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
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
abarclay@familyvoicesofca.org | Toll Free: (888) 387-0393

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) and 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
<table>
<thead>
<tr>
<th>Age(s)</th>
<th>Tasks</th>
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<tbody>
<tr>
<td>12-14</td>
<td>Transition Policy</td>
</tr>
<tr>
<td></td>
<td>▪ Discuss transition policy</td>
</tr>
<tr>
<td>14-18</td>
<td>Transition Tracking and Monitoring</td>
</tr>
<tr>
<td></td>
<td>▪ Track progress</td>
</tr>
<tr>
<td>14-18</td>
<td>Transition Readiness</td>
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<tr>
<td></td>
<td>▪ Assess skills</td>
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<tr>
<td>14-18</td>
<td>Transition Planning</td>
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<tr>
<td></td>
<td>▪ Develop transition plan, including medical summary</td>
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<tr>
<td>18-21</td>
<td>Transfer of Care</td>
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<tr>
<td></td>
<td>▪ Transfer to adult-centered care</td>
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<tr>
<td></td>
<td>▪ Integration into adult practice</td>
</tr>
<tr>
<td>18-26</td>
<td>Transfer Completion</td>
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<tr>
<td></td>
<td>▪ Confirm transfer completion</td>
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<td></td>
<td>▪ Elicit consumer feedback</td>
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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.)

<table>
<thead>
<tr>
<th>Age(s)</th>
<th>Tasks</th>
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| 14-18 | • 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    | • Adolescent transition conference (ATC); adolescent TP |
| 17-18 | • Send client/family adult services declaration/notice of privacy practices |
| 18-20 | • Notify of need or work with family to update transition health care plan |
| 20    | • 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
At what age does your county start the transition to adulthood process?

<table>
<thead>
<tr>
<th>Age</th>
<th>Number of Counties</th>
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<tbody>
<tr>
<td>14</td>
<td>7</td>
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<tr>
<td>15</td>
<td>1</td>
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<tr>
<td>16</td>
<td>4</td>
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<tr>
<td>17</td>
<td>3</td>
</tr>
<tr>
<td>18</td>
<td>2</td>
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<tr>
<td>Prior to 21</td>
<td>2</td>
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Transition Survey Results (cont.)

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

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<tr>
<td><strong>7/20</strong></td>
<td><strong>Yes</strong></td>
</tr>
<tr>
<td><strong>1/20</strong></td>
<td><strong>No</strong></td>
</tr>
<tr>
<td><strong>12/20</strong></td>
<td><strong>Somewhat</strong></td>
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Other Transition Survey Findings

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

<table>
<thead>
<tr>
<th>7/20</th>
<th>Yes</th>
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<tbody>
<tr>
<td>6/20</td>
<td>No</td>
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<td>7/20</td>
<td>Somewhat</td>
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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)

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<thead>
<tr>
<th>Current PFG</th>
<th>14 and older</th>
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<tbody>
<tr>
<td></td>
<td>Chronic health conditions</td>
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<td></td>
<td>Transition planning checklist</td>
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Through Stakeholder Engagement…

<table>
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<tr>
<th>Question</th>
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<tr>
<td>What age should transition activities begin?</td>
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<tr>
<td>What transition activities should be required?</td>
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<tr>
<td>For what population?</td>
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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
<table>
<thead>
<tr>
<th>Year</th>
<th>Date</th>
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<tbody>
<tr>
<td>2019</td>
<td>January 9, 2019 (Wednesday)</td>
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<tr>
<td></td>
<td>April 10, 2019 (Wednesday)</td>
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<tr>
<td></td>
<td>July 24, 2019 (Wednesday)</td>
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<tr>
<td></td>
<td>October 9, 2019 (Wednesday)</td>
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Information and Questions

- For Whole Child Model information, please visit:
  - [http://www.dhcs.ca.gov/services/ccs/Pages/CCSWholeChildModel.aspx](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](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 [CCSRredesign@dhcs.ca.gov](mailto:CCSRredesign@dhcs.ca.gov)