

California Community Care Coordination Collaborative (5Cs)

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Maternal, Child and Adolescent Health Directors Meeting

June 22, 2017

- The Foundation
- Children with Special Health Care Needs
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- CA Community Care Coordination Collaborative (5Cs)
- Challenges and Opportunities
- Next Steps
- Resources

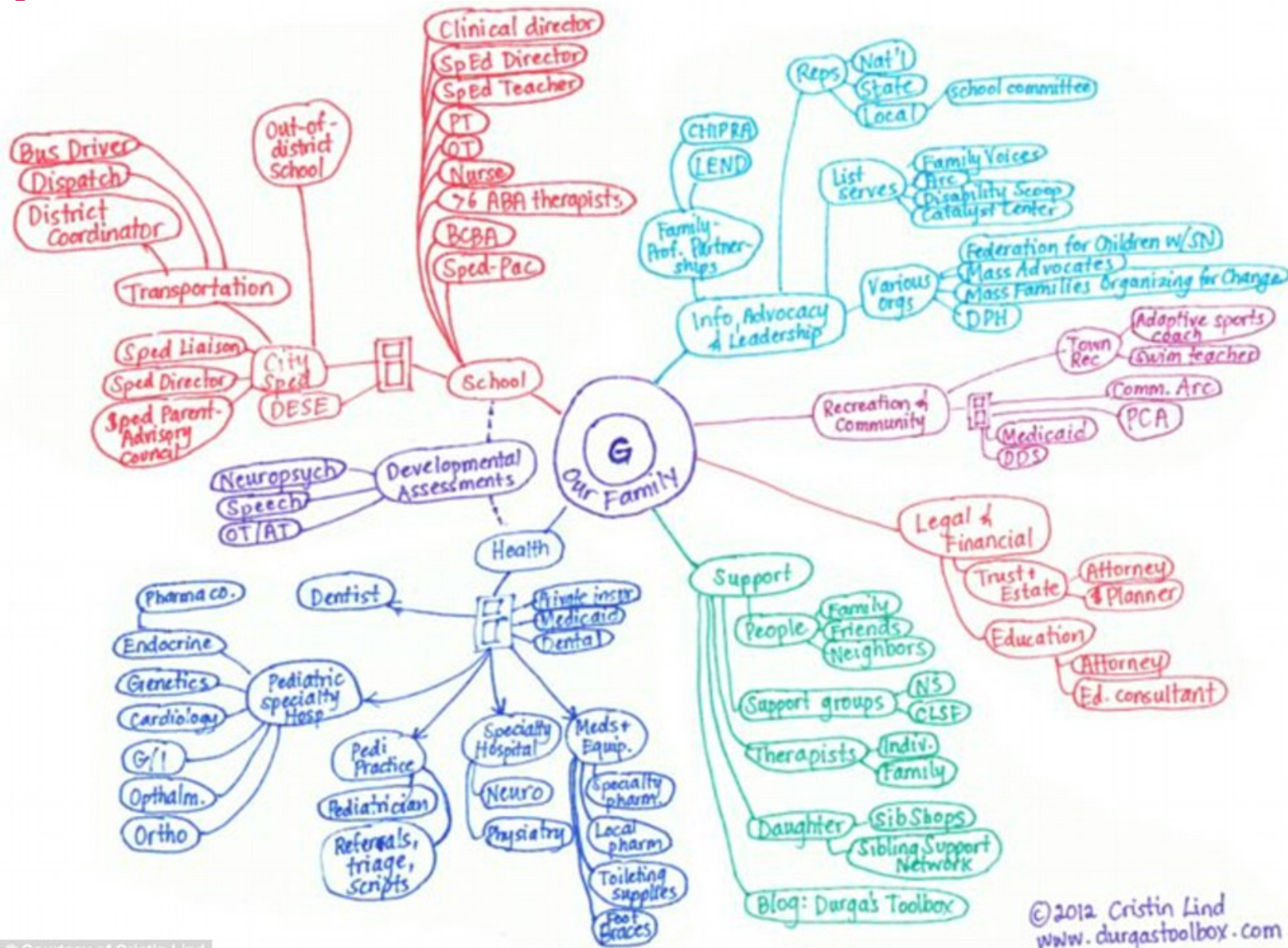
THE FOUNDATION

- **Mission:** To elevate the priority of children's health, and increase the quality and accessibility of children's health care through leadership and direct investment.
- **Unique Dual Focus:** Philanthropy and Fundraising

PROGRAMS AND PARTNERSHIPS

- Invest in efforts that promote better systems of care in California, for children with special health care needs (CSHCN).
- Operate kidsdata.org, the gateway to comprehensive information about the health and well-being of children in communities across California. This easy-to-use web tool offers data on more than 500 measures, from asthma to vaccinations.

- CSHCN have, or are at increased risk for, a chronic physical, developmental, behavioral or emotional condition that requires more than routine health and related services.¹
- There are more than one million children in California with a special health care need.



IMPACT ON FAMILIES²

- 47% of families of CSHCN report that they did not receive effective care coordination
- 35% of families of CSHCN had difficulty accessing community-based services
- 24% of families of CSHCN reported that their child's condition caused financial problems
- 330,000 families cut back or stopped working to care for their children

CARE COORDINATION

- Care coordination addresses interrelated medical, social, developmental, behavioral, educational, and financial needs in order to achieve optimal health and wellness outcomes.³
- The “set of activities that happens in between”³
 - In between doctor visits, in between providers, in between hospital stays, or in between agencies
 - E-mails, prior authorizations, communication between providers (community and subspecialists), insurers, prescriptions, equipment needs, in-home care providers, access to community resources

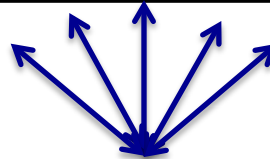
Ideal

Integrated System of Services

Reality

Siloed Agencies and Services

5Cs (community-level)



Care Coordinators – Facilitate Communication



Providers – Make Referrals

Families report, “I’ve got to coordinate the care coordinators.”

CALIFORNIA COMMUNITY CARE COORDINATION COLLABORATIVE (5CS)

- Goal is to assist community-based, multi-agency coalitions to improve local systems of care coordination for CSHCN and participate in a learning collaborative.

5CS STRUCTURE

- Phase I – 2013-14, Phase II 2015-16
- 10 Regional Coalitions
- \$25,000 to \$45,000 grant over 18 months
 - Does not cover direct services
- Quarterly webinars, quarterly in-person meetings, monthly check-in calls, annual site visits, and targeted technical assistance, evaluation and networking opportunities.

5CS COALITIONS



Phase I Only:

- Fresno
- Kern
- Monterey
- Shasta, Siskiyou, and Trinity

Phases I and II:

- Contra Costa
- Orange
- San Mateo

Phase II Only:

- Alameda
- San Joaquin
- Ventura

Improve local inter-agency systems of care coordination for CSHCN

- Inter-agency consent form
- Trainings for agency staff
- Development of trusting relationships

“We are finding that, presently, there is a ‘non-system’ of care coordination. The simple yet intentional act of bringing people and agencies together is creating greater understanding of services, mechanisms for referrals, barriers to services, and gaps in services.”

Develop community-based care coordination models with potential to be replicated

- Adaptation of tools created
- Leveraging Federal Financial Participation
- External presentations to spread models

“My mind was blown by the learning collaborative.... The thing for me that was such an ‘aha’ was the way that people are billing for care coordination. To hear in depth how people were doing this. The different federal funding streams that we could draw down. It has moved our thinking and our intention for the future.”

Provide an opportunity for coalitions to learn from one another and discuss emerging challenges

- Identification of systems challenges and policy recommendations:
 - delays for durable medical equipment
 - integration of mental and physical health services
 - transportation challenges

“People [at our local coalition] would have questions about what other counties were doing. We could send that question up and get answers and bring it back to the group. Having that connection was key.”

CHALLENGES

- Engaging and sustaining agency partners
- Systems issues seem insurmountable
- Issues may be at the state, rather than local, level
- Providing meaningful participation for families
- Thinking about system barriers, rather than barriers for individual families
- Financial sustainability

SUCSESSES

- 10 care coordination coalitions now functioning across the state
- Coalitions have produced over 20 care coordination tools that can be adapted for use in other counties
- So far, 6 of the 10 coalitions have received external funding to continue their work

FOUNDATION'S LESSONS LEARNED

- Each community is different.
- Relationships are critical.
- The Collaborative's success depends on
 - Consistent participation of community agencies and service providers
 - Meaningful incorporation of family representatives

5CS PHASE III GOAL

- Improve coalitions' local care coordination systems by executing work plans to achieve solutions to specific system-level issues in their communities
- Currently open to 10 existing coalitions

ENHANCEMENTS FOR PHASE III

- More frequent in-person Learning Collaborative meetings
- Consultative support for evaluation activities
- Focus on system-level issues specific to each 5Cs community
- Possibility of longer time-frame for grant funding

- Visit the 5Cs webpage:
[www.lpfch.org/cshcn/
community-engagement](http://www.lpfch.org/cshcn/community-engagement)
 - Care Coordination Tools
 - Key Literature
 - Phase II Coalitions Overview
- 5Cs Phase I Report:
[www.lpfch.org/publication/
experiment-local-care-
coordination](http://www.lpfch.org/publication/experiment-local-care-coordination)

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🏠 | Program for Children with Special Health Care Needs | Community Engagement

Community Engagement



More than one million children in California have a special health care need, and many of these children and families face severe challenges. Health care and other support services may be poorly coordinated, and families are left to navigate the fragmented and confusing system on their own. These challenges are magnified for children of color, low-income families, and those living in rural areas.

Since 2013, we have been funding the California Community Care Coordination Collaborative (5Cs) with the goal of improving local systems of care for children and families. The learning collaborative comprises county coalitions with representatives from the California Children's Services Program, Regional Centers, Family Resource Centers, Early Start, as well as pediatricians, public health nurses, and special education and mental health professionals.

The coalitions meet locally and their leaders take part in the statewide California Community Care Coordination Collaborative (5Cs). The 5Cs provides a structured opportunity for the coalitions to learn from one another, identify areas of shared need, discuss emerging challenges and connect with others engaged in improving the quality of services for children with special health care needs in California.

Through this work, we have been surprised by the lack of communication and interaction across agencies serving these children. The model of local coalitions, along with a statewide learning collaborative, seems to help in developing and sharing inter-agency solutions to improve this situation and address care coordination. In 2015 we expanded the program to fund new counties and build on the initial phase.

Phase II Coalitions (2015-16):

The Alameda County California Children's Services (CCS)/Behavioral Health Services Integrated Care Coordination Project, under the direction of the Alameda County Health Care Services Agency, is improving access to behavioral health services for CCS-enrolled children and enhancing the coordination of their care among key community service providers.



Take Action!

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QUESTIONS?

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www.lpfch.org/network