

FAMILY



VOICES
of California

Plenary Session

CALIFORNIA CHILDREN'S SERVICES OVERVIEW

ANN-LOUISE KUHNS

President and CEO,
CA Children's Hospital Association

CORTNEY MASLYN

Integrated Systems of Care Division
Chief, CA Dept of Health Care Services

LAEL LAMBERT

Nursing Services Manager, Family
Programs; Marin County CCS
Program

NANCY NETHERLAND

Parent Advocate

MONICA THOMA

Senior Community Navigator,
Rowell Family Empowerment of
Northern California, Inc.

California Children's Services Program Background



- The California Children's Services Program was established in 1927, making it one of the nation's oldest public health programs.
- It provides life-saving medical care, specialized case management and support services to about 208,000 children with complex medical needs across the state.
- The program also provides physical and occupational therapy in schools for children with certain conditions.
- The program sets clinical guidelines and standards for provider participation statewide.
 - Providers must show they have appropriate expertise.
 - Clinical care must follow guidelines established in CCS numbered letters.
 - These standards help to improve care for all children with special health care needs, even those not eligible for CCS.
- Medical and financial eligibility for the program is set by statute and regulations.
 - Medical criteria includes life-threatening or chronic conditions, such as hemophilia, sickle cell disease, cancers, congenital cardiac abnormalities, cystic fibrosis, neurological complications of extreme prematurity.
 - Children must meet financial criteria too:
 - They must be Medi-Cal eligible (95% of children on CCS are also on Medi-Cal), or
 - Their family's income must be less than \$40k annually, or
 - The cost of their medical care must exceed 20% of their family's adjusted gross income.
- The program is run by the Department of Health Care Services and county public health departments.

CCS and Managed Care – What is “Whole Child Model?”



- Today, in 37 counties, the County CCS Program is responsible for providing a case manager for children who are CCS eligible. In these counties, the county or the state DHCS is also responsible for authorizing CCS services (determining whether a CCS service is needed). These are sometimes called “Classic CCS” Counties.
- In 21 counties (shown in purple), Medi-Cal managed care plans are now responsible for providing a CCS case manager for CCS children and for authorizing CCS services. These counties are called “Whole Child Model” (WCM) Counties.
- In 2025, 12 counties (shown in green) will transition from “Classic” to “WCM” – meaning the managed care plan will be responsible for case management and service authorizations in those counties.

California Children's Services (CCS) Initiatives

Cortney Maslyn
Integrated Systems of Care Division Chief
Department of Health Care Services

Agenda

- » California Children's Services (CCS) Enrollment
- » CCS Performance Measures and Monitoring
- » 2025 WCM Implementation

Questions?
Email CCSProgram@dhcs.ca.gov



County Perspective: Preparing for Whole Child Model Transition in 2025

Lael Lambert

Nursing Services Manager, Family Health Programs

Marin County

Lessons Learned from Current Whole Child Model Implementation

- Focus Is and Should Remain on **Families and Their Children with Special Health Care Needs**
- Words and Their Definitions Are Important
- CCS and Managed Care Plans Use Same Terminology Differently Based on Their Business Model
- Best Solutions Are Built on Timely Communication, Collaboration, and Discussion, with Written Agreements Involving All Parties: Families, Counties, Managed Care Plans, and DHCS

How Counties Are Working with DHCS to Plan WCM Transition in 2025

- DHCS Meeting with Groups of Counties in Different Configurations
- DHCS Holding Managed Care Plans and Counties Accountable for WCM Readiness Deliverables
- Managed Care Plans and Counties Meeting Consistently to Discuss Transition

Issues to Be Addressed Before WCM Expansion in 2025

- Terms Need to Be Defined in Writing:
 - Case Management
 - Referrals
 - Continuity of Care
 - Primary Point of Contact
- Clarity re: Who Has Authority and What Is Process When Counties and Managed Care Plans Disagree
- Clear Evaluation Plan with Focus on CCS Indicators



P R E S E N T S

Our Family Journey with California
Children Services and Other Agencies

-Monica Thoma

Our Journey with California Children Services and Other Agencies:



Services that Alix Received through CCS:

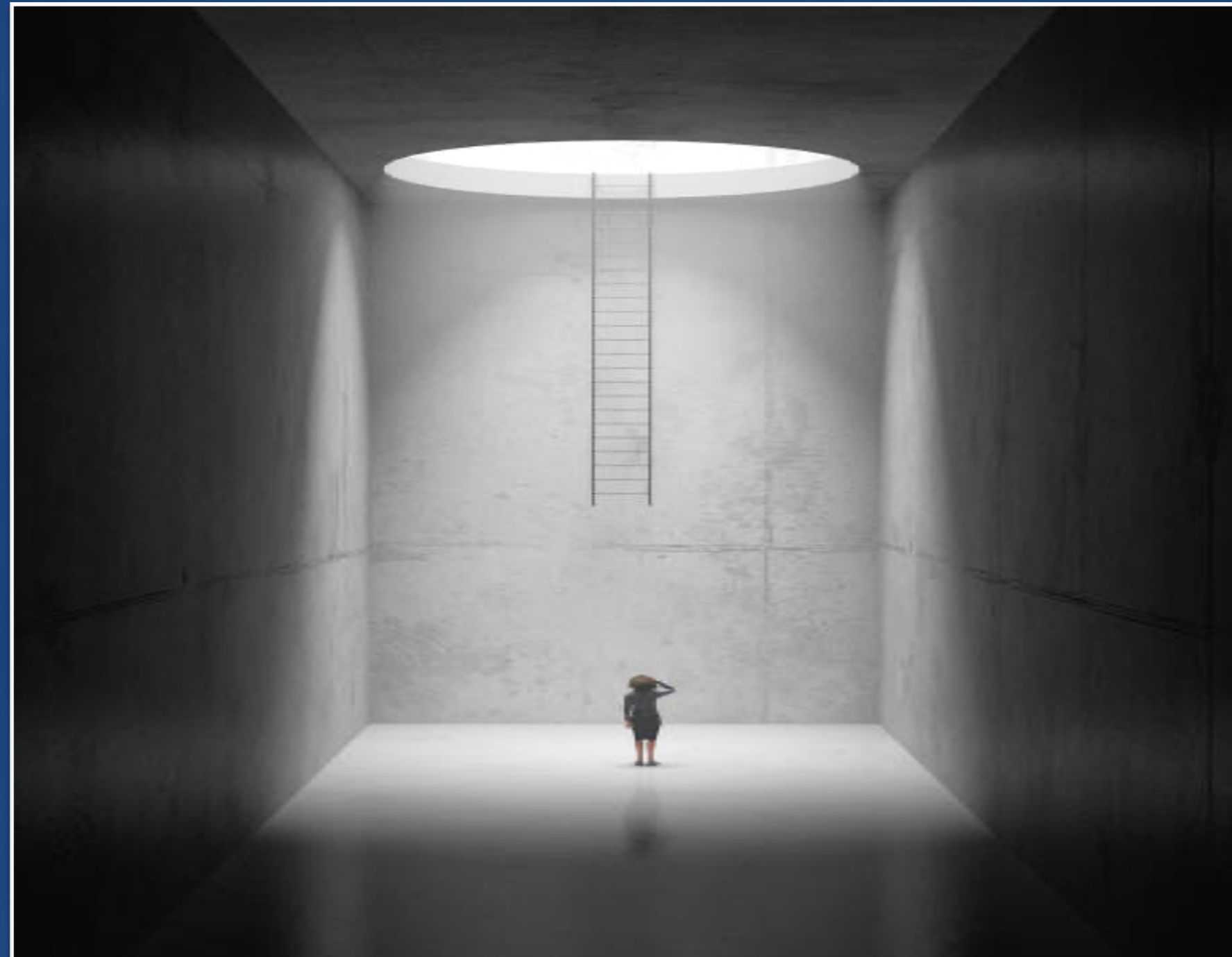
- Occupational Therapy
- Physical Therapy
- Hearing Test and Hearing Aides
- Orthopedic Supports



CCS Holiday Party:



Before Receiving Services:





Parenthood is about raising and celebrating the child you have, not the child you thought you'd have. It's about understanding your child is exactly the person they are supposed to be. And, if you're lucky, they might be the teacher who turns you into the person you're supposed to be.

~The Water Giver

Special needs parents are the equivalent of Batman, Captain America, and the Incredible Hulk combined with a side of Mary Poppins.

-Unknown



“Every child is a different kind of flower that altogether make this world a beautiful garden,”

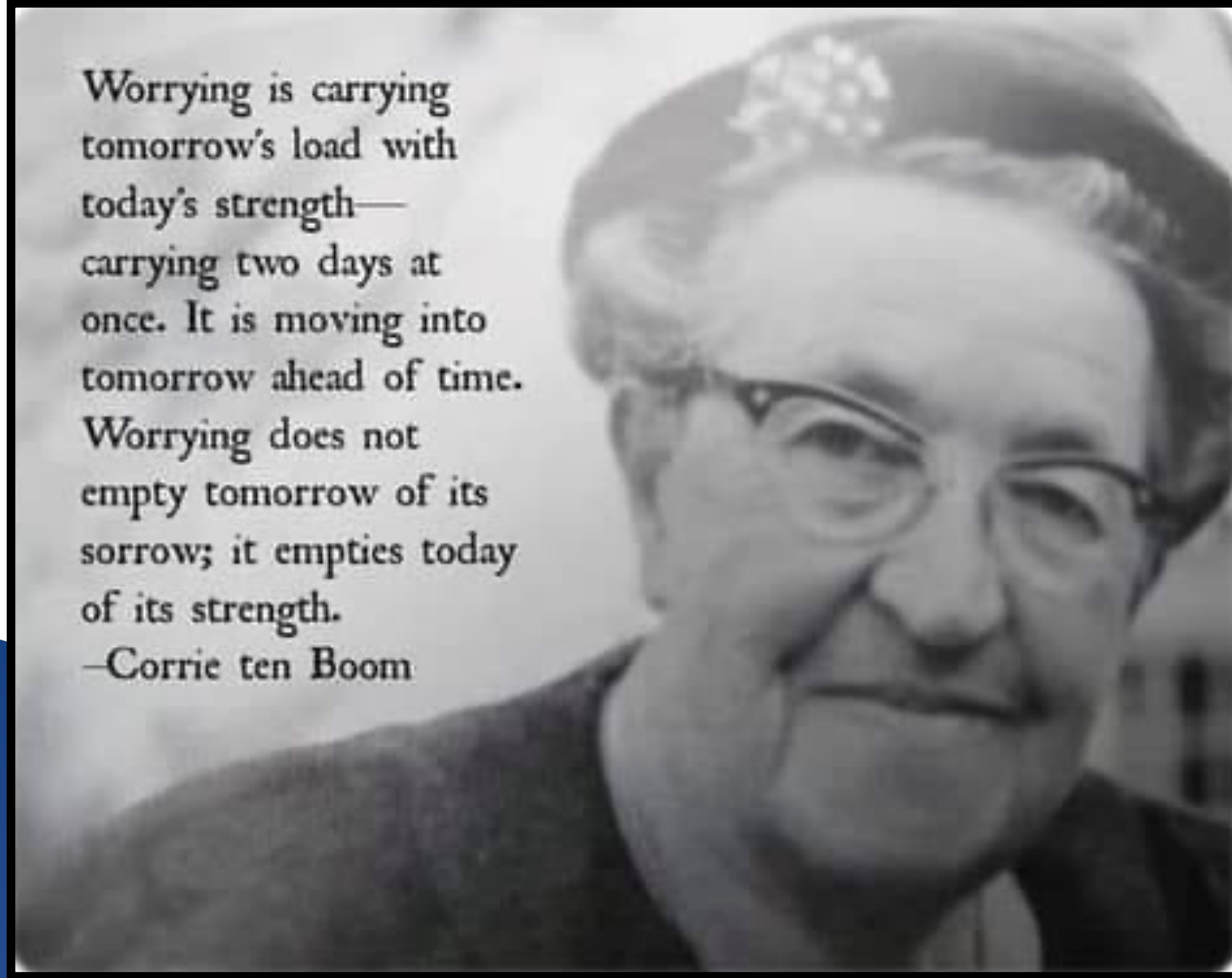
- Anonymous

“Parents of children with special needs create their own world of happiness and believe in things that others cannot yet see”

Anonymous

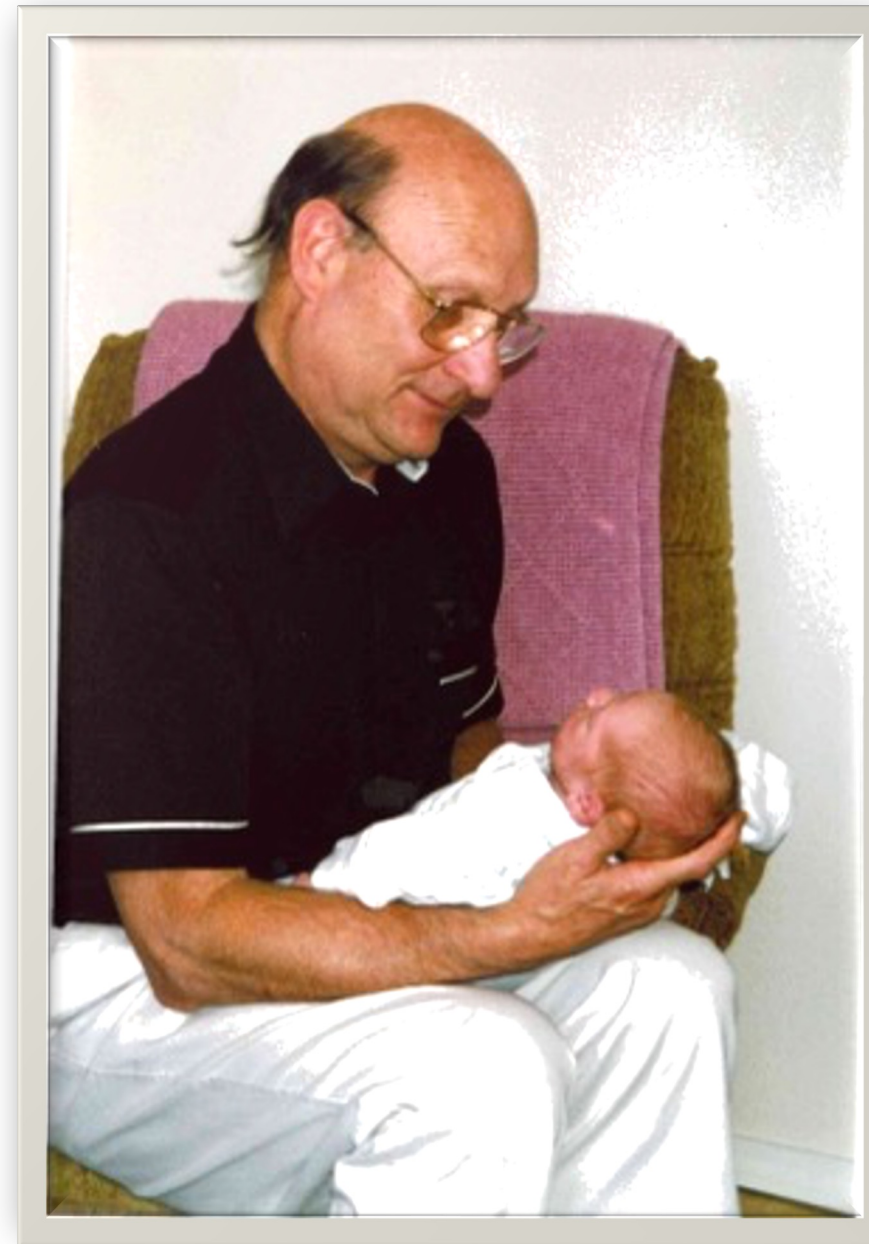
The Special Needs Journey is not one I planned to take...but I sure do love my tour guide.

Worrying is carrying tomorrow's load with today's strength—carrying two days at once. It is moving into tomorrow ahead of time. Worrying does not empty tomorrow of its sorrow; it empties today of its strength.
—Corrie ten Boom



Living today

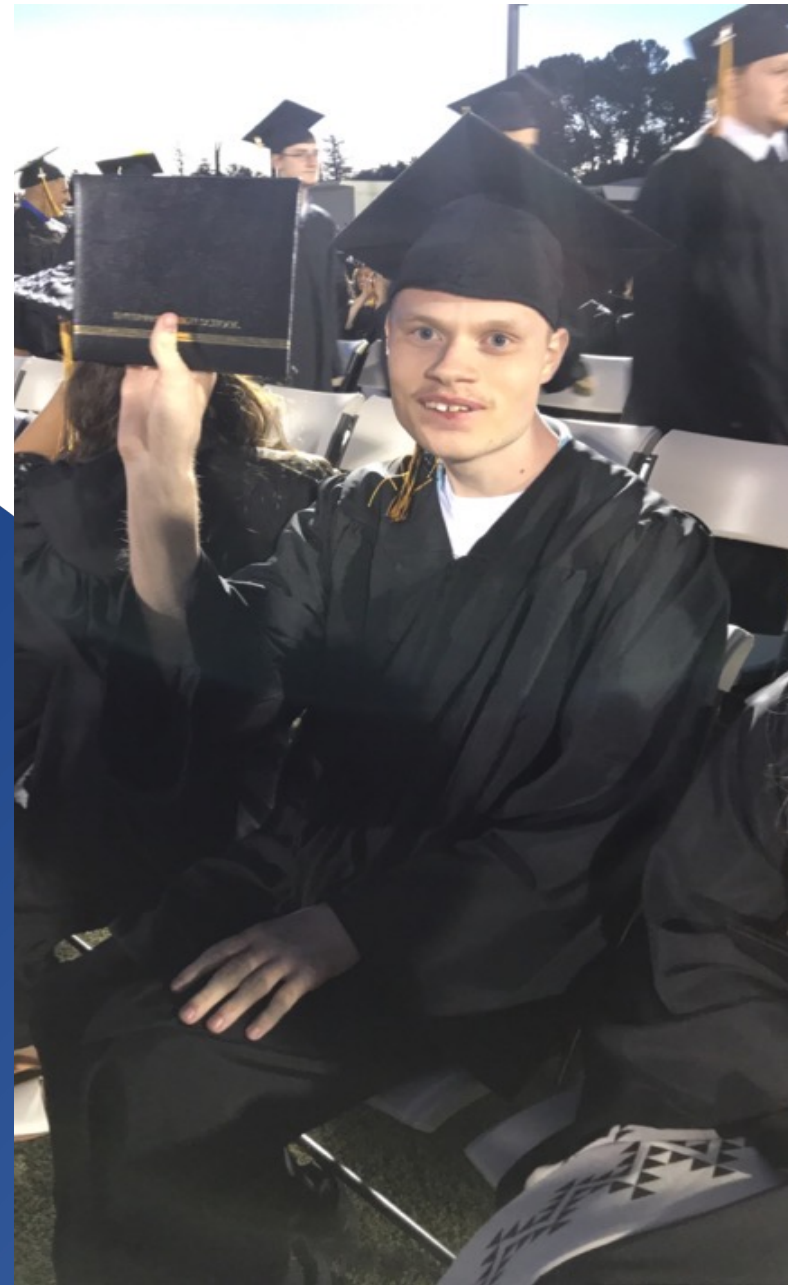
What are the Family's Supports and Assets?



Alix Gifts and Inclusion Opportunities:



Alix Today



California Children Services and Turning 21

1. Important to talk with your adult family member about equipment that might be needed before they are not with CCS.
2. There is a final meeting with the CCS doctor to discuss the transition and individual's needs.
3. Going from CCS to Partnership and the process
4. Ongoing services through Partnership such as Occupational Therapy and Physical Therapy.



Airports for Autism and Lego's



"I did not give you the gift of life, life gave me the gift of you."

- Upjourney

"I think having a child with disabilities teaches you a level of love, patience, protection, compassion and understanding you didn't even know existed. "

-Unknown

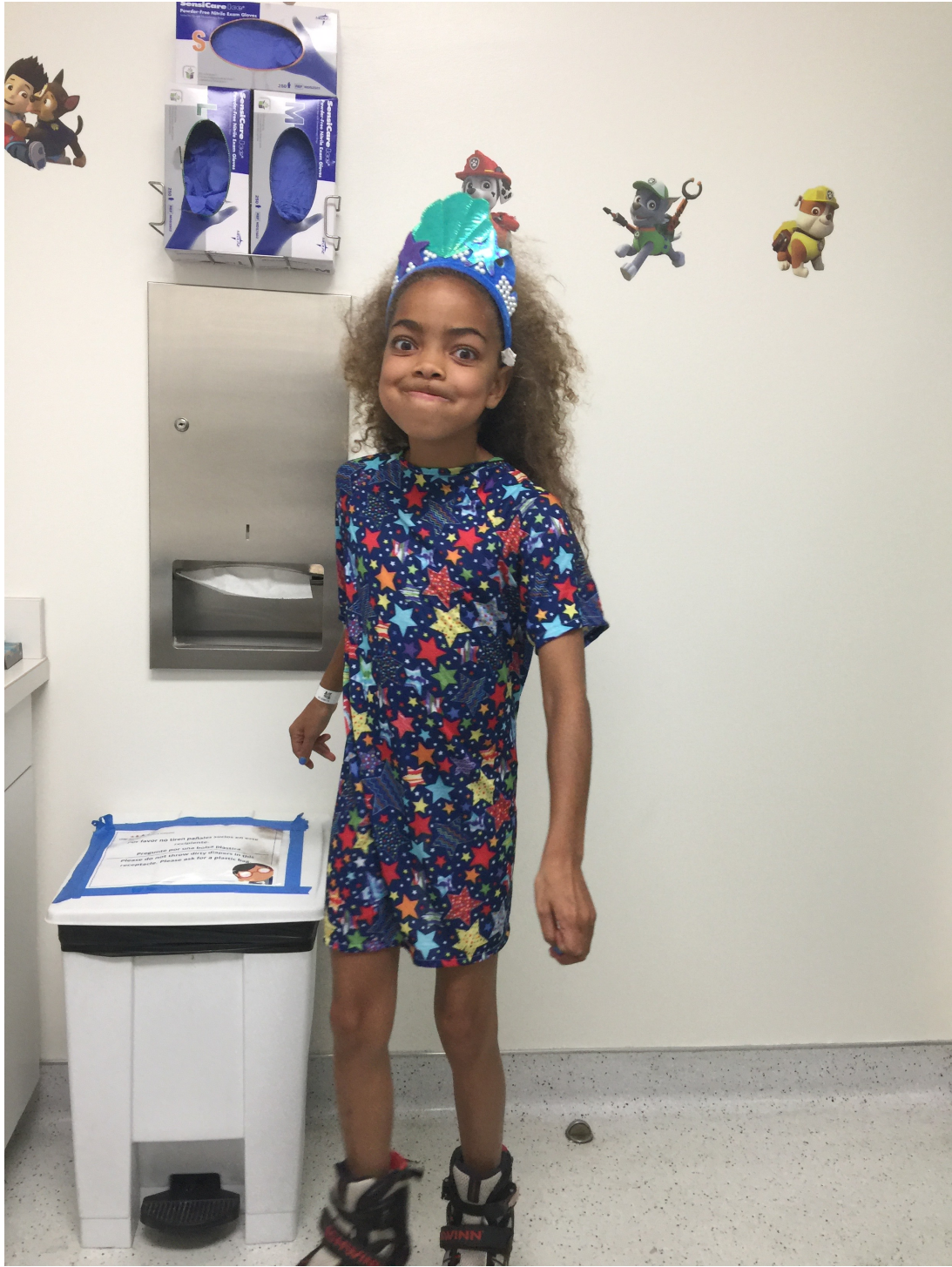
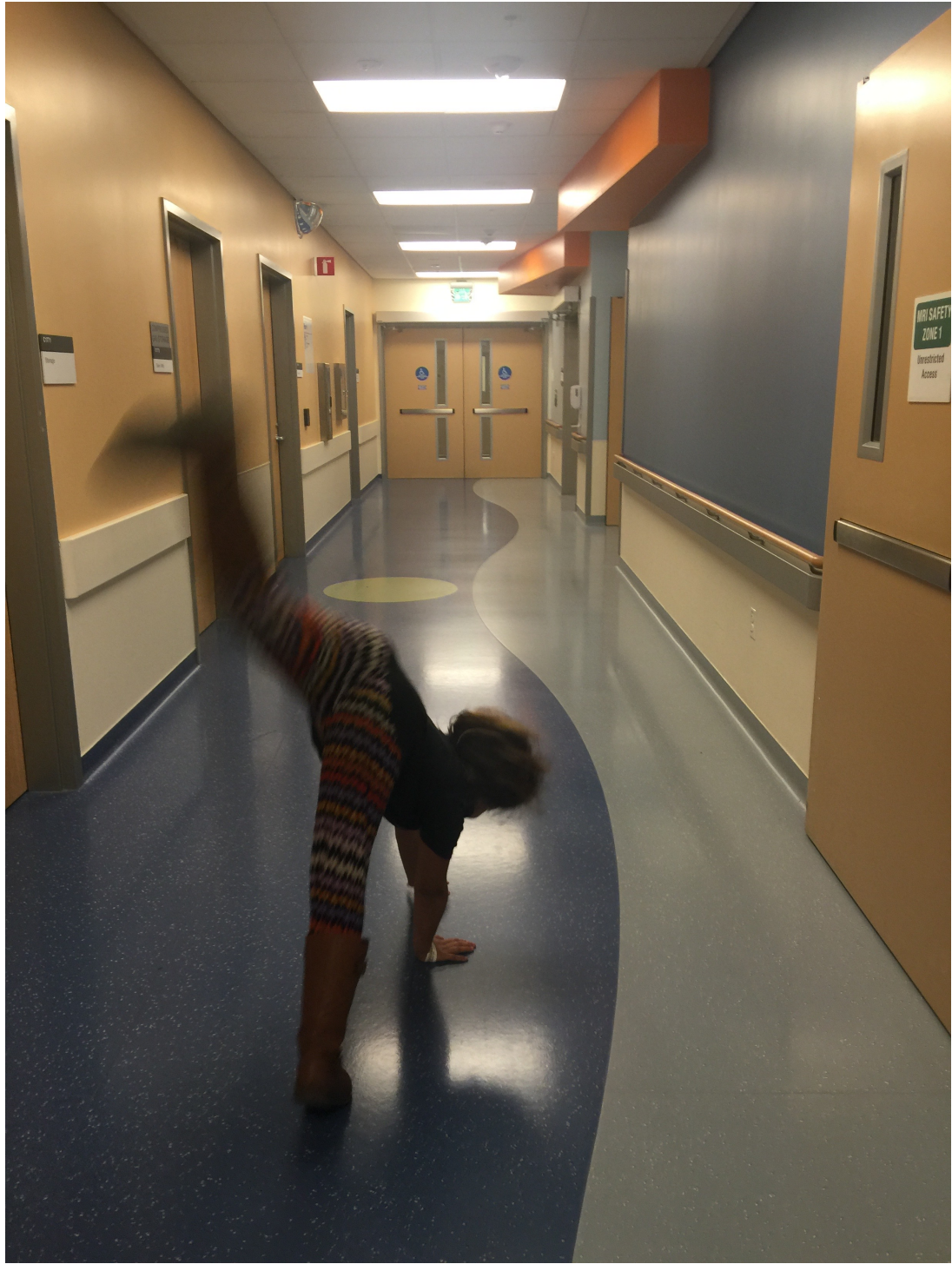




NANCY NETHERLAND

Parent Advocate

Our Family's CCS Journey







UCSF Benioff Children's Hospital
San Francisco

CAREGIVER

Nancy Netherland

FLOOR 6

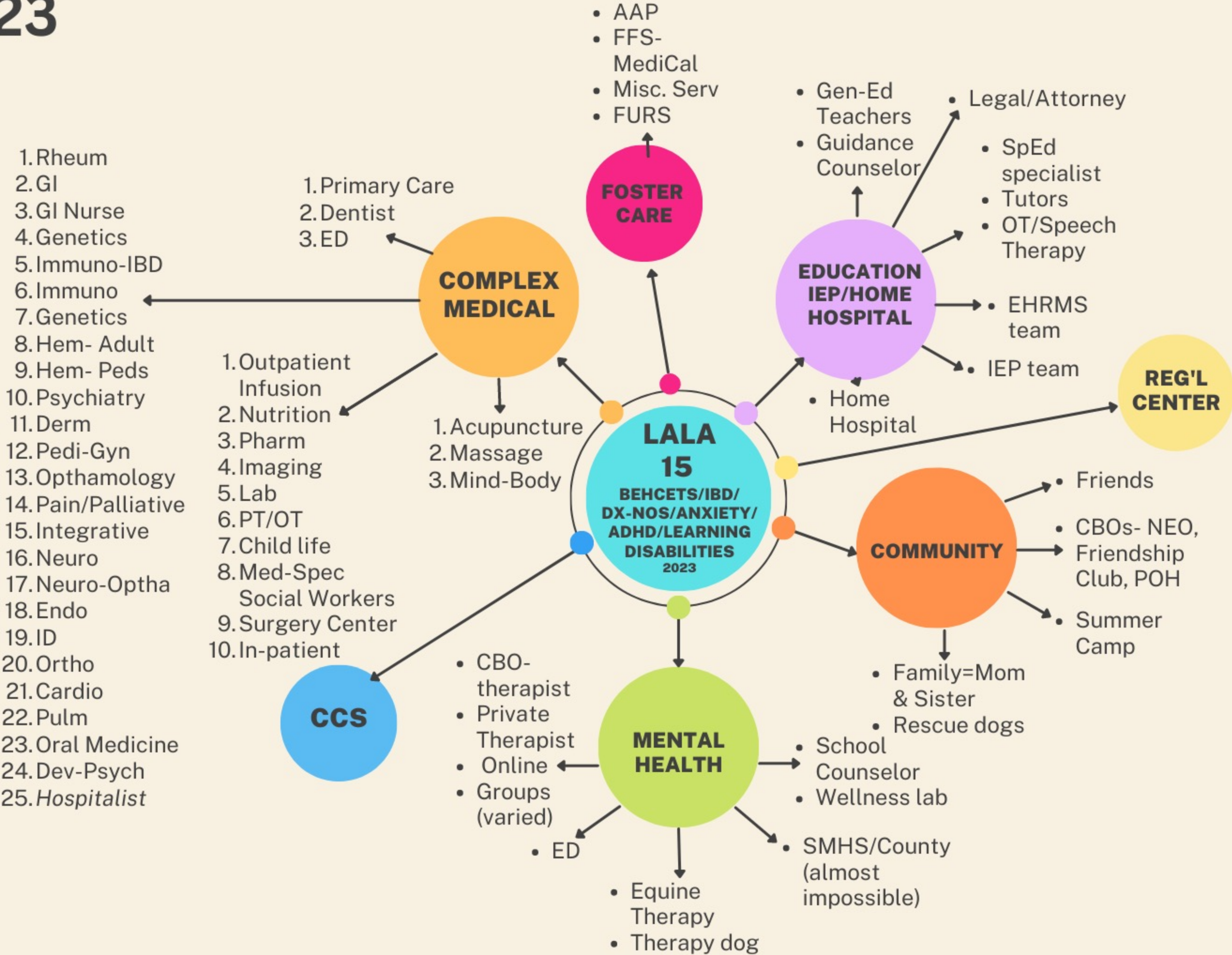
2/17/2023 8:46:40 AM

Lala CareMap 2023

Self identifies as Black, Teen, and as a digital artist and lover of dogs, horseback riding, ramen & Anime.



The system identifies her as a Medically Complex Former Foster Youth insured by CCS/Medi-Cal who is Bi-racial living with complex medical needs, multiple behavioral health Dx, neuro-divergencies, and learning disabilities w/ an Elevated ACES score



Less than 3 months of medical appointments

Last 3 Months

| | |
|---|---|
| APR 16 2024 Video Visit William Bernal UCSF Pediatric Rheumatology View notes View After Visit Summary* | APR 12 2024 Orders Hailey Style UCSF Pediatric Brain Center - Headache Program View After Visit Summary* |
| APR 11 2024 Hospital Outpatient Visit UCSF Pediatric Infusion Center View After Visit Summary* | APR 9 2024 Video Visit Noemi Spinazzi BCH OAK General Pediatric Medicine View notes View After Visit Summary* |
| APR 8 2024 Telephone Call Sofia Verstraete UCSF Pediatric Gastroenterology and Hepatology View notes View After Visit Summary* | MAR 26 2024 Video Visit William Bernal UCSF Pediatric Rheumatology View notes View After Visit Summary* |
| MAR 13 2024 Medical Advice Message Sofia Verstraete UCSF Pediatric Gastroenterology and Hepatology View notes View After Visit Summary* | MAR 8 2024 Hospital Outpatient Visit UCSF Pediatric Infusion Center View After Visit Summary* |
| MAR 8 2024 Office Visit William Bernal UCSF IPI Complex Care & Pain Clinic View notes View After Visit Summary* | MAR 6 2024 Video Visit Sofia Verstraete UCSF Pediatric Gastroenterology and Hepatology View notes View After Visit Summary* |
| MAR 6 2024 Telephone Call Lauren Shin UCSF Pediatric Brain Center - Headache Program View notes View After Visit Summary* | MAR 4 2024 Video Visit Noemi Spinazzi BCH OAK General Pediatric Medicine View notes View After Visit Summary* |
| MAR 4 2024 Telephone Call Alexandra Ross UCSF Pediatric Brain Center - Headache Program View After Visit Summary* | FEB 29 2024 Video Visit Lauren Shin UCSF Pediatric Brain Center - Headache Program View notes View After Visit Summary* |
| FEB 29 2024 Orders Sofia Verstraete UCSF Pediatric Gastroenterology and Hepatology View After Visit Summary* | FEB 27 2024 Telephone Call Sofia Verstraete UCSF Pediatric Gastroenterology and Hepatology View notes View After Visit Summary* |
| FEB 26 2024 Telephone Call Sofia Verstraete UCSF Pediatric Gastroenterology and Hepatology View notes View After Visit Summary* | FEB 26 2024 Telephone Call Emily Lai UCSF Pediatric Gastroenterology and Hepatology View notes View After Visit Summary* |
| FEB 24 2024 Telephone Call Susan Gutierrez UCSF Pediatric Gastroenterology and Hepatology View notes View After Visit Summary* | FEB 24 2024 Orders Emily von Scheven UCSF Pediatric Rheumatology View After Visit Summary* |
| FEB 24 2024 Orders Emily von Scheven UCSF Pediatric Rheumatology View After Visit Summary* | FEB 23 2024 Telephone Call Morgan Kelly UCSF Pediatric Gastroenterology and Hepatology View notes View After Visit Summary* |
| FEB 22 2024 Orders Emily von Scheven UCSF Pediatric Rheumatology View After Visit Summary* | FEB 21 2024 Orders Sofia Verstraete UCSF Pediatric Gastroenterology and Hepatology View After Visit Summary* |
| FEB 21 2024 Orders Emily von Scheven UCSF Pediatric Rheumatology View After Visit Summary* | FEB 16 2024 Telephone Call Ala Elayyan UCSF Pediatric Gastroenterology and Hepatology View After Visit Summary* |
| FEB 15 2024 Telephone Visit Sofia Verstraete UCSF Pediatric Gastroenterology and Hepatology View notes View After Visit Summary* | FEB 2 2024 Telephone Call Hadhilie T UCSF Pediatric Brain Center - Headache Program View After Visit Summary* |
| JAN 27 2024 Hospital Outpatient Visit UCSF Pediatric Infusion Center View After Visit Summary* | JAN 23 2024 Telephone Call Amy Gottland UCSF Pediatric Brain Center - Headache Program View notes View After Visit Summary* |



Questions?

Thank you for joining us!

**When this session ends, you'll see
the Event Lobby webpage and can
join more sessions from there.**