San Joaquin County 5Cs Project
California Community Care Coordination Collaboratives II
San Joaquin County 5Cs

5Cs San Joaquin

• Project Goals
  – Build a county-wide inter-agency network of professionals who provide quality service to families of children birth to age 5 with special health care needs via an improved care coordination system.
Project Goals

- Create formal channels of information and service delivery that sustain a more effective care coordination system for children with special health care needs (CSHCN) and meet the needs of health care providers, families and service organizations.

- Increase family and professional access to information about available resources to improve care conditions for CSHCN and their families.

- Improve communication between health care providers, families, and community partners, including stakeholders such as community-based organizations, faith-based organizations, and government agencies.

- Reduce repeat data gathering by service providers; reduce duplication of tests and services, missed or unscheduled tests and services.
Project Partners

- California Children’s Services
- Child Abuse Prevention Council of San Joaquin County
- Community Medical Centers, Inc. (Federally Qualified Health Centers)
- Community Partnership for Families of San Joaquin (Family Resource Centers)
- Family Resource and Referral Center of San Joaquin County
- Family Resource Network – Lead Agency
- First 5 San Joaquin/Help Me Grow San Joaquin County
- Health Plan of San Joaquin (Managed Care provider)
- Lodi Unified School District/SELPA
- Parents of CSHCN who reside in San Joaquin County
- St. Joseph’s Medical Center
- San Joaquin County Behavioral Health and Recovery Services
- San Joaquin County Human Services Agency – Child Protective Services
- San Joaquin General Hospital and Outpatient Clinics
- San Joaquin County Office of Education SELPA
- San Joaquin County Office of Education Head Start
- San Joaquin County Public Health Services – Maternal Child and Adolescent Health
- Stockton Unified School District/SELPA
- Sutter Tracy Community Hospital - Tracy Hospital Foundation
- Valley Mountain Regional Center
- Victor Community Support Services (Mental Health 0-5 provider)
Project Work Plan: 3 Phases

- **Planning Phase (January 2015 - May 2015):** Develop an Infrastructure for 5Cs Leadership Team, Health Navigators, and Collaborative members

- **Implementation Phase (May 2015 - June 2016):** Training and Development of Health Navigators and SJ C 5Cs Project Collaborative Meetings

- **Evaluation Phase (January 2016 - June 2016):** Evaluate Implementation, Review, and Plan Forward
Project Planning Phase

- **Planning Phase (January 2015 - May 2015):** Develop Infrastructure for 5Cs Leadership Team, Health Navigators, and Collaborative members

- From January to March 2015 the 5Cs Leadership Team met monthly to develop an 18-month work plan and establish the roles of participants, including the Leadership Team membership, Health Navigators, and additional Collaborative members and participants.

- The 5Cs Leadership Team developed an agreed upon description of the expectations of Health Navigators, reviewed and selected a Memorandum of Understanding (MOU) format, developed logistics to disseminate and collect MOU’s and consider necessary recruitment to represent service gaps.

- Forms and templates were created to solidify roles and responsibilities including MOU’s with interagency information sharing/release of information components, and standardized referral forms for case conferencing at Collaborative meetings.
Memorandum of Understanding

Agency and Patient/Health Navigator Roles were stated in the MOU, but many agency participants worked at an agency that chose not to sign the MOU.

Care Coordination for Children with Special Health Care Needs

**Family Support**
1. Family Resource Network
2. Child Abuse Prevention Council
3. Family Resource and Referral Center/Help Me Grow Call Center

**Health**
1. California Children's Services
2. Health Plan of San Joaquin
3. St. Joseph’s Medical Center/Neonatal Intensive Care Center (NICU)
4. San Joaquin General Hospital/NICU

**Mental Health**
1. Child Abuse Prevention Council
2. Victor Community Support Services

**Education**
1. Early Start: Valley Mountain Regional Center
2. Lodi Area Special Education Region Local Planning Area (LASER SELPA)
3. San Joaquin County Office of Education (SJCOE) SELPA
4. Stockton SELPA
5. Stockton Unified School District Health Services
6. United Cerebral Palsy

For more information, contact Family Resource Network at (209) 472-3674 or email to: frnfamilies@aol.com
Page 2 Agency Map of Care Coordination Agencies for Young Children with Special Health Care Needs

**Family Support - Basic**
- Family Resource Network [frcn.org](http://frcn.org)
- Child Abuse Prevention Council [Nochildabuse.org](http://nochildabuse.org)
- Family Resource and Referral Center/Help Me Grow Call Center [Frrcsj.org](http://frrcsj.org)

**Mental Health - Basic**
- Child Abuse Prevention Council [Victor.org](http://victor.org)

**Health – Extensive**
- California Children’s Services [sjcphs.org](http://sjcphs.org)

**Health – Moderate**
- Health Plan of San Joaquin [hpsj.com](http://hpsj.com)
- St. Joseph’s Medical Center Neonatal Intensive Care Unit/NICU [Dignityhealth.org/stjosephs/](http://Dignityhealth.org/stjosephs/)
- San Joaquin General Hospital NICU [sjgeneral.org](http://sjgeneral.org)

**Education – Extensive**
- Early Start: Valley Mountain Regional Center [vmrc.net](http://vmrc.net)
- Lodi SELPA [lodiusd.net](http://lodiusd.net)
- SJCOE SELPA [sjcoe.org](http://sjcoe.org)
- Stockton SELPA
- Stockton Unified School District Health Services [Stocktonusd.net](http://Stocktonusd.net)

**Education – Basic**
- United Cerebral Palsy [ucpsj.org](http://ucpsj.org)

*This resource map is primarily designed for children ages zero to five*
Project Activities

- **Implementation Phase** (May 2015 - June 2016): Training and Development of Health Navigators and SJC 5Cs Project Collaborative Meetings

- The 5Cs Leadership Team met monthly prior to or following the SJC 5Cs Collaborative monthly meetings to address upcoming tasks based on the work plan, including Collaborative Meeting planning, learning community activities, mentor county activities, reporting requirements, and evaluation requirements of the 5Cs Project.

- Full Collaborative Meetings were provided monthly, alternating case conferencing with agency in-service and other training topics.

- Deliverables followed training topics to inform the work of Navigators.
Project Deliverables

- Inter-Agency Memoranda of Understanding
- Payer of Last Resort Workbook
- Agency Eligibility Workbook
- Transportation Guide
- Evaluation Tools

Added Deliverables:

- 2016 Health Forum for CSHCN
- SJ C 5C’s Authored Transportation Memo
- Mental Health Services Guides for Children Under Age 5
- County Map of CSHCN Resources
Eligibility Workbook: SELPA’s

Eligibility for participating agencies was combined into a workbook, assuming that changes are relatively rare. Medical professionals, community based organizations, schools and specialists can use the workbook as a reference for referral to services.
California Children’s Services (CCS)
California Children’s Services (CCS) of San Joaquin County
420 S. Wilson Way, Stockton CA, 95205
(209) 468-3900
Website: www.sjcchs.org

Payer of last resort
born to under 21 years of age

CCS is the payer of last resort. CCS requires all applicants/clients to utilize his/her private health insurance coverage before using CCS. It is the CCS applicant/客户的 responsibility to inform the program of any entitlement to private health insurance and must keep the program informed of any coverage changes.

If the family has an HMO Plan.

CCS eligibility is not approved for applicants/clients with HMO coverage except in situations when a needed service is not covered by the HMO. In these cases, CCS will only cover those services that are verified in writing as non-covered HMO services. (A letter of denial from the HMO stating the specific service requested is not covered by the applicant/client’s HMO coverage is required.)

Health Plan of San Joaquin (HPSJ)
Health Plan of San Joaquin
7781 South Movaly Road, French Camp, CA 95231
(209) 942-6300
Website: www.hpsj.com

Prevental care to birth through end of life

Medi-Cal is the payer of last resort. In most circumstances, it pays for services only after a liable third party has met its legal obligation to pay.

A third party will be expected to pay the beneficiary’s health care expenses before Medi-Cal pays for the care. Whether that third party is health insurance, worker’s compensation insurance, a third party tortfeasor, or other person or entity that is responsible by law or contract to pay for the beneficiary’s care. Therefore, Medi-Cal usually acts as the payer of last resort and in most instances will only pay benefits to the extent that the Medi-Cal payments exceed the amount for which any third party is responsible.
Transportation Guide for CSHCN

All SJ C 5Cs deliverables are at the First 5 website: sjc kids.org/Help Me Grow San Joaquin under System Navigation Support Information
Health Forum for Children with Special Health Care Needs

San Joaquin County Robert J. Cabral Agricultural Center
Registration 8:30am, Event 9:00am – 4:00pm
Continental breakfast and lunch provided
A special mid-day break-out session from 11:00am – 2:00pm will be provided for medical office staff, including lunch

This event is funded by the Lucile Packard Foundation for Children’s Health California Community Care Coordination Collaborative Project
For more information, contact Family Resource Network at (209) 472-3674 or email to: fnrfamililies@aol.com
This is a Save The Date Flyer for Tuesday, May 3, 2016
A very impactful agenda was selected by 5Cs Collaborative members and designed to inform the medical community of community-based resources for Children with Special Health Care Needs.
Project Evaluation

- **Evaluation Phase (January 2016 - June 2016): Evaluate Implementation, Review, and Plan Forward**

- **5Cs Leadership Team implemented selected evaluation tools to identify gaps and barriers in the care coordination system for CSHCN in San Joaquin County.** Evaluation questions and tools used descriptive data, trends over time, and measures of outcomes to articulate the successes and challenges of the 5Cs Project.

- **5Cs Leadership Team created feedback tools and questions that agencies could add to existing customer service survey tools appropriate for families, agencies and Health Navigators to assess the needs of CSHCN families and evaluate the impact of the 5Cs Project.**

- **Some outcomes were best measured by data produced by health care providers.** Some desired data such as repeated scheduling of specialty care appointments or length of time to access specialty care was found to be very challenging to collect.
Local data sources were researched

In order to address gaps and barriers in services for CSHCN, various agencies data was collected to prepare a picture of need across the county. This is an example of children sent from SJC NICU’s at a half year data collection point.
Partners were surveyed as Experts

Q9:
Answered: 16   Skipped: 7

In your role as a Health Navigator, how often do you experience the following care coordination challenges? For example, if you frequently experience care coordination challenges while helping clients access durable medical equipment, mark Agree or Strongly Agree. If you have not experienced challenges, answer Disagree or Strongly Disagree. (Follow this example for questions 9a-i)
# Survey Monkey Q9:
## Health Navigator Rating of Care Coordination Challenges

Answered: 16  Skipped: 7

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>Total</th>
<th>Weighted Average</th>
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<tbody>
<tr>
<td>a. Access to durable medical equipment</td>
<td>6.25%</td>
<td>12.50%</td>
<td>43.75%</td>
<td>18.75%</td>
<td>18.75%</td>
<td>16</td>
<td>3.31</td>
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<tr>
<td>b. Payer of last resort conflict</td>
<td>6.25%</td>
<td>12.50%</td>
<td>25.00%</td>
<td>31.25%</td>
<td>25.00%</td>
<td>16</td>
<td>3.56</td>
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<tr>
<td>c. Insurance conflict</td>
<td>6.25%</td>
<td>12.50%</td>
<td>25.00%</td>
<td>25.00%</td>
<td>31.25%</td>
<td>16</td>
<td>3.83</td>
</tr>
<tr>
<td>d. Access to transportation</td>
<td>0.00%</td>
<td>6.57%</td>
<td>20.00%</td>
<td>13.33%</td>
<td>60.00%</td>
<td>15</td>
<td>4.27</td>
</tr>
<tr>
<td>e. Access to mental health services</td>
<td>6.25%</td>
<td>6.25%</td>
<td>37.50%</td>
<td>18.75%</td>
<td>31.25%</td>
<td>15</td>
<td>3.63</td>
</tr>
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<td>f. Access to behavioral intervention services</td>
<td>6.25%</td>
<td>12.50%</td>
<td>50.00%</td>
<td>12.50%</td>
<td>18.75%</td>
<td>15</td>
<td>3.25</td>
</tr>
<tr>
<td>g. Access to specialty medical care services</td>
<td>0.00%</td>
<td>25.00%</td>
<td>31.25%</td>
<td>18.75%</td>
<td>25.00%</td>
<td>15</td>
<td>3.44</td>
</tr>
<tr>
<td>h. Access to general medical care services</td>
<td>12.50%</td>
<td>25.00%</td>
<td>37.50%</td>
<td>18.75%</td>
<td>6.25%</td>
<td>15</td>
<td>2.81</td>
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<tr>
<td>i. Access to special education services</td>
<td>6.25%</td>
<td>18.75%</td>
<td>37.50%</td>
<td>25.00%</td>
<td>12.50%</td>
<td>15</td>
<td>3.19</td>
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Data was summarized for presentations to the 5Cs and beyond. This data has been used with broad implications. Currently 5Cs members are engaged with the SJC Council of Governments in a formal request to allocate local transportation funding to a system of out-of-county non-emergency transportation to Bay Area hospitals.