



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

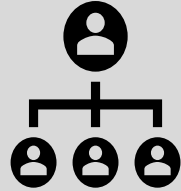
Training & Technical Assistance for MassHealth CARES for Kids

*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**



Curriculum Development Team



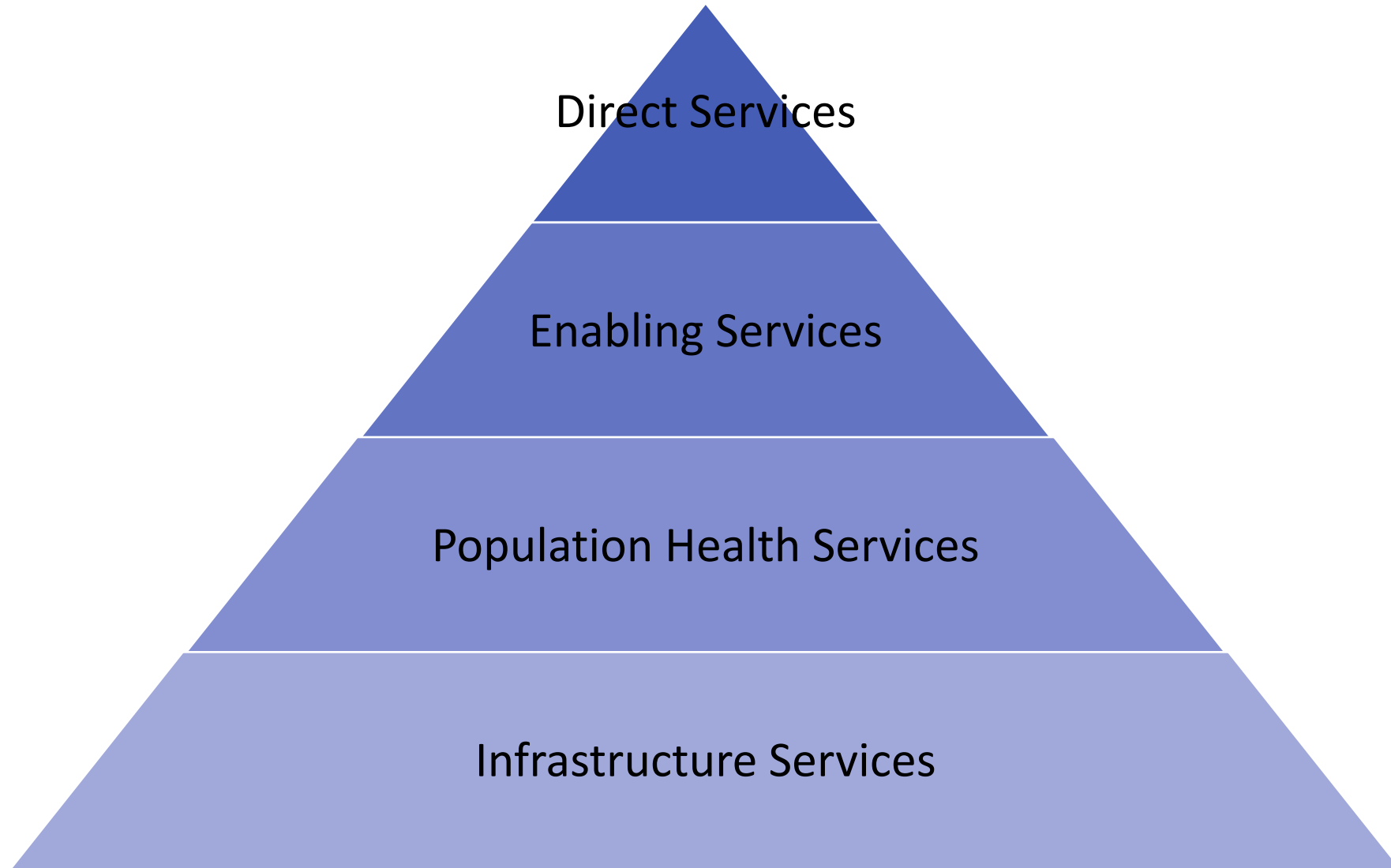
**Care Coordination Technical Assistance
Specialists**



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

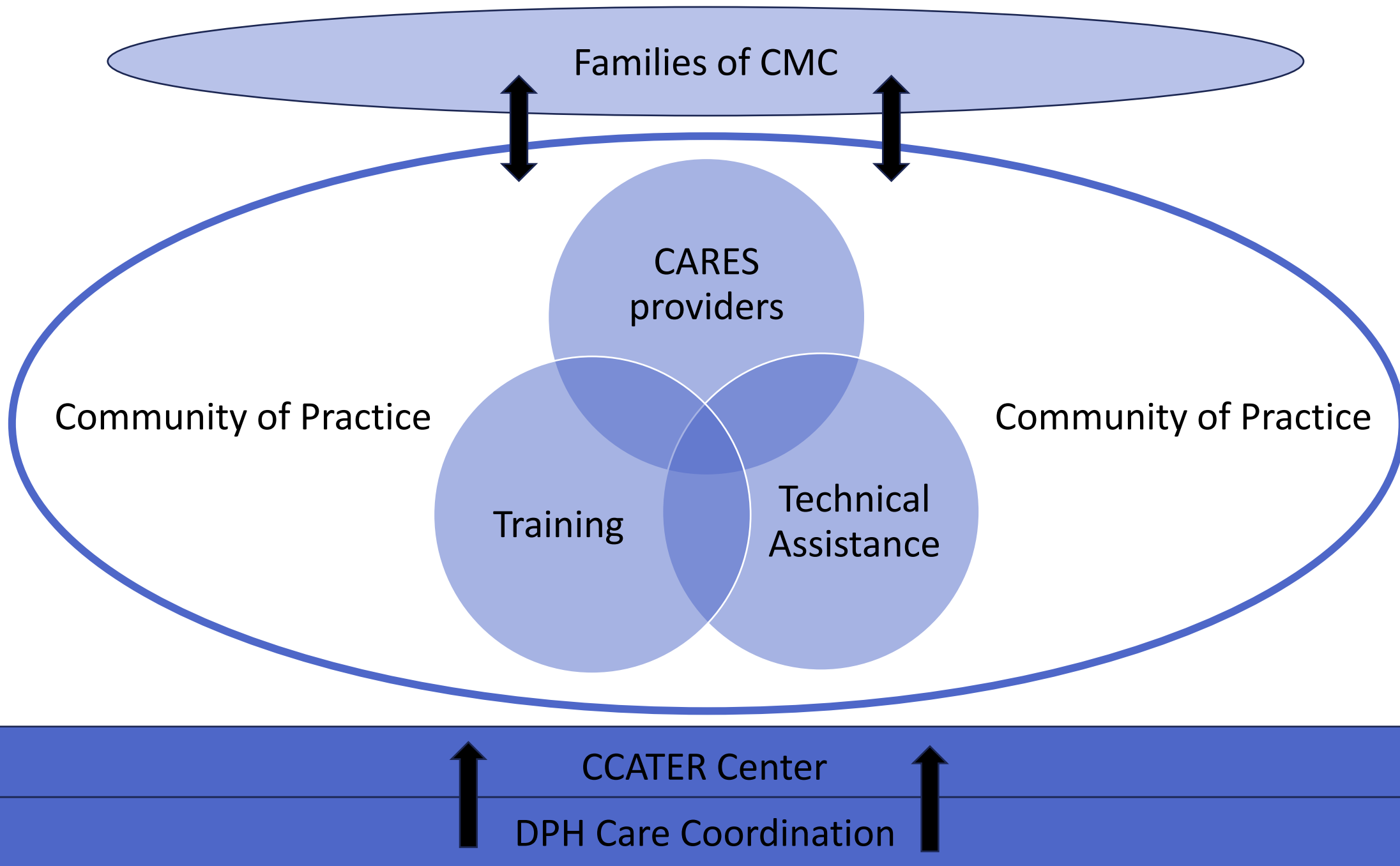
- **Engage CARES providers to deliver enhanced care coordination services** for children with medical complexity and their families.
- Support CARES providers to **fulfill MassHealth CARES for Kids program regulatory requirements** to complete staff trainings and demonstrate core competencies.
- **Tailor 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.



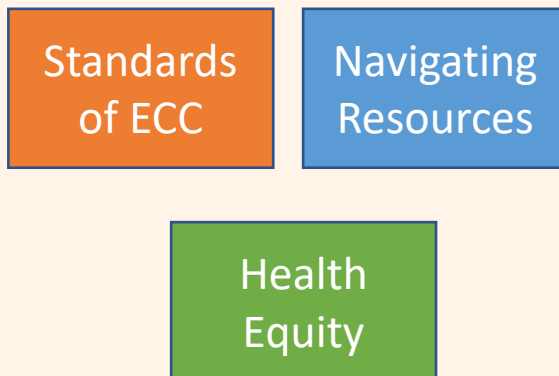


CCATER Trainings for CARES for Kids Providers

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



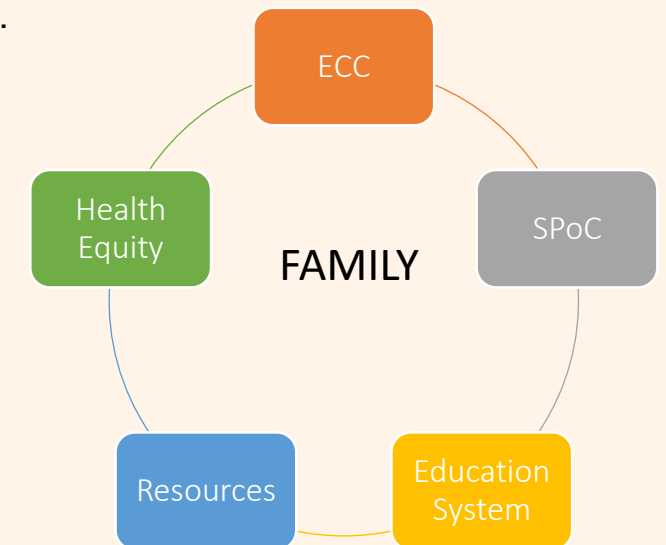
Required trainings for Care Coordinators and Family Support Staff:

- 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!

