

Event Summary
December 14, 2017

Los Angeles County Center for Health Equity
**Community Listening Session:
San Fernando Valley**

The Center for Health Equity is an LA County Health Agency initiative led by the Department of Public Health. Our work is to ensure that everyone in LA County has the opportunities and resources needed for optimal health and well-being. As a first step, the Center hosted listening sessions across the county. The sessions invited community partners and local community members to share their input, which will help shape the Center’s work. This summary reflects the feedback gathered during the session hosted in the city of Van Nuys, where 48 people attended.

Who participated in this session?



50%

Government



29%

Non-Profit
Organizations



13%

Community
Coalitions



6%

Healthcare
Partners

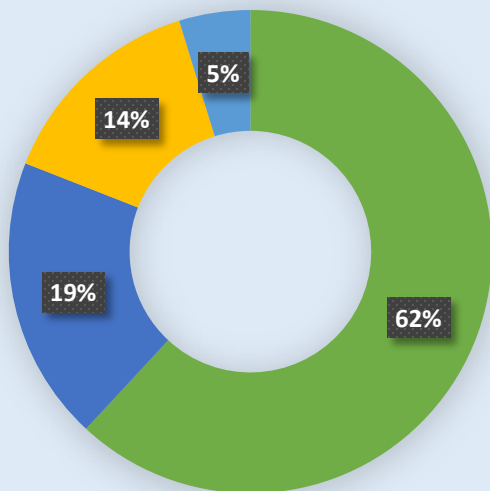


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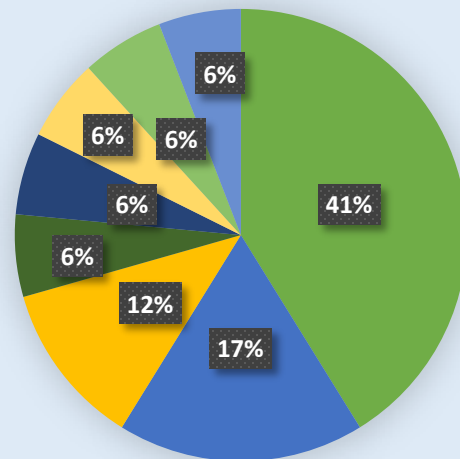
Academic/
Universities

**Most valuable part of the
Listening Session**

- Group Activity/Networking/Sharing Ideas
- Learning about CHE Goals/Initiatives
- Community Feedback
- Presentation



What can we do better?



- More time for networking
- More outreach to community
- Limit discussion topics
- Facilitators
- More group engagement
- Introductions around the room
- Provide translation services
- Invite government officials



Community Voices:

What would make future sessions better?

- “More time to thoroughly read the research.”
- “Limit the topics—specify and dig deeper into one; longer small group discussions.”
- “More representation from high level elected officials like field reps from other board offices and the Mayor's office.”
- “More time for small group discussions.”
- “More publicity to community members.”
- “More opportunity for community to discuss issues and share solutions.”



Top Insights from the Gallery Walk

Attendees offered feedback on poster-sized versions of draft data briefs on the Center’s five key initiatives—infant mortality, environmental justice, sexually transmitted infections, Health Neighborhoods, and cultural and linguistic competency. Six key insights were identified:

Continue open discussion backed by race history & science



Continue to address structural racism, trauma and stress; further address intersectionality and cross-sectional nature of racism today; highlight that racism is a daily part of people’s lives and affects health outcomes.

Ensure just investments



Realign staff and resources to meet the community’s needs; work with partners to develop, refine or fund projects; fund innovative programs, services and infrastructure across the Health Agency; implement community benefit packages into public works projects.

Share results & decision-making power with the community



Support communities to define and measure adverse health conditions, with equal access to decision-making; share community successes with the community; leverage best practices for greater impact.

Use maps to visualize gaps and needs in the community



Clear and concise visuals are important; maps help show differences and inequalities in communities across the county; graphs are easy to understand; more interaction is needed, less words.

Hold those in power accountable



Too often those with power are able to avoid responsibility for their actions; give regulators power to hold companies accountable for harming the community.

Good start, but simplify



Use plain language for community members; visually depict issues for those with language access and cognitive processing delays.

Top Needs Identified from Small Group Discussions

Attendees broke up into small groups to discuss how the Center could best support the community's efforts to build health equity. The following needs emerged during these discussions.



Engage in meaningful community engagement & mobilization

Work to build trust; listen to community members in their spaces like churches and schools; identify community champions; contract with and pay trusted partners to do engagement work.



Facilitate collaboration between community groups and local officials

Support community efforts to engage with elected representatives; provide a platform for leaders in community to speak; coordinate community to create unified goals.



Focus on workforce development

Train current County workforce, line staff, management, clinicians; embrace discomfort; ensure self-care; find ways to train and employ community members.



Develop a communication strategy that uses diverse channels

Don't communicate as usual; use other channels like word-of-mouth, social media, video content; reach out to diverse and unconventional partners.

Who else would participants like the Center to engage?

- Agencies/organizations that know how to reach African American women
- All County departments to link resources, including funding, tech support and training
- Best Start Community Partnership groups
- Black Lives Matter movement
- College students
- East Yard Communities for Environmental Justice
- Latino-based health clinic staff and members
- LGBTQ + trainings from a racial, gender and economic perspective as people of color (POC)
- Media/PR outlets
- Medical experts in STDs (UCLA- Marjan Javanbakht)
- OBGYN / pediatricians to encourage parent education /child development
- Organizations from other countries to learn best practices
- Pacoima Beautiful
- *Promotoras* health leaders Somos, Familia, Valle; local LGBTQ+, POC and immigrant -focused organizations
- Substance use disorder treatment providers
- Support groups into community spaces
- The Nature Parkway

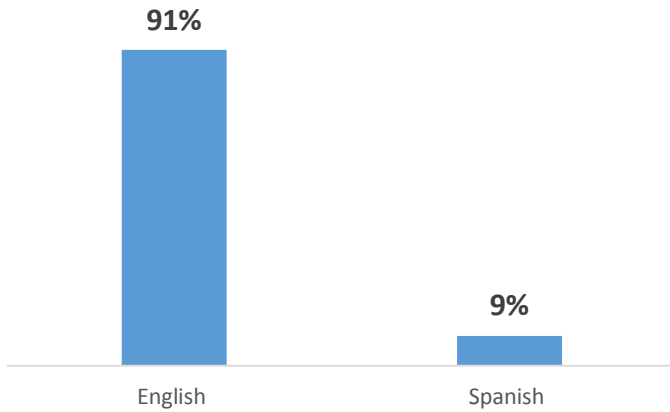
How will the information be used?

The community listening sessions are only the beginning. Your enthusiasm and commitment to health equity truly reflects the vision of communities taking the lead in identifying and advocating for their health and well-being. We will:

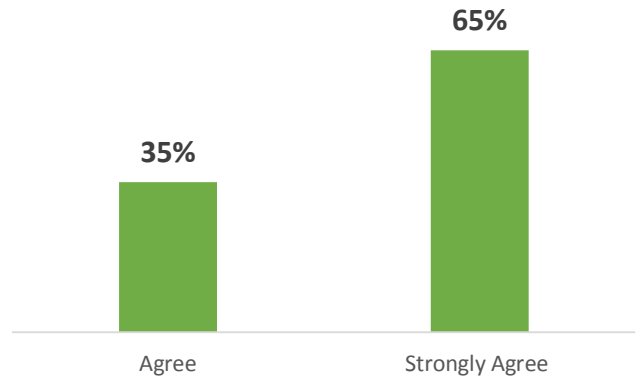
- Revise data briefs according to the key insights;
- Create inventories of best practices, coalitions, communications, and other strategic efforts;
- Address the top needs to inform the Center's work plan, prioritizing the specific services attendees would like the Center to offer or enhance; and
- Engage recommended key partners.

Graphs and Data Appendix

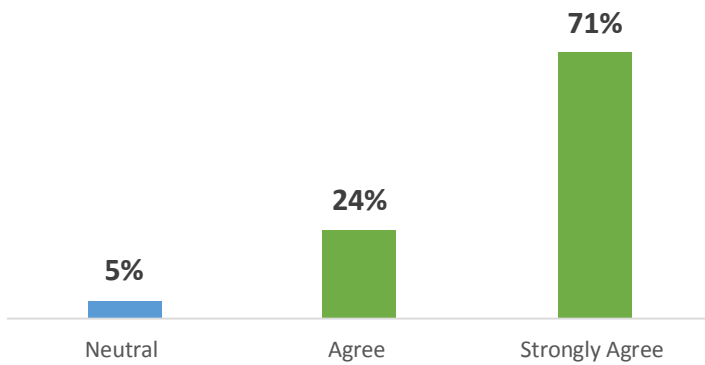
Language of completed surveys



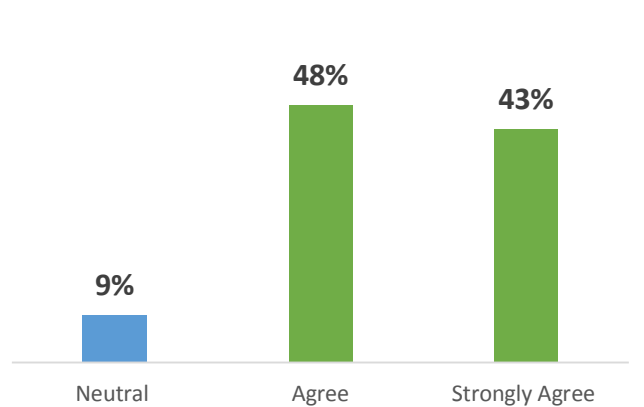
I understand health equity & why it's important



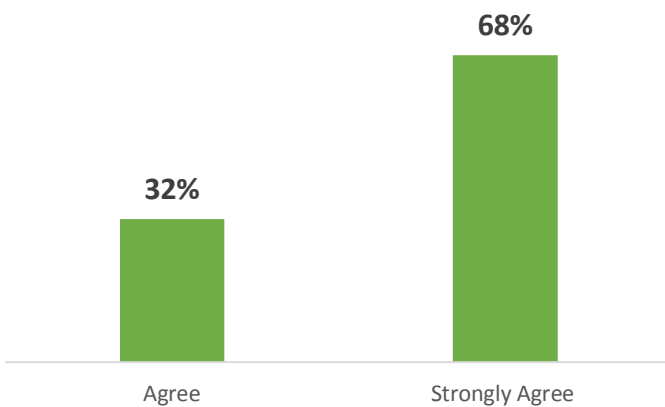
My voice was heard & I had the opportunity to ask questions/share opinions



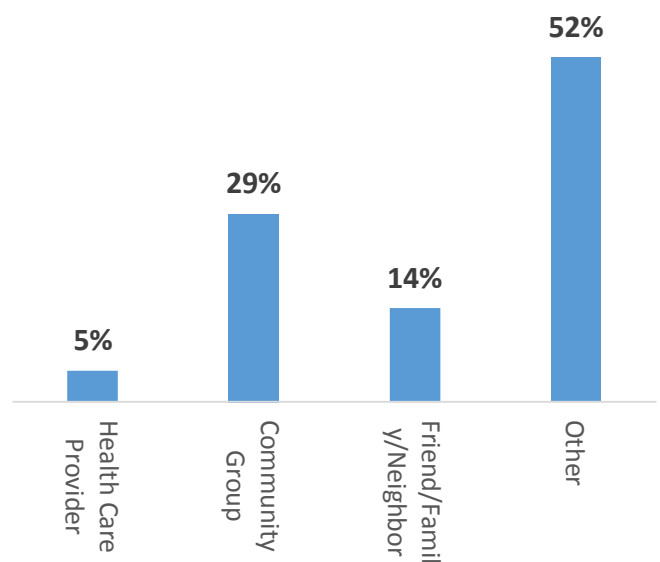
I learned about CHE goals & plans



The listening session was a good use of my time



How I learned of the listening session



Join the Listserv at LACHealthEquity@listserv.ph.lacounty.gov

