



# LBK Community Newsletter

*"Be grateful for small things, big things, and everything in between. Count your blessings, not your problems." ~ Unknown*

## 3rd Quarter (July-September) Review : A Brief Summary of LBK Community's Activity on the Unite Us Platform

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Greetings, everyone; welcome to the month of November, the halfway point of our fourth quarter– can you believe it?! Let’s take a moment to take a deep breath– we’ve spent the better half of this year learning new technology and reconfiguring our workflows while providing excellent services to our community. We have been busy! And the **fun** is just getting started. What is unique about the

LBK Community network is that it’s driven by passionate individuals like you who want to see our community thrive. And with our efforts, our network is destined to accomplish great things. However, before we march into the future, let’s reflect on July—September, as the 3rd quarter (3Q) has been the most formative quarter thus far.

### Onboarding

During 3Q, we onboarded 14 agencies, six new and eight returning; we also retained 90.9% of our foundational partners (welcome back guys!)

### Case Activity

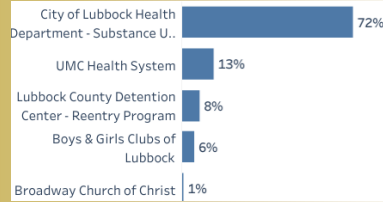
In 3Q, 222 cases were created, 50% of which were generated in August. 3Q concluded with 129 open cases, 9 unresolved, and 84 resolved cases.

### Referral Activity

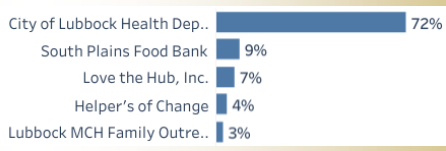
We generated 141 referrals, indicating a healthy collaboration between different organizations. Notably, the Health Department’s SUSAN team was responsible for 72% of these referrals (way to go SUSAN team!)

- Awareness Events in November**
- ◆ Pancreatic Cancer Awareness Month
  - ◆ National Military Family Month
  - ◆ National Stress Awareness Day (Nov.2)
  - ◆ National Nacho Day (Nov.6)
  - ◆ Veterans Day (Nov.11)
  - ◆ Anti Bullying Week (Nov.13-17)
  - ◆ World Diabetes Day (Nov.14)
  - ◆ World COPD Awareness day (Nov.15)
  - ◆ Survivors of Suicide Day (Nov.18)
  - ◆ White Ribbon Day (Nov.25)

**Top 5 Referral Sending Orgs**



**Top 5 Referral Receiving orgs**



### Managed Cases

In 3Q, the SUSAN team and UMC managed and resolved 79 out of 96 cases. Amazing!

### Case Summaries

Top 5 Cases by Service Type	Top 5 Reoccurring Needs	Referral Origins
<ul style="list-style-type: none"> <li>*Substance Use</li> <li>*Income Support</li> <li>*Individual and Family Support</li> <li>*Food Assistance</li> <li>*Housing and Shelter</li> </ul>	<ul style="list-style-type: none"> <li>*Housing and Shelter</li> <li>*Substance Use</li> <li>*Individual and Family Support</li> <li>*Income Support</li> <li>*Food Assistance</li> </ul>	<ul style="list-style-type: none"> <li>*61% of cases originated as Referred</li> <li>*38% of cases originated as Internal</li> <li>*1% of cases originated as Referred– Off platform</li> </ul>

### Areas of Improvement

During 3Q, we have made significant progress as a network. However, improvement is needed in the following two areas.

**User Utilization** – Our user utilization rate in 3Q was 18.5%. Many of you are in a transitional phase, and I understand it may take time for your organization to adapt to the technology entirely. However, please take advantage of our network’s capabilities and utilize them to the fullest extent possible. If you need more training or a refresher, please visit [Unite Us Learn](#) by clicking the graduation cap on the top right-hand corner; there, you can schedule a live training or follow the self-paced modules.

**Response Time** - I have taken into account the concerns raised by our users about the time it takes to receive an acknowledgment from receiving organizations regarding their referral requests. Per standard practice on the Unite Us platform, I ask that we respond to such requests within **two business** days to ensure we adhere to our network’s objective of providing quick and efficient care to our residents.

### Closing

As of the end of the third quarter, 109 clients have benefitted greatly from the services provided by LBK Community. The age group comprising most of our clients ranges from 18 to 44 years old, and our client base is equally divided between males and females. The race and ethnicity of our clients are also reflective of the diversity of our community.

Thank you for taking the time to read this brief summary; I am proud of the progress we’ve made so far and are excited to see what the future holds as we continue to work towards making our community a better place for everyone.

~ Ariea Alexander



## A Note From Our New Partners at Caprock Services

Caprock Home Health Services, Inc. is very excited to have recently joined the LBK Community! We look forward to bringing value to each entity that is a part of this great network. Who we are: Caprock is family-owned and has grown from one office in Lubbock, to now being able to serve in 12 different locations across Texas including Abilene, Amarillo, El Paso, Lubbock, and San Antonio. Our mission is to keep our clients safe, comfortable, and independent in their home.

What we do: We offer caregiver (attendant) services for needed tasks such as housekeeping, bathing, laundry, etc. We also offer licensed and certified services including skilled nursing and therapy (physical, occupational, and speech). Finally, we are excited to offer remote patient monitoring (RPM) as a way to keep track of a client’s vital signs when we cannot physically be in the home. With the rise of telemedicine and the reality that West Texas has many rural areas, we anticipate the need for RPM will only continue to grow, and benefit many patients, with an aim to keep them out of the ER and hospital, and to be able to intervene proactively in their care.



Caprock Home Health recently held a ribbon cutting with the Lubbock Chamber of Commerce at our home office here in Lubbock. We didn’t do the ribbon cutting because we are just opening our doors, but instead, to commemorate and celebrate 40 years of being in business! We are proud of this milestone, and while we celebrate the past, we are also excited to help invent the future of home care. We believe the future of home care is bright, and we are grateful for all of the wonderful clients and patients we have been able to serve over the years, that trust us with the ability to come into their home to provide compassionate care.

If we can be of any help to the LBK Community, please reach out to us, and we look forward to partnering to help provide holistic care and services to the clients we serve.

~Brad Newton, Chief People Officer at Caprock Home Health Services



## Fellowship Spotlight: Advanced Hospital Medicine and Public Health Fellowship

“ This position will be integral in in moving public health forward as we build capacity to bridge community services and clinical care.”- **Katherine Wells**

For those of you who may not know, I am currently in the Texas Public Health Program fellowship. This fellowship has been life-changing; it’s why I have the privilege of working with all of you. I advocate for fellowships because they provide unique and beneficial opportunities rarely offered to early-career professionals.

I am thrilled to share that the Health Department has partnered with the Department of Family Medicine at Texas Tech School of Medicine to establish the Advanced Hospital Medicine and Public Health Fellowship!

As part of this one-year fellowship, participants will undergo rigorous training in advanced hospital medicine at a tertiary academic medical center. Additionally, they will gain valuable experience in providing transitional care for patients in a public health setting, where they will encounter complex cases and develop essential skills. Please visit <https://www.ttuhschool.edu/medicine/family/fellowship/publichealthhospitalist.aspx> for more information. Be sure to pass this information along to anyone who is qualified and interested!

### Benefits of Participating in a Fellowship

- \*Expanding professional network
- \*Professional Development
- \*Experiential Learning
- \*“Test –drive” different career paths
- \*Get paid to learn and develop your skills! \$\$\$

## Partner Spotlight



### Harmony Collective

Harmony Collective is the newest addition to the LBK Community network. Harmony Collective provides comprehensive virtual and in-person nutrition and fitness services. Services include:

- ◆ Nourish with Natalie ONLINE Course
- ◆ Nutrition Health Coaching
- ◆ Grocery Store Consults
- ◆ Fitness Consults
- ◆ Group Pilates
- ◆ Private Pilates

Visit <https://www.harmonycollective.org/> to learn more!



## Community Engagements

**HIP HOP & LYRICAL CLASSES**

Lyrical Classes  
Mondays Ages 9-14 at Maxey  
Tuesdays Ages 5-8 at Rawlings

Hip Hop Classes  
Wednesdays Ages 9-14 at Simmons  
Thursdays Ages 5-8 at Trejo

Registration now open! \$64  
Classes start in November

Maxey: 4020 30th St.  
Rawlings: 213 40th St.  
Simmons: 2004 Oak Ave.  
Trejo: 3200 Amherst St.

City of Lubbock  
PARKS AND RECREATION

**SANTA PAWS**

Saturday December 9th, 2023  
9am - 1pm  
Hodges Community Center  
4011 University Avenue

- \$5 PET PHOTOS WITH SANTA
- VENDORS AND PRIZES
- SILENT AUCTION
- FREE MICRO-CHIPPING

City of Lubbock  
PARKS AND RECREATION

**LUBBOCK BOOK FESTIVAL**

A FUNDRAISING EVENT BENEFITING LITERACY LUBBOCK  
NOVEMBER 3-5, 2023 · COTTON COURT HOTEL

Uniting Parents  
Empowering Families. Educating Lives.

Coalition of Health Services, Inc.

**Uniting Parents Announces**  
**Path to Partnership Virtual Community Meeting**

This meeting is open to parents, self advocates, and agency representatives that work with children and adults with different abilities and special health care needs.

Join Team Meeting at  
[Click here to join the meeting](#)

Meeting ID: 214 767 732 463  
Passcode: CDqfEz  
**November 21st, 2023**  
11:30am. - 1:00pm.

**Speaker: Brandi Couch LMSW—VA Suicide Prevention**  
**Topic: VA SAVE and Disability**

**For more information and to RSVP please contact:**  
[maria.garcia@cohs.net](mailto:maria.garcia@cohs.net) or [delessa.kendrick@cohs.net](mailto:delessa.kendrick@cohs.net)  
Future Dates: 1/16/24, 3/19/24 & 5/21/24

Follow Uniting Parents on [Facebook](#) at [www.facebook.com/UnitingParentsAmarillo](https://www.facebook.com/UnitingParentsAmarillo)

Uniting Parents is grant funded by the Department of State Health Services and one of multiple programs at the Coalition of Health Services, Inc., a nonprofit 501 (c) 3 organization.

### Unite Texas/ Unite Us

Do you want to become a Unite us expert? Want to learn more about SDOH initiatives in Texas? Join [Unite Texas Events](#) for upcoming webinars! Expert speakers will share their knowledge and insights on a variety of topics, from leadership and communication to technology and innovation. Don't miss out, log on today!

**HAPPY THANKSGIVING**

**NOVEMBER 23, 2023**

**United Way Networking Session**

Date & Time: November 8, 2023 @ 11:30am-1pm

Place: United Way, 1655 Main St, Ste 101

**Due to limited seating, you will have to RSVP for this session.**

Please RSVP with Callista Lima, [clima@unitedway-lubbock.org](mailto:clima@unitedway-lubbock.org)

**The deadline to RSVP is November 11th, or when all seats are filled, whichever comes first.**

Save the Date



**Year in Review Ceremony**

Date & Time: January 11, 2024 @ 11:30am - 2pm

Place: The Civic Center, Rm 107

Please come join us for a day of reflection and celebration as we review our progress in becoming the most prominent network in our community!

**RSVP with me, [arieaalexander@mylubbock.us](mailto:arieaalexander@mylubbock.us)**

Hope to see you there!

## Job and Volunteer Opportunities

### StarCare

TAKE THE LEAP AND APPLY TO BE A DIFFERENCE-MAKER TODAY!

StarCare Specialty Health System offers great benefits, flexible work schedules, and an environment where hope and health work hand in hand.

Here are just a few of our career opportunities.

- [Forensic Screening Specialist](#)
  - [Director of Child & Adolescent Mental Health Services](#)
  - [PADRE Service Coordinator](#)
  - [Psychiatric Care Team Coordinator](#)
  - [Service Coordinator - Intellectual & Developmental Disability Services](#)
  - [Licensed Chemical Dependency Counselors/OSAR Case Manager](#)
- SCAN TO SEE JOB LISTINGS OR VISIT [STARCARECAREERS.ORG](http://STARCARECAREERS.ORG)



### City of Lubbock Health Department

The health department has an opening for three Community Health Worker positions.

Contact **Lashonda Black** for details [LBlack@mylubbock.us](mailto:LBlack@mylubbock.us)

### Texas Ramps

Want to help individuals who use wheelchairs have safe access in and out of their homes? Texas Ramps is calling on volunteers with big hearts of all experience levels to come help build a wheelchair ramp for those in need. For more information, contact **Sara Schaefer** at [806-319-0259](tel:806-319-0259) or [sarajolynne@gmail.com](mailto:sarajolynne@gmail.com)

**Before You Go...  
Citibus needs your feedback!**



Citibus is dedicated to keeping the community informed about upcoming service changes by conducting public meetings. These meetings have not only educated the public, but also provided a platform for listening to rider experiences and gathering valuable feedback. Citibus offers an user-friendly website and brief survey at

<https://fp.mysocialpinpoint.com/lubbock-citibus>.

GET EDUCATED. PROVIDE FEEDBACK. IMPROVE OUR TRANSIT SYSTEM!

