

DATE: May 30, 2025

CCS N.L.: 02-0525
Index: Medical Therapy Program

TO: California Children's Services Program Administrators

SUBJECT: Assessment Tools to Enable Family-Centered Services in the Medical Therapy Program

I. PURPOSE

The purpose of this California Children's Services (CCS) Numbered Letter (NL) is to provide guidance on requirements to use specific tools to enable the delivery of family-centered services (FCS) in the Medical Therapy Program (MTP). Specifically, the Department of Health Care Services requires the MTP to use the following to assess and identify needs of client upon enrollment and on an annual basis:

- A. Measure of Processes of Care-20 (MPOC-20) and Measure of Processes of Care-Service Provider (MPOC-SP) questionnaires to measure family and therapist perception of FCS received and provided in the MTP; and
- B. Canadian Occupational Performance Measure (COPM), a collaborative semi-structured interview tool used to identify and prioritize concerns that impact a client's participation in everyday living and identify meaningful client/family-centered goals and services.

II. BACKGROUND

The MTP has long emphasized the importance of FCS as a vital component in the provision of therapy. FCS is associated with a wide variety of benefits for the client and family. These include a better understanding of development, attainment of goals and developmental progression; greater participation in home program activities and interventions (including embedding interventions into a daily routine, problem recognition, and adaptation to the treatment plan); confidence in the ability to implement



intervention, competency, and self-efficacy as a caregiver; and satisfaction with the services provided.^{1, 2, 3}

The tenets of FCS are described by the CanChild Centre for Childhood Disability Research (CanChild), a research center recognized for clinical research on children and youth with disabilities and their families:

FCS “recognizes that each family is unique; that the family is the constant in the child’s life; and that they are the experts on the child’s abilities and needs. The family works with service providers to make informed decisions about the services and supports the child and family receive, the strengths and needs of all family members are considered.”^{4, 5}

CanChild recommends the use of the MPOC-20, MPOC-SP, and COPM as part of a family-centered approach to service delivery and an effective system of measuring the outcomes of therapy.

Measure of Processes of Care (MPOC)

The MPOC-20 and the MPOC-SP are established, reliable, validated, anonymous questionnaires that are frequently used in both clinical and research settings to elicit perspectives about FCS from families and healthcare providers, respectively.^{6, 7, 8} The MPOC questionnaires are a confidential means of gathering data regarding the provision of family centered services. Additionally, the MPOC questionnaires are specifically targeted for clients with childhood disabilities and their families.

¹ An, M., Palisano, R., Yi, C., Chiarello, L., Dunst, C. & Gracely, E. (2019) Effects of a collaborative intervention process on parent empowerment and child performance: A randomized controlled trial. *Physical & Occupational Therapy in Pediatrics*, 39:1, 1-15, DOI:10.1080/01942638.2017.1365324

² King, G. & Chiarello, L. (2014). Family-centered care for children with cerebral palsy: Conceptual and practical consideration to advance care and practice. *Journal of Child Neurology*, 29(8), 1046-1054.

³ King, S., King, G., & Rosenbaum, P. (2004). Evaluating Health Service Delivery to Children with Chronic Conditions and Their Families: Development of a Refined Measure of Processes of Care (MPOC-20). *Children's Health Care*, 33(1), 35-57.

⁴ Law, M., Rosenbaum, P., King, G., King, S., Burke-Gaffney, J., Moning-Szkut, T., Kertoy, M., Pollock, N., Viscardis, L., & Teplicky, R. (2003). [What is Family-Centered Service?](#) CanChild. Retrieved August 8, 2022

⁵ Rosenbaum, P., Evans, J., King, G., Law, M., & King, S. (1998). [Family-centered service: A conceptual framework and research review](#). *Physical and Occupational Therapy in Pediatrics*, 18(1), 1–20.

⁶ King, S., King, G., & Rosenbaum, P. (2004). Evaluating Health Service Delivery to Children with Chronic Conditions and Their Families: Development of a Refined Measure of Processes of Care (MPOC-20). *Children's Health Care*, 33(1), 35-57.

⁷ Woodside, J. M., Rosenbaum, P. L., King, S. M., & King, G. A. (2001). Family-centered service: Developing and validating a self-assessment tool for pediatric service providers. *Children's Health Care*, 30(3), 237-252.

⁸ Cunningham, B. J., & Rosenbaum, P. L. (2013). [Measure of processes of care: A review of 20 years of research](#). *Developmental Medicine & Child Neurology*, 56(5), 445–452.

The MPOC-20 is designed to measure families' perceptions of the extent to which services they receive are family-centered.

The MPOC-SP is a self-assessment questionnaire for pediatric service providers, designed to measure their perception of the extent to which the services they provide are family-centered.

Canadian Occupational Performance Measure (COPM)

The COPM is an established, validated semi-structured interview tool used in both clinical and research settings to identify issues that interfere with participation in everyday life, to assist with therapy goal setting, and to measure change over time.^{9, 10}

The COPM addresses performance in the areas of self-care, productivity, and leisure. Use of the COPM enables clients, families, and clinicians to collaboratively identify client/family centered areas of focus for intervention. Use of the COPM enhances the provision of effective and meaningful therapy services by enabling an open dialogue on issues of importance.¹¹

III. POLICY

Medical Therapy Unit (MTU) therapists are required to complete the COPM and MPOC-20 with each client at initial intake and annually thereafter. Additionally, the MTU therapists are required to complete the MPOC-SP themselves annually.

IV. POLICY IMPLEMENTATION

MPOC-20 and MPOC-SP:

The Department of Health Care Services (DHCS) will send instructions for accessing the MPOC-20 and MPOC-SP online questionnaires to CCS County Administrators in January of every year.

Medical Therapy Unit (MTU) staff will provide access to the MPOC-20 online questionnaire with each client/family upon enrollment and annually and work with the families to ensure completion within 6 months of access to the online materials.

Each MTU therapist must complete the MPOC-SP online questionnaire annually.

⁹ Law, M., Baptiste, S., McColl, M. A., Opzoomer, A., Polatajko, H., & Pollock, N. (1990). The Canadian Occupational Performance Measure: An Outcome Measure for occupational therapy. *Canadian Journal of Occupational Therapy*, 57(2), 82–87.

¹⁰ Law, M., Baptiste, S., Carswell, A., McColl, M.A., Polatajko, H., & Pollock, N. (2019). *Canadian Occupational Performance Measure (5th ed.-revised)*. Altona, Canada: COPM Inc.

¹¹ Law, M., Rosenbaum, P., King, G., King, S., Burke-Gaffney, J., Moning-Szkut, T., Kertoy, M., Pollock, N., Viscardis, L., & Teplicky, R. (2003). [What is Family-Centered Service?](#) CanChild. Retrieved August 8, 2022

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COPM:

MTU therapists must complete the COPM with all clients/families at initial evaluation and at each annual therapy evaluation/re-evaluation thereafter.

COPM Manuals and COPM Client Forms may be purchased using CCS funds and can be reimbursed 50% by reporting this expense on the MTP Quarterly Expense Report. Reference this CCS NL as the authority for this expenditure.

Please contact MTPCentral@dhcs.ca.gov for any questions about this policy.

Sincerely,

ORIGINAL SIGNED BY

Joseph Billingsley
Assistant Deputy Director for Integrated Systems
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