

Seven Cs -
Contra Costa
California
Community

Care
Coordination
Collaborative

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The Need and Inspiration for the Project

- Children with Special Health Care Needs and their families intersect with multiple service providers, agencies, case managers
- Each of us/our agencies may do a good job of providing our part of a child's service needs, but without interagency coordination, may fail the child and family
- California does not have a single point of entry for Children with Special Health Care Needs
- Contra Costa County lacked a system to:
 - address the needs of the whole child
 - coordinate the different components of care
 - assure families get what they need, timely, from all of our programs

The Need and Inspiration for the Project – cont'd

- Packard Foundation data highlights the fact that California is one of the poorest in the country in providing care coordination for Children with Special Health Care Needs
- Data show a clear link between the receipt of care coordination and positive health outcomes
- Data show families of Children with Special Health Care Needs generally:
 - Spend a tremendous amount of time arranging and coordinating their child's care
 - Experience a significant negative impact to their family's employment and financial health
 - Bear the stress of caring for their child and face major obstacles in their day-to day life

The Need and Inspiration for the Project – cont'd

- The Kern County Medically Fragile Infant Program, funded by a Packard Foundation grant, reported success in working with various agencies serving Children with Special Health Care Needs to solve problems jointly on behalf of children and families

The Lucile Packard Learning Collaborative Project – April 2013 – September 2014

- California Community Care Coordination Collaborative
 - Orange County Care Coordination Collaborative Kids, led by Help Me Grow Orange County
 - San Mateo County Care Coordination Learning Community, led by Community Gatepath
 - Rural Children's Health Care Coalition, led by Rowell Family Empowerment of Northern California
 - Medically Vulnerable Care Coordination Project of Kern County

The Lucile Packard Learning Collaborative Project – April 2013 – September 2014 cont'd

- Central California Care Coordination Project of Fresno County, led by Exceptional Parents Unlimited
- Seven Cs, led by Contra Costa California Children's Services/Public Health Department
- Support from Lucile Packard Foundation for Children's Health
 - \$40,000
 - Technical Assistance, including consultant
 - Participation in learning community – webinars, face to face meetings, shared resources

The Proposed Contra Costa Care Coordination System

- Base our project on the Kern Project model and customize for Contra Costa
- Definition of the children
 - Children, birth to 5 years of age, with special health care needs or at risk for a physical, developmental, behavioral or emotional condition that requires health or related services of a type or amount beyond that required by children generally.
- Project Goals
 1. Reenergize Contra Costa's long standing Interagency Council of Infant Services Roundtable Meetings, and expand to review children birth through five years of age

The Proposed Contra Costa Care Coordination System – cont'd

➤ Project Goals

2. Develop a Care Coordinator role, within the Public Health Department, to:
 - Serve as a resource expert
 - Participate in Roundtable meetings
 - Identify systems issues that require interagency problem solving
 - Receive referrals and track coordination of high acuity/complex cases

3. Develop a leadership forum to hear and address interagency systems issues

Project Partners

- Regional Center of the East Bay
- Kaiser Permanente
- Contra Costa County Medical Center
- California Children's Services - Medical Case Management and Medical Therapy Program
- CARE Parent Network
- First 5
- Two of four SELPAs
- Contra Costa County Mental Health
- Early Childhood Mental Health
- Public Health Nursing

Project Partners cont'd

- John Muir Hospital
- Children's Hospital Oakland
- Head Start/Early Head Start
- Contra Costa Health Plan
- Developmental Disabilities Council
- Employment and Human Services/Foster Care
- Family Representatives
- We Care for Children
- George Miller Centers and Lynn Center
- Center for Early Intervention on Deafness

Collaborative Meetings and Progress

April – October 2013 Meetings

- ✓ Partner introductions
- ✓ Project updates
- ✓ System planning and development
- ✓ Case study
- ✓ Program presentation

November 2013 – present

- ✓ Small group meetings to develop proposals for Partner Meetings
- ✓ System planning and development

Collaborative Meetings and Progress

Re-Launch of Roundtable Meetings

- ✓ Invite additional agencies to participate
- ✓ Develop and implement authorization form, confidentiality agreement
- ✓ Reorganize schedule, location, phone access and meeting format
- ✓ Begin May 12, 2014

Collaborative Meetings and Progress

Create Children with Special Health Care Needs Systems Coordinator

- ✓ Developed job description
- ✓ Commitment for ongoing funds within Contra Costa Health Services, leverage State and Federal funds
- ✓ Need outside funds for first year pilot period

Leadership Forum

- ✓ Agreed First 5 Early Childhood Leadership Alliance will host
- ✓ Need to develop details of system

Our Experience

- ❖ Partners value our meetings and work together
- ❖ Networking
- ❖ A forum to talk about kids and issues, and to learn about each other's programs
- ❖ Problem-solve specific cases
- ❖ See our service system strengths and gaps
- ❖ Feel hopeful that systems issues will be resolved

Our Experience cont'd

Challenges

- ❖ Getting everyone at the table
- ❖ Confidentiality issues/HIPAA concerns
- ❖ Process – takes time, slow
- ❖ Keeping a family centered focus
- ❖ Keep the conversation open, not personal

Plans

- ❖ Complete project goals
- ❖ Consider seeking second grant to further interagency care coordination work