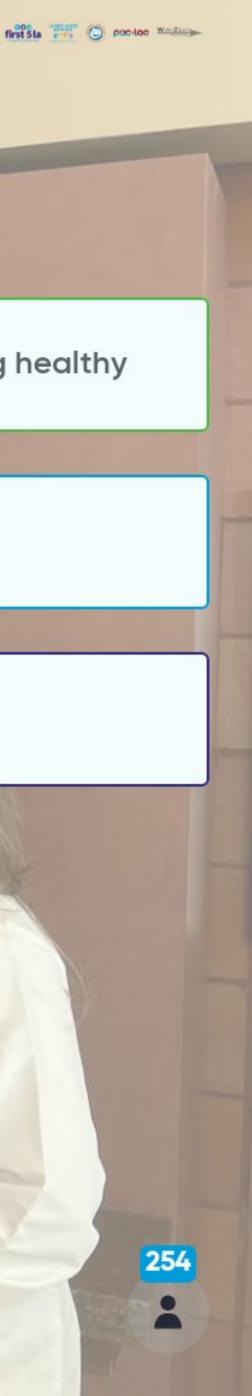
OFRECEMOS VISITAS VIRTUALES

 Visitas flexibles con su consejera materna Una visita a domicilio de una enfermera

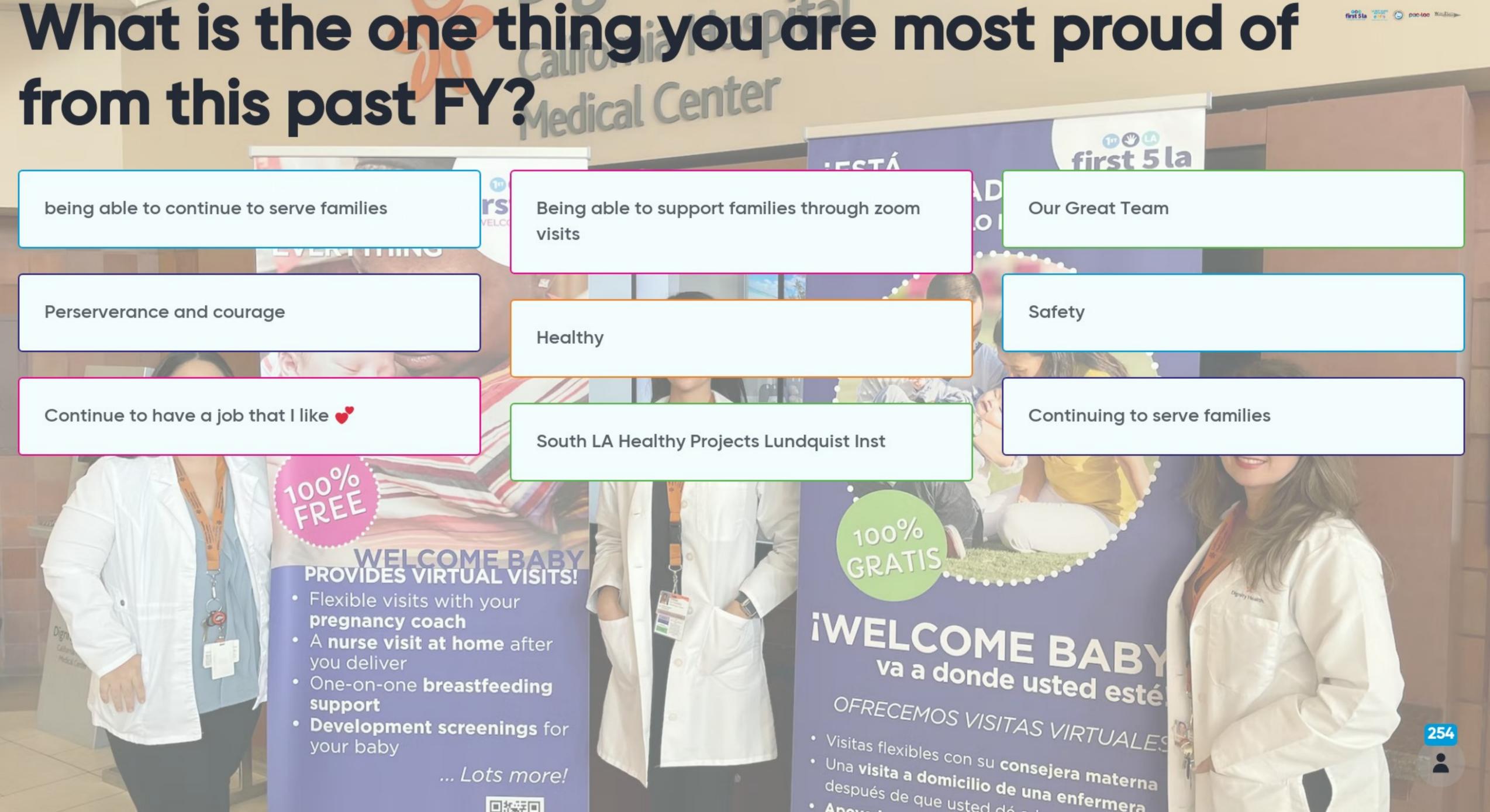


What is the one thing you are most proud of from this past FY? Jedical Center first 5 la FCTÁ Teamwork Surviving so many program changes! Spending time with family and being healthy Continuing to provide services to families Surviving My team during pandemic Still working in home visiting Providing qualitive service to NICU families Virtual Visit from clients 100% PROVIDES VIRTUAL VISIT Flexible visits with your **WELCOME BABY** pregnancy coach A nurse visit at home after va a donde usted esté you deliver One-on-one breastfeeding OFRECEMOS VISITAS VIRTUALES support Development screenings for Visitas flexibles con su consejera materna your baby Una visita a domicilio de una enfermera ... Lots more! 回線線回





What is the one thing you are most proud of



FCTÁ

starting in person visits :)

Work

Supporting Families with baby items and resources

Resilience

Dedicated

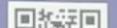
Resilience

PROVIDES VIRTUAL VISIT

Flexible visits with your pregnancy coach

- A nurse visit at home after you deliver
- One-on-one breastfeeding support
- Development screenings for your baby

... Lots more!

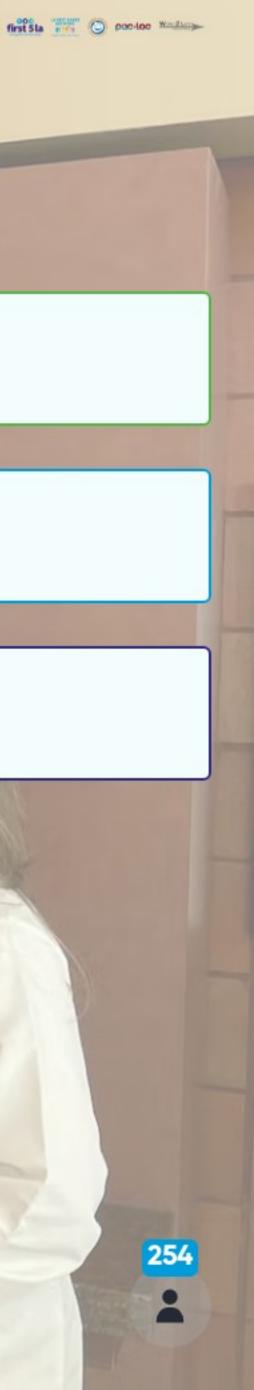


Touching families lives retention 100%

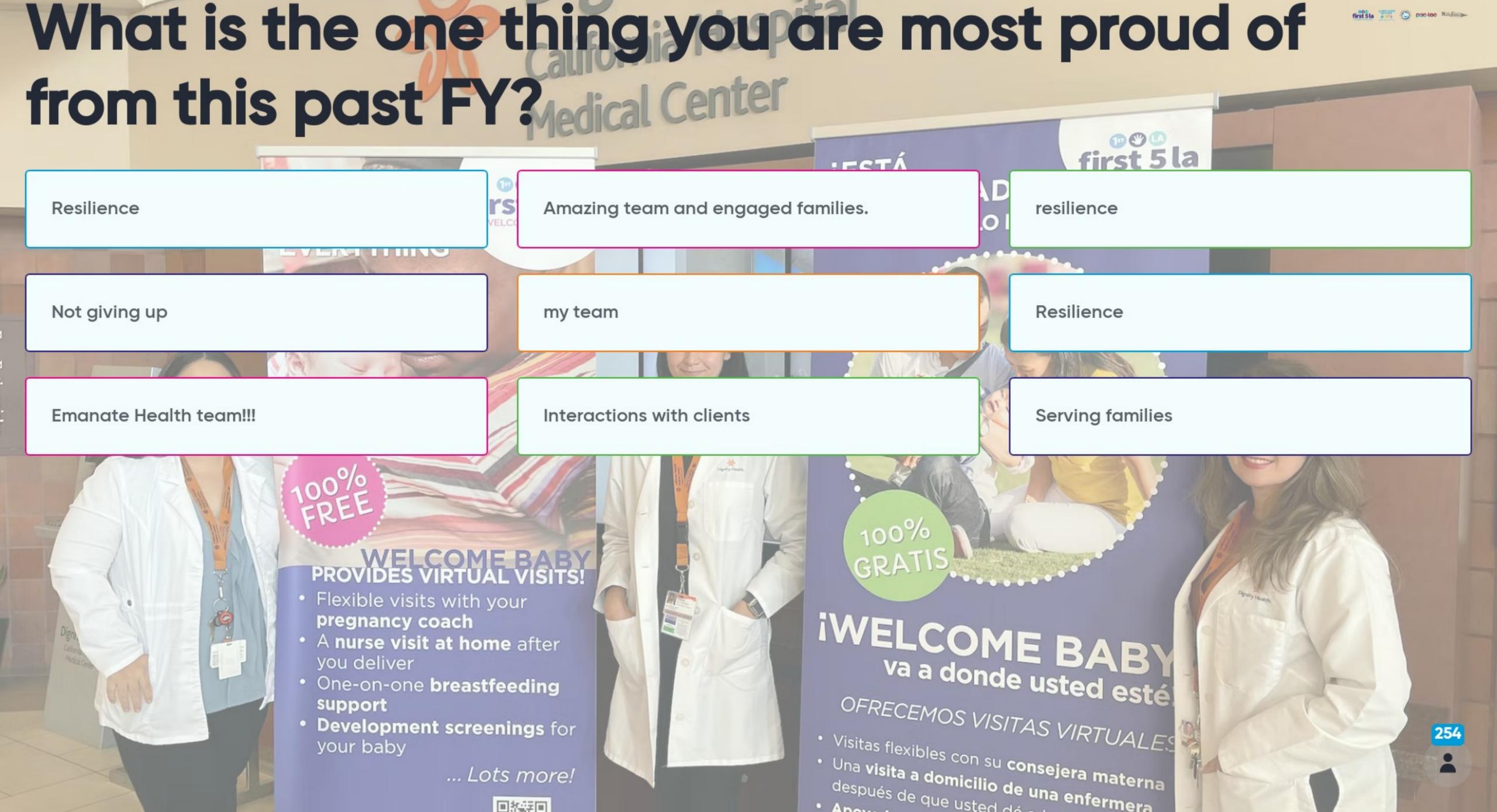
My job

WELCOME BABY va a donde usted esté

- Visitas flexibles con su consejera materna Una visita a domicilio de una enfermera



What is the one thing you are most proud of





ESTÁ

100%

Collaboration

Having a job

The residency of our AVPH teams!!

my team!

For breathing

Our Team

PROVIDES VIRTUAL VISIT

Flexible visits with your pregnancy coach

- A nurse visit at home after you deliver
- One-on-one breastfeeding support
- Development screenings for your baby

... Lots more!



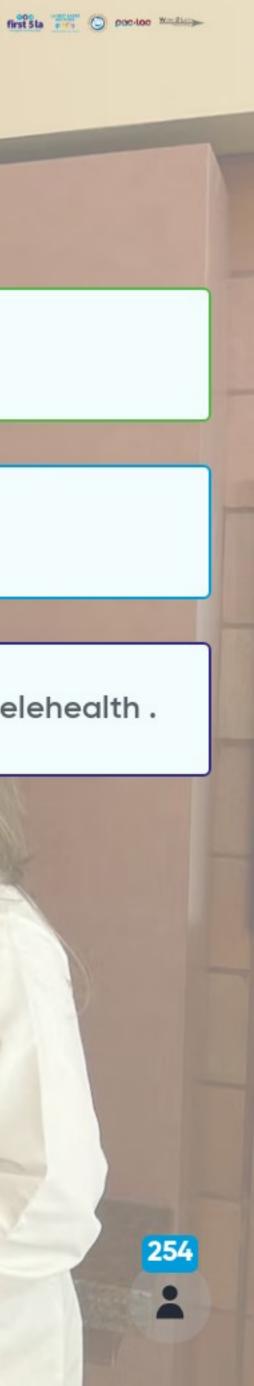
My Northridge Hospital WB team!

Zoom engagement

Providing education to families via telehealth.

WELCOME BABY va a donde usted esté

- Visitas flexibles con su consejera materna Una visita a domicilio de una enfermera



Not crying over a client LOL

The ability to make connections

Nurse Family Partnership

Healthy family

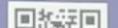
Keeping my job

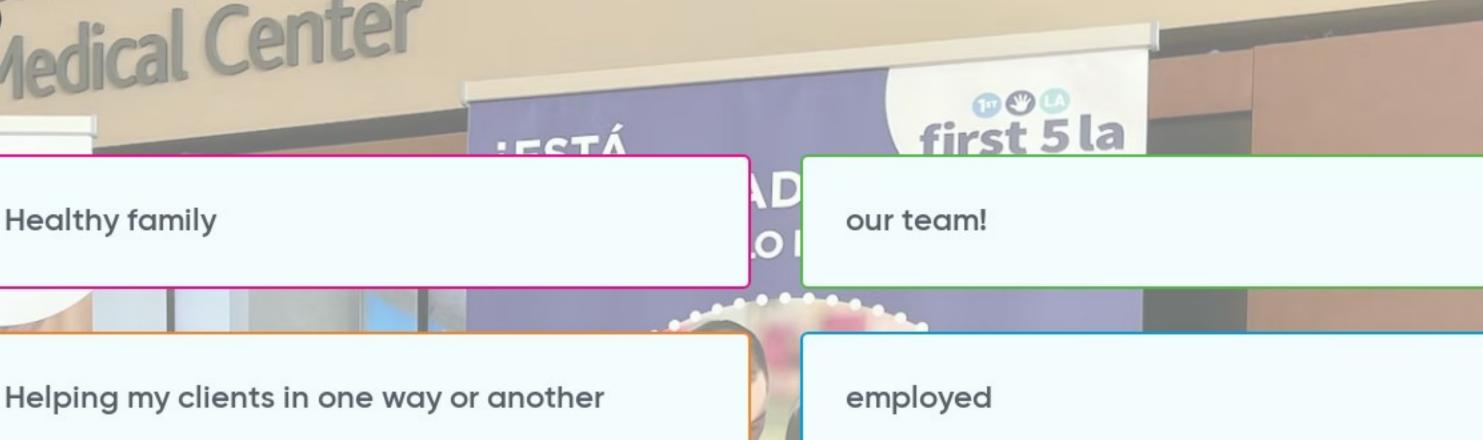
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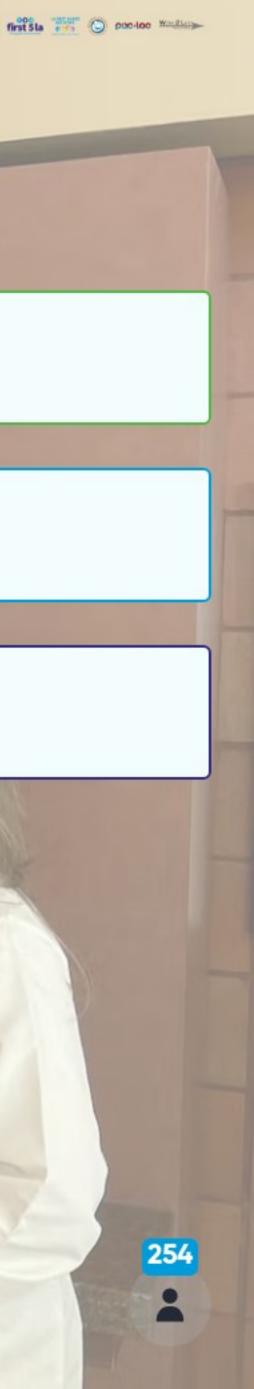


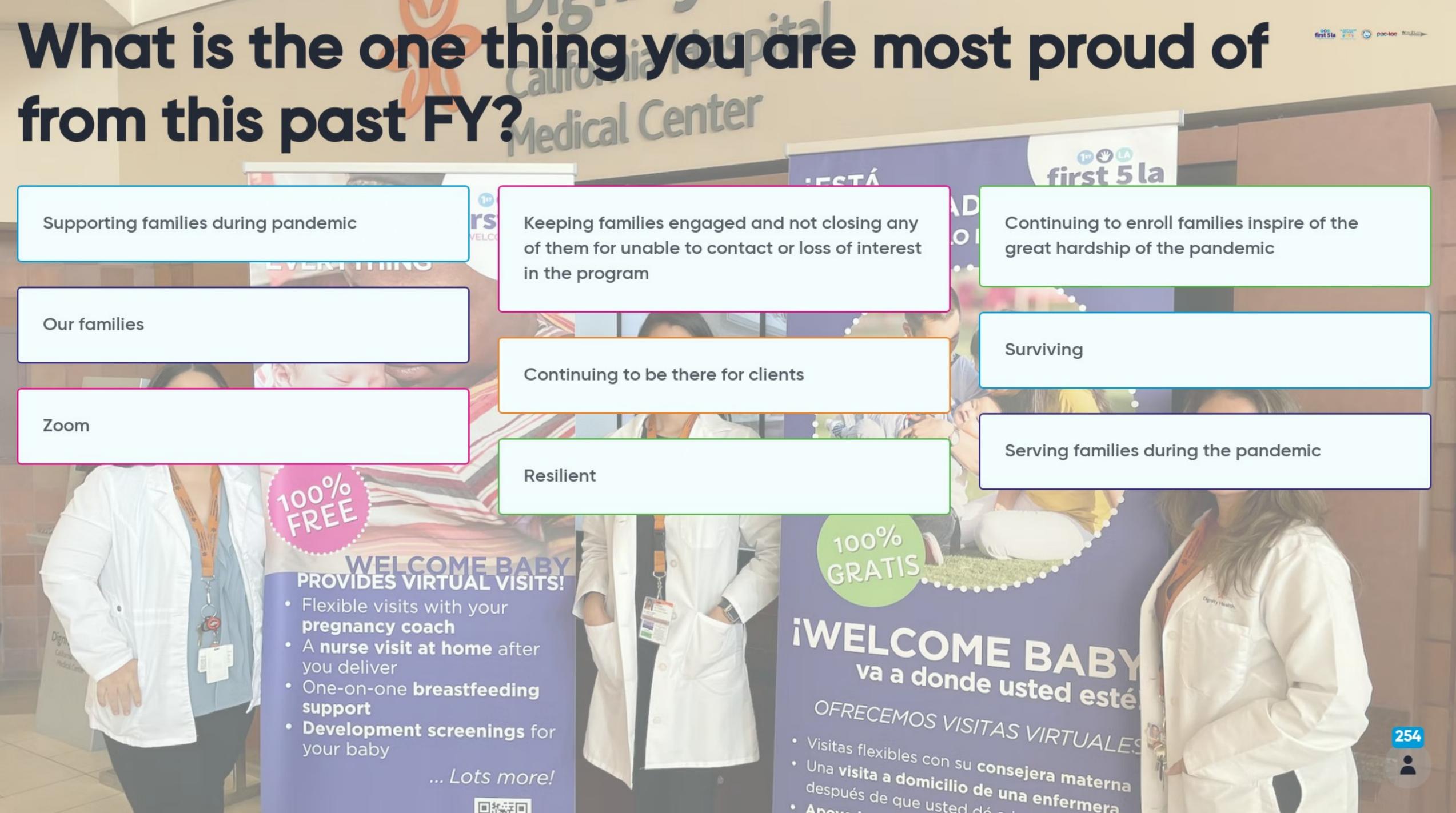
Client growth and dedication

WELCOME BABY va a donde usted esté

100%

- Visitas flexibles con su consejera materna Una visita a domicilio de una enfermera





Health Peace of mind Being resilient in a time of uncertainty! Keep my jobs

My kids

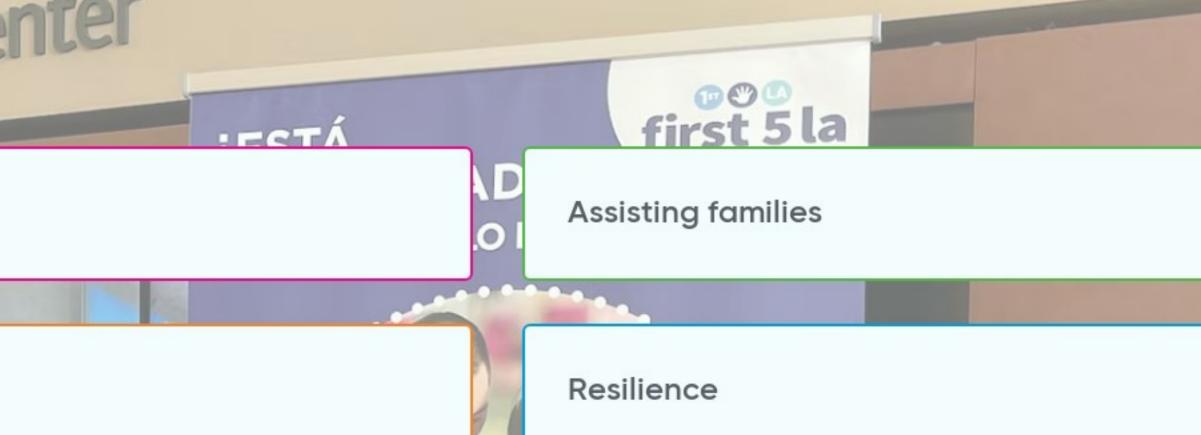
Connecting clients with resources

PROVIDES VIRTUAL VISIT

- Flexible visits with your pregnancy coach
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- One-on-one breastfeeding support
- Development screenings for your baby

... Lots more!



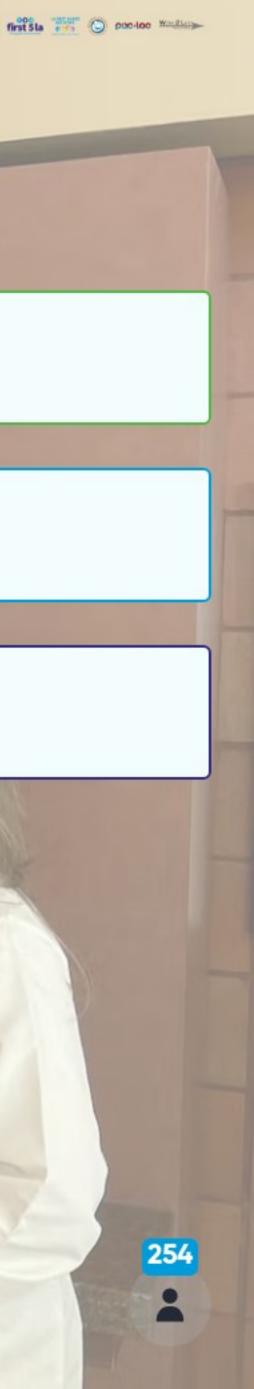


giving resources

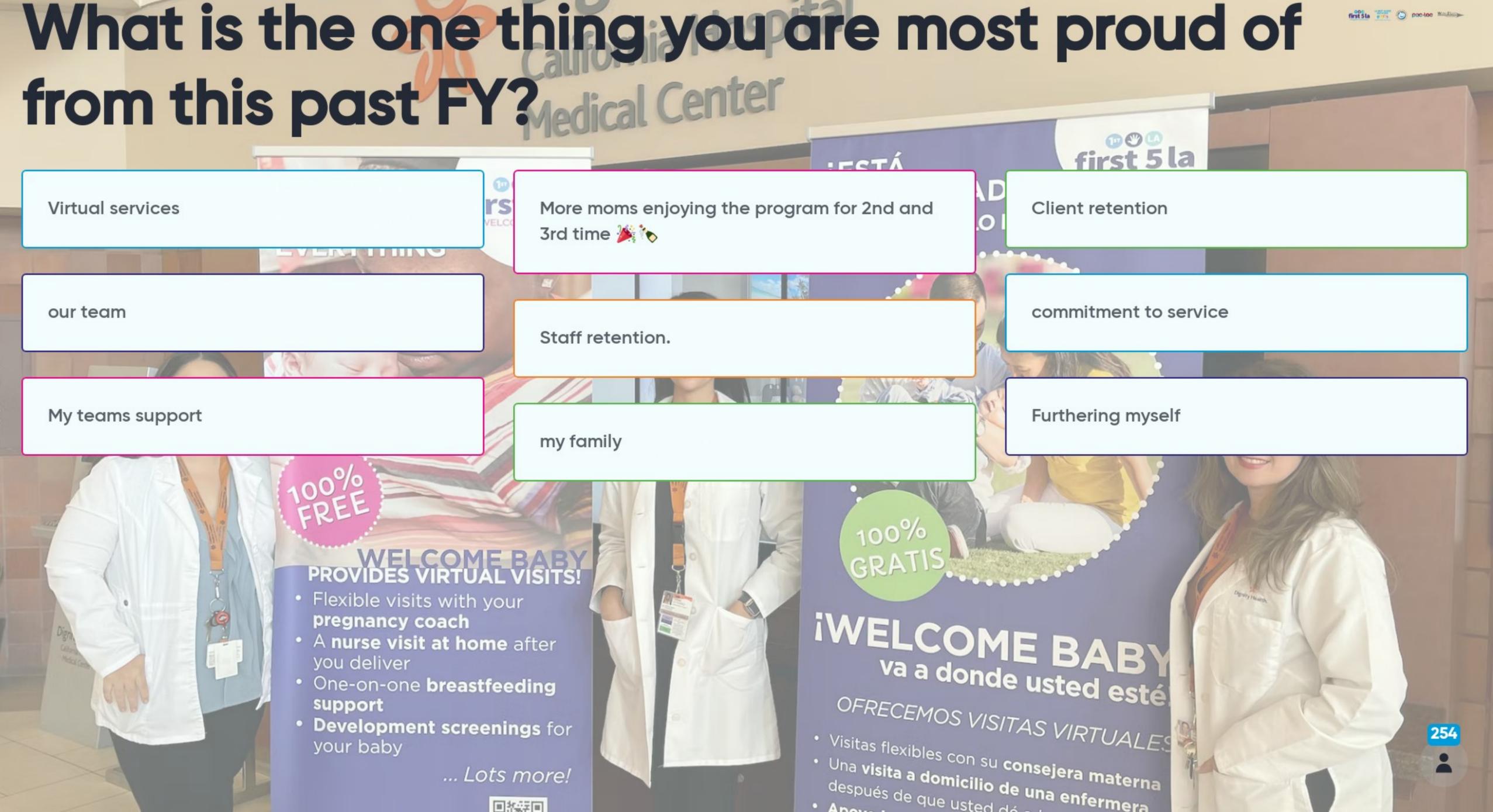
WELCOME BABY va a donde usted esté

100%

- Visitas flexibles con su consejera materna Una visita a domicilio de una enfermera



What is the one thing you are most proud of



Helping clients

Great staff support and a job

Thankful for being employed and doing a job that I love

My health

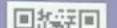
Family

WELCOME BAE PROVIDES VIRTUAL VISIT

Flexible visits with your pregnancy coach

- A nurse visit at home after you deliver
- One-on-one breastfeeding support
- Development screenings for your baby

... Lots more!





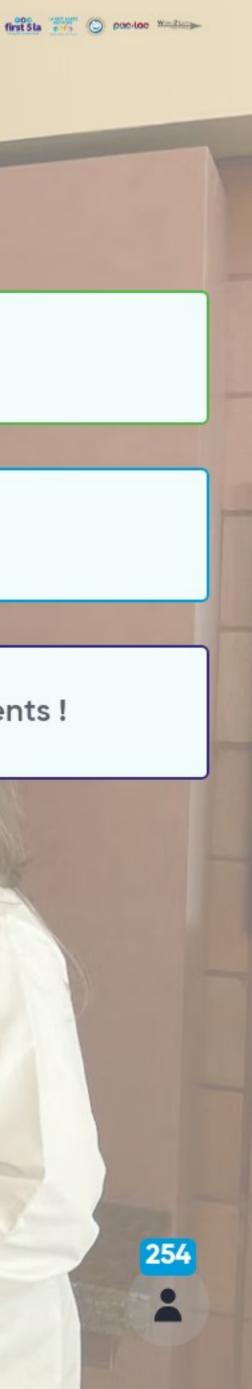
Family's little triumphs

Happy Babies and empowering parents!

WELCOME BABY va a donde usted esté

100%

- Visitas flexibles con su consejera materna Una visita a domicilio de una enfermera



Resilience!!! Beginning of nee projects/ideas!!!

Team members

Self growth

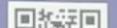
Proud of the work I do

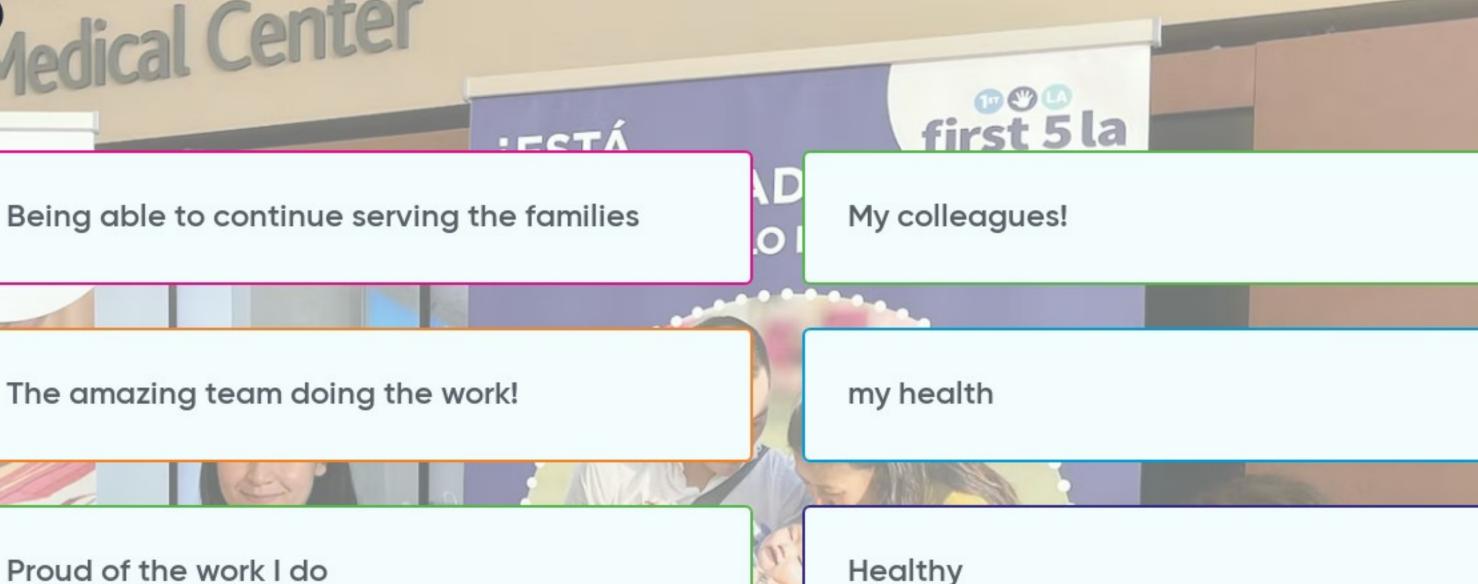
PROVIDES VIRTUAL VISI

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... Lots more!

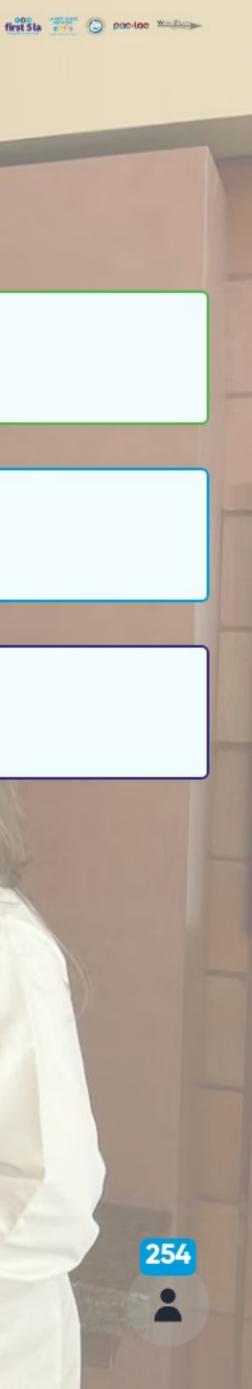




WELCOME BABY va a donde usted esté

100%

- Visitas flexibles con su consejera materna Una visita a domicilio de una enfermera



Proud of my WB team support!

Being able to help our clients in need

Responding to COVID-19

Having a job

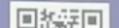
My loved ones

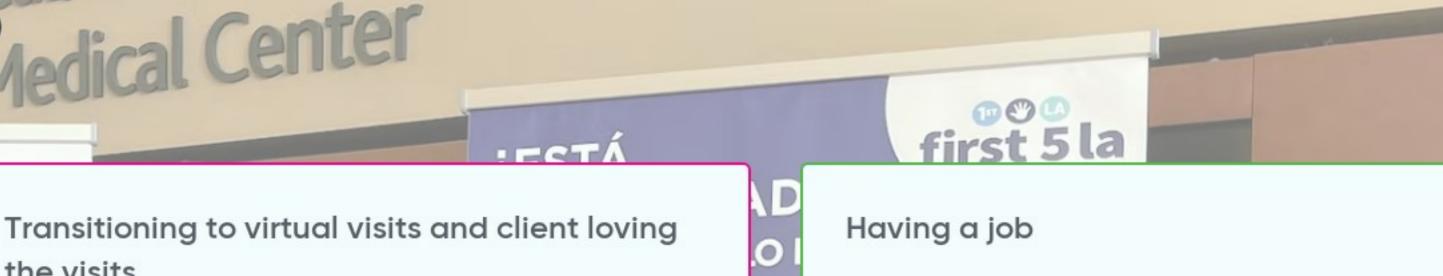
the visits

PROVIDES VIRTUAL VISI

- Flexible visits with your pregnancy coach
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- One-on-one breastfeeding support
- Development screenings for your baby

... Lots more!





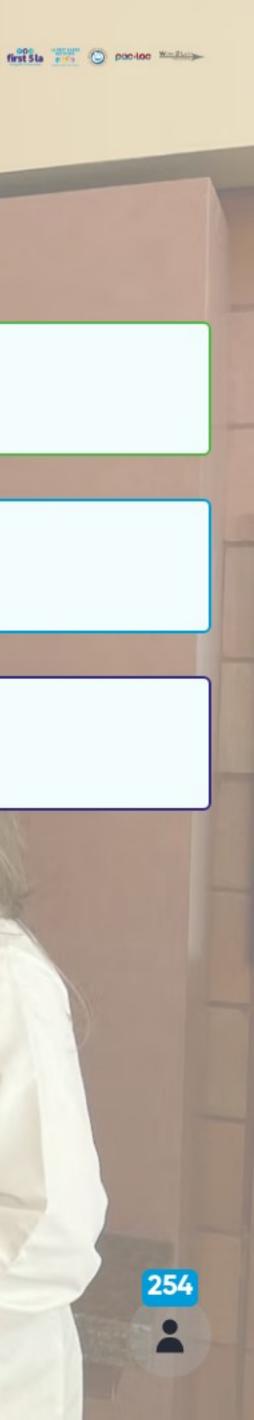
Client retention

My job and coworkers

WELCOME BABY va a donde usted esté

100%

- Visitas flexibles con su consejera materna Una visita a domicilio de una enfermera



Working

Joining the AVPH WB team to make a difference in the lives of families.

Family and community

Supporting Families! Acknowledging staff!

exercising

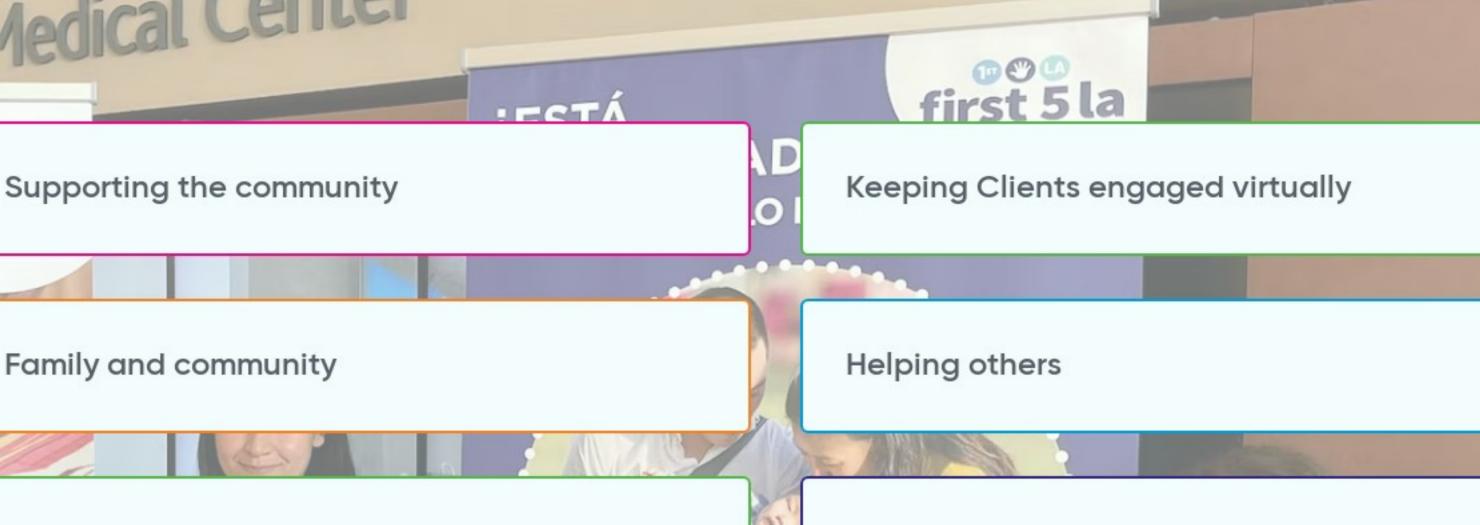
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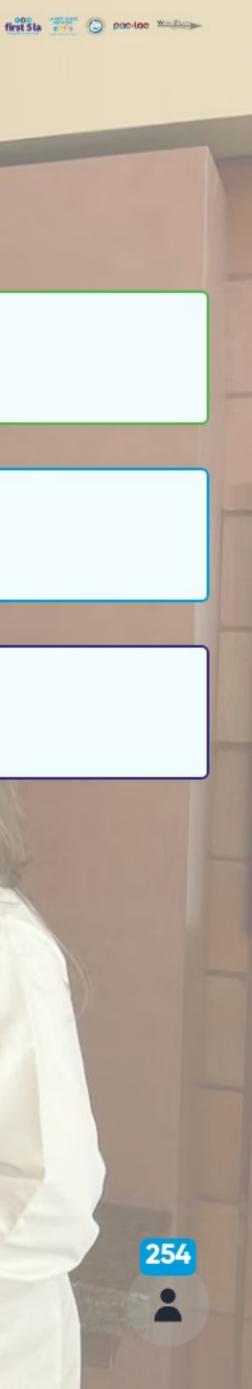


Resilience

WELCOME BABY va a donde usted esté

100%

- Visitas flexibles con su consejera materna Una visita a domicilio de una enfermera



We are still able to do our work virtually.

Continued dedication to self-care

My health

banding together as a team to make it happen

Assisting families

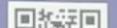
Am proud of me

PROVIDES VIRTUAL VISIT

Flexible visits with your pregnancy coach

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- One-on-one breastfeeding support
- Development screenings for your baby

... Lots more!





100%

ECTÁ



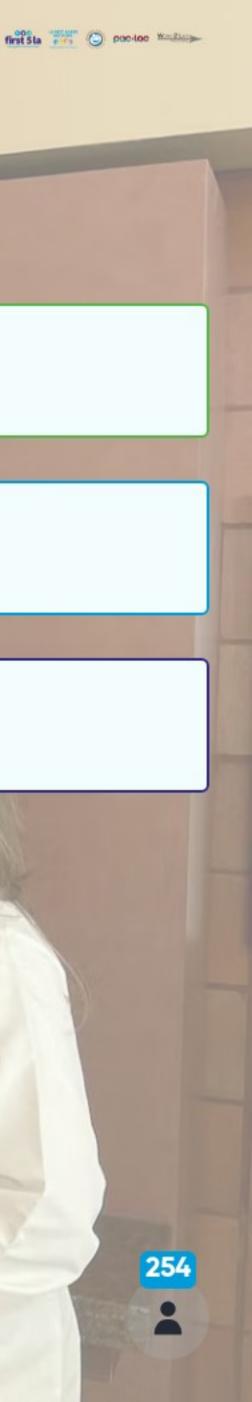
Continue to help families

Clients

Resiliency- staff and families

WELCOME BABY va a donde usted esté

- Visitas flexibles con su consejera materna Una visita a domicilio de una enfermera



What is the one thing you are most proud of from this past FY? Jedical Center

My family

Building trusting relationships with my clients and having amazing supportive coworkers.

babies

My team

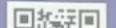
Pulling through despite covid, doing the best with what we had.

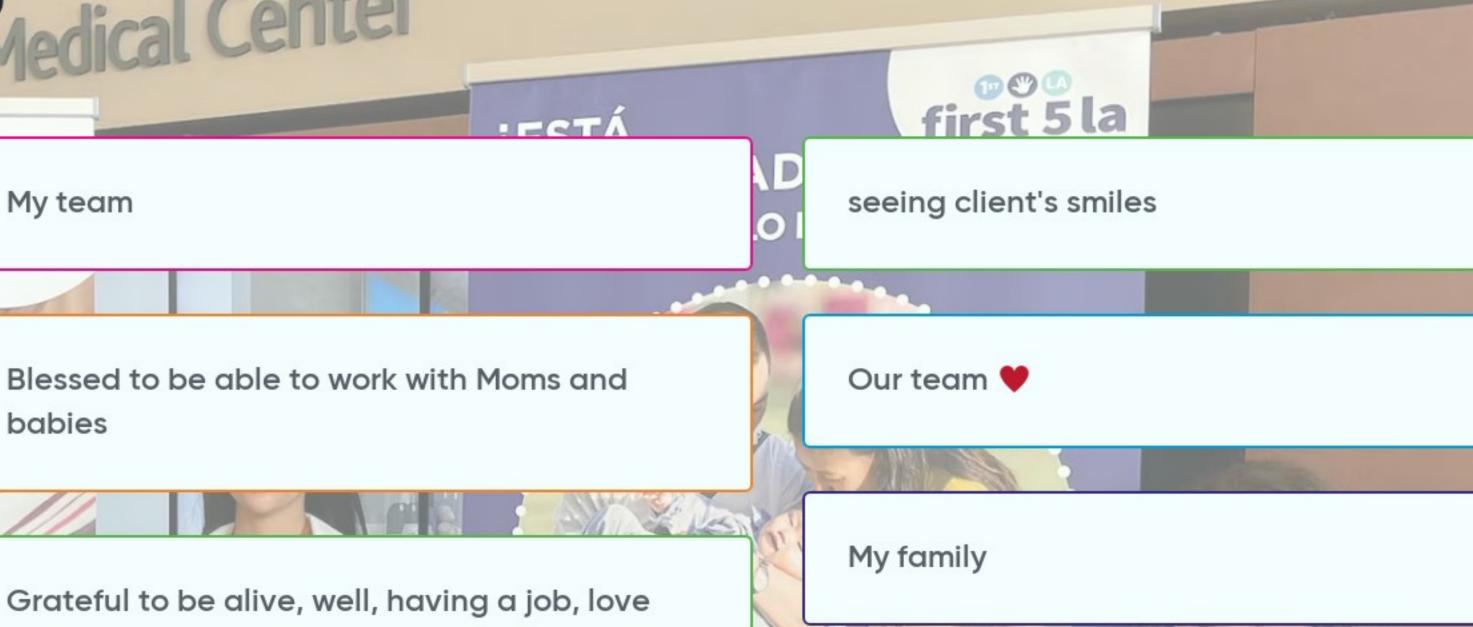
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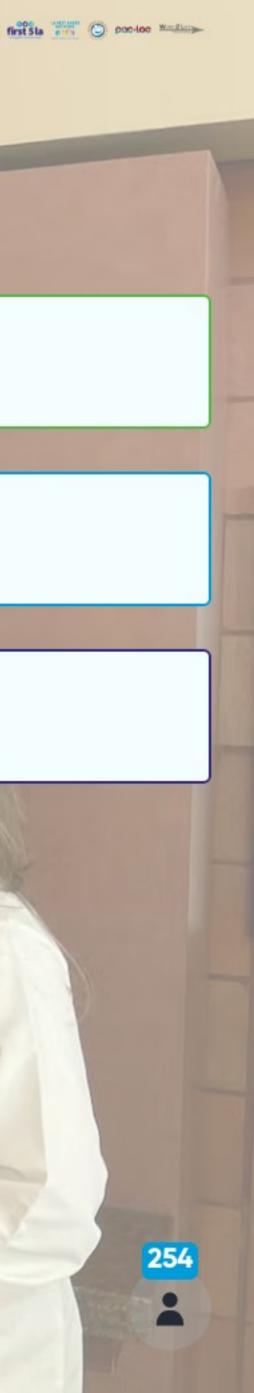


WELCOME BABY va a donde usted esté

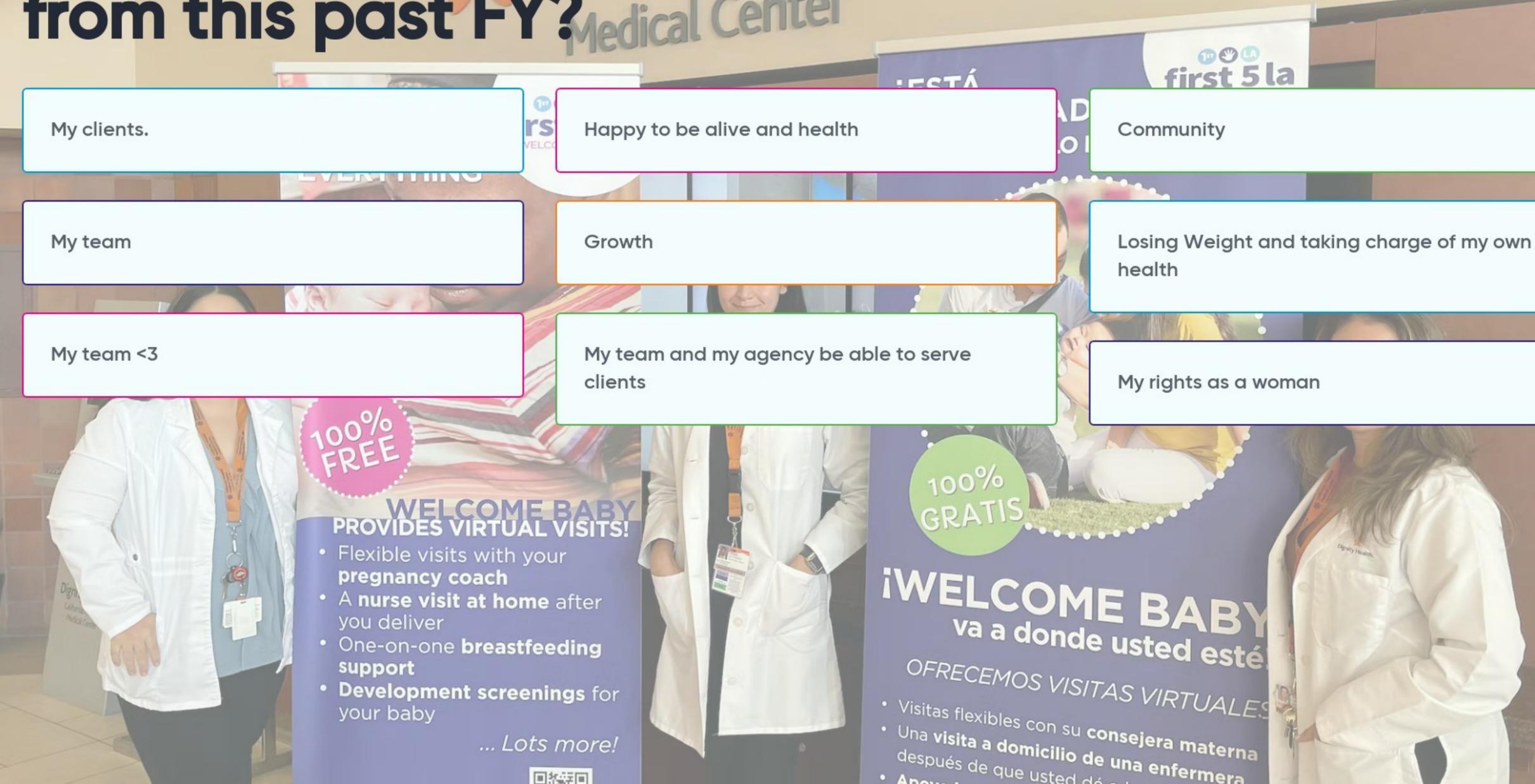
100%

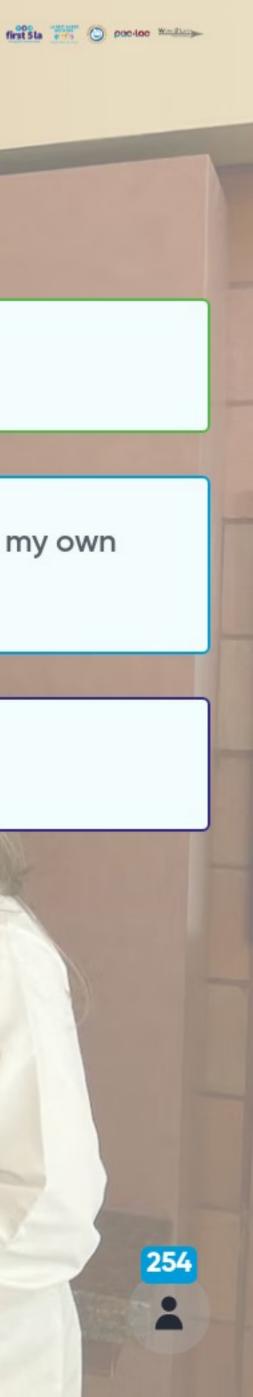
OFRECEMOS VISITAS VIRTUALES

- Visitas flexibles con su consejera materna Una visita a domicilio de una enfermera



What is the one thing you are most proud of from this past FY? Jedical Center





What is the one thing you are most proud of from this past FY? Jedical Center first 5la FCTÁ

Having a job/ health

My health

Being able to work

Learning new skills

Our team

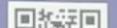
everday

PROVIDES VIRTUAL VISI

Flexible visits with your pregnancy coach

- A nurse visit at home after you deliver
- One-on-one breastfeeding support
- Development screenings for your baby

... Lots more!



Providing services to families and the awesome job the team at Wellnest does

100%

Helping people in need with accessing knowledge and resources. Very proud of making part of this project and all the good training received

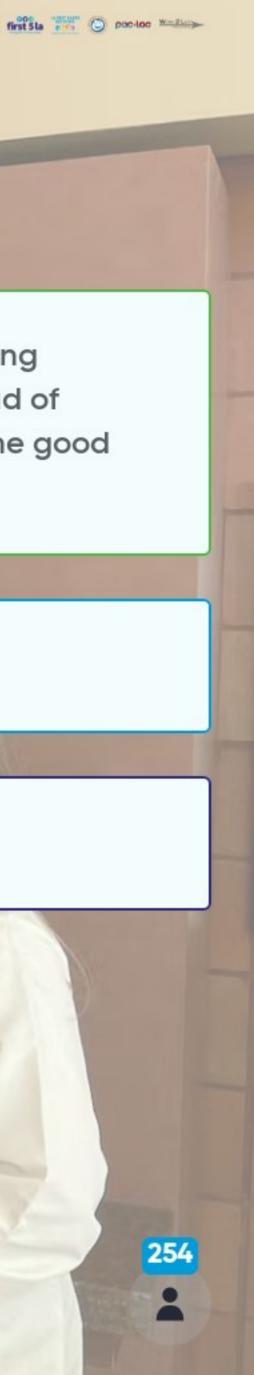
Resiliency

clients

WELCOME BABY va a donde usted esté

OFRECEMOS VISITAS VIRTUALES

 Visitas flexibles con su consejera materna Una visita a domicilio de una enfermera



What is the one thing you are most proud of from this past FY? Jedical Center

Being accepted to be a presenter at this year's 2022 PAT Conference

CFGC team!

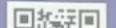
Support

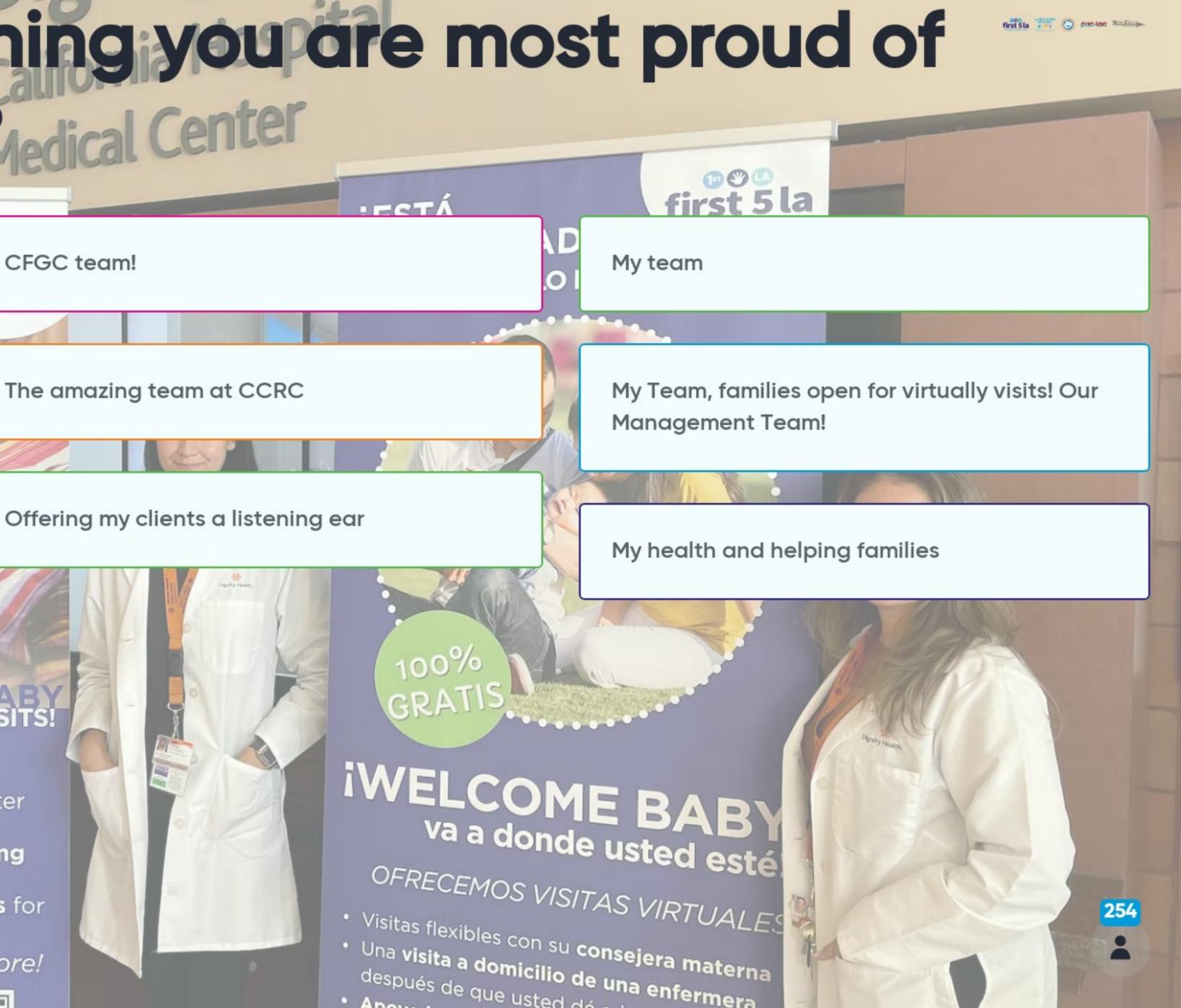
My new supervisor!

PROVIDES VIRTUAL VISI

- Flexible visits with your pregnancy coach
- A nurse visit at home after you deliver
- One-on-one breastfeeding support
- Development screenings for your baby

... Lots more!





What is the one thing you are most proud of from this past FY? Jedical Center

The dedication of TWC staff

Supporting staff and families through pandemic

Being alive

transitions

Making a difference

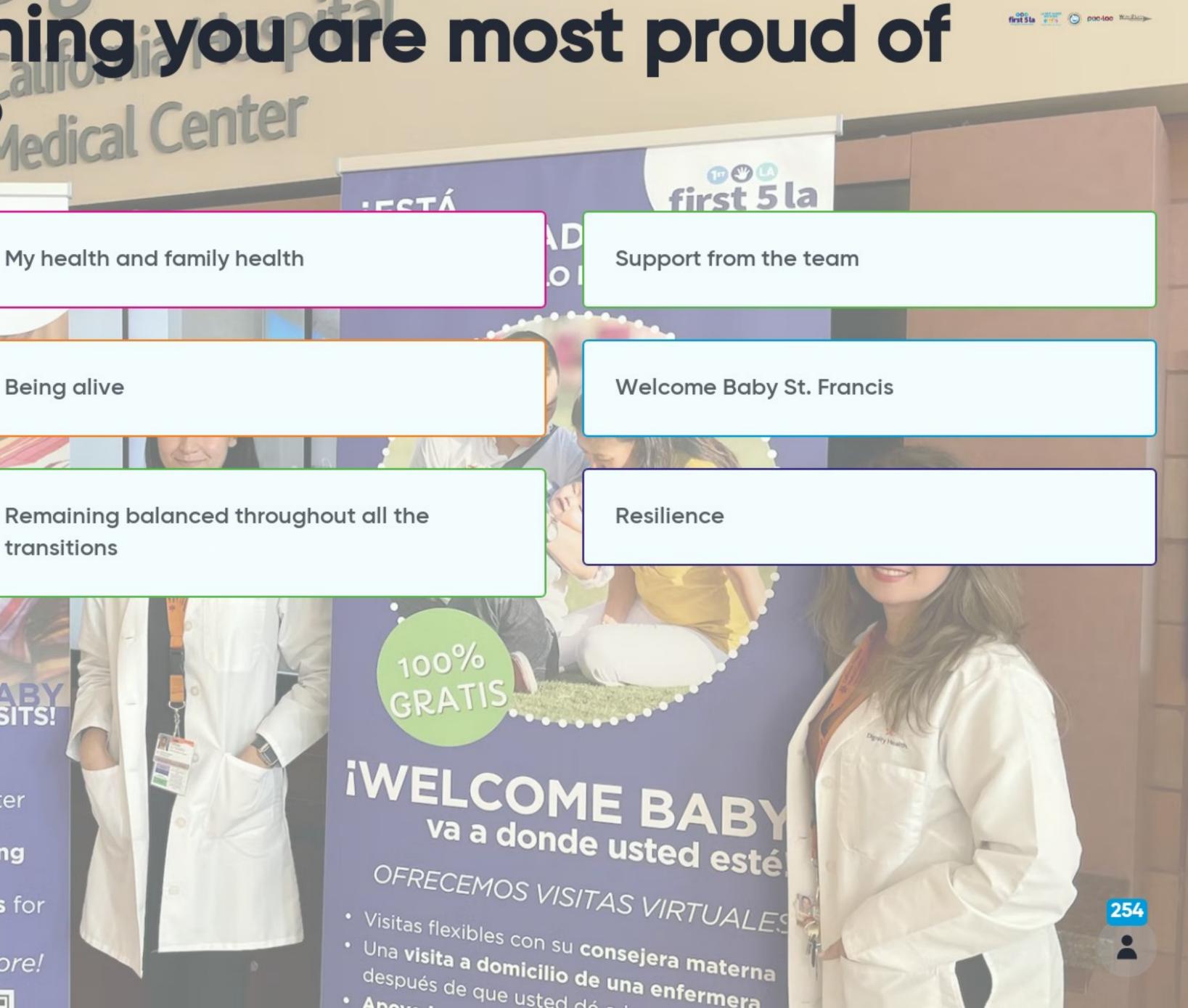


Flexible visits with your pregnancy coach

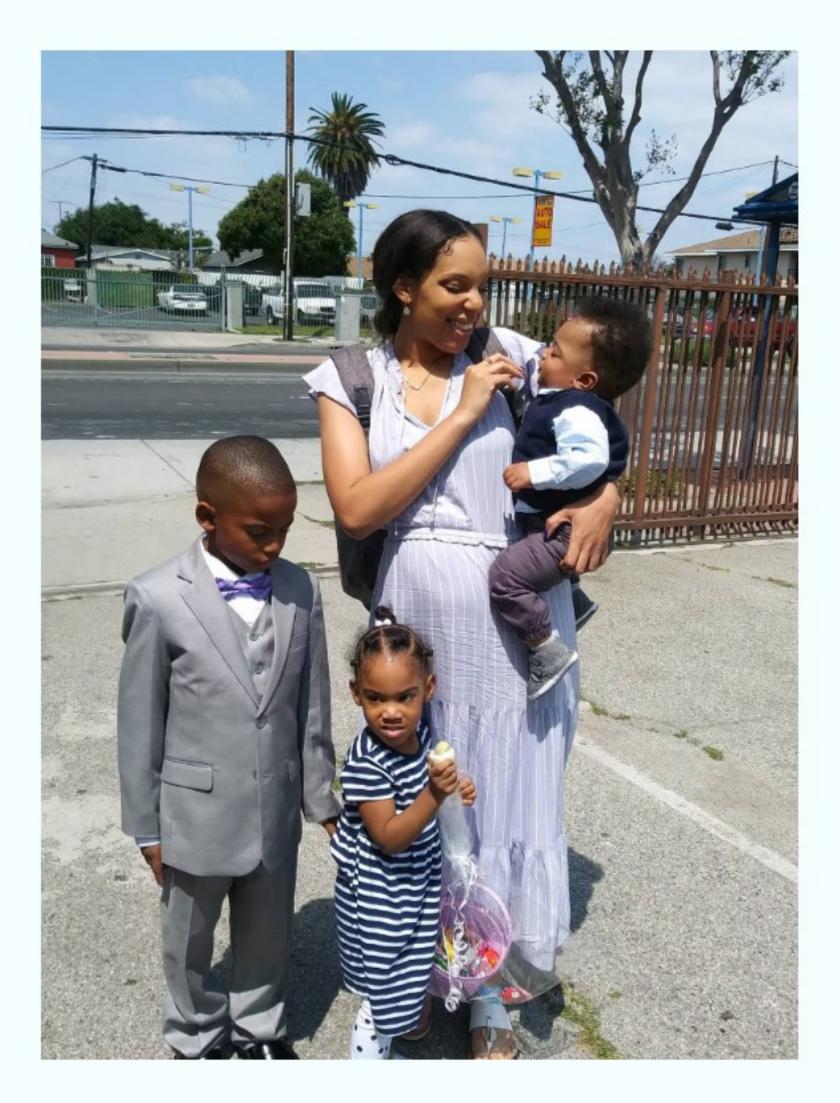
- A nurse visit at home after you deliver
- One-on-one breastfeeding support
- Development screenings for your baby

... Lots more!





What motivates you to do this work?



imp my love of home visiting my cov

> positive relationships my heart my heart my heart helping other child safety my heart true child safety my heart my heart true child safety my heart my heart true child safety my heart my heart my heart true child safety

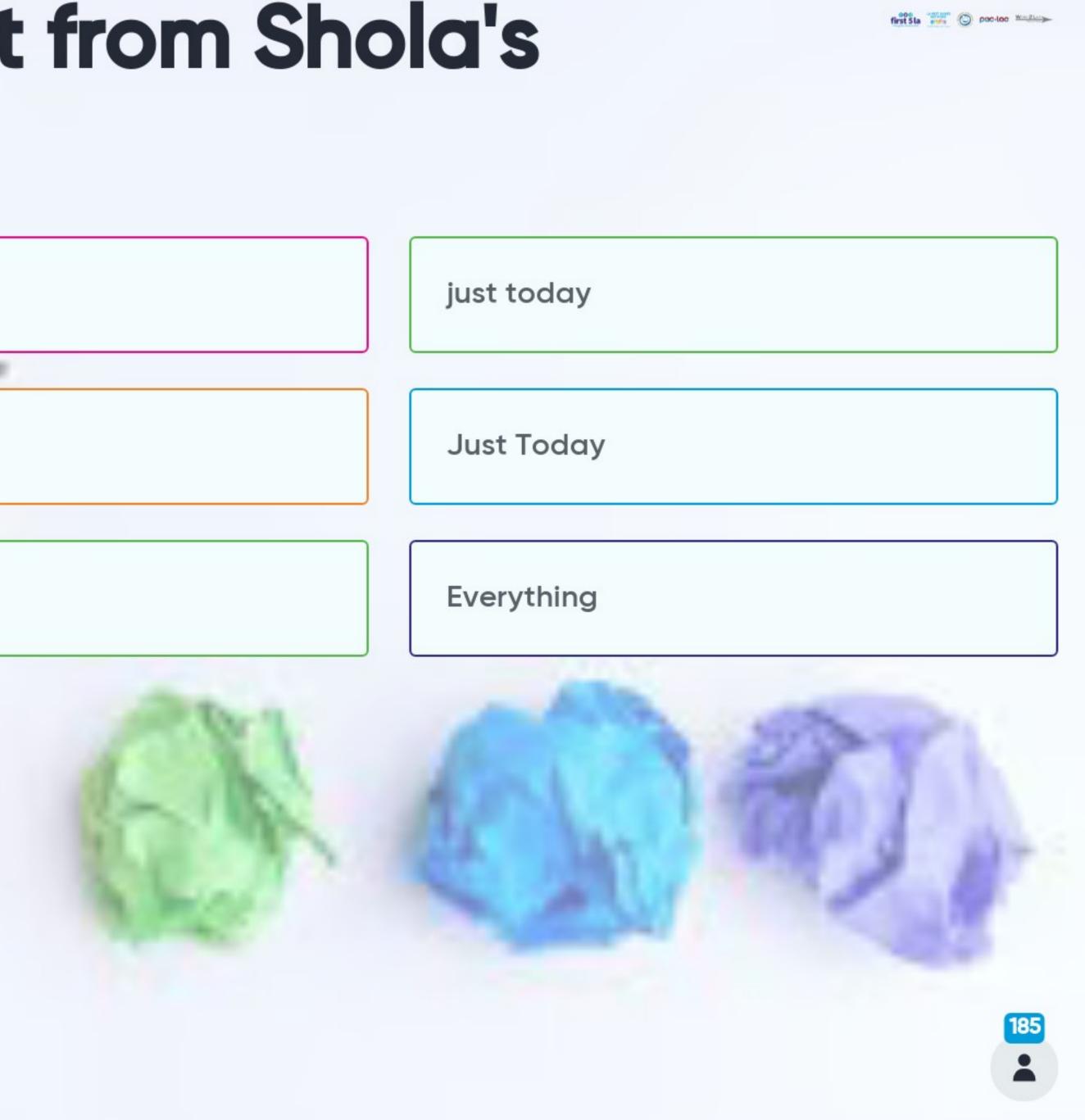
impacting the young



wanting to make a change

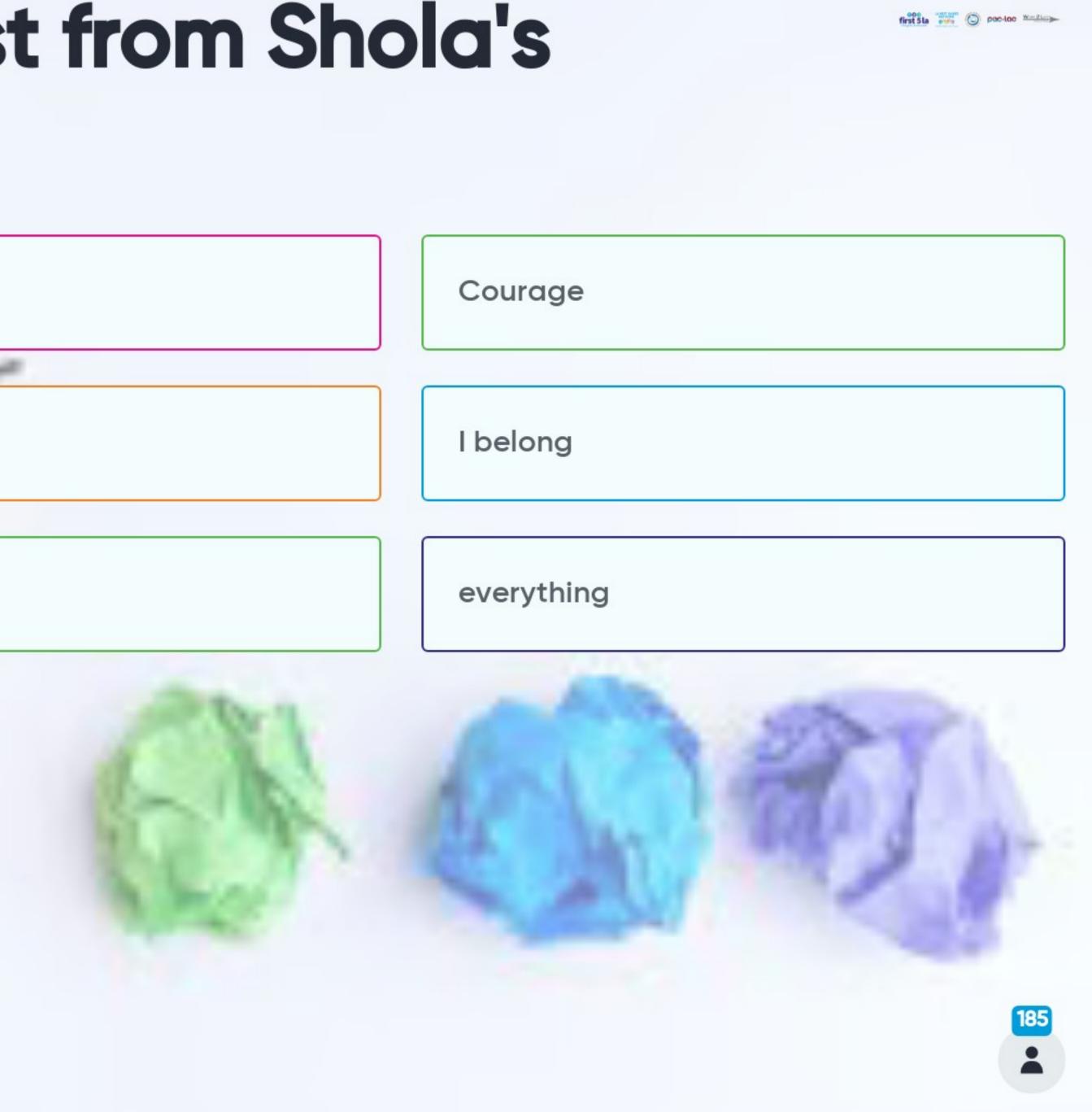


Resilience	his quotes
Just today.	Just today
just for today	Be the Buffalo!!





EVERYTHING	-	Humanity
	-	
Just today		be a buffalo
Just today		Just Today!



Acceptance	Be a buffalo
	-
Just today	Love from a distance
Resilience	Prioritizing myself

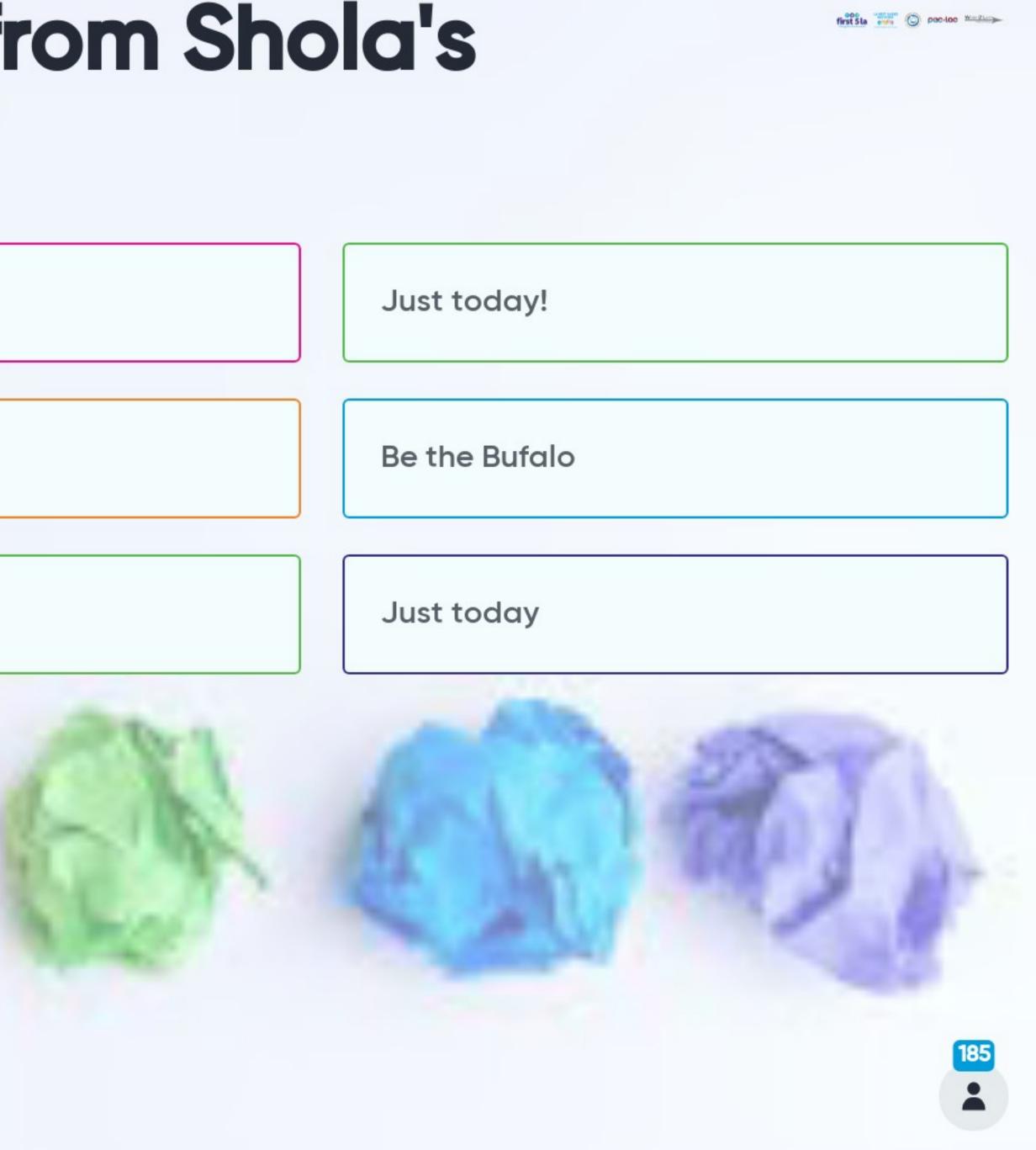
	l am first
÷	Better tools for self care

Positivity





Just today	-	Be the buffalo
	-	
Be the buffalo		His energy
Im a Buffalo		The buffalo





Just today	Just Today!	Just today!
Don't be the cow	Being present in the now	BE THE BUFFALO
Just today	The buffalo and the cow; be the buffalo!	Just today!





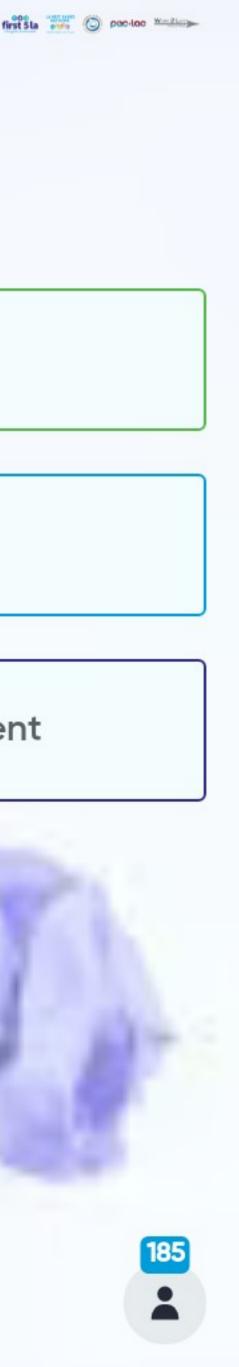
Норе	-	Accountability
	-	
be the buffalo		Keeping it 💯
	_	
Just today		Just today

Be the buffalo!

Be the Buffalo!

Just today - focus on the present





Love your self.		self love
	-	
His anecdotes		Be the buffalo
Resilience		6 to 6 rule

Psychological safety

Just today

All the truth bombs!!





Be the Buffalo and stay in the storm	-	Buffalo vs cow
to not be afraid of the storm		Just today
End my toxic relationship		The buffalo and

Everything, the world needs to hear him

Just today

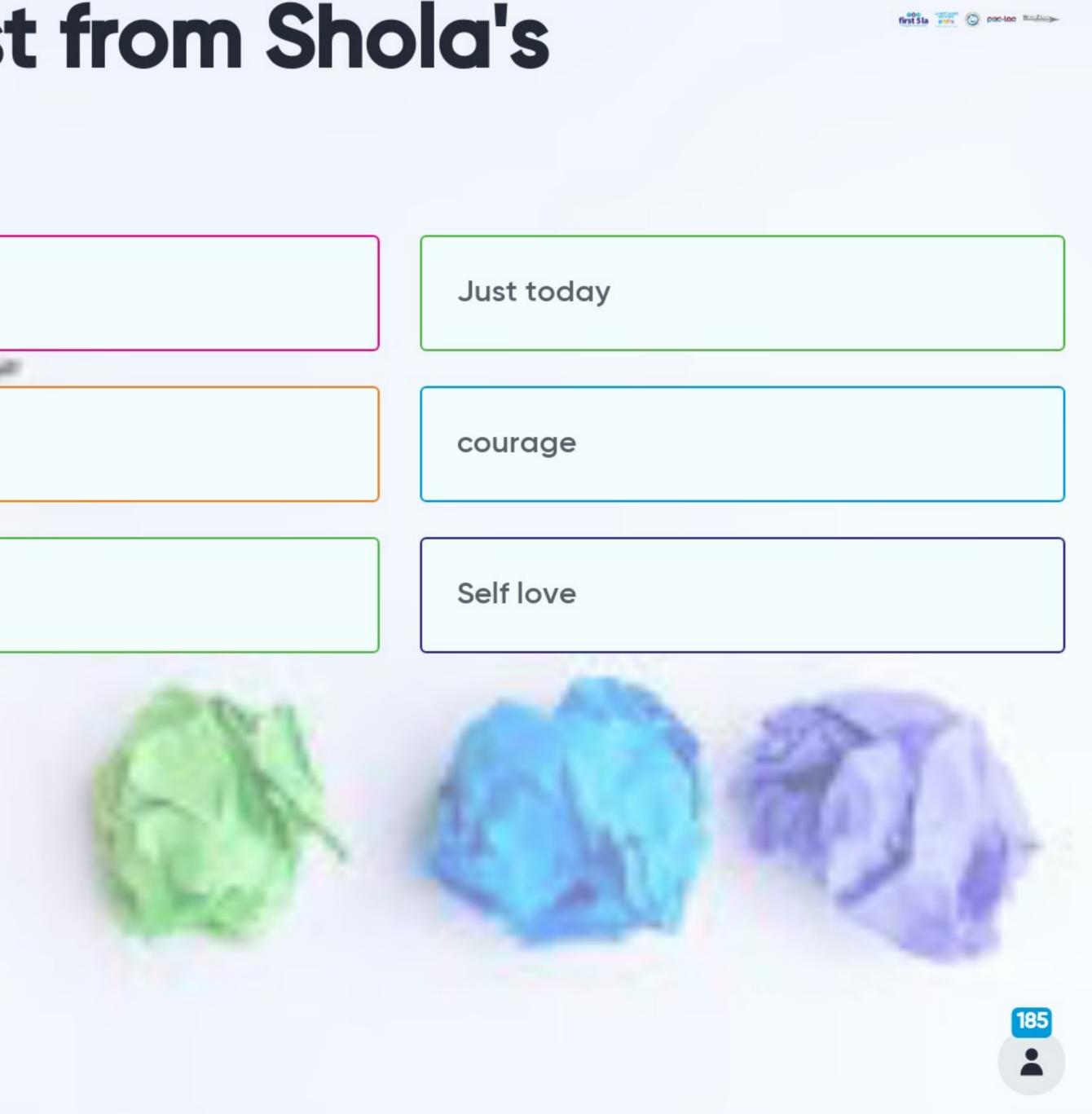
d the cow

Everything





Enter the storm	Just today
Just today 🤎 🤎	Just today
Fountain vs. Drain666 Rule	Flexibility I



Fountain Vs Drain	-	The 3 keys
	-	
Just today		Everything
Resilience		Just today!

stop worrying about things you cannot change

Taking care of mental health

Six six rule





Resilience	-	Resilience
	-	
Just for today		Risiliency
You make your happiness		Fountain vs dra just today
		-







Just today	-	Just today
	-	
Resilience		Today
Be the fountain not the drain		Own it til you sł

fountain vs drain

Be the buffalo!

how it !

Buffalo soldiers





Being present and real	-	Just today
	-	
In the storm be the buffalo		6 and 6 rule
Everything. His energy		Just Today

Resilience

Take care of myself first

Just today





just today		Just today
	-	
Fountain vs rain		Focus on what I
Rest!		Just today

first Sta

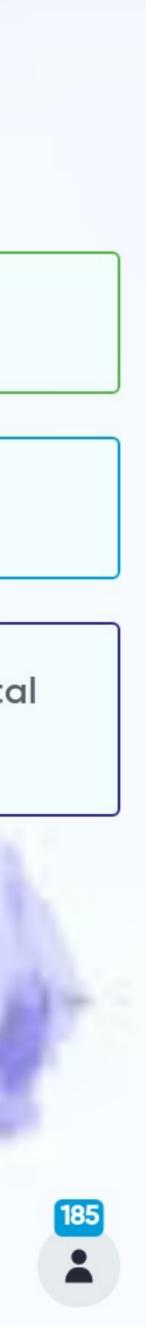
just today

can control

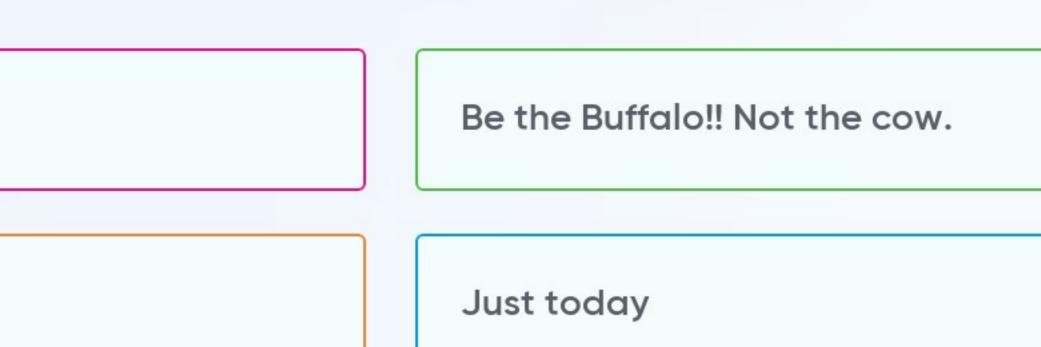
Be the buffalo!

Getting rid of toxic people. My mental health is the most important





Just today	-	Power to control
	-	-
Six to six		Just today
Resilience		Everything!



Everything, just for today





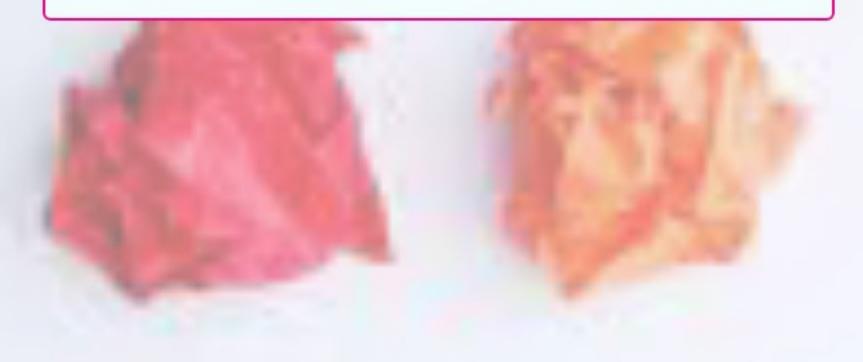
just today and don't sleep with your phone next to you

Every single thing! His presentation was powerful.

Everything

just today

His positivity



What I can control

His honesty and wisdom"Just Today"

Boundaries and Being the Buffalo

Unspoken needs





You're important	Everything! Wonderful	BUILDING RESILIANCE
Resilience	Enter the storm, I belong, today	Buffalo
Faith and courage	What we can control	Everything was on point!







Focus on what you have power to control

Six n six rule

Focusing on my mental health by eliminating distractions.

His story

"All bad behavior is an unskilled expression of an unmet need"

encouragement



Buffalo energy

Everything. Rest

Personal accountability.



His resiliency and his example

Rest- you'll have more to give

Be the person who lights others up when I walk INTO the room

The cow versus
care of our men
depression, exc

R	e	S	il	i	e	n	С	е
•	-	-		1	~		-	-

Energy.



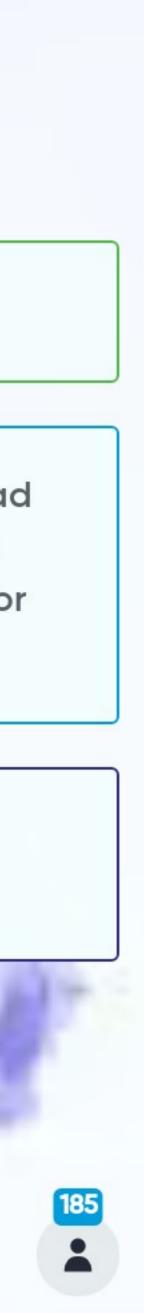
the Buffalo !! Taking Ital health . His story of cellent presentation

His energy

His motivation and positivism. He had so much courage and turned his life upside down to be a real example for others

Commitment and love 🛡 for self. Permission granted to put self first





Prioritizing self

love yourself

Choosing the leaders you want to follow!

Accountability

Powerful words to remember to always take care of ourselves.

His moms quote

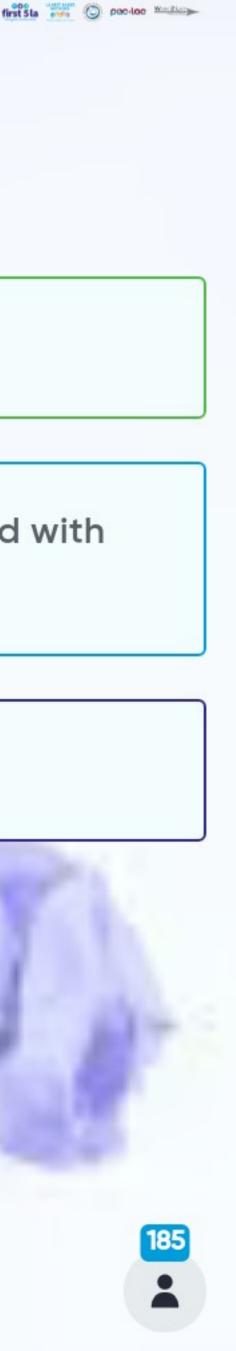


Be the Buffalo

Everything-love that he started with the sign at university hospital

love





Just today be the bufalo i belongs in any room i walk in

Being the buffalo

his positivity

another



What do you want to say to your peers and colleagues in home visiting?



youre the best

community matters

keep on one day at a time

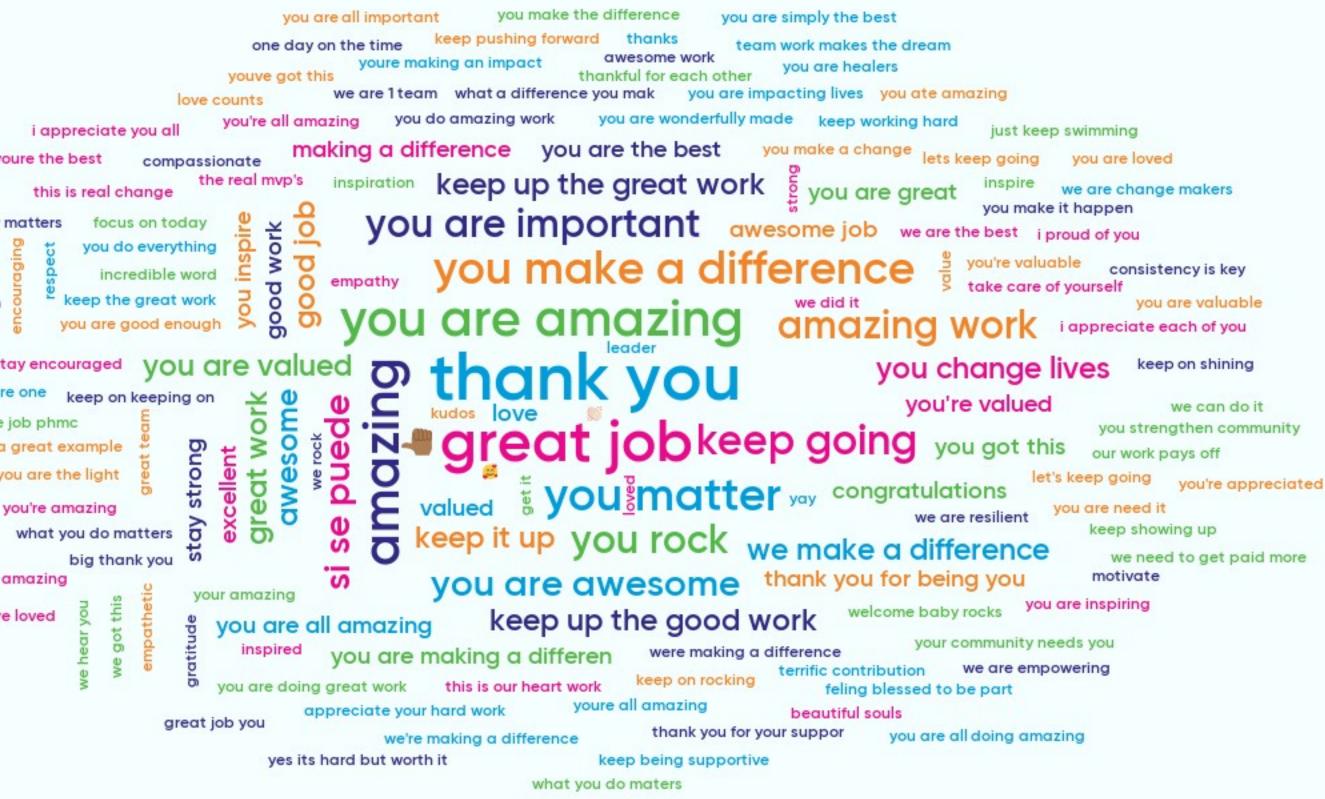
keep truckin

awesome job phmc you are a great example

you are the light

youre amazing

you're loved



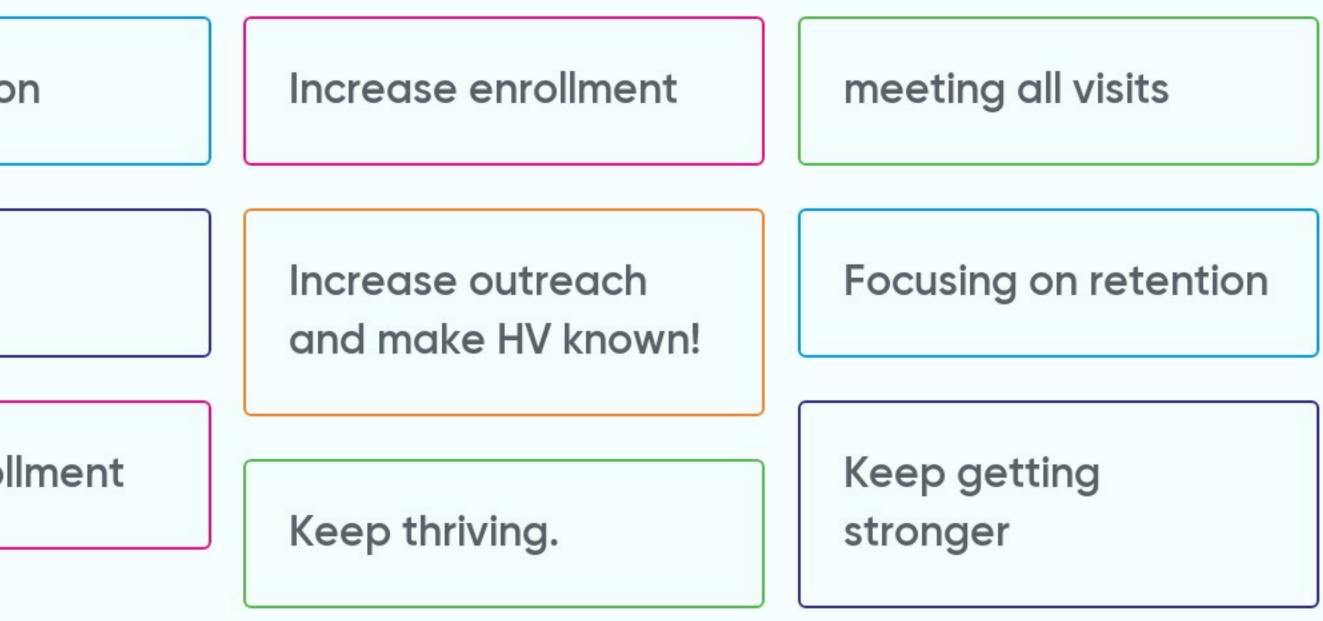




Client retention

More visits

Increase enrollment







Be better

Keep them numbers up

Meet my numbers







Staff retention program sustainability

Client retentio

Increase enro

n and	In person visits	Retention
	more visits	Keep supporting
20		
on	Increase enrollment	Outreach new clie
llment		







To see more c

Outreach to g clients

Increase enro

clients.	More in person visits	Have better support father engagement
get more	Client retention	
		Increase enrollme
llment	Client retention	increase aroun
		increase group connection
		involvement
		Involventient







pushing forward

Less missed visits

Involve more dads





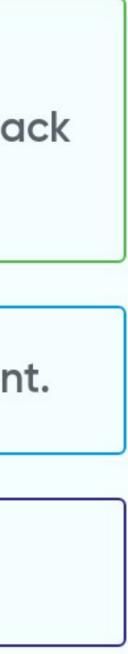


Intention

Enrollment and retention

increase enro

	More IN PERSON visits	Increase prenatal outreach. Being bo in the home.
d		
	Hope we get funding for many years	Increase enrollme
llment	Continue resilience within our families	More enrollments
	and ourselves	







Increase enro

Increase enro

Keep building relationships v families

llment	Increase outreach	Increace outreach
llments	Getting fathers involved.	Continue serving families and engaging more do
those with	Increase enrollment	and partners!
		Increase communi

engagement

first Sta





Increase enro

RESOURCES

Integrating the Standards; incommunity ou staff moral

llment	More visits and provide more resources in the	Keep working with passion.
	community	
		Serve more people
e new -person Itreach;	increase support	
		Increase outreach
	Retention!	



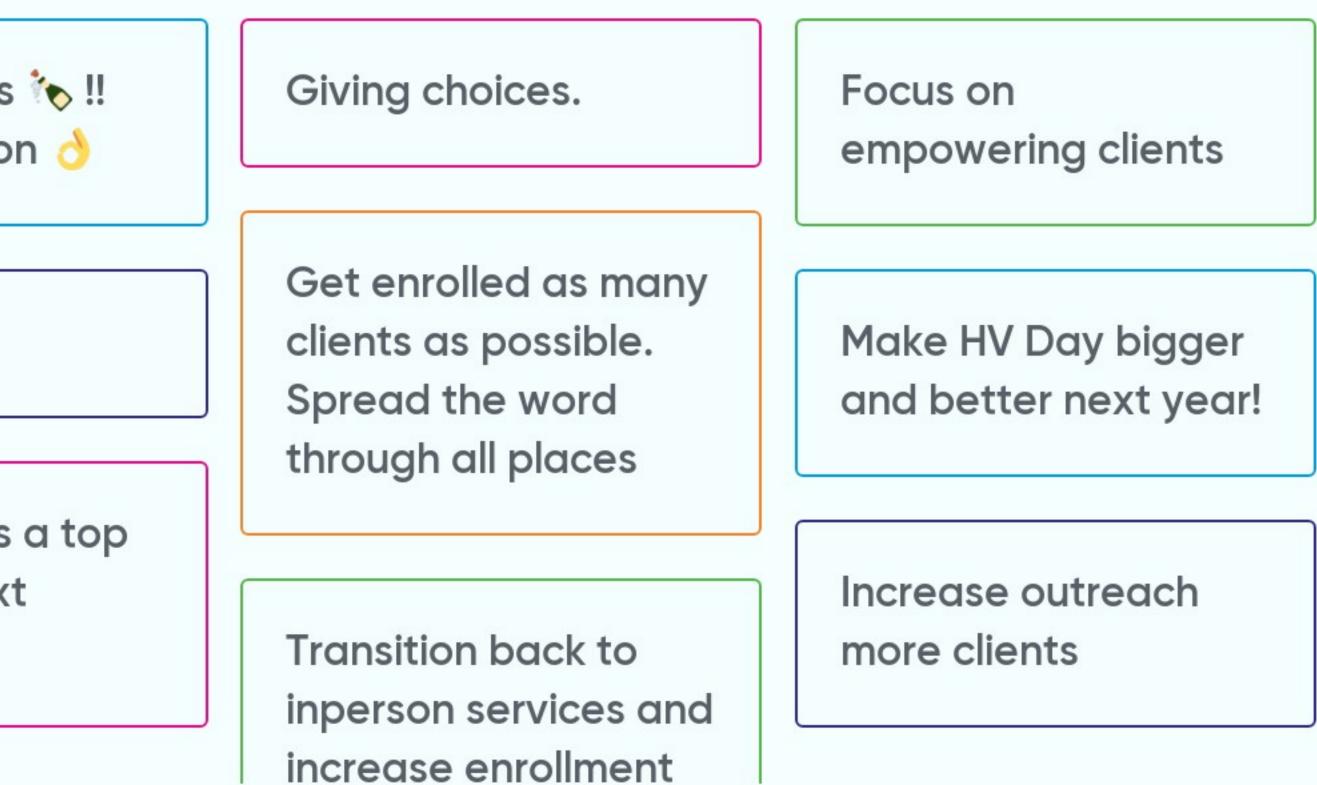




Meet numbers 🍾 !! Client retention 👌

Numbers

To show up as a top performer next summit







Increase num

impact lives

Check in

bers	Continue practicing kindness	in person visits wit all family members
	Focus on self care	Serve more familie
	Increase morale	enhance our skills







Encourage ea other

Focus on retei

Outreach enro

ich	keep up the good work	Meet numbers
ntion!	Meeting numbers	Increase in person visits
ollment	Client retention	Provide the great service to more
		families







More father engagement

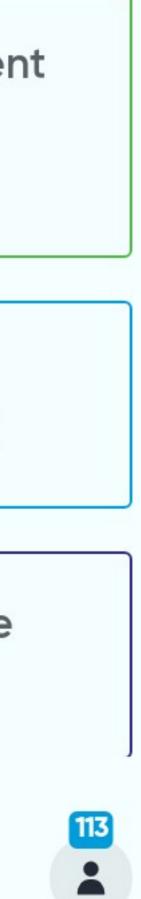
Increase enro

Continue to su families

	Increase enrollment	Increase enrollme and outreach enrollment
llment	Continue attending trainings and become more resourceful.	Have a welcome baby commercial
upport	retention	Strengthening the

team.

first Sta





Make more m

love

oney	Continue doing work	Learn from the pa year
	resilience	





What are you taking with you into the next FY?



always giving my best

feelin appreciated always give my best experiences keep going make a change advocacy creativity S resilience perseverances feeling appreciated i'm motivated ess cheerfulness positivity strive for more gratitud im appreciated positive mindset our work matters resiliency showing up



Standing Strong with Families in L.A. County #HOMEVISITINGWORKS



You deserve some recognition! Thanks for the great work you do!

You ladies are amazing at what you do! I miss working together with you two and going on our coffee runs during our breaks. I know I have gained a friendship with you both and miss you dearly. With Love, Dalia

> A shout-out for: Kimberly and Cynthia From: Dalia Gonzalez Providence Holy Cross Medical Center

Fatima is an amazing person, with a warm kind heart, I could not ask for a better coworker. Fatima continues to elevate services, for Client in her daily work. She connect with families with compassion and empathy. She has enjoyed her role as HL for the past 7 years. Thank you for all you do !!!!

> A shout-out for: Fatima From: MARIA GUERRERO Queen of the Valley- Emanate Health

Standing Strong with Families in L.A. County #HOMEVISITINGWORKS



To the Holy Cross WB team,

Challenges have meant nothing to you because despite of everything, you have continued to deliver the services for our clients. Excellence on what you do it is what has made this work and life transitions much easier and we could not have done it without you. Your commitment to the clients we serve has been one of the most valuable traits that makes this team a remarkable one. Woohoo!

> A shout-out for: Our Awesome Team! From: Alicia Steen Providence Holy Cross Welcome Baby



Standing Strong with Families in L.A. County #HOMEVISITINGWORKS



Big shout out for providing the families in our community support and guidance in the last 8 year! YOU ROCK!

A shout-out for: Stephanie Plancarte From: Yesenia Hernandez Wellnest



Jackie words can't explain how amazing I think you are. I miss our long zoom meeting/ therapy sessions. You have a heart gold. I'm so happy we were put together for this project. You now will be my forever friend. Love you too my friend. Shout out to a home visitor I strive to be like.

> A shout-out for: Jackie Reuter From: Vanessa Gonzalez AVPH

Standing Strong with Families in L.A. County #HOMEVISITINGWORKS



You deserve some recognition! Thanks for the great work you do!

Shout out to the HFA Team holding it down for the AV.
Pushing on through the pandemic and on the daily.
Much love Veronica R.

A shout-out for: HFA Team - AV From: Veronica Rosales Child & Family Guidance Center -HFA WOW! we did it! we worked through this pandemic with success. HFA Team you are awesome and I appreciate everything you've done for your families. Your "heart" work does not go unnoticed. 1000x's thank you for all you do!

> A shout-out for: AVPH HFA Teams From: Maria Moya AVPH

Standing Strong with Families in L.A. County #HOMEVISITINGWORKS





I would like to give a BIG SHOUT OUT TO: Paola, Jessica, Mari Carmen, Denia, Lydia, Ericka, Amy, Tenny, and Contessa! I cannot be more proud to be part of this stellar team. Everyone on our team goes the extra mile to accommodate our participants and provide them with the best support and guidance. Our team does not hesitate to give each other an extra helping hand and be flexible when needed. I appreciate all of you and sending you all many hugs and kisses! Thank you for being you...Love, Rosalie

> A shout-out for: Welcome Baby Team From: Rosalie Sandoval Northridge Welcome Baby

Standing Strong with Families in L.A. County #HOMEVISITINGWORKS



Shout out to CHVP SPA 7!!!! It is my pleasure to keep working with a hardworking, motivated, and passionate team, working towards one common goal, the well-being of our clients.

> A shout-out for: CHVP SPA 7 From: Victoria Ramos The Whole Child

Thanks for the great work you do!

You deserve some recognition!

Hey Olly, Jasmine and Kim! Thank you for all you do. All of you are so welcoming and always are so cheerful, it's hard not to smile when I'm in the office with you. You all go above and beyond, by helping the clinic in multiple different projects. You each have a unique and meaningful impact to the Long Beach community you serve.

> A shout-out for: HFA Team From: Patricia Mendoza The Children's Clinic

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Hi Latreece! Thank you for your continual support as I navigate my new role. It's feels so nice that you are easy to approach. I think TCC HFA is a great team and thank you for being a fantastic leader!

A shout-out for: Latreece Oliver From: Patricia Mendoza The Children's Clinic Alexis, thank you for all the support you give me and the team every day. I definitely wouldn't be able to do this job if I didn't have you as the supervisor. Thank you for always having the staff's back and encouraging the team to grow. Who knew 3 years ago when we started we would end up here. I am forever grateful that our paths crossed!

> A shout-out for: Alexis Sanchez From: Dulce Apodaca Richstone Family Center

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Karyn, as our program manager you advocate for our needs. You always ask questions to ensure the job gets done. When in doubt you figure it out! You help and guide us through, thank you.

A shout-out for: Karyn Smith From: Delma Rook Child and Family Guidance Center Shoutout to the best team! Thank you to each of you for all your hard work and dedication to helping families. Thank you for always supporting and encouraging each other!

> A shout-out for: The PAT Team From: Dulce Apodaca Richstone Family Center

Jessica Garcia, Thank you for all the support you give me and the team to ensure smooth sailing. You are the true backbone of our program \bigcirc

A shout-out for: Assistant Director From: Isabel Carrillo Wellnest

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I love you, you do your work diligently and steadfastly. I know you'll continue to motivate your clients and those around you. Keep fighting the good fight, finish the race, and keep the faith. <3

A shout-out for: Jeanne Aguilera From: Jackie Reuter Antelope Valley Partners for Health



You deserve some recognition! Thanks for the great work you do!

Standing Strong with Families in L.A. County #HOMEVISITINGWORKS

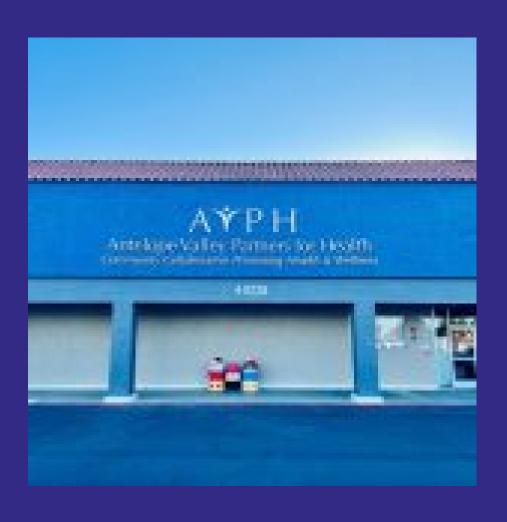


I cannot begin to tell you how well-structured and veracious AVPH is because of each of you. You create a safe, stable, compassionate, communicative environment every day. I am beyond blessed to have been a part of it.

A shout-out for: Lisa Melville, Vicki Bibby, Michelle Fluke From: Jackie Reuter Antelope Valley Partners for Health

Each of you has amazing gifts to share with the community. I'm honored to have worked alongside you. <3 <3

A shout-out for: AVPH Home Visiting Team From: Jackie Reuter Antelope Valley Partners for Health



You deserve some recognition! Thanks for the great work you do!

Thank you to the amazing, kind, and hilarious Welcome Baby Team at Holy Cross! Thank you all for welcoming me in with open arms! I love being able to come to work in such a positive and safe space you have created for all of us. I really enjoy working with all of you and seeing how committed you all are in supporting each other and the families we serve. I'm so grateful to work besides all of you! (∇)O

A shout-out for: The Wonderful Welcome Baby Team From: Dalia Gonzalez Providence Holy Cross Medical Center - Welcome Baby Every plane needs a pilot, and I'm grateful you are ours. Thank you for creating a positive work environment where I can learn and grow. I hope to become at least half the leader you are.

> A shout-out for: Teresa McKee From: Vanessa Barajas Work2Live

Thank you for your guidance and assistance as a supervisor. You are appreciated!

A shout-out for: Martha Abarza From: Delma Rook Child and Family Guidance Center White Memorial Welcome Baby Team, Everyone on the team played an essential role during difficult times in the past year! Thank you for your commitment to supporting each other and supporting our Welcome Baby families with enthusiasm and empathy. I am proud to be a part of this team, and look forward to growing together and serving our community!

A shout-out for: White Memorial Welcome Baby Team From: Nancy Mendez White Memorial

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I'd like to give a shoutout to my Welcome Baby team at MemorialCare Miller Children's & Women's Hospital Long Beach.

I worked with a client that needed immediate mental health assistance due to having intrusive thoughts of hurting her baby.

The nurse, Clinical Coordinator, Emergency room Social Worker and hospital transportation team did an amazing job at collaborating to support this client in crisis. Together, we were able to get this client help.

She was hospitalized, discharged a week later and reunited with her baby. On my last visit with the client, she felt joyful, empowered and I could see the strong connection she had with her baby.

She expressed she no longer had any negative thoughts, was thankful for all the support and the tools Welcome Baby provided her with.

Thanks again for all your help, I couldn't feel more proud to work with such an amazing team.

A shout-out for: Welcome Baby team/hospital staff From: Kely Joaquin MemorialCare Miller Children's & Women's hospital Long Beach



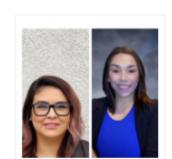
So grateful for the MemorialCare Miller Children's & Women's Hospital Long Beach Welcome Baby team. I'm in constant awe of all that we have accomplished as a team and I am so very thankful to be working alongside each of you each day.

> A shout-out for: Welcome Baby program at MemorialCare Miller Children's & Women's Hospital Long Beach From: Lynnette Bello MemorialCare Miller Children's & Women's Hospital Long Beach



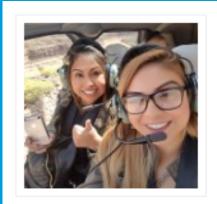
We cannot function without you! You're the brains of the operation! You have an amazing leader and each of you do a GREAT job. Isa, you are a hawk! In a good way, Lol! Thank you for all you do 😅

A shout-out for: AVPH Data Team From: Jackie Reuter Antelope Valley Partners for Health



I miss your energy! You're hilarious, goaloriented, and resilient. I love you! Don't hate me for sharing the pic collage you made, lol.

A shout-out for: Vanessa Gonzalez From: Jackie Reuter Antelope Valley Partners for Health



I'll never, ever forget our time together at AVPH and outside of work! You're an amazing FSS, co-worker, wife, daughter, mom, sister...the list goes on

and on! Blessings <3

A shout-out for: Dennise Carillo From: Jackie Reuter

Antelope Valley Partners for Health



Your leadership, patience, and faith got me through some tough times! **BSF** BEST SUPERVISOR FOREVER <3 <3

A shout-out for: Maria Moya From: Jackie Reuter Antelope Valley Partners for Health

You deserve some recognition! Thanks for the great work you do! Marina is a great to support to our team. She gets things done in no time. Marina also conducts the group connections engaging the families, mommies and children. Marina has always great activities in each group connection. We appreciate you Marina for taking care of placing orders for our families, for ourselves, and for keeping everything organized making our job very easy.

> A shout-out for: Marina Paz From: Lorena Gutierrez CCRC

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Through the most unprecedented times, you showed up and cared for the most vulnerable in our community. Your dedication and passion for our work inspires me to show up on days that I would rather simply stay in bed. You are the most phenomenal group of women I have had the pleasure of working with and I am grateful for you. I addition to the services you provide our clients I am gratified to see how you care for each other every single day. Thank you for living our promise.

With love,

Maria

A shout-out for: Providence Holy Cross Welcome Baby Team From: Maria Magana Providence Holy Cross Medical Center



Thank you to the FABULOUS Welcome Baby Team at Providence Holy Cross. Edith, Yvette, Maria, Marilyn, Rita, Maria Elena, Britni, Alma,

Daniela, Elizabeth, Dalia, Stephanie, Rocio, Alicia and Ashley it's a joy to be able to have worked another year with you all. You all have pieces of you that inspire me and I get to use those pieces of inspiration in my work with our community.

So lucky I get to work incredible women! A shout-out for: My AWESOME Coworkers From: Barbara Ortega Providence Holy Cross Medical Center Chereese has always kind words to share. We have not gotten the opportunity to work in the same space yet; yet, when I met her, she gave me a hug. Thank you Chereese for that hug; it meant a lot to me.

> A shout-out for: Chereese Brown From: Lorena Gutierrez CCRC

Carla is like a big kid. She has a great sense of humor and makes me laugh with her "ocurrencias" each and every time. Carla will always have very good ideas. Her laughter is contagious!!!

> A shout-out for: Carla Salcido From: Lorena Gutierrez

> > CCRC

Thank you Elizabeth for all the resources that you share. I was so awesome watching your child play basket ball at the games when my son was playing too. Your kid got skills!!!! A shout-out for: Elizabeth Lomeli

> From: Lorena Gutierrez CCRC

Thank you for your support and team work! I appreciate all of you (Dianita, Estela and Cynthia)!

A shout-out for: VPH-WB Team From: Luiza Yanez Valley Presbyterian Hospital Welcome Baby A BIG SHOUT-OUT to our amazing Program Manager Nancy Watt for mentoring and empathizing with Program supervisors, AAs and Home Visitors. In addition, a shout out to the program supervisors for supporting their team! Furthermore, A SHOUT OUT to all of the HOME VISITORs for their dedication! Moreover, a big thank you to our AAs who assist everyone within the home visitation program!

A shout-out for: Children's Institute Home Visitation Program From: Childrne's Institute Home Visitation SPA 4, 6 & 8 Children's Institute

You deserve some recognition! Thanks for the great work you do!

Big shout out for providing the families in our community support and guidance in the last 8 year! YOU ROCK!

A shout-out for: Stephanie Plancarte From: Yesenia Hernandez Wellnest Fatima is an amazing person, with a warm kind heart, I could not ask for a better co-worker. Fatima continues to elevate services, for Client in her daily work. She connect with families with compassion and empathy. She has enjoyed her role as HL for the past 7 years. Thank you for all you you !!!!

> A shout-out for: Fatima From: MARIA GUERRERO Queen of the Valley- Emanate Health

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I would like to acknowledge the dedication and hard work of our Home Visitors. We recently completed our site visit for re-accreditation and our peer reviewers had some great things to share about the care and support our Home Visitors provide to our program participants. They interviewed six of our families and the following are just a few of the comments our families shared with the peer reviewers about their experiences in home visiting and their Home Visitors:

"She is friendly, helpful and flexible. She has the personality that makes you want to open up to her".

"It was the help that I didn't even know I needed. I was the person who didn't want anyone in my home or my business".

"My worker cares about all my kids, really all of us".

"I love the educational information and doing the activities and seeing the development in my child".

"Because she helped me with what I wanted to do, I have come a long way and went from visits in a hotel to having my own place, paying my own rent and having stability for my kids". "I like all the resources. When I don't know about something, I will ask my worker, and ask her to give me some tips. I then try them".

"I like how nice she is and easy to talk to about anything". "I feel supported by her. She feels like more than a sister to me."

"She has helped me not only with my child, but she helps me when I have questions about my other children, or if my husband needs something or I need support." "She has opened my eyes with all the information on how to be a better parent."

Thank you, Home Visitors, for putting you heart into the work you do every day and all the ways you support our program families! Way to go!!!

A shout-out for: Children's Institute HFA Home Visitation Program - Home Visitors From: Nancy Watt, Children's Institute Shout out to the HFA Team holding it down for the AV. Pushing on through the pandemic and on the daily. ♥ Much love Veronica R.

> A shout-out for: HFA Team - AV From: Veronica Rosales Child & Family Guidance Center - HFA

Sandra always finds the good side to everything. She has a very good sense of humor that makes me laugh every time we get to meet.

> A shout-out for: Sandra Aguirre From: Lorena Gutierrez CCRC

Thank you for doing all that you do. You wear many hats and often go unrecognized. You are irreplaceable and admirable. You are a awesome super hero behind the scenes. THANK YOU isn't enough.

> A shout-out for: Jessica Nguyen From: Anandi Davis Millers

Congratulations to the CCRC Antelope Valley Home Visiting Team for mentoring six Home Visiting Apprentices through our new apprenticeship program this year! Kudos to the HV leadership team for their PAT Conference workshop proposal acceptance! You are all fantastic! ①

> Shout-outs for: CCRC Home Visiting Teams From: Eileen Pierce Child Care Resource Center

Congratulations to the CCRC San Fernando Valley First 5 Home Visiting Team for continuing to provide quality services to the families and community. Kudos for graduating 14 families from our five year program this year! You are awesome!

> Shout-outs for: CCRC Home Visiting Teams From: Eileen Pierce Child Care Resource Center

You deserve some recognition! Thanks for the great work you do!



You deserve some recognition! Thanks for the great work you do!

Tiara handles so much and she does it all with grace! She is so helpful and breaks things down so that everyone understands what is going on. She is such a great teacher and is an amazing person! Thank you Tiara for everything you do!

> A shout-out for: Tiara Sigaran From: Jeanette Aquino AVPH



Dulce Gonzalez and Alexis Sanchez go above and beyond to make sure the RFC PAT program staff is well equipped to succeed in providing services to

families. Dulce and Alexis are amazing leaders who listen to staff concerns and always take ideas into consideration. It is an honor to work under people who care for your well being as much as they care for their own, and who genuinely wish to make an impact in the communities they serve. Your hardworking and humility never goes unnoticed. You are inspiring! Thank you!

A shout-out for: Dulce Gonzalez, Program Manager and Alexis Sanchez, Program Supervisor From: Dulce Gomez Ruchstone Family Center

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Shout out to Tara James who is always with an open heart and a smile ready to help every time we need her. Thank you so much Tara for everything that you do for our program and all of us!

> A shout-out for: Tara James From: Liz Vazquez St Mary Medical Center

Shout out to Michelle Brannon for everything she has done for our WB program. Thank you Michelle for staying strong with us during these difficult times. Thank you for your hard work, your support, dedication, flexibility and advocating for us!

A shout-out for: Michelle Brannon

From: Liz Vazquez St Mary Medical Center Shout out to all the St Mary Welcome Baby Team!!! You guys are all amazing in every way and is an honor to work with all of you.

A shout-out for: ALL Welcome Baby Team From: Liz Vazquez St Mary Medical Center

Thank you Wendy for all your support throughout the years! It's a blessing to work with you.

A shout-out for: Wendy Uribe

From: Liz Vazquez

St Mary Medical Center

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Angela, Jennifer, Elisabeth and Maureen deserve recognition for all the hard work they've been doing as parent coaches! These ladies are so fun to be

around and are such a pleasure to talk to! I couldn't have asked for a better team.

A shout-out for: The Parent Coaches From: Jeanette Aquino AVPH MCHA/CHMC team! You are all amazing at what you do and who you are. You each bring such unique talent, passion, and perspectives. Keep up the good energy! Love you all.

A shout-out for: MCHA CHMC Welcome Baby Team

From: Denise Cervantes

MCHA

Maureen has always been the sweetest person! She is a great team lead and is super welcoming to speak to. Thank you Maureen for everything you do!

> A shout-out for: Maureen Ferrell From: Jeanette Aquino AVPH



RNs: TK and Brenda!!! You always go above and beyond to support our families... Your knowledge, passion, and dedication is so tangible and

appreciated!

A shout-out for: Our RNs! From: Danielle Schnebly

MLK/Centinela and SHIELDS for Families

You deserve some recognition! Thanks for the great work you do!

Shout-outs to Michelle for keeping our program going on in the middle of this difficult time we are going through. She has been a champion taking the tasks of the Program Manager and herself while attending the cohort trainings. Thank you very much!!!! A shout-out for: Michelle Brannon From: Armida Reyes SMMC/FIGH

You deserve some recognition! Thanks for the great work you do!

I have been working with Delma for the longest and she is the person you need in your team, she gets it done "no matter what". Delma's professionalism and support towards team goals is admirable. I really enjoy working with you Delma!

-Martha-

A shout-out for: Delma Rook From: Martha Abarza Child and Family Guidance Center

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You deserve some recognition! Thanks for the great work you do!

I'd like to shoutout Welcome Baby Team Carolina, Irma, and Alexis. It's been my pleasure working with you ladies, sharing precious moments together let's me know you have hearts made of gold! Keep up the fantastic work!

> A shout-out for: Welcome Baby Team From: Cora Lightner AVPH

Shout-out to Noelia and Mimi for managing the big caseload left by departing PCs during this difficult time that the program is going through. Thank you for your hard work!!! A shout-out for: Noelia Plascencia and Mimi Sisawang. From: Armida Reyes SMMC/FIGH

Karyn is authentic and genuine, she has help me growth by providing a safe space and supporting finding my own solutions in the different roles I have had in my team by providing guidance and reassurance when decision making. Karyn is also very supportive in allowing me to have a well balance workpersonal life. Karyn will say "yes" as much as she can to any reasonable request. I have said it many times but I really appreciate your support Ms. Karyn!

> A shout-out for: Karyn Smith From: Martha Abarza Child and Family Guidance Center

Thanks for all the laughs and great company! A shout-out for: Debbie Castenada From: Madaleine Hernandez El Nido Family Centers

You deserve some recognition! Thanks for the great work you do!

I appreciate your hard work and kindness. I enjoy our great conversations and lunch fun! A shout-out for: Nicole Joch From: Madaleine Hernandez El Nido Family Centers

I wan to give a big shout out to the entire Welcome Baby team at Emanate Health! You ladies rock and I appreciate each one of you!! Keep up the amazing job you ladies do each day!!!

> A shout-out for: Welcome Baby Team From: Arlene Galvez Emanate Health - Welcome Baby

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Jodi is an amazing supervisor! She is wonderful at reflective practice and I feel comfortable and at ease during our one on one's. Also, I give her a shout out for continuing to help BF mothers during the pandemic through virtual visits and virtual BF support!

> A shout-out for: Jodi Rosen, RN From: Joyce Cortes AVPH

Shout out to DPSS/CHVP/ F5 you are all awesome! It is a special privilege to work with such a great team of professionals. You all go above and beyond to support your families and it is inspiring. Thank you all for making an impact in not only only the families you serve, but in this team. You all rock!

> A shout-out for: HSA PE's From: Alma Zavala Human Services Association

A much deserved shout out to St Mary Medical Center WB Team. You are all amazing! It has been an honor to work here at SMMC. We have gone through many changes but we have managed to become closer and work as a Team. Thank you for all your hard work and want you to know you are all greatly appreciated.

> A shout-out for: WB Team at SMMC From: Wendy Uribe SMMC

I just want to shout out Michelle, My Boss! She has been working very hard and has been very supportive. She's been empathetic, kind, and very understanding. I am so thankful for her and appreciate everything she has done.

Go Michelle!

A shout-out for: Michelle Brannon From: Wendy Uribe St Mary Medical Center

You deserve some recognition! Thanks for the great work you do!

Shout out to the whole HFA team, everyone is inspiring to work with and I couldn't be more thankful to work with such amazing team members like them <3

> A shout-out for: HFA Team at AVPH From: Selina Brodrick

> > AVPH

Thank you for always guiding us in the right direction, making us feel comfortable, supported and for listening. You are an amazing supervisor and leader!

A shout-out for: Jodi Rosen

From: Ana Fernandez Antelope Valley Partners for Health I appreciate my team. Thank you!!! WE ROCK

> A shout-out for: Welcome Baby Team From: Martha Juarez Welcome Baby

Thank you for all the dedication you continuously demonstrate to our families and staff! It is an honor to work alongside you! A shout-out for: HSA PAT Home Visiting Staff From: Anna Ybarra Human Services Association

Standing Strong with Families in L.A. County #HOMEVISITINGWORKS



A big shout out to The Whole Child CHVP Spa-7 team for their awesome work and dedication to working with the families they serve daily....in spite of the many program changes they are constantly facing in their parent educator roles.

> A shout-out for: CHVP- Spa 7 Team From: Rosie Garcia The Whole Child



Our amazing RNs! A shout-out for: TK and Brenda From: Danielle Schnebly Centinela and MLK/ SHIELDS

A big shout out to The Whole Child CHVP SPA-7 TEAM.....I appreciate my team very much. WE TRULY ROCK WORKING TOGETHER!!!

> A shout-out for: CHVP SPA-7 TEAM From: Rosie Garcia

> > The Whole Child

Big shout out to Michelle Brannon because she has been so supportive and helpful from the first day and for her resilience and best attitude through a very difficult situation for the department but mainly for her. Another big shout-out goes to Sithary Oun Ly because with her generosity, advice, and sincerity she volunteered to foster and enlighten me through the process. Big shout out too and my admiration to Tara James because I do not know where she gets all her energy from but she looks to me like a Marvel "superwoman", there is nothing that she cannot do. And last but not least big shout-out to Marisol Flores and Claire Knudson, my wonderful office partners with whom we have shared tears. laughs, and confessions and have always supported me with a smile and endless knowledge.

A shout-out for: Michelle Brannon, Sithary Oun Ly, Claire Knudson, Tara James, Marisol Flores, Pu From: Elena Simpson St Mary Medical Center Big shout-out to Putheavy Hun because she was the first person to train me despite her tight schedule and had the patience to wait for me while I was attending training. She is such a hard worker, has a huge heart, and is always so positive and affectionate. I consider her my mentor. My most sincere gratitude goes to her.

> A shout-out for: Putheavy Hun From: Elena Simpson St Mary Medical Center

You deserve some recognition! Thanks for the great work you do!

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