

California Children's Services (CCS) Program

Advisory Group Meeting
October 10, 2018

Agenda

- Welcome, Introductions, and Purpose of Today's Meeting
- Federal and State Update
- Whole Child Model (WCM) Implementation Update
- Family Voices of California Services
- Title V Needs Assessment
- Transition Planning
- Open Discussion
- Public Comments, Next Steps, and Upcoming Meetings

Welcome, Introductions, and Purpose of Today's Meeting

Jennifer Kent

Director

Department of Health Care Services

Federal and State Update

Jennifer Kent

Director

Department of Health Care Services

Whole Child Model (WCM) Implementation Update

Michelle Retke

Branch Chief, Managed Care Operations Division, DHCS

Nathan Nau

Managed Care Quality and Monitoring Division Chief, DHCS

Annette Lee

Special Populations Section Chief, DHCS



Phase 2 Network Certification Timeline

September
28, 2018

- WCM MCP submits network certification template

September –
November
2018

- DHCS reviews submissions and provides technical assistance if necessary

December
2018

- DHCS submits network certification package to CMS



Transitional Data Reporting Timeline

Initial
Submission

- Initial submission is quarterly, then monthly thereafter

October 30,
2018

- Phase 1 plans submit data for July, August, and September

April 30,
2019

- Phase 2 plans submit data for January, February, and March

Integrated Systems of Care Division (ISCD) Updates

1

County Readiness

2

WCM 101 Webinar

3

Provider Notice

4

Weekly Calls with Phase 1

5

Calls with Dependent Phase 2 Counties

FAMILY  VOICES
of California

Ali Barclay

Outreach Education Manager
Whole Child Model Project
Family Voices of California

Who Are We?

Family Voices of CA is....

- A collaborative of parent-run centers
- California's "Family-to-Family-Health-Information-Center"
- State Affiliate of National Family Voices

What do we do?

Family Voices of CA...

- **Builds the capacity** of parent centers
- **Provides information and a forum** for parent centers and families to advocate for improved public and private policies
- **Builds partnerships** between professionals and families
- **Serves as a vital resource** on health care

Partnership with the Department of Health Care Services (DHCS)

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



What information do families need?

- What is the Whole Child Model?
 - What can I expect?
- How do I contact my Managed Care Plan?
 - Durable Medical Equipment (DME) Authorization
 - Continuity of Care
 - Grievance & Appeals
 - Maintenance & Transportation

What format do they need it in?

- In-Person Trainings
 - Fact Sheets
 - Webinars
- Whole Child Model Webpage
 - Phone line & Email
 - *Accessible Language*

Scope of Work

1. Provide outreach to CCS families enrolling in the Whole Child Model

- Disseminate outreach materials that are appropriate for CCS beneficiaries and families.
- Use DHCS approved documents and tools designed to inform families, providers, and communities.
- Participate in regular meetings with DHCS's Project Coordinator.
- Mail, distribute or make available outreach materials to beneficiaries, stakeholders, organizations, and clinics.

2. Provide Education Services

Currently connecting with Family Resource Centers (FRCs) and Health Plans to:

- Listen to the FRCs, Health Plans, and families about the support they feel is needed around the WCM transition.
- Develop resources and schedule in-person trainings.
- Provide regional on-site trainings and webinars.

3. Provide ongoing support to the families that are enrolled in the WCM

- Establish a local source to address questions regarding the WCM transition prior to program implementation.
- Provide a number to call, leave messages, and emails.

4. Provide Reporting Updates

- Develop reports related to the on-site, webinar, and in person trainings.

5. Promote family-centered care through local programs structured to support and engage families

- Provide family experience input and perspective at CCS Advisory Group meetings and workgroups.
- Provide input in policy documents, informational materials, and implementation of CCS program services.
- Build and strengthen family and CCS county partnership.

6. Provide input relating to the Title V Federal Block

- Assist in development and review of the Title V Annual Report and Application content, including providing input on performance measures.
- Provide input during the Five-Year Needs Assessment and pertinent annual update on the Title V priorities, objectives, and strategies.
- Report on Family engagement activities, interventions, and outcomes to include in the Title V Annual Report and Application.

Thank You!!!!

Ali Barclay, Outreach Education Manager
Whole Child Model Project
Family Voices of California

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www.familyvoicesofca.org/ccs-wcm

Title V Needs Assessment

Maria Jocson, MD, MPH
Public Health Medical Officer
Department of Health Care Services

Background

Required every 5 years by Title V legislation

Useful tool for strategic planning, decision-making and resource allocation

Will be used in the development of the Title V Action Plan for 2020-2025

ISCD and Maternal, Child, and Adolescent Health (MCAH) Collaboration on Children and Youth with Special Health Care Needs (CYSHCN) Issues

University of California San Francisco
Family Health Outcomes Project (FHOP)

- Common contractor for both divisions
- Facilitator of the Needs Assessment process

Joint county meetings: MCAH and ISCD/CCS


- Discussions on program planning and data collection
- Stakeholder meetings
- Focus groups

Needs Assessment Components

- In-Person Stakeholder Meetings (2)
- Key Informant Interviews
- Focus Groups
- Provider Survey
- Family Survey
- Data Analysis
- Action Plan Development


Needs Assessment Timeline

2018

- 
- July 1 – Project Start
 - October – Key Informant Interviews
 - October – Focus Groups Start
 - October 3 – 1st Stakeholder Meeting

Needs Assessment Timeline (*cont.*)

2019

- 
- January 10 – Family Survey
 - February 10 – Provider Survey
 - April 15 – Provider Survey Closed
 - May 15 – Family Survey Closed
 - June 1 – Survey Data Analysis
 - Sep 10 – 2nd Stakeholder Meeting

2020

- 
- January – FHOP Report to ISCD
 - January 20 – Action Plan Development
 - January 30 – Project End

October 3rd Stakeholder Meeting: Agenda Topics

- Background/Processes of Title V Needs Assessment
- Background/Current status of CYSHCN services nationally and in CA
- Overview of CCS programs
- Potential sources of CYSHCN data
- Evaluation criteria for potential priorities
- Input on key issues to focus on in the Needs Assessment process

Transition Planning

Jill Abramson, MD, MPH, FAAP
Public Health Medical Officer
Department of Health Care Services

Objectives

Review national and state guidance



Review status of CCS transition



Note progress from previous transition conversations
and surveys



Stakeholder input on

policy (update guidance)

measurement

Definition

Health Care Transition to Adulthood is the deliberate, coordinated process of moving a patient from pediatric oriented health care to adult oriented health care, with the goal of optimizing the young adult's ability to assume adult roles and functions.

- Mennito & Clark, 2010

National Recommendation – Six Core Element Approach

- 1 • Transition policy
- 2 • Transition tracking and monitoring
- 3 • Transition readiness
- 4 • Transition planning
- 5 • Transfer/Integration into adult-centered care
- 6 • Transition completion/ongoing care

National Recommendation – Six Core Element Approach *(cont.)*

Age(s)	Tasks
12-14	Transition Policy <ul style="list-style-type: none"> ▪ Discuss transition policy
14-18	Transition Tracking and Monitoring <ul style="list-style-type: none"> ▪ Track progress
14-18	Transition Readiness <ul style="list-style-type: none"> ▪ Assess skills
14-18	Transition Planning <ul style="list-style-type: none"> ▪ Develop transition plan, including medical summary
18-21	Transfer of Care <ul style="list-style-type: none"> ▪ Transfer to adult-centered care ▪ Integration into adult practice
18-26	Transfer Completion <ul style="list-style-type: none"> ▪ Confirm transfer completion ▪ Elicit consumer feedback

Current Transition Policy

- [CCS Information Notice 10-02](#)
- Health care transition planning
 - should be strategically planned over a period of time
 - should take into consideration the client's developmental maturity, education and social situation, and parent/family readiness
- Informal transition planning should begin at age 14

Current Transition Policy *(cont.)*

Age(s)	Tasks
14-18	<ul style="list-style-type: none">• Identify CCS clients requiring transition planning (TP)• Notify the client/family of starting the TP process• Contact CCS (PCP) with TP information and completion of adolescent health care skills checklist• Collaborate with special care centers regarding transition
16	<ul style="list-style-type: none">• Adolescent transition conference (ATC); adolescent TP
17-18	<ul style="list-style-type: none">• Send client/family adult services declaration/notice of privacy practices
18-20	<ul style="list-style-type: none">• Notify of need or work with family to update transition health care plan
20	<ul style="list-style-type: none">• Send letter to PCP on continuation of care and ask if adult provider identified• Exit Interview/Survey

Current Transition Policy...

Planning Elements

- Identification of client
- Notification of client regarding transition planning
- Notification of PCP
- Coordination with specialists
- Adolescent Transition Health Care Conference
- Legal pieces including Notice of Privacy Practices and Adult Services Declaration Form
- Exit Conference

CCS Transition Actions to Date

Transition discussion as part of 2015 Needs Assessment

Streamlined health record summaries shared with managed care plans

Transition survey 2017

Internal DHCS division workgroup with Managed Care and CCS

Transition Survey

Survey Monkey link was emailed to all 58 counties in January 2017

20/58 counties responded to survey

Transition Survey Results

At what age does your county start the transition to adulthood process?

Age	Number of Counties
14	7
15	1
16	4
17	3
18	2
Prior to 21	2

Transition Survey Results *(cont.)*

Does your county CCS Program follow a transition policy (based on CCS information notice: 10-02)?

7/20

- Yes

1/20

- No

12/20

- Somewhat

Other Transition Survey Findings

Does your county CCS program work with health plans to facilitate the transition process?

7/20

- Yes

6/20

- No

7/20

- Somewhat

Stakeholder Feedback



Transition to Adulthood Survey

Title V

Communications with Families

Performance Measure Quality
Sub-committee

Existing Performance Measure in Plan and Fiscal Guideline (PFG)

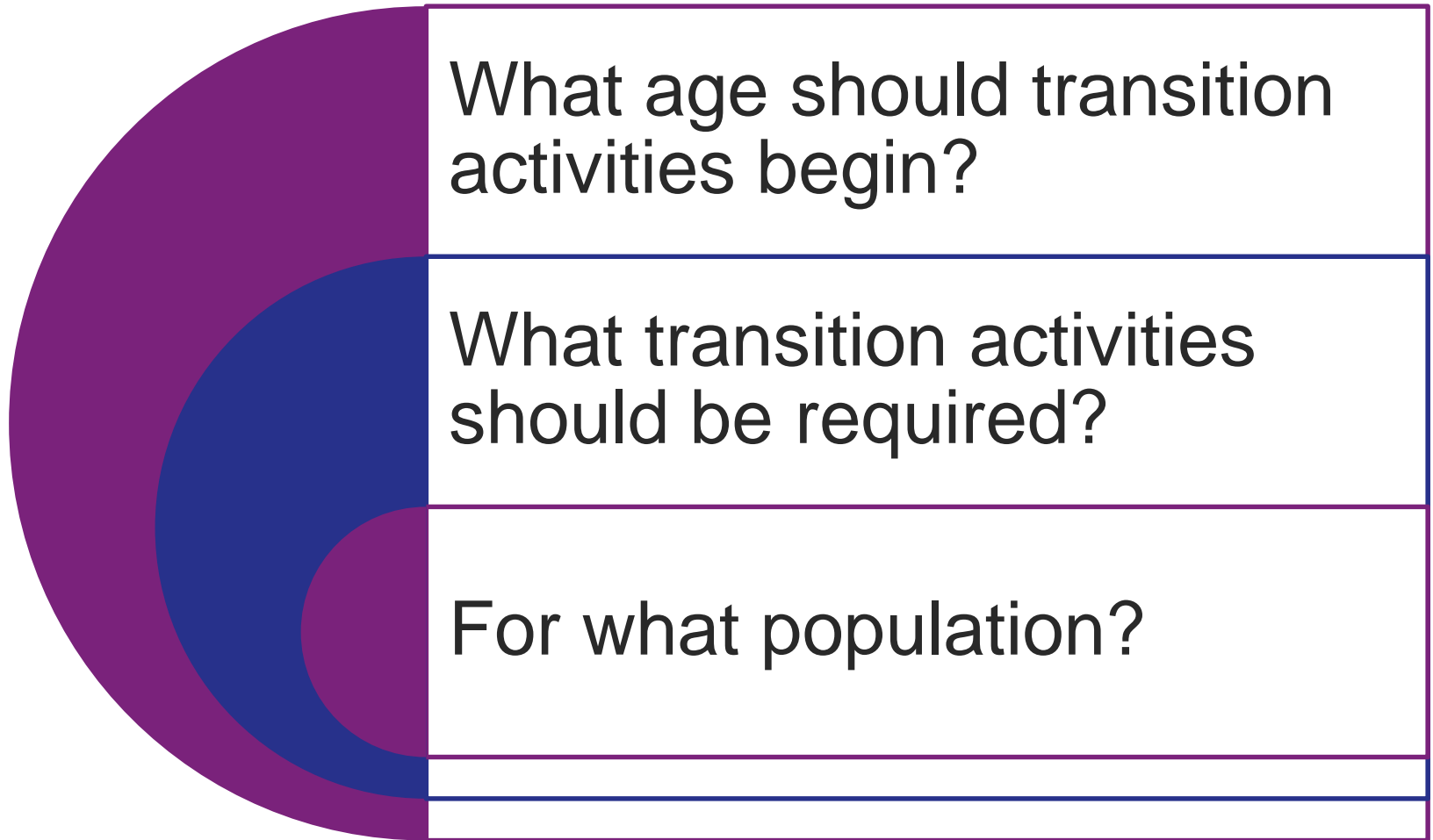
Current
PFG

14 and older

Chronic health conditions

Transition planning checklist

Through Stakeholder Engagement...



Open Discussion

Jennifer Kent

Director

Department of Health Care Services

Public Comments, Next Steps, and Upcoming Meetings

Jennifer Kent

Director

Department of Health Care Services

CCS AG Meeting

1700 K Street

2019

January 9, 2019 (Wednesday)

April 10, 2019 (Wednesday)

July 24, 2019 (Wednesday)

October 9, 2019 (Wednesday)

Information and Questions

- For Whole Child Model information, please visit:
 - <http://www.dhcs.ca.gov/services/ccs/Pages/CCSWholeChildModel.aspx>
- For CCS Advisory Group information, please visit:
 - <http://www.dhcs.ca.gov/services/ccs/Pages/AdvisoryGroup.aspx>
- If you would like to be added to the DHCS CCS Interested Parties email list or if you have questions, please send them to CCSRedesign@dhcs.ca.gov