Capital Region RPC: Children & Families Subcommittee Meeting
The Radisson Hotel, Albany, NY
May 4, 2017
2-4pm

Children's Health Home Success Stories:

- A child left an agency but the agency is still in contact with the child and family because of the Health Home Serving Children providing continuity of care and contact.

- Continuity of coordination is key within Health Homes Serving Children and Early Intervention is a great opportunity to bridge services for children at a young age.

- When children and families have been lost to contact, the DSS communication about this is a best practice and clinical feedback loop.

Themes of identified challenges related to Children's Health Homes:

1. Training/Education:

Identified Challenges:
- Care managers need to be able to educate families on the children's health home program – currently there is confusion among families (a health home is not a place)
- Different processes at the SPOA and in the HH causing confusion
- Consent forms are difficult to understand
- Confusion around providing a duplication of services (children currently in a waiver cannot be enrolled in a health home)
- CANS-NY is not being conducted properly which is resulting in improper acuity ratings – existing providers who have used old CANS are used to rating the CANS strengths based which reduces acuity significantly

Initial Proposed Solutions:
- Proposed Solution: Provide specific training and develop materials with information about the children's health home program for families, DSS, school systems, probation, and all referral sources
- Proposed Solution: Map the services for children and youth that exist in the Capital Region (which includes a county breakdown). There are currently services available but capacity is limited – what *is* available in the region (respite, skill building, recreational services)
- Proposed Solution: Develop materials for training/education specific to children's HH – make sure referral sources have materials
- Proposed Solution: Provide enhanced training especially targeting seasoned care managers who have previously been using the old version of the CANS

2. Staffing/Work Force Recruitment and Retention:

Identified Challenges (Care Manager Focus):
- Workload during the first 60 days is extremely overwhelming and resulting in staff turnover
- CANS-NY very time consuming and the rate is not sufficient
- Increase caseload, decrease face to face contacts, increase phone contacts resulting in decrease of quality contacts
- Decrease in staff morale, increase in paperwork (not billable services – phone contacts, filling out forms, completing applications)
- Payment is not on time – agencies have to front money while needing staff ready to go
- Inconsistencies between different health homes such as procedures and IT platforms/EHRs
- Existing quality measures are related to dental care versus behavioral and mental health crisis

Initial Proposed Solutions:
- Proposed Solution: Create quality measures around family focused planning – meeting the actual needs of the child and family

3. Access:

Identified Challenges:
- Barriers to access children's health homes:
    i. Children in multiple systems
    ii. Issues with enrollment into program – technical challenges and navigation in MAPP/ a loss of data entries
    iii. Eligibility requirements/obtaining documentation from multiple sources
    iv. Complex trauma assessment process is difficult – if a child is anticipated to have complex trauma but also have two or more chronic conditions or serious emotion disturbance these are more "simple" diagnosis to obtain documentation. Who does the complex trauma assessment?
    v. Loss of Medicaid eligibility creating continuity of care issues
    vi. Gap in services from waiver to health home
    vii. Quality of relationship between care managers and family – cold outreach
- Improved feedback loop between CMA and LDSS is needed
- Delay in services for transfers
- Services may be available/exist but there is an increased wait list (Availability vs. access)
- Lower level of care from previous services