

CCS Family Orientation

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County CCS

On Behalf of the Sierra Sacramento
Valley CCS Administrators

In The Beginning...

- Need to help families navigate a complex system
- Confusion about CCS, lack of response to our mailings
- Work together as a region to develop a video or DVD orienting families to CCS

Other Models

- First Five Fresno County-"Know Their Signs, Be Their Voices" infant/childhood development DVD
 - Sent to every family with a newborn leaving the hospital or at the 2-3 week office visit
 - Cost-\$35,000, professionally developed, interactive, high quality production
- Public Health Solutions, "It's Never Too Early, Feeding Your Baby Well"
 - DVD for purchase
 - Bilingual infant feeding geared toward WIC participants
 - Cost-Purchase by organization, between \$1.15 and \$2.28 plus shipping per copy depending on order size

Brainstorming

- DVD, You Tube video, link on county web page
- Family participation, parent stories
- 12-15 minutes in length
- Sections or Chapters
- Link to other resources
 - Branch web site, Family Voices, CCS Family Handbook, family binder
- Music (courtesy of Christopher Glidden, Tulare County CCS)



The Top Ten List!

- Referral to CCS
 - Hospitals, providers, family members
- Services provided by CCS
 - Birth to 21
- Application process and PSA
 - Dated material
- Residential, financial and medical eligibility
- The importance of the BIC card and SAR

Top Ten List (cont)

- Special Care Centers
- Other health coverage
 - Medi-Cal, Healthy Families, HMO, PPO, POS
- Medical Therapy Program
 - Eligibility
 - Services
 - Reports and correspondence
- NOAs, denials, appeals
- Family responsibility

Project Status

➤ Barriers

- Funding
- Time
- Resources (internal or external)

➤ Next steps

