

Where We Started,  
How We've Grown, &  
What's Next

Pediatrics Supporting Parents Summit  
1/28/26

# The Medical- Financial Partnership: Our LA Proof Point Community Story



**MEDICAL FINANCIAL**  
PARTNERSHIP



**Health Services**  
LOS ANGELES COUNTY



**THE LUNDQUIST**  
INSTITUTE



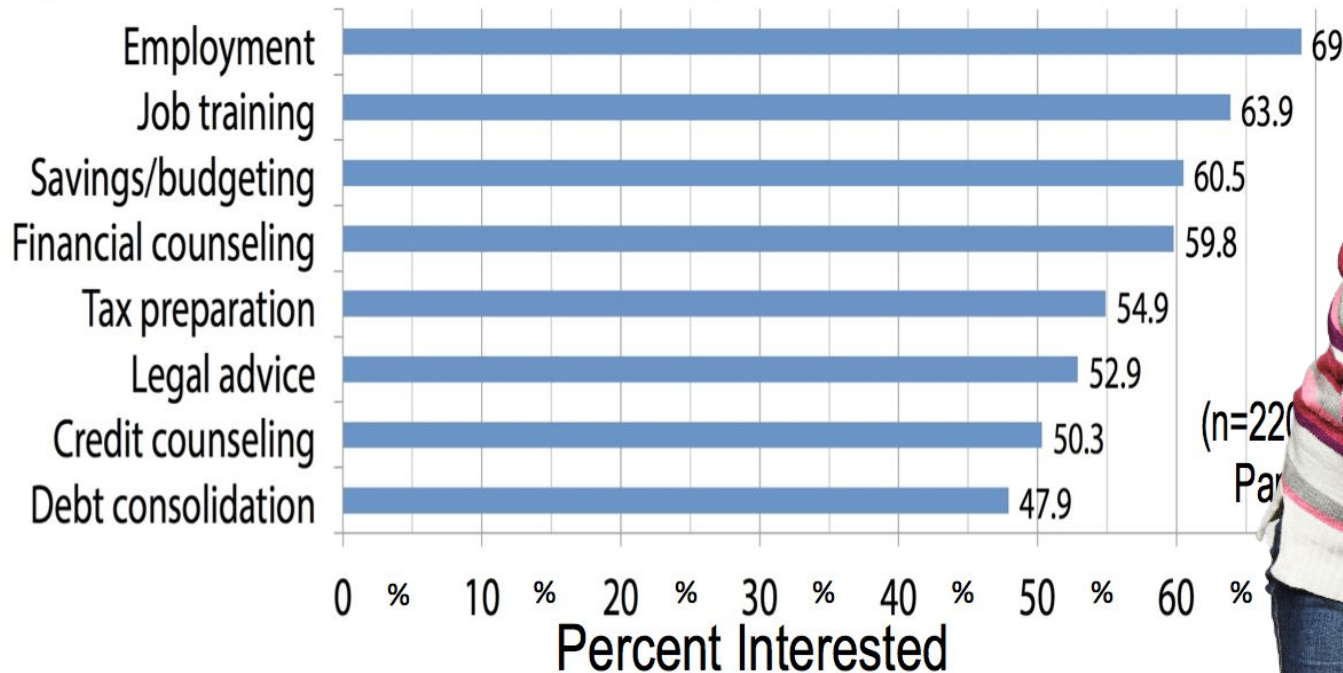
**David Geffen**  
School of Medicine

# **Our LA PPC Medical-Financial Partnership Vision**

**A family-centered, parent-driven pediatric care model that invests in whole-child health by addressing financial and social determinants of health and supporting family priorities in the second largest public health care system in the US**

# Unmet Demand for Clinically-Integrated Financial Services

## Parent Interest in Financial Services, Harbor-UCLA Pediatrics





**Response: *The Medical-Financial Partnership*  
to invest in the financial, physical, and  
socio-emotional health and well-being of  
children and families**



# Our PSP PPC Parent Leader Team



*Goldendove Godslove*



*Sekani Harris*



*Stacey Reyes*



*Christina Lozano - Parent Engagement Leader*

***“I think I want to start by saying there’s nothing like being asked to join a group that will transform lives and then transforming our own lives as well in the process.”***

- LA PPC Parent Leader

# FOUNDATIONAL PPC RELATIONSHIPS

## Parent-Centered & Equity-Centered in All PPC Components



### PPC STAFF

Investment of Time & Effort to Onboard, Equip, Support, & Help Staff Lead their Activities

### PARENT LEADERSHIP

Investment of Time & Effort to Onboard, Orient, Support, & Help Parent Leaders Thrive

### MODEL IMPLEMENTATION

Daily/hourly implementation, guidance, support, logistics troubleshooting, constant clinic/center/system-level conversations

### CLINIC CAPACITY BUILDING

Investments in care model socialization, clinician education/training, Workflow adaptations, Awareness of SED, TIC, Integrated Care, & More

### EVALUATION

Key relationships for ongoing maintenance & improvement of infrastructure & methods for evaluation

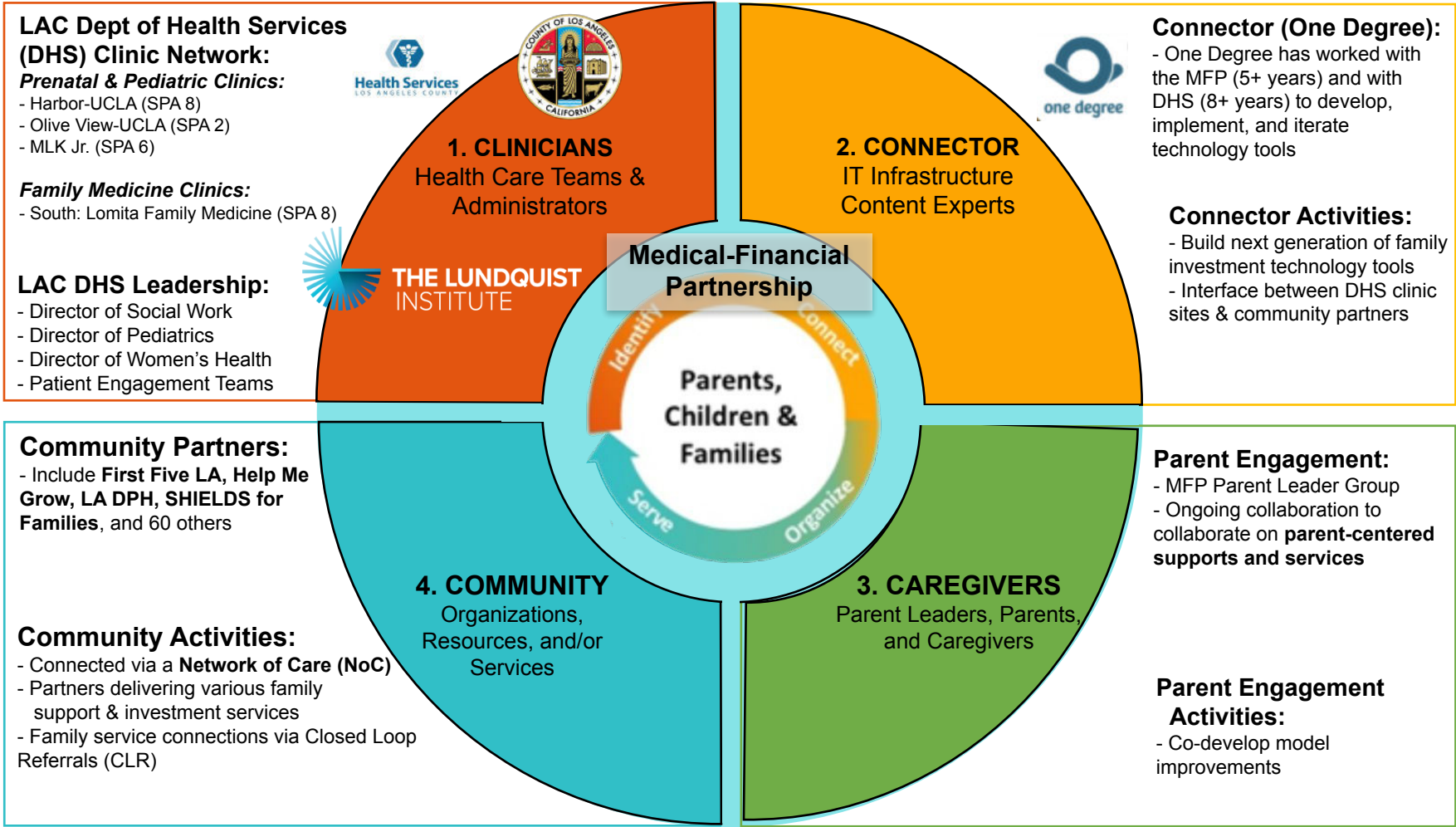
### COMMUNITY

Investment of Time & Effort in community partner relationships, information sharing, development

### SUSTAINABILITY

Investment of Time & Effort in local health system, state, and national relationships & conversations

# MFP's Network of Partners – The Four “C”s



***“We are not just meeting for meetings sake. We are here to solve real problems of the day-to-day hustles of life. Our time is valuable so we are not just meeting in vein. We know problems are being solved and we can all go home happy.”***

- LA PPC Parent Leader

## Care Model Element 1

# 1-to-1 MFP Social Work Support

- **Evolving Approach**

- Multi-dimensional, long-term, parent-driven, & relationship-centered supports to families
- Focused on addressing structural & economic foundations of SED & ERH
- The “glue” of the healthcare team

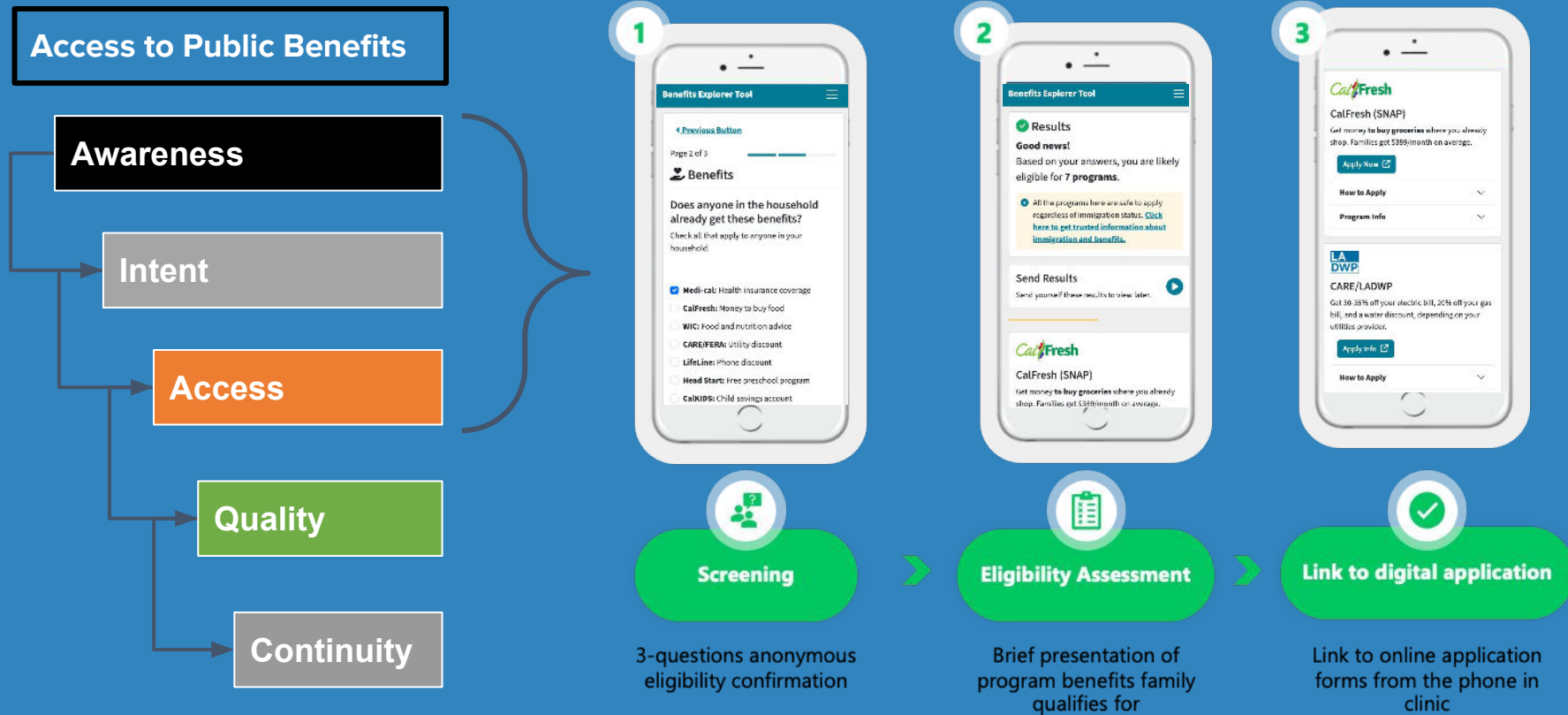
- **Centering and Incorporating Parent Voice**

- Co-Designed Parent Voice Note (PVN) with Parent Leaders, Approved by Clinic Staff & Administrators
- Fully incorporated PVN into Electronic Health Record

# Care Model Element 2

## Universal Parent Bundle - BET & Resources

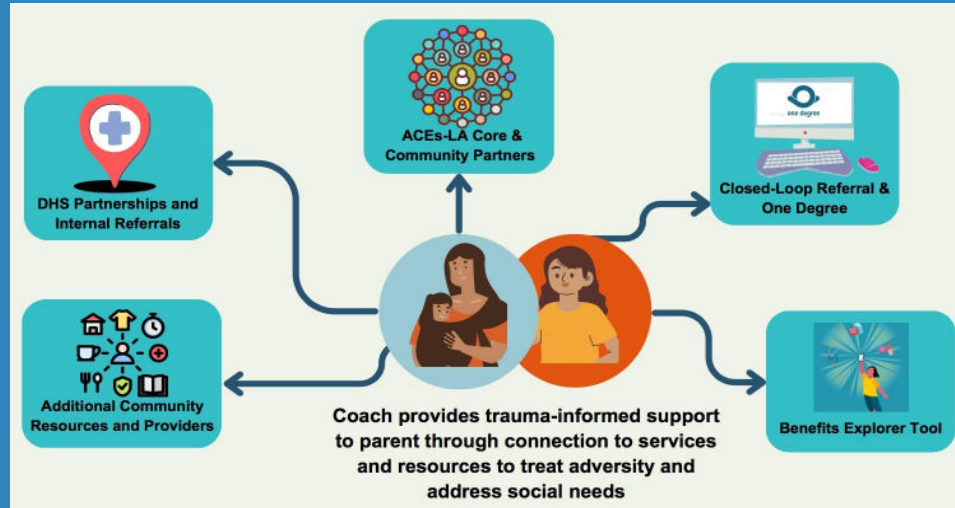
Built, Maintained, & Continuously Updated Public Benefits Access Web Portal  
Reaching All Families Clinic-Wide - *Around 15,000 in the Last Year*



## Care Model Element 3

# Tailored Parent Supports

- Co-Designed & Strengthened Web-Based Closed Loop Referral System
- Toolkit of Referral Services & Supports
  - Established 50 Closed-Loop Referrals to Community-based Child and Family Services
  - Over 1000 Closed Loop Referral Service Partner linkages system-wide



***“So I know that being a parent is very time consuming, but maybe just making them feel like they're being valued, making them feel like their voices are being heard is something that I think could possibly continue to bring parents back.”***

- LA PPC Parent Leader

## Care Model Element 4

# Expanded Network of Care

- **A Living Network Co-Led by LA PPC Team**
  - 50 closed loop direct service referral community partner orgs onboarded
  - 14 DHS Clinics and dozens of clinical providers
  - Over two years of foundational relationship building, process development, iterative learning & improvement

## Care Model Element 5

# Workforce Training & Education

- **Clinician Education on Model & Background**
  - Reached 100s: Physicians, Nurses, Licensed Clinical Social Workers, Care Mgrs
- **Practicum Training for Over 60 Masters in Social Work Students**
  - Provided initial and ongoing health equity, integrated health care, financial health and socio-emotional well-being, cultural humility/culturally affirming care, social/structural determinants, and many other trainings
- **Parent Leader Support**
  - Listening Sessions, Parent-led program development
- **Trainee Education Sessions**
  - 40 Harbor-UCLA Pediatric & 60 Westwood-UCLA Pediatrics Residents,
  - 30 UCLA School of Public Health Students,
  - 160 UCLA School of Medicine Students
- **In Depth Immersion Sessions with Residents on Advocacy Rotation**

# Impact & Evaluation

- Three NPR Segments



- Peer-Reviewed Journal Articles



- See Impact Summary Pages

# THANK YOU