

# Family Voices of CA Whole Child Model Project

Family Voices of CA has partnered with the Department of Health Care Services to provide support to families and parent centers in the 21 counties transitioning to the Whole Child Model



# Transitions by County

**July 1, 2018:**

**Merced, Monterey, Santa Cruz**

Central California Alliance for Health

**San Luis Obispo, Santa Barbara**

CenCal

# Transitions by County

**January 1, 2019:**

**Del Norte, Humboldt, Lake, Lassen, Marin,  
Mendocino, Modoc, Napa, Shasta, Siskiyou,  
Solano, Sonoma, Trinity, Yolo**  
Partnership Health Plan

**Orange**  
CalOptima

# CCS Pilot since 2013

**San Mateo**

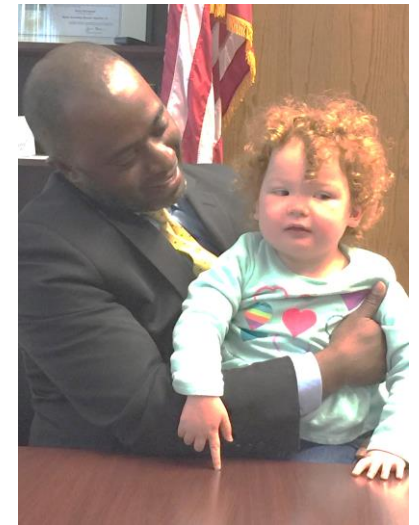
San Mateo Health Plan

# Listen

# **FVCA has facilitated family involvement in the development of the Whole Child Model since 2013**

- Provided recommendations to the Department of Health Care Services via phone calls, webinars, in person meetings in Sacramento
- A member of the original CCS Redesign Stakeholder Advisory Committee
- Before SB 586 passed, FVCA was a member of the CCS Advocates Coalition working on legislation

- Since 2014, FVCA has held multiple panels moderated by Laurie Soman at our annual Health Summit conferences with representation from
  - The Department of Health Care Services
  - County CCS programs
  - County Organized Health Systems
  - Family members enrolled in county CCS programs set to transition
- Brought California family concerns to our representatives at the Capitol during Day 2 of our Summit





# Family Voices Whole Child Model Project

## First Steps

# Stakeholder Conversations

- Family Resource Centers
- Health Plans
- CCS Experts
- Family Advisory Committees
- Limited phone calls to our Toll Free phoneline (so far)
  - (888)-387-0393

# Education and Outreach

Needs vary from health plan to health plan, but also county to county

For planning purposes, we have broken down these needs in two ways

## **General information about the Whole Child Model**

What is WCM?

Can I keep my providers?

Who will partner with me in coordinating my child's care?

## **Specific processes about CCS services that will change**

Durable Medical Equipment (DME) authorization

Maintenance, Transportation, Lodging

Requesting continuity of care for out of network specialists

# Education and Outreach

- **Partnership & CalOptima** to transition January 1, 2019
- Working alongside health plans to develop workshops and resources such as fact sheets, webinars, and more covering basics of Whole Child Model and how it will be implemented
- Workshop will address key changes by framing them with pieces of SB 586 that lay out protections for families, followed by processes laid out by Partnership Health Plan to address these issues
- Also to include basics of “getting prepared”

# Next Steps

- **Continue listening**
- Develop tools to evaluate how the transition has been for families and staff
- Continue reporting to the Dept. of Health Care Services
- More Education & Outreach!

## **Ali Barclay, Outreach Education Manager**

Whole Child Model Project  
Family Voices of California

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**Thank You!!!!**