



# DPH Care Coordination Assistance, Training, Education & Resource (CCATER) Center

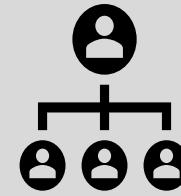
**Training & Technical Assistance for MassHealth CARES for Kids**

*The CCATER Center is a program of the DPH Division for Children & Youth with Special Health Needs (DCYSHN)  
supported by MassHealth*

For more information, please contact us at **CCATER@mass.gov**



# CCATER CENTER TEAM



CCATER Center Manager



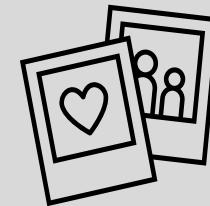
Care Coordination Technical Assistance Specialists



CARES Team



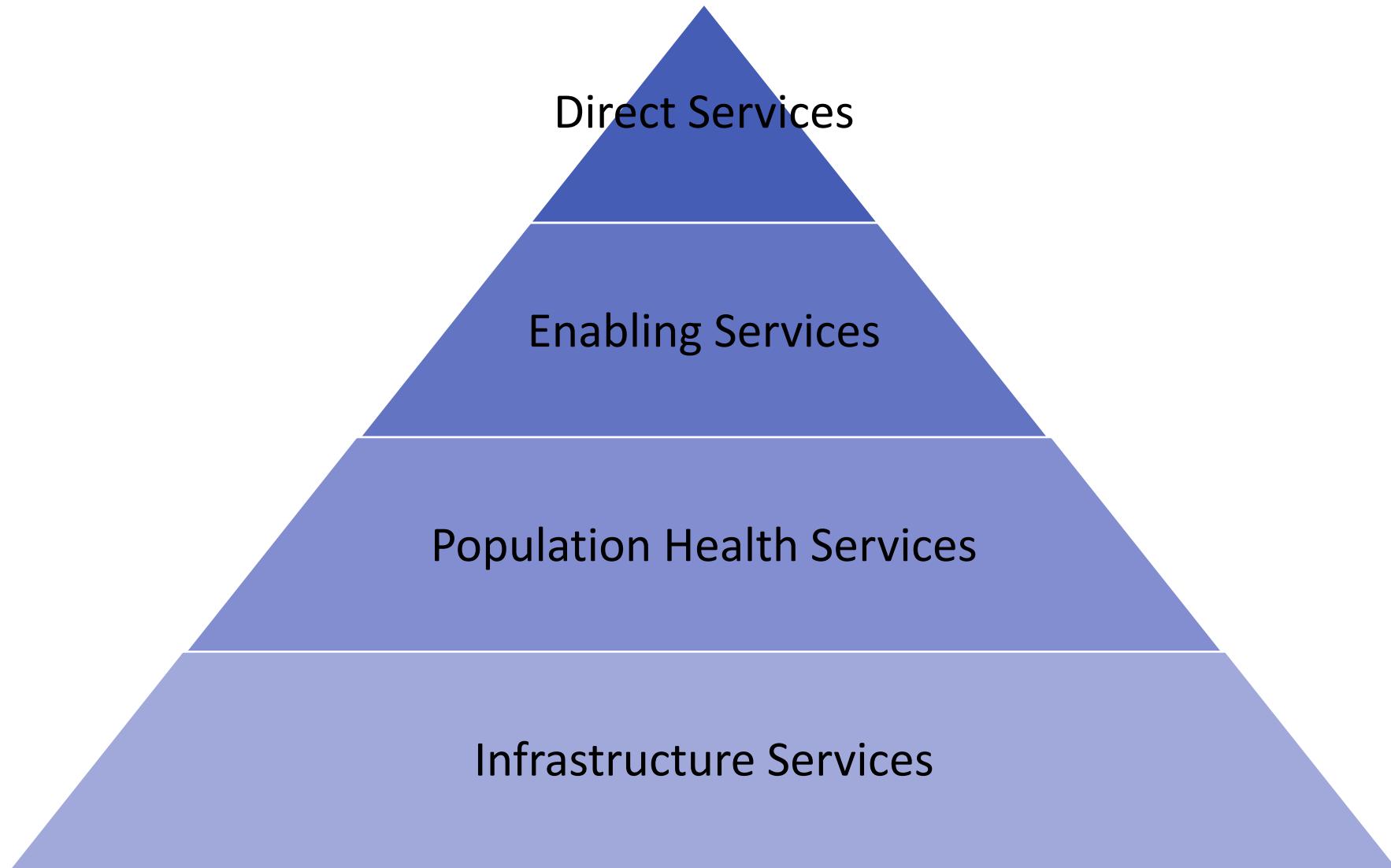
Curriculum Development Team



Family Engagement Specialist



# Population Health Model



# DPH Care Coordination Assistance, Training, Education & Resource (CCATER) Center

*The DPH CCATER Center offers enhanced care coordination training & technical assistance (TA) to MassHealth CARES for Kids providers.*

## Goals

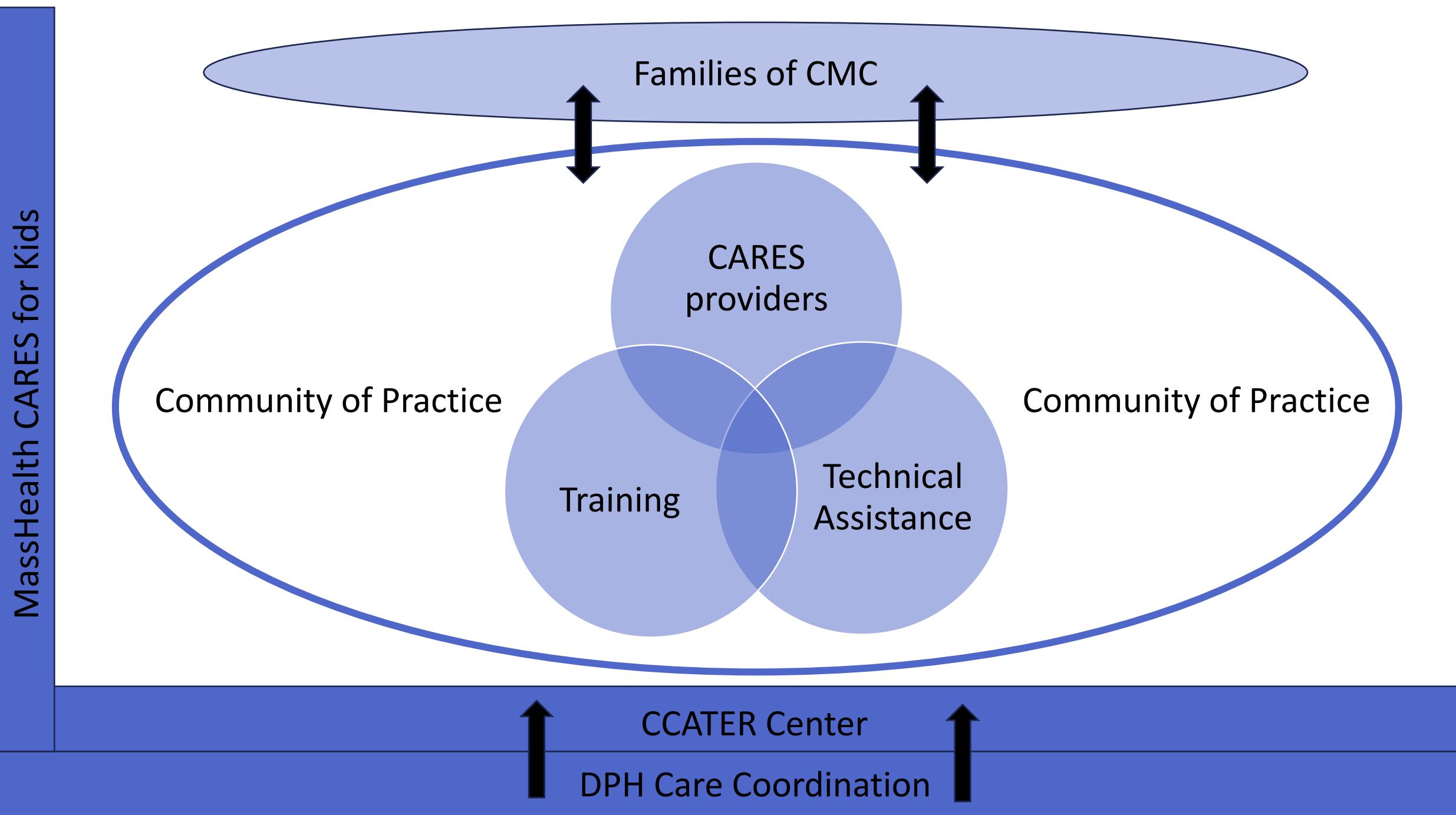
- Engage CARES providers to deliver enhanced care coordination services for children with medical complexity and their families.
- Support CARES providers to fulfill MassHealth CARES for Kids program regulatory requirements to complete staff trainings and demonstrate core competencies.
- Tailor technical assistance services to meet each CARES learner's and team's unique needs.

## Services & Benefits

- **Training program** includes enhanced care coordination principles; racial and cultural/linguistic equity; community-based resources, social service system, state agency resources; educational systems; shared plan of care development; learning from and building partnerships with families with a life course framework, health transition, and more.
- **Technical assistance** includes guidance, training, support and resources.
- **Community of Practice** includes a learning space for exchange and collaboration of ongoing knowledge.
- **Certificate of completion** for trainings.
- **Continuing education credits.**

## Approach & Expertise

- The MDPH Care Coordination Program has a longstanding history of prioritizing the needs of underserved and marginalized families of children with medical complexity by providing a racially equitable, culturally and linguistically competent, enhanced care coordination approach that engages families as partners and addresses health-related social needs (HRSN).
- Decades of subject matter expertise serve as the cornerstone of CCATER Center products and services.
- Family partners from the Federation for Children with Special Needs are intrinsic to the CCATER Center by modeling family engagement.

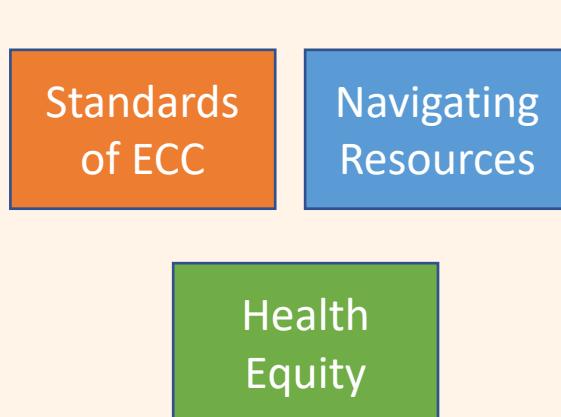


# CCATER Trainings for CARES for Kids Providers

## Training Requirements

### Required trainings for all:

- Care coordination principles for children and families, including needs of populations with multiple co-occurring conditions
- Racial, cultural, and linguistic equity, including implicit bias



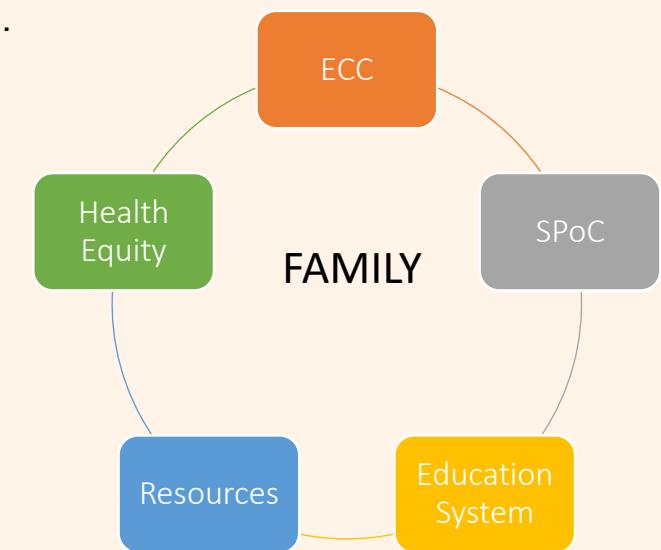
### Required trainings for Care Coordinators and Family Support Staff:

- Community-based resources, social service system, and state agency resources
- Educational systems, including training on Individualized Education Plans (IEPs) and 504 plans
- Shared plan of care development, including learning from and building partnerships with families, with a life course framework



### Required Competencies for All Staff:

- Motivational interviewing
- Trauma-informed care
- Health and medical complexity literacy
- Transition and referral processes





# Technical Assistance Structure

## Format

- Adult learning/participatory model
  - 1:1 Meeting
  - Group Meeting
- Phone/Email
- Unscheduled TA

## Frequency

- Agreed upon frequency/length
  - One-time
  - Weekly
  - Bi-weekly
  - Monthly

## Content

- Tailored to CARES team 's needs
- Required, emerging and cutting-edge topics
- Case reviews, content based, & topic-based TA
- Family-Centered

## Live Event

- Virtual Café
  - Drop-In Sessions
  - Ask Questions, Seek Guidance, Access Resources
  - Topic Specific
  - Every Other Month



# Technical Assistance Basics

## Case scenario approach with CARES providers:

- Bring a family case for guidance
- Bring a reoccurring theme they have been encountering or
- The CCATER team can bring an example case for learning purposes

## How CCATER team supports CARES providers:

- Complete an assessment
- Co-create learning goals
- Make recommendations
- Support connecting families to social services
- Support with development, implementation and maintenance of shared plans of care for families
- Support implementing enhanced care coordination

For More  
Information

**Mass Health CARES for Kids:**

<https://www.mass.gov/cares-for-kids-program-services>

**CCATER Center:**

<https://www.mass.gov/ccater-care-coordination-assistance-training-education-resource-center>

**Thank you!**

