



LBK Community Newsletter

Celebrating Black History Month, Valentine's Day & LBK!

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New Partners Ready to Join the LBK Community Network

On January 25th, a group of new partners were cleared for on-boarding training! With them comes a contagious new energy and excitement about the Network and platform from which we work to solve SDoH in our community. With this in mind, I wanted to take this time to encourage

everyone to reactivate User Accounts. It does not matter if you have not been in the portal for a while or at all. We simply want you to be ready to receive and respond to a referral just in case a partner sends one to you. For instance, if a partner sends an email to a partner agency, whose User Accounts are suspended or deactivated, that partner will not be notified of the referral, thus potentially missing an opportunity to meet an important need. Make sense? Hence, our encouragement for all of our Users to try and bring your accounts current (**more on pg. 3**). Please let me know how I can help. I will be standing by.

We are so excited about our growing Network! And we love that our new partners see what we see concerning the LBK Community - it is a great Network with so much potential!

~ Seydia Adkins

Network Performance Data

In the past **20** months, Network partners have utilized this fantastic tool!

Total Contacts Created: **224**
 Total Needs Identified: **385**
 Total Program Referrals Made: **224**
 Number of Partner Agencies: **19**

Current Top 5 Needs:

- Case Management
- Food
- Utility Assistance
- Housing
- Medical Expense Assistance

In Commemoration of Black History Month



Dr. Joseph Alvin Chatman
 With the help of his two sons, Dr. Chatman built Chatman Hospital in 1945 in East Lubbock. The Chatman building is now operated by the Community Health Clinic of Lubbock (CHCL, 2301 Cedar Ave), which continues his legacy by providing services to families who need access to affordable medical care. Dr. Chatman not only dedicated his life for the improvement of medical services to East Lubbock but race relations as well. He was 63 years old when he suddenly died in 1967. (Picture taken from Lubbock Avalanche Journal publication, March 25, 2018.)



Mayor, Dan Pope, Police Chief, Floyd Mitchell, and Reggie Dial, President of the 100 Black Men of West Texas, Inc.

June 1, 2020
 Silent march led by the Mayor, Police Chief, and Mr. Dial, with more than 500 Lubbock citizens in attendance. This effort followed the May 25th death of Mr. George Floyd and after a determined cry for justice ensued across our nation.



Partner Spotlight

COLHD: Substance Use Service Assistance Network (S.U.S.A.N)



LaShonda Black, Substance Use Service Coordinator



Born and raised in Lubbock, and all about serving her community, LaShonda Black, Substance Use Service Coordinator with the City of Lubbock Health Department (COLHD) and for the **Substance Use Service Assistance Network (SUSAN)**, loves working with people and helping them. There is a business bent in her family, but rather than take up her family’s course, Black decided to let life shape her path. She cites her family’s history with substance use and the lack of known resources as she cared for her grandparents, as the forces that led her to social services. Black enrolled at LCU and earned her bachelor’s degree in Social Work. It was her time as an intern at a rehab facility/nursing home, working with individuals with histories of extensive substance use, however, that ultimately sealed the deal for her and the trajectory of her life in social work.

Her student internship led to a paid internship with the Managed Care Center (MCC), where she was able to work on her License to become a Chemical Dependency Counselor (LCDC). After MCC went out of business, and after the COLHD picked up their state contracts, Black was contacted, interviewed, and hired to build the SUSAN program for the Health Department. SUSAN refers individuals for substance use screening to OSAR and contracts with providers for treatment. The providers are Cenikor, Covenant, Grace Manor, and Plainview Serenity Center. They are currently working on a contract with Daily Recovery Services who provide services for the youth. Once the contract is complete, Daily Recovery Services will be their sole youth provider. At this time, individuals who are 18 or older, with a history of substance use, who are aware of their condition and willing to address it with support are ideal candidates for referral to SUSAN.

Additionally, SUSAN not only connects individuals with substance use needs to providers, they educate the community on available resources and utilize the Signify Health platform to make referrals for the people they serve and to document their outreach. Black said, “That’s why we love the LBK Community Network!” When asked if there was anything else she would like our partner agencies to know, Black responded, “Tell them, ‘I love it here!’”.

SUSAN is composed of two case managers and two CHW’s whom provide services to region 1 and are available for tabling at community events. Since 2021, they are responsible for the following work in our platform: 157 contacts created, 14 assessments created, 203 needs identified, and 40 referrals made.

If you would like to learn more about SUSAN and the services they provide, here is LaShonda’s information (*team photo page 3*):

LaShonda Black
Substance Use Service Coordinator 806-775-2857 Lblack@mylubbock.us

More Partner Pic Recognition from Year in Review 2021



Partner: Stages of Recovery, Cole Watts



Partner: Lubbock Impact, Wanda Brunson



Partner: SPAG: 211, Ayda Chapa





QUICK REMINDERS

Sign in changes at tavconnect.com Your username will no longer be firstname.lastname. Your username will only be your email address. If you have issues with sign in, you can email help@tavhealth.com

LBK Super User Meeting – (meets bi-monthly) February 15th @ 1:30pm

LBK Refresher Training (open to all Users) – February 18th @11:00am

LBK Community Network Advisory Council: anyone interested in learning more about the council and/or are interested in being a council member, please email me or any of our current members.

Helpful Hint and Reactivation

To keep your account from moving into “deactivated or suspended” status, sign into your account at least once a month, whether or not you have a case to work on. Below are **instructions on how to reactivate your account**, if needed:

- If your account is **LOCKED** - meaning you have tried your password more than 5x, then wait 5 minutes before trying again; if it does not work, click on “Forgot Password” just below the “Sign in” box, and you’ll receive a link to reset your password.
- If your account is **EXPIRED** - meaning New Users who do not reset temporary password when prompted to do so or a User who does not change password within 90 days. In both instances, you must contact the Support Team: help@tavhealth.com
- If your account is **SUSPENDED** - meaning you have not logged in within 30 days of your previous login, contact the Support Team: help@tavhealth.com

Remember: *to keep your account from moving into “deactivated or suspended” status, sign into your account at least once a month, whether or not you have a case to work on.*

RECRUITMENT UPDATES

We have postponed recruiting efforts at this time so to focus on moving our future partners through the on-boarding process. **NOTE: There are 19 partners on the website, 4 of which still need on-boarding training. We are working on it!**

Partner Spotlight Team Photo: SUSAN



From L to R: Mercedes Martinez, Kelsey Swart, Tisha Torrez, Jennifer Taggart, and LaShonda Black (picture taken December 2021)

Partners scheduled for On-Boarding training:

- Citibus
- Grace Manor

Partners we are working w/ to get scheduled for On-Boarding training OR very close to it:

- Boys and Girls Club
- Broadway Church of Christ
- Buckner’s Family Hope Center
- Covenant Health
- Family Counseling Services
- Legacy Adoption Services
- Literacy Lubbock
- Ranch at Dove Tree

To find a current list of partner agencies, go to:

<https://www.yourcommunitynetwork.org/lbk-network>

