

# ENHANCED CARE MANAGEMENT

Presented by:

Naomi Hogan-Williams  
ECM Program Manager

and

Lorelei Little -  
ECM Coordinator and Supervisor



# ABOUT CHILD AND FAMILY GUIDANCE CENTER

Established Since 1962



CFGC empowers children and families to achieve health and well-being through innovative mental health services and community programs.



This new Enhanced Care Management program will allow us to expand case management services to include:

- Medical and Mental Health Care Coordination
- Hospitalization Follow Ups
- Pregnant and Postpartum Services
- Housing, Food and Transportation Support
- Education and Employment Opportunities



# WHAT IS ECM?

Enhanced Care Management, is a **new Medi-Cal benefit offered under CalAIMS to address social determinants of health** by fostering unique collaboration across previously unconnected sectors, offering wrap around services and removing all barriers that can impact health.



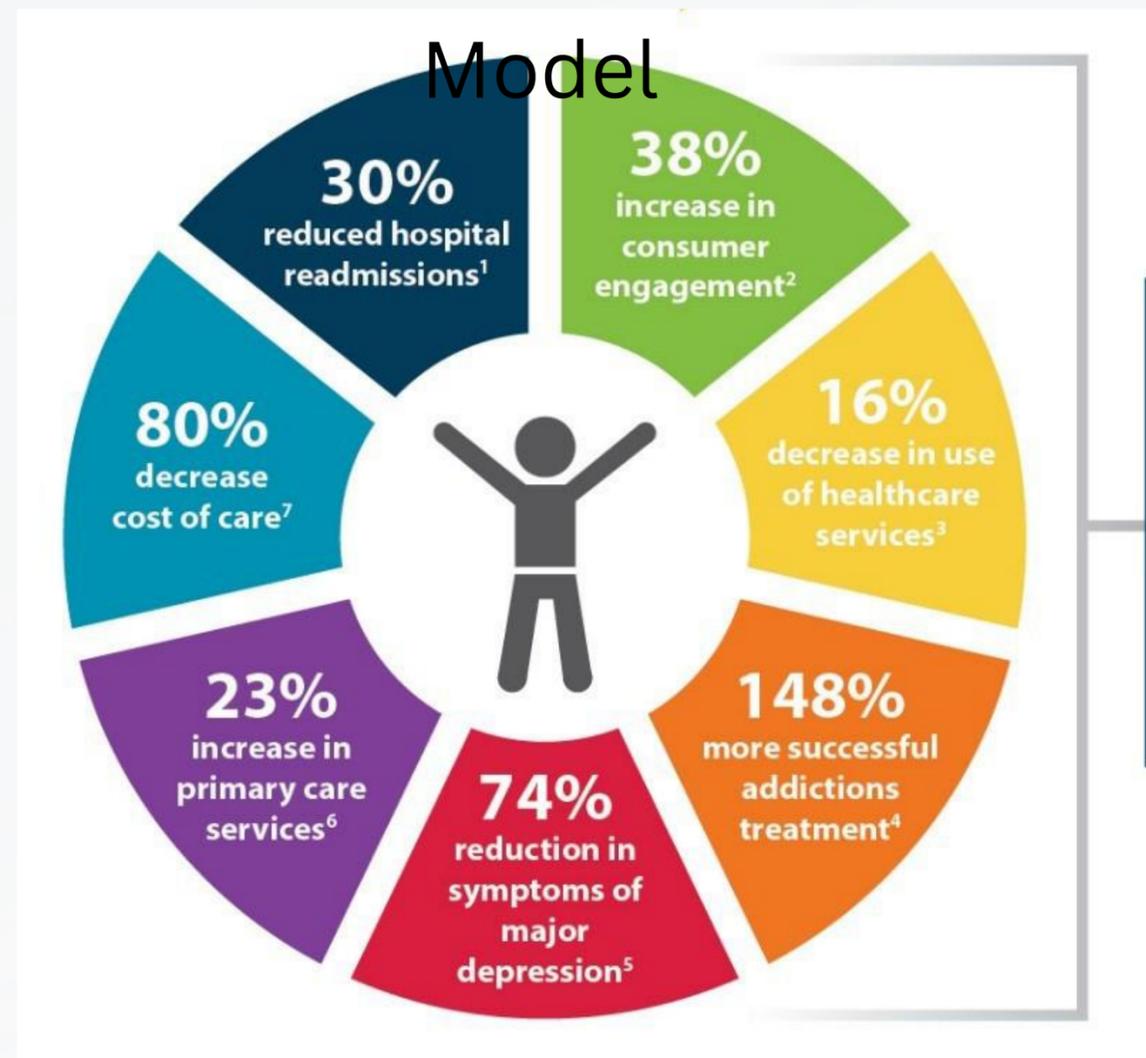
# OUR APPROACH

**Person - Centered Care**

**Cultural-Responsiveness**

**Wrap around services that removes all barriers that can impact health.**

## Whole- Person Model





# WHO DO WE SERVE?

Medi-Cal Recipients with LA Care, Anthem, or Kaiser  
San Fernando and Antelope Valley

## FOSTER YOUTH

UP TO 26 YEARS OLD

## PREGNANT OR POSTPARTUM

ANY AGE

For populations who are identified by state as at-risk due to infant mortality disparities [Black, American Indian, Alaska Native, and Pacific Islander individuals]

OR eligible for the other qualifications.

## THOSE WITH BEHAVIORAL ISSUES OR COMPLEX MEDICAL NEEDS

UP TO 21 YEARS OLD

## THOSE EXPERIENCING MENTAL HEALTH ISSUES OR SUBSTANCE ABUSE

UP TO 21 YEARS OLD

## ENTERED INTO THE HOSPITAL MORE THAN 3 TIMES IN LAST SIX MONTHS

UP TO 21 YEARS OLD

## THOSE FACING HOMELESSNESS

UP TO 21 YEARS OLD

# SERVICES



## Finding Doctors & Making Appointments

Services for complex medical and mental needs including substance abuse, behavior support, chronic illness and more. We help you find doctors and make appointments.



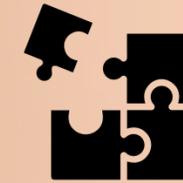
## Hospitalization Follow Up

Receive follow up services after hospitalization including doctor follow ups and prescription drug guidance.



## Pregnant or Postpartum Services

We will refer you to support services during and after pregnancy.



## Housing, Food, Transportation

Receive services to apply for housing, food benefits and free transportation to appointments.



## Education and Employment Opportunities

We will refer you to support services for educational and employment needs.

# Sample Case

## > Referral:

- Either from Insurance, Doctor, Social Worker, **Community Organization**, Or Self-Referral.

## > Qualifications

- **Mental Health** / Behavioral Needs / Complex Medical Needs / Substance Abuse / Hospitalization / Foster Youth / Pregnant or Post Partum.
- Medi-Cal With LA Care, **Anthem**, or Kaiser as the Managed Care Plan
- Age: **0-21**, Up to 26 for Foster Youth, Any Age for Pregnant/Post-Partum



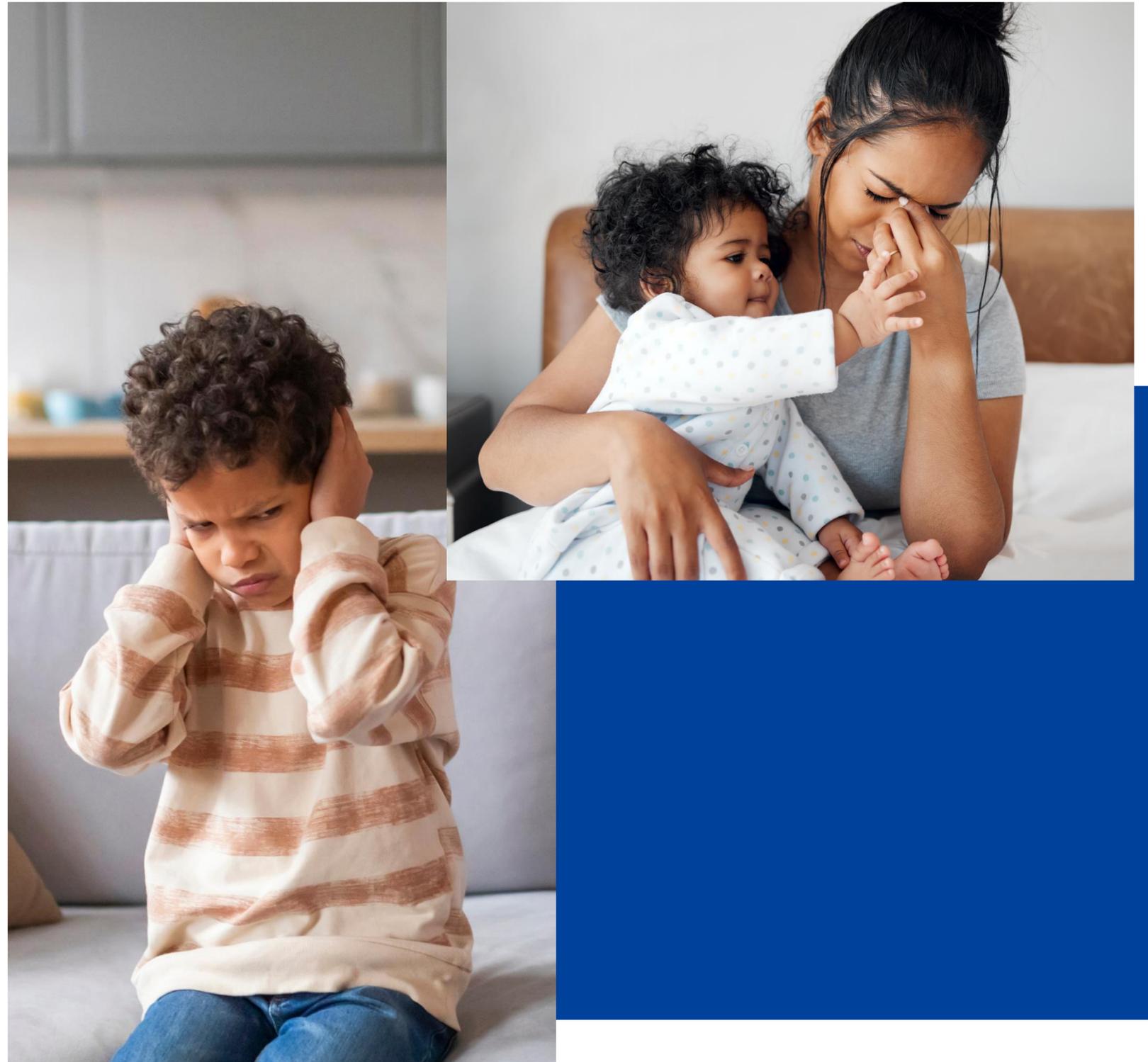
# Sample Case

## > Step 1:

- Outreach to Guardian/ Caregiver
- Obtain additional information on needs
  - We may learn that the child is **struggling in school**, mom needs **financial assistance** and at risk of **eviction**, and child also has **diabetes**.

## > Step 2:

- Complete Comprehensive Assessment
  - Obtain all of medical and school history/records.
  - Evaluate any assessments or health appointments may be needed.
    - Example: Regional Center
  - Assess what social services or programs caregiver/household qualifies for.
  - Assess any potential barriers or social determinants of health (lack of **transportation** to needed appointments, lack of access to healthy **food for diabetes**, **immigration status**, etc.)





Medi-Cal



## TRANSFORMATION OF MEDI-CAL: COMMUNITY SUPPORTS

**Community Supports** are services provided by Medi-Cal managed care plans (MCPs) to address Medi-Cal members' health-related social needs, help them live healthier lives, and avoid higher, costlier levels of care. Members may receive a Community Supports service if they meet the eligibility criteria, and if the MCP determines the Community Supports service is a medically appropriate and cost-effective alternative to services covered under the California Medicaid State Plan.

COMMUNITY SUPPORTS		
	<b>Housing Transition Navigation Services</b>	Members experiencing homelessness or at risk of experiencing homelessness receive help to find, apply for, and secure housing.
	<b>Housing Deposits</b>	Members receive assistance with housing security deposits, utilities set-up fees, first and last month's rent, and first month of utilities. Members can also receive funding for medically-necessary items like air conditioners, heaters, and hospital beds to ensure their new home is safe for move-in.
	<b>Housing Tenancy and Sustaining Services</b>	Members receive support to maintain safe and stable tenancy once housing is secured, such as coordination with landlords to address issues, assistance with the annual housing recertification process, and linkage to community resources to prevent eviction.

COMMUNITY SUPPORTS	
	<b>Short-Term Post-Hospitalization Housing</b>
	<b>Recuperative Care (Medical Respite)</b>
	<b>Respite Services</b>
	<b>Day Habilitation Programs</b>
	<b>Nursing Facility Transition/ Diversion to Assisted Living Facilities</b>
	<b>Community Transition Services/ Nursing Facility Transition to a Home</b>
	<b>Personal Care and Homemaker Services</b>
	<b>Environmental Accessibility Adaptations (Home Modifications)</b>
	<b>Medically-Supportive Food/ Medically Tailored Meals</b>
	<b>Sobering Centers</b>
	<b>Asthma Remediation</b>

# Sample Case

## > Step 3:

- Complete Comprehensive Care Plan
  - **Creating goals** that are most important to address.
  - Includes **linking caregiver to all the needed services** to meet these goals.

## > Step 4:

- Set Recurring Meetings Until All Goals Are Met
- ECM Program typically lasts for a year but can be extended as needed.
  - May include attending an **IEP meeting** at the school with mom.
  - Going to **doctors' appointment** to ensure mom understands health needs.
  - Calling social services with mom or arranging **translation services**.
  - **Follow-up calls** or **home-visits** as needed.



# REFERRAL PROCESS



## Child and Family Guidance Center (CFGC)

Los Angeles, California Verified Information

ACEs-LA Network

Refer

Bookmark

The Child and Family Guidance Center (CFGC) offers services for children, youth, and young adults up to age 21, along with their families. Services include counseling, case management, life skills training, employment support, and more. Through the Enhanced Care Management (ECM) Program, we assist youth with complex needs up to age 21 and individuals in the foster system up to age 26. ECM services provide linkage to mental health support, housing options, healthcare coordination, transportation to appointments, substance use recovery, and employment or education support. Pregnant individuals and those up to 12 months postpartum can also access ECM services with no age restrictions.

### Opportunities



+ Add opportunity



Get comprehensive mental health support for children, youth, and young adults

Refer



Get case management

Refer



Get pregnancy/postpartum support

Refer



Get comprehensive medical coordination and tailored support

Refer



### Reviews

Review this service

Have you used this resource? Click "Review this service" and tell us about your experience.

### Notes

Add a note

Instant Answers



# REFERRAL PROCESS



**Do You Need More Support In Your Life?**  
Enroll Into Our **FREE** Enhanced Care Management Services



## What is ECM?

Enhanced Care Management, is a new **Medi-Cal benefit** to offer medical and non-medical services. Our ECM Care Managers will meet with you to discuss the type of support you need.

## FREE SERVICES

 **Obtaining Housing, Food and Free Transportation to Appointments**

 **Substance Use Recovery**

 **Finding Doctors, Receiving Medication and Mental Health Support**

 **Pregnant or Postpartum Services**

 **Help In Finding Education and Employment Opportunities**

## How to Qualify

- ✓ Currently enrolled in or eligible for Medi-Cal. If you don't have insurance, we can help you enroll.
- ✓ Currently or previously in foster care (up to 26 yrs. old)
- ✓ Reside in LA County
- ✓ Under 21 years old for non-foster youth with complex medical, mental or social needs or facing homelessness

We will make sure you get the services you need!

## Interested?

Please scan the QR code to complete the interest form and a case manager will be in touch.



- Refer to us through One Degree, call us, email us, or complete the QR code.
- A case manager will get in touch with the guardian or young adult for confirmation of eligibility.
- The case manager will provide an assessment, case management, and linkage to services based on the needs until all needs are met.

8550 Balboa Blvd., Suite 150,  
Northridge, CA 91325 40005  
10th St. West Ste. 106  
Palmdale, CA 93551



Program Contact  
[ECM@childguidance.org](mailto:ECM@childguidance.org)

# HOW TO CONTACT US

**NAOMI HOGAN-WILLIAMS | NORTHRIDGE | PROGRAM MANAGER |**  
818.298.9321 | NAOMI.WILLIAMS@CHILDGUIDANCE.ORG

**LORELEI LITTLE | PALMDALE | PROGRAM COORDINATOR |**  
661.317.8249 | LITTLE@CHILDGUIDANCE.ORG



**EMAIL: ECM@CHILDGUIDANCE.ORG**