



What is the shared vision for family driven care?

Family-driven means families have a **primary decision making** role in the **care** of their own children as well as the policies and procedures governing **care** for all children in their community.

- Family members are given an opportunity to provide **feedback** regarding their **satisfaction** with the services received through the CCS program by participation in such areas as surveys, group discussions, or individual consultation.
- Family members participate on **advisory committees or task forces** and **are offered training, mentoring and reimbursement** when appropriate.
- Family members are **participants** of the CCS Special Care Center services provided to their child through family participation in SCC team meeting and/or transition planning.
- Family advocates, either as private individuals or as part of an agency advocating family centered care, which have experience with children with special health care needs, are **contracted or consultants to the CCS program** for their expertise.

Family Liaison/Family Navigation services

What are Family Liaison Services? FRN Staff:

- Welcome and orient families to MTP services.
- Provide resources and referrals to families.
- Offer trainings and support groups to families.
- Encourage/coach parents to partner with their children's physician(s).
- Help parents/family members problem solve challenges.
- Provide mediation as needed for meetings between families and CCS staff.
- Assist CCS in creating Family friendly materials.
- Train CCS staff on family perspectives.
- Collaborate with CCS staff on initiatives such as mental health roundtable and medical home advisory group .



What is Family Navigation? FRN staff:

- Offer peer-to-peer mentoring, education, modeling and emotional support to family members in their homes and communities.
- Experientially teach family members how to connect to and advocate for needed services and supports, including those in health (including mental health), education, regional center, financial supports (IHHS, SSI) and basic needs (food, transportation) to meet the needs of their CCS eligible children.
- Mentor family members (using the Five Protective Factors) to support parents to become the first and best advocate for their children.

Some statistics from 2017-2018

- FRN served 434 families in this program, 85 in intensive Family Navigation and 349 in Family Liaison services.
- This included 32 home, hospital and doctor visits,
- And an additional 88 face to face visits (such as at SSI, IHHS or IEPs)
- There were 1,423 contacts with families by text, phone or email and
- 397 calls made to doctors, pharmacies, community agencies on family's behalf.
- Some highlights - families were assisted with IHSS (92), DME (54), MTU therapy services (41), accessing MediCal (including waivers) (37), coaching on how to partner with the medical team (34), understanding how to use SARs (31), accessing private insurance (22), pharmacy/medication (20), nursing services (15) and mental health services (11).
- 43 families answered surveys, 92% felt that FRN helped connect them to services, 95% felt that they were better able to advocate for their child and 100% would recommend FRN services to a friend.