

LTCCC Social Engagement Working Group
Wednesday, October 16th
Minutes.

- **Current Project/Mission:** Lack of integration of social connections* into the structure long term services**.

**quality person-centered*

***transitions, placement, DME, care plans & caregivers, coordinating, and other entry points such as assessments, intake, etc.*

- **Strengths of current system:**

- (potential) accessibility of Get Care
- Funding for: community centers, community connectors, nutrition sites
- Transportation
- ACE units and geriatric ER
- Friendly Visitor programs
- Technology
- Continuing Education: FROMM, OLLI, CCSF
- Range of community based resources and efforts
- Needs assessment
- Population specific and diverse resources

Gaps:

- Healthcare silos
- Disability specific resources
- Actual measurement tool, education, outcomes, and others
- How to identify and/or reach isolated people
- Person-centered approach to connect to resources
- Resource directory + outreach (intergenerational outreach as well)
- technology

Barriers:

- not having an immediate connection/resource to provide people
- nonprofit survival: staff retention

- **Areas for improvement:**

- Info out/elevator pitch (about social isolation)
- Risk factors
- How do we reach them? PSA's, Ambassador program, etc.
- Getting info into the hands of the "right" people: hair dressers, MD's, faith leaders, etc.
- Person-centered approach: build trust, using storytelling/narrative, allows people to self-identify solutions
- Public education
- De-stigmatizing loneliness/social isolation
- Getting the resource directory info out

- **Scope of project:**

Key components of project:

- Process mapping

- Education/training
- Assessment tools
 - DSSI Assessment tool
- Environmental scan
- Data sources – what is currently available?
- Interviews:
 - Villages
 - Fremont Ambassador program (do they reach isolated people?)
 - Friendly Visitor program – multiple CBO's
- Focus groups:
 - Friendship lines, Well Connected, and other agencies that do remote engagement

Measureable objectives: TBD

Success criteria: TBD

Potential Partners:

- First responders
- Rebuilding Together SF
- Dept of Building Inspections
- IHSS
- Community Connectors
- Neighborhood Emergency Response Team?
- Unions
- Faith based organizations
- Continuing Education programs (FROM, OLLI, etc.)

Next Meeting: Wed, November 20th