Prevention & Promotion Systems Governing Committee (PPSGC) Meeting

Read Out: User Journey Mapping Scopes

EY Journey Mapping Team

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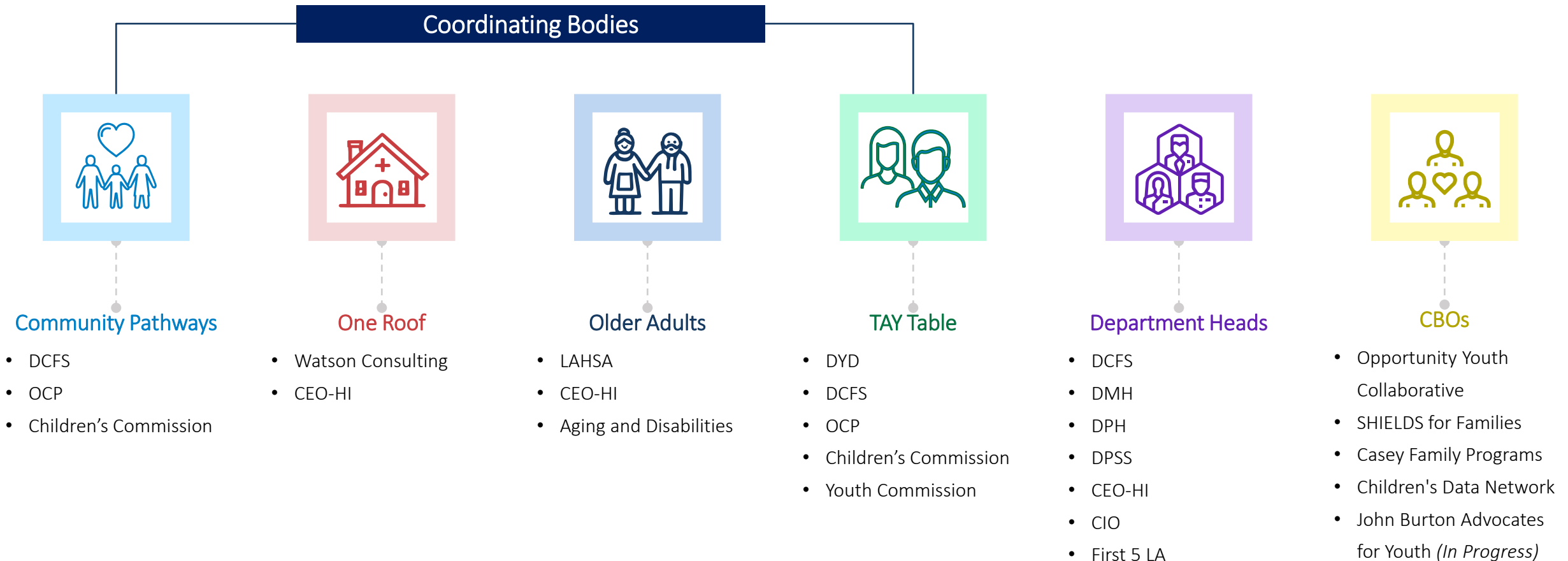
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Purpose

The purpose of the work is to **map, document,** and **analyze** LA County's prevention and promotion service delivery system for **identified service areas and populations**, and **inform** the development of a comprehensive, equitable, and responsive service model, in collaboration with the PPSGC and the PPCIT.

Discovery Session Overview

Discovery Sessions Overview

Following March's PPSGC meeting, we have held **28+ sessions** with **50+ individuals** from coordinating bodies, community-based organizations, and the PPSGC to build consensus on where journey mapping can drive the most value for the County while honoring existing work.

Coordinating Bodies

Community Pathways

- DCFS
- OCP
- Children's Commission

One Roof

- Watson Consulting
- CEO-HI

Older Adults

- LAHSA
- CEO-HI
- Aging and Disabilities

TAY Table

- DYD
- DCFS
- OCP
- Children's Commission
- Youth Commission

Department Heads

- DCFS
- DMH
- DPH
- DPSS
- CEO-HI
- CIO
- First 5 LA

CBOs

- Opportunity Youth Collaborative
- SHIELDS for Families
- Casey Family Programs
- Children's Data Network
- John Burton Advocates for Youth *(In Progress)*

Journey Scopes

User Journey Mapping Scopes

Based on secondary research and inputs from ongoing conversations with Los Angeles County Departments, the following scopes have been identified to **serve as a journey map starting point.**

Domain	Behavioral Health	Homelessness & Housing		Child Welfare & Family Wellbeing
Population	Disconnected Youth	Transition Age Youth (TAY)	Older Adults (60+)	Families with Young Children (0-5)
Journey Scope	Understand a youth's experience in **entering the workforce** and the **behavioral health support available** (e.g. career coaching, peer mentorship, therapy, substance abuse counseling) to help them successfully enter the workforce and **prevent disconnection.**	Understand the experience of a **foster care and juvenile detention-involved TAY** who is exiting the system and the **resources available to help them find stable housing and prevent homelessness.**	*Under development with Aging and Disabilities.*	Understand the experience of a mother with a young child who is experiencing **abuse (DV/IPV/substance)** and what child and family **wellbeing resources are available** to promote the mother's wellbeing and to prevent negative outcomes for her child.
Research Insights	• Horizons 32K report: 42% of disconnected youth earned their high school diploma or equivalent • Youth are disconnecting due to **lack of workforce training and skills** • There's been significant investment in workforce development programs, but **youth are not accessing these programs** and there's a gap in understanding why • Non-systems impacted youth may be difficult to identify and engage in our limited timeframe	• 2019 Youth Count: 43% of youth experiencing homelessness report justice involvement • Foster care and juvenile detention are generally well-understood, but there's a gap in understanding **how involvement in multiple systems impacts the risk for homelessness**		• UCLA: At least **51.6% open cases involve allegations of DV.** • LAC DV Council: 24.1% of referrals made to DCFS' Child Protection Hotline contain allegations of DV. These **referrals were 24% more likely to be "screened in"** than those that didn't' contain DV. • UCLA: Witnessing domestic violence as a child can **lead to behavioral problems and an increased risk for mental illness and PTSD.** • National Library of Medicine: National trends for **foster entries attributable to parental drug use have substantially increased** even when entries for other removal reasons mostly declined, coinciding with increasing trends in opioid use. • Science Direct: When children **enter foster care because of parental drug use, episode duration is longer and less likely to result in reunification** with the parent.
Outcomes and Goals	• Increase social, emotional and mental well-being of youth and young adults between the ages of 11-26 and reduce associated racial disparities • Reduce rates of youth disconnection and increase rates of connection to school/work	• Decrease homelessness and increase housing stability for County-systems impacted youth between ages 18-26 and reduce associated racial disparities		• Increase social, emotional and physical well-being of families with children between the ages of 0-5 and reduce associated racial disparities • Reduce the number of children entering into the child-welfare system and increase family stability

Proposed Scope for Journey: Disconnected Youth

Based on secondary research and inputs from ongoing conversations with Los Angeles County Departments, the following scopes have been identified to **serve as a journey map starting point.**

Domain: Behavioral Health	
Population: Disconnected Youth	
Proposed Journey Scope	Understand a youth's experience in **entering the workforce** and the **behavioral health support available** (e.g. career coaching, peer mentorship, therapy, substance abuse counseling) to help them successfully enter the workforce and **prevent disconnection**.
Opportunity	• [Horizons 32K report](#): 42% of disconnected youth earned their high school diploma or equivalent • Reveal county-level barriers and gaps
★ Discovery Session Insights	• Youth are disconnecting due to **lack of workforce training and skills** • There's been significant investment in workforce development programs, but **youth are not accessing these programs** and there's a gap in understanding why • Non-systems impacted youth may be difficult to identify and engage in our limited timeframe
Targeted PPSGC Indicator	Rates of disconnection among youth and young adults ages 16-26
Proposed Secondary Indicator	Rates of full-time employment with livable wages among youth and young adults ages 16-26
PPSGC Outcomes	• Increase social, emotional and mental well-being of youth and young adults between the ages of 11-26 and reduce associated racial disparities • Reduce rates of youth disconnection and increase rates of connection to school and work
Example Profiles	Youth, DMH Staff, DPSS Staff, Career Counselor
Key Stakeholders to Engage	DYD, LACOE, DMH, DEO (Youth@Work), OYC, City of LA Workforce Development Board (P3 Initiative), Wraparound Support Providers (DCFS), Youth Drop-In Centers, Youth Commission, LAUSD, LA Youth Uprising Coalition, Community Schools Initiative Sites, California Youth Connection, YMCAs, NFYI, Faith Partners, Recreational Centers, School District Student Support Services Leads, DPSS' TAY Opportunity Program Managers, SBCC Thrive

Proposed Scope for Journey: TAY

Based on secondary research and inputs from ongoing conversations with Los Angeles County Departments, the following scopes have been identified to **serve as a journey map starting point.**

Domain: Homelessness & Housing	
Population: Transition Age Youth (TAY)	
Proposed Journey Scope	Understand the experience of a **foster care and juvenile detention-involved TAY** who is exiting the system and the **resources available to help them find stable housing and prevent homelessness.**
Opportunity	• [2019 Youth Count](): 43% of youth experiencing homelessness report justice involvement • Reveal county-level barriers and gaps
★ Discovery Session Insights	• Foster care and juvenile detention are generally well-understood, but there's a gap in understanding **how involvement in multiple systems impacts the risk for homelessness** • The dual supervision population is small and greater value could be driven by focusing on probation-involved youth
Targeted PPSGC Indicator	• Rates of housing stability for County systems-impacted TAY, ages 18-26 • Rates of disconnection among youth and young adults ages 16-26
Proposed Secondary Indicator	N/A
PPSGC Outcomes	Decrease homelessness and increase housing stability for County-systems impacted youth between ages 18-26 and reduce associated racial disparities.
Example Profiles	TAY, DCFS Case Worker, LACPD Staff, DHS/DMH Staff/Providers, DYD Staff, LAHSA CES Provider, DPSS Outreach (LGBTQ+)
Key Stakeholders to Engage	DCFS (Supportive Housing, Youth Development Services), Probation (and Detention Center Staff), CEO-HI, DHS (Housing for Health), DMH, DYD, LAHSA, LACDA, LACOE, DPSS, DEO, TimeList, Homeless Youth Forum of Los Angeles (HYFLA), Youth Homelessness Systems Improvement Tables, Sanctuary of Hope, State Departments (such as HCD), CasaLA, Restoration Diversion Services, Covenant House, SPY, CAST, First Place for Youth, SBCC Thrive, Children's Institute, St. Ann's, Five Acres, California Conservation Corps, Military Affairs

Proposed Scope for Journey: Families with Young Children (0-5)

Based on secondary research and inputs from ongoing conversations with Los Angeles County Departments, the following scopes have been identified to **serve as a journey map starting point.**

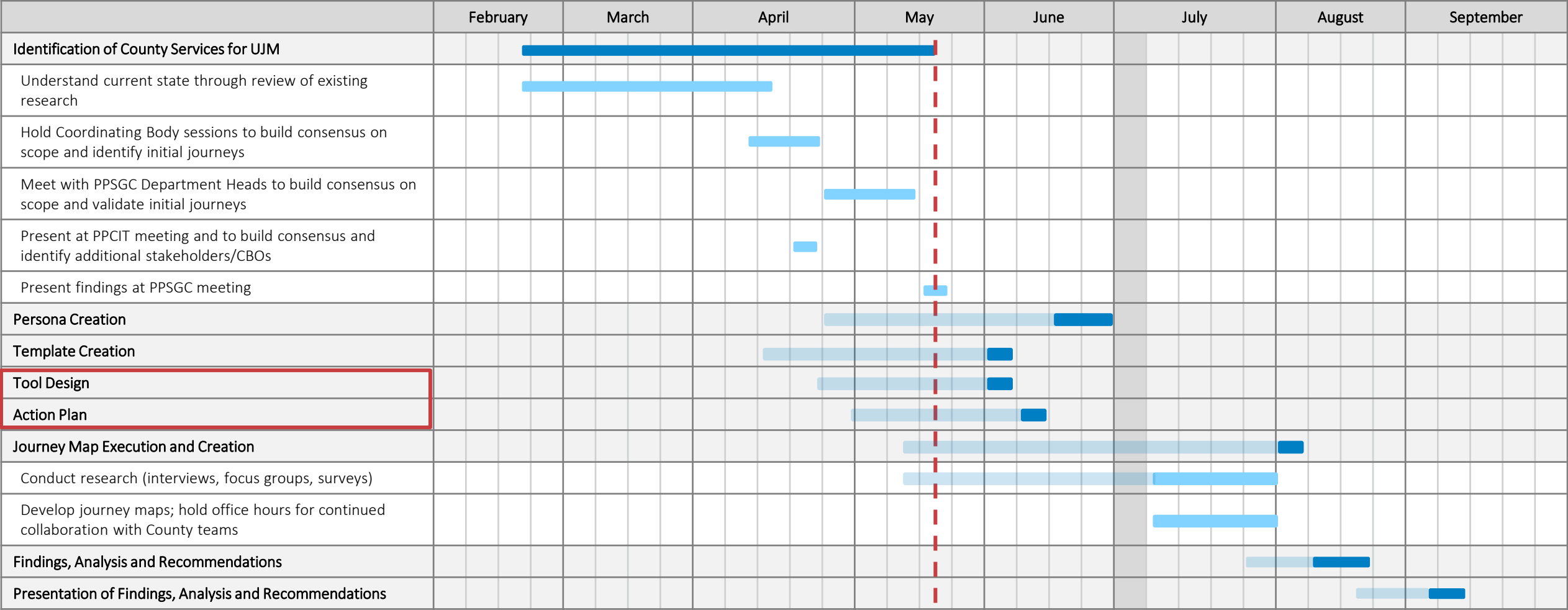| Domain: Child Welfare & Family Well-Being	
Population: Families with Young Children (0-5)	
Proposed Journey Scope	Understand the experience of a mother with a young child who is experiencing **abuse (DV/IPV/substance)** and what child and family **wellbeing resources are available** to promote the mother's wellbeing and to prevent negative outcomes for her child.
Opportunity	• UCLA: Witnessing DV as a child can lead to behavioral problems and an increased risk for mental illness; **51.6% open cases involve allegations of DV**. • LAC DV Council: 24.1% of referrals made to DCFS' Child Protection Hotline contain allegations of DV. These **referrals were 24% more likely to be "screened in"** than those that didn't' contain DV. • National Library of Medicine: National trends for **foster entries attributable to parental drug use have substantially increased** even when entries for other removal reasons mostly declined, coinciding with increasing trends in opioid use. • Science Direct: When children **enter foster care because of parental drug use, episode duration is longer and less likely to result in reunification** with the parent.
★ Discovery Session Insights	• Mapping the journey of someone experiencing DV can **support deeper insights** into a topic that has not been closely examined • There's a gap in client understanding on what supports and services exist for those experiencing DV • Ages 0-2 is the predominate population that becomes child welfare involved • Substance abuse is often **co-occurring with child neglect** • Other interests: father involvement, transition points, perinatal health
Targeted PPSGC Indicator	• Rates of domestic violence/intimate partner violence • Rates of allegations of maltreatment
Proposed Secondary Indicator	Rates of children entering the child welfare system
PPSGC Outcomes	• Increase social, emotional and physical well-being of families with children between the ages of 0-5 and reduce associated racial disparities • Reduce the number of children entering into the child-welfare system and increase family stability.
Example Profiles	Mother, Child(ren), Case Worker, Mental Health Provider, Healthcare Provider, Peer Support
Key Stakeholders to Engage	DCFS, DMH, DPH (Office of Women's Health), Office of Violence Prevention, Domestic Violence Council, DCFS Hotline, Law Enforcement, District Attorneys, First 5 LA, Imagine LA, Women's Business Center, Childcare Centers, LACOE Advancement of Early Education Office, CHIRLA, El Nido Family Services, The Sheriffs Friends of Los Angeles, Downtown Women's Center, Family CES Providers, The Whole Child, St. Joseph Center, NOAHs FDN, Children's Bureau, Advocacy Groups (LAFLA)

Next Steps

Next Steps & Key County Support Needed

Below is an **updated schedule** of Persona and Journey Mapping activities and next steps. The on-time delivery of these activities relies on close partnerships and support from County teams.

	February	March	April	May	June	July	August	September
Identification of County Services for UJM								
Understand current state through review of existing research								
Hold Coordinating Body sessions to build consensus on scope and identify initial journeys								
Meet with PPSGC Department Heads to build consensus on scope and validate initial journeys								
Present at PPCIT meeting and to build consensus and identify additional stakeholders/CBOs								
Present findings at PPSGC meeting								
Persona Creation								
Template Creation								
Tool Design								
Action Plan								
Journey Map Execution and Creation								
Conduct research (interviews, focus groups, surveys)								
Develop journey maps; hold office hours for continued collaboration with County teams								
Findings, Analysis and Recommendations								
Presentation of Findings, Analysis and Recommendations								

EY
- Continue working with DCFS and DPSS research teams to receive approval for deploying a staff survey, client survey, and engaging those with lived experience for focus groups and interviews

Questions?

Appendix

What is Human Centered Design (HCD)? Why is it important?

What?

HCD **puts the user at the center of design choices** to maximize the usability by empathizing with users and understanding their problems.

We leverage the following tools:

- Design Thinking: iterative approach centered on emphasizing with users, defining key problems, and ideating solutions

- User Experience Research (UXR): Process of understanding user behaviors, needs, and goals through direct interaction, usability testing, surveys, and other methods of information gathering

Why?

Putting the user at the center allows **to create a unique, shared understanding** and therefore alter the experience to fit their needs.

Discover user goals and motivations and illustrate behaviors in understandable and relatable ways

Uncover innovative approaches by aligning capabilities to deliver services across channels in new ways

Identify points of friction and constraints that impact service delivery, user experience, and business efficiency

Populations by Domain: Outcomes and Indicators

The motion directed the PPSGC's initial efforts to concentrate in three focus areas/domains. The PPSGC used Life Course Theory to select at least one population-level outcome and associated indicators (metrics) within each domain to be promoted or prevented and serve as the focus of its efforts.

Domain	Population	Outcomes	Indicators (Metrics)
Child Welfare and Family Well-Being	Families with Young Children: Aged 0-5	• Increase social, emotional and physical well-being of families with children between the ages of 0-5 and reduce associated racial disparities • Reduce the number of children entering into the child-welfare system and increase family stability.	• Percentage of families with living wage incomes (>300% FPL) • Rates of pre-term births • Rates of domestic violence/intimate partner violence • Rates of allegations of maltreatment • Rates of substantiated maltreatment • Rates of associated racial disparities
Behavioral Health	Youth and Young Adults: Ages 11-26	• Increase social, emotional and mental well-being of youth and young adults between the ages of 11-26 and reduce associated racial disparities • Reduce rates of youth disconnection and increase rates of connection to school and work	• Suspension rates for youth ages 11-19 • Rates of disconnection among youth and young adults ages 16-26 • Rates of associated racial disparities
Homelessness and Housing	County Systems-Impacted Transitional Aged Youth: Ages 18-26	• Decrease homelessness and increase housing stability for County-systems impacted youth between ages 18-26 and older adults age 60+ and reduce associated racial disparities	• Rates of housing stability for County systems-impacted TAY, ages 18-26 • Rates of associated racial disparities
Homelessness and Housing	Older Adults: Ages 60+	• Decrease homelessness and increase housing stability for County-systems impacted youth between ages 18-26 and older adults age 60+ and reduce associated racial disparities	• Rates of housing burden for households led by adults over 60+