

# Parent Engagement: Alameda County CCS

# PRESENTERS

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Our goal:  
Family  
Driven  
Care



## 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.

([J Can Acad Child Adolesc Psychiatry](#). 2010 Aug; 19(3): 176–181.)

The same ideas are reflected in performance measures for CCS around parent participation .

- “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.”

The same ideas are reflected in performance measures for CCS around parent participation.

- “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.”

How does CCS work toward these goals of family driven care and parent participation?



Family Resource Navigators (FRN) is a parent to parent agency serving families of children with special health care needs, developmental delays and disabilities in Alameda County.





FRN's mission is to help families feel more connected, confident and capable in caring for their child with developmental delay, special health care needs or disability.



FRN



A long history  
of partnership

- CCS started its work with FRN (Family Resource Navigators) for Family Health Liaison services in 1992.
- 2017 is the 25<sup>th</sup> year that FRN and Alameda County CCS have been partnering to increase parent voice !

## Family Health Liaison Services (0.5 FTE)

### **In these early contracts...**

- FRN staff provided trainings to CCS staff on parent perspectives, family centered care and person first language.
- FRN also organized focus groups for CCS on specific topics (recruiting families and facilitating discussions) to obtain family feedback for CCS.
- FRN and CCS staff worked collaboratively on specific projects (like the “Expecting Surgery Packet”) which created materials and packets to provide family friendly information.

## Family Health Liaison Services (0.5 FTE)

- FRN called all families new to the Medical Therapy Program (MTP). Staff welcomed families and oriented them to CCS services.
- FRN staff regularly attended clinics at the MTP and assisted the families with concerns with CCS services and connecting with community services.
- FRN staff provided information and referral for any family in the MTP (in both Spanish and English after the first expansion).
- FRN attended family meetings when families had disagreements with CCS to help families understand available options.

NOW  
Twenty-five  
years later...  
(1.85 FTE)

## FRN and CCS continue a strong relationship in creating Family Driven Care in Alameda County.

FRN staff continue to call and welcome new MTP clients (and provide them with a packet of materials) as well as information, advice and referral and help parents with any concerns (serving about 300 families in 2016-2017)

Twenty-five  
years later...  
(1.85 FTE)

- “Family members participate on **advisory committees or task forces** and are offered **training, mentoring and reimbursement** when appropriate.”
- FRN staff and recruited family members serve on CCS committees such as the Mental Health Roundtable Committee, Intensive Care Coordination Initiative, and CCS Medical Home Advisory Group. Parents were offered training, support and reimbursement to participate in these meetings.

Twenty-five  
years later...  
(1.85 FTE)

- FRN recruits families for trainings for CCS staff and panels for community presentations. Recent offerings include panels on “Raising a Child with CP”, “Addressing Behavioral Challenges in the MTP”, and “Family Perspectives on Mental Health for CYSHCN”.
- FRN also collaborates with CCS developing family friendly materials for parents such as “How to get Nursing” or “What to do when your child comes home with an unexplained injury or bruise.”

AND we added  
a new service  
in 2014 ....

## Family Navigation

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# Family Navigation

**Family Navigation** has developed to be more intensive and in-person. Family Navigators do home visits, attend medical visits with families, and go to meetings like IEPs (when there is a medical issue involved like equipment, positioning or emergency medical plans).

## **Family Navigation:**

- Offers peer-to-peer mentoring, education, modeling and emotional support to family members in their homes and communities.
- About 200 families were served in this program in 2016-2017

## Family Navigation

- Teaches families how to connect to needed services and supports, including those in health (including mental health), education, regional center, financial supports (IHHS, SSI) and basic needs (food, transportation). This navigation helps families to meet the needs of their CCS eligible children and youth.
- Family navigators mentor family members (using the Five Protective Factors) to help parents become the first and best advocates for their CCS eligible children and youth.

# Family Strengthening and the 5 Protective Factors

**How to remember the  
5 PROTECTIVE FACTORS  
that make your family strong.**

Use your Thumb to remember  
**Social & Emotional  
Competence of  
Children**  
because a "thumbs up"  
is one of the first ways  
we learn to communicate  
our emotions.

Your Pinky Finger signifies  
**Concrete Support  
in Times of Need**  
because it is the smallest  
finger and reminds us that we  
all need help sometimes.

Your Index Finger represents  
**Knowledge of Parenting  
and Child Development**  
because you are your child's  
**1st teacher!**

Your Ring Finger stands for  
**Parental Resilience**  
because your first commitment  
must be to yourself in order  
to be strong for others.

Your Middle Finger can  
help you remember  
**Social Connections**  
because it should never  
stand alone! We all need a  
positive social network.

**GREAT START  
COLLABORATIVE**  
Charlevoix, Emmet  
Northern-Antrim Counties

**WELLS**  
strengthening families

CCS also involves families in giving feedback and direction, through its Family Advisory Committee.

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# Family Advisory Committee (FAC)

- FRN recruits families each year to serve on a CCS Family Advisory Committee.
- CCS FAC meets 5 x a year with 6 to 10 family members and CCS staff.
- FAC members bring their own ideas of how to improve CCS services, and the FAC meeting provides a forum to raise these up.
- The FAC also reviews CCS processes and procedures to help ensure that they are culturally sensitive and family centered.
- The FAC creates documents for CCS staff (Tips for Talking to Me about my Child).

# Mediation at Family Meetings

- In 2016-2017, FRN and CCS started a new initiative to provide mediation at family meetings (where there is a dispute between the family and CCS staff).
- Three FRN staff completed 4 days of mediation training.
- Staff are available to mediate at family meetings, creating a safe space for CCS staff and family members to exchange opinions and work through conflicts.
- FRN and the FAC are creating handouts/materials for families attending meetings.

# Transition Planning

FRN assists families and youth to successfully transition to adult health care services.

- Family Navigators participate in transition conferences both with MTP and general program clients.
- Family Navigators help families and youth connect to services from other governmental and community programs such as SSI.
- Family Navigators assist families and youth in identifying a new medical home.
- Family Navigators do extensive outreach regarding local transition fairs.



ANY  
QUESTIONS  
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