

# Care Coordination Monthly Webinar

November 18, 2020



# Agenda

1. Welcome & COVID-19 Updates (2:00-2:05)
2. DSCC –IEP’s & Section 504 Plans- Deanna Deleshe (2:05-2:25)
3. Tele-psychiatry/Tele-health- Sheryl Urban (2:25-2:40 minutes)
4. HEDIS Spotlight- Breast Cancer Screenings- Laurel Chadde (2:40-2:50)
5. CM Survey Results- Maeve Dixon (2:50-3:00)
6. CM Spotlight, Resources, Announcements & Open Forum (2:55-3:00)



# Summary of CountyCare COVID-19 Cases

**CountyCare COVID-19 Cases and Fatalities as of 11/18/2020**

**9233 Cases\*  
166 Fatalities**



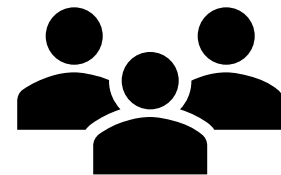
- 6 Months into pandemic
- COVID-19 as population health
- Weekly calls to review highest risk cases
  - Refining data

\*Partially based on claims data and may represent possible cases



# Crisis Resources

- [CountyCare Emergency Resource List](#)
- **Purpose:** Assist CountyCare Care Coordinators members with resources that are available in Cook County, including food assistance, financial assistance, clothing, and others. This list is not meant to be fully comprehensive of all available community resources.



# Wellness Kits



- CountyCare assembled and disseminated wellness kits to help support our members to stay safe and healthy.
- The wellness kits include hand sanitizer, digital thermometers, disposable masks, facial tissue, the newsletter, and the CountyCare Quick Start Guide.
- To date, **~1,144 wellness kits** were distributed at community events:
  - Resource Block Party at the Harvest Bible Chapel Backpack Drive in Rolling Meadows
  - Commissioner Arroyo- 4 Events
  - Commissioner Aguilar- 1 Event
  - Café con Conchas Drive-Thru Event



# FAQ

## **Are thermometers available as a covered benefit?**

*Oral and rectal thermometers are covered without any prior authorization requirement.*

## **Can patients call CountyCare to obtain wellness kits? How do members get the kits?**

*We aren't currently mailing kits to members. We can give to care coordinators if they are doing any face-to-face visits.*

## **Upcoming events?**

*We post all events on our website: <http://www.countycare.com/about/events-2>*

*\*Note: As of 11/17/20, there are no upcoming events*



# Introduction to Early Intervention, IEP's and Section 504 Plans

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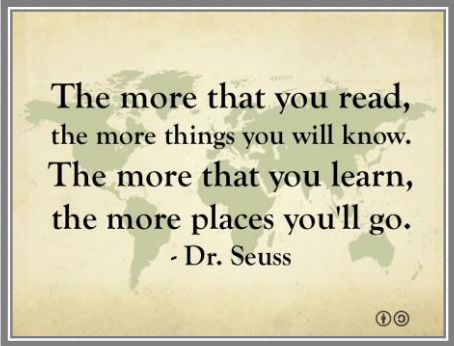
11/18/20



# Objectives

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- Participants will have a basic understanding of early intervention.
- Participants will have a basic understanding of Individualized Education Plans or IEP's.
- Participants will have a basic understanding of Section 504 Plans.
- Participants will be able to identify care coordination activities associated with EI, IEP's and 504 plans.
- Brief overview of the impact of COVID 19 and schools.
- Overview of Illinois Homebound Education Services.

A rectangular frame containing a quote by Dr. Seuss. The background of the frame is a light yellowish-green with a faint world map. The text is in a black, serif font. The quote reads: "The more that you read,  
the more things you will know.  
The more that you learn,  
the more places you'll go."  
Below the quote, it says "- Dr. Seuss".

**The more that you read,  
the more things you will know.  
The more that you learn,  
the more places you'll go.**  
- Dr. Seuss



# Early Intervention – What is It?

## **What is it?**

Early Intervention is a federal program implemented to support children between the ages of birth to three with disabilities or delays, to learn and grow.

## **What is the eligibility criteria?**

The child must possess a mental or physical health condition that results in a developmental delay. Conditions must be an DHS eligible and confirmed by a provider. Developmental delays are categorized as 30% or greater delay in cognitive, physical (including vision and hearing), communication, social or emotional, or adaptive as confirmed by a multidisciplinary team.

## **What services are offered?**

Following an evaluation by the EI team and the development of an IFSP, the child may be eligible for:

- PT, OT, ST
- Developmental therapy
- Nutrition therapy
- Audiology and aural rehabilitation services
- Facilitation of assistive technology and equipment

Child & Family Connections Procedure Manual. (n.d.). Retrieved November 09, 2020, from <https://www.dhs.state.il.us/page.aspx?item=96951>

# Early Intervention - Referrals

Primary referral sources identified in 89 Sec., Admin Code 500.25(b) are required by federal rule, 34 CFR §303.303, to make referrals to the EI System as defined in 89 Sec., Admin. Code 500.25a(4) no more than five (5) working days after a potentially-eligible child is identified. When contacted by the CFC, families have the option to decline services.

Primary referral sources include but are not limited to:

- Hospitals, including perinatal and post-natal care facilities;
- Physicians;
- Parents;
- Childcare programs and early learning programs, including Early Head Start programs;
- Local educational agencies & schools;
- Public health facilities;
- Other social services agencies;
- Other clinics and health care providers;
- Public agencies and staff in the child welfare system, including child protective service and foster care;
- Homeless family shelters; and
- Domestic violence shelters and agencies.

Office locator: <https://www.dhs.state.il.us/page.aspx?module=12&OfficeType=4&County>

Referrals can be made in writing by mail, by telephone, fax or in-person.

Child & Family Connections Procedure Manual. (n.d.). Retrieved November 09, 2020, from <https://www.dhs.state.il.us/page.aspx?item=96951>

# EI and Care Coordination Activities

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- 1) Refer the family if it has not already been done.
- 2) Assist the early intervention team by providing medical documentation, if needed.
- 3) Help families identify concerns and communicate needs.
- 4) Help facilitate equipment orders if approaching transition.
- 5) Attend IFSP meetings with the family, especially the preschool transition meeting. This information is very important to ensure that the child receives appropriate services.

## Individualized Education Plans – What is It?

“An Individualized Education Program (IEP) is a plan that describes the special education instruction, supports, and services that students with disabilities are legally entitled to receive. An IEP is developed by school staff members, the student's parents/guardians and the student (when appropriate). The required contents of an IEP are determined by the student's needs and age as well as federal and state laws”

State Board of Education Individualized Education Programs. (n.d.). Retrieved November 09, 2020, from <https://www.isbe.net/Pages/Special-Education-Individualized-Education-Program.aspx>



# Eligibility Criteria

The child must meet criteria in one or more eligibility areas which include Autism, Deaf-Blindness, Deafness, Emotional Disturbance, Hearing Impairment, Intellectual Disability, Multiple Disabilities, Orthopedic Impairment, Other Health Impairment, Specific Learning Disability, Speech/Language Impairment, Traumatic Brain Injury, and Visual Impairment.

AND

The IEP team must determine that instructional needs have been identified that are beyond what can be met with general education resources alone.

# IEP's In a Nutshell

Differentiated instruction (specifically designed instruction that changes how the student learns material)

+

Accommodations and/or modifications (changes what the student is taught or expected to learn)

+

Related services

+

Transition services

+

Provided in the LEAST RESTRICTIVE ENVIRONMENT (general education setting/resource/self-contained/special needs school/residential placement/homebound)

T. (2020, April 17). The Difference Between Accommodations and Modifications. Retrieved November 09, 2020, from <https://www.understood.org/en/learning-thinking-differences/treatments-approaches/educational-strategies/the-difference-between-accommodations-and-modifications>



# Let's Focus on Related Services

Now let's focus on related services. Below are examples:

- Transportation
- Nursing and school health services
- Physical, Speech, or Occupational Therapy
- Social Work services
- Audiology services
- Assistive technology
- Interpreting services
- Mobility and Orientation services (deaf/blind)
- Paraprofessional support

Special Education. (2020, March 18). Retrieved November 09, 2020, from <https://www.equipforequality.org/learn/rights-information-by-topic-area/resources-special-education/>

# Referrals for Special Education

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## **Who might refer a child for special education?**

Parents, teachers, other school personnel, state or community service agency or health providers.

## **How is a referral submitted?**

Parents need to submit a request for evaluation to have their child considered to be eligible for special education services. Requests should be made in writing and should be directed to the principal or special education department

# IEP's and Care Coordination Activities

- Explain the basic IEP process, connect the parent with an educational advocacy group, provide educational resources, and assist with answering questions.
- Assist the family with drafting the required letters and requesting meetings.
- Attend IEP meetings and / or refer to education advocate.. Help the family identify and communicate concerns.
- Assist in setting up transportation to and from school.
- Assistance requesting specialized services (OT, PT, SW, ST or nursing).
- Educate family on difference between educational therapy vs medical therapy.
- Assist with obtaining emergency plans or medication orders.
- Obtain medical reports and therapy scripts needed to incorporate the treatment plan into the school day.
- Assist the school with incorporating medical treatment plan into school day.
- Assist with equipment issues.
- Assist team with setting up a vocational or transition plan.
- Facilitate educational staff training related to participant diagnosis.
- Educate family on difference between educational therapy vs medical therapy.

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**What is it?** Section 504 is the development of a plan for how the school will provide support and remove barriers for a student with a disability. In order to qualify, the disability must interfere with one or more life activities (walking, concentrating, breathing, or communicating). They do not have an instructional need.

**What services are provided with a 504 plan?** Provides specific accommodations, supports, or services for the child in effort to enable the student to learn alongside their peers. Section 504 plans to do include differentiated or specialized instruction. Examples include school health services, nursing, social work services, modified school schedules, or academic accommodations for homework or testing.

**How do I refer?** The referral process is generally the same as an IEP.

TL (2020, April 17). The Difference Between IEPs and

RI. (2020, April 17). The Difference Between IEPs and 504 Plans. Retrieved November 09, 2020.

## Section 504 Plan – Basic Overview



# Section 504 and Care Coordination Activities

Explain the basic Section 504 plan process and assist with answering questions.

Assist the family with drafting the required letters and requesting meetings.

Attend 504 plan meetings and help the family identify and communicate concerns.

Assistance requesting accommodations, such as nursing, transportation, navigating the building, etc.

Assist with obtaining emergency plans or medication orders.

Obtain medical reports if needed.

# How is Covid-19 Impacting Schools?

- Face coverings are required unless they cannot be tolerated by certain populations.
- Social distancing is required and no more than 50 people can be in one space at a time.
- Schools are conducting temperature and symptom checks. Some require self-certification forms.
- Students and staff with COVID-like symptoms who do not get tested for COVID-19 and who do not provide a healthcare provider's note documenting an alternative diagnosis, must complete 10 calendar days of isolation from the date of first symptom onset and be fever-free for 24 hours without use of fever-reducing medications and other symptoms have improved before returning to school.
- Parents need to be prepared for contingency plans. In-person learning, or hybrid scheduling may be canceled on short notice.
- Special education and 504 meetings are now virtual versus in-person.
- School districts are providing related services in-person, via teletherapy or via contract a third-party vendor. Some schools may provide home services if the child has been placed on homebound.

ISBE. (n.d.). Retrieved November 09, 2020, from <http://www.isbe.net/coronavirus>



# Homebound Tutoring Services

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“Home/hospital services are provided to a student when a physician licensed to practice medicine in all of its branches, a licensed physician assistant (PA), or a licensed Advanced Practice Registered Nurse (APRN) determines that the student will, or is anticipated to be, absent from school for a minimum of 10 days during the school year due to a medical condition”.

Illinois School Code 105 ILCS 5/14-13.01). (n.d.). Retrieved November 09, 2020, from

<https://www.ilga.gov/legislation/ilcs/fulltext.asp?DocName=010500050K14-13.01>

# Questions...

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# References

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- Child & Family Connections Procedure Manual. (n.d.). Retrieved November 09, 2020, from <https://www.dhs.state.il.us/page.aspx?item=96951>
- Illinois School Code 105 ILCS 5/14-13.01). (n.d.). Retrieved November 09, 2020, from <https://www.ilga.gov/legislation/ilcs/fulltext.asp?DocName=010500050K14-13.01>
- ISBE Coronavirus. (n.d.). Retrieved November 09, 2020, from <http://www.isbe.net/coronavirus>
- Special Education. (2020, March 18). Retrieved November 09, 2020, from <https://www.equipforequality.org/learn/rights-information-by-topic-area/resources-special-education/>
- State Board of Education Individualized Education Programs. (n.d.). Retrieved November 09, 2020, from <https://www.isbe.net/Pages/Special-Education-Individualized-Education-Program.aspx>
- T. (2020, April 17). The Difference Between Accommodations and Modifications. Retrieved November 09, 2020, from <https://www.understood.org/en/learning-thinking-differences/treatments-approaches/educational-strategies/the-difference-between-accommodations-and-modifications>
- T. (2020, April 17). The Difference Between IEPs and 504 Plans. Retrieved November 09, 2020, from <https://www.understood.org/en/school-learning/special-services/504-plan/the-difference-between-ieps-and-504-plans>



# Resources

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## Early Intervention Resources:

- <https://www.dhs.state.il.us/page.aspx?item=96951>
- <https://www.dhs.state.il.us/page.aspx?item=30321>

## COVID School Resources:

- <https://www.isbe.net/Documents/IDPH-School-FAQs.pdf>
- <https://www.isbe.net/Documents/SPED-FAQ-04-20-20.pdf>
- <https://www.isbe.net/coronavirus#>
- <https://www.isbe.net/Documents/Part-3-Transition-Planning-Phase-4.pdf>

## Homebound Services:

- [https://www.isbe.net/Documents/Home-Hospital\\_QA.pdf](https://www.isbe.net/Documents/Home-Hospital_QA.pdf)
- <https://www.isbe.net/Documents/Medical-certification-home-hospital-instruction.pdf>

# Resources

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## Section 504 Resources:

- <https://www.isbe.net/Pages/Special-Education-Civil-Rights.aspx>
- <https://www.greatschools.org/gk/articles/section-504-2/>
- <https://www2.ed.gov/about/offices/list/ocr/504faq.html>

## Special Education Resources:

- <https://www.understood.org/pages/en/school-learning/special-services/>
- <https://www.isbe.net/Pages/Special-Education-Individualized-Education-Program.aspx>
- <https://www.isbe.net/Pages/Special-Education-Individualized-Education-Program.aspx>
- <https://www.equipforequality.org/learn/rights-information-by-topic-area/resources-special-education/>
- <https://www.fmptic.org/how-we-help>



# CountyCare's new Tele-psychiatry and Tele-counseling program

A partnership with Aunt Martha's

Sheryl Urban, BH Program Manager



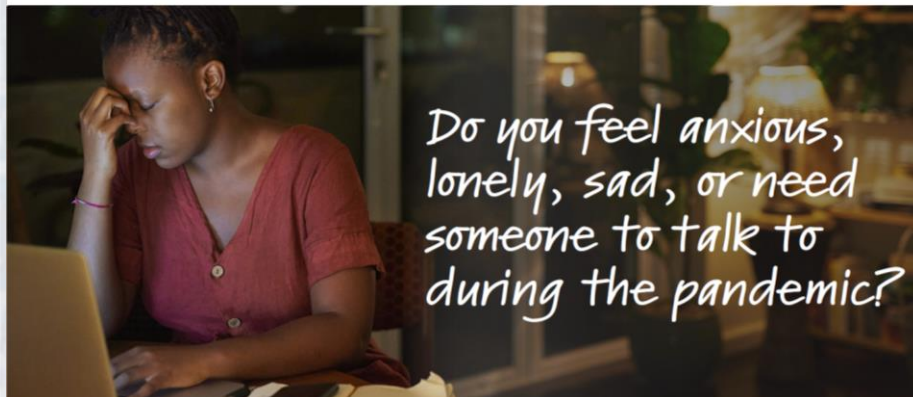


# Tele-counseling/Tele-psychiatry Program

November 1<sup>st</sup>, 2020 go-live

CountyCare has partnered with Aunt Martha's Health & Wellness to improve access to telehealth psychiatric and counseling services during the COVID-19 pandemic

- Members can call 877-MY-AUNT-M (877-692-8686) and select “option 2” to schedule an appointment
- Representatives are available from 7:00am-7:00pm Monday-Friday, and Saturday from 8:00am-4:00pm.
- Assessments will be scheduled within 24 hours with an intake therapist
- CountyCare care managers can submit referrals on behalf of members



# Tele-counseling/Tele-psychiatry Program

## Member communications

- Information is now available on the website at:  
<http://www.countycare.com/members/telehealth-counseling>
- Text campaign
  - Select members will receive the text: “Hi from CountyCare. Do you feel anxious, lonely, sad, confused or need someone to talk to during the COVID-19 pandemic? Get free counseling through our partnership with Aunt Martha’s Health & Wellness. Call 877-692-8686 and select “option 2” to schedule an appointment or click here to learn more.”
- Program flyers will be shared electronically in English and Spanish with all care management staff by early December.





# Tele-counseling/Tele-psychiatry Program

*Who is a good candidate or eligible for this program?*

- **Who is a good candidate for these services?**

- CountyCare members who do not have counseling or psychiatry available within their medical home or within their other providers organizations
- Members who are feeling anxious, lonely, or sad and would benefit from counseling services during the COVID-19 pandemic
- Members that have a phone, tablet, or computer
- Members that feel comfortable utilizing tele-health services

- **Who is not a good candidate for these services?**

- Members who are currently or recently receiving these services from another provider → Care Coordinators should assist with continuity of care
- Members who need care in-person

- **Who is eligible?**

- All CountyCare members are eligible for this program
- Only members assessed to need psychiatry care will be referred for psychiatry



# Tele-counseling/Tele-psychiatry Program

## How does it work?

- **How does it work?**

- Members can call the phone number posted on the CountyCare website OR Care Coordinator can submit a referral form
- Call will be answered live or returned the same day
- An assessment will be scheduled within 24 hours of the initial call
- A clinician will determine if the member needs counseling and/or psychiatry and if member needs or wants Care Coordination
- The member will be linked with a counselor or psychiatrist
- A referral will be sent to the CME if the member needs or wants Care Coordination through our regular referral process

- **After the Appointment**

- Aunt Martha's will send an encounter report to the Care Coordinator who can share it with the ICT, especially their PCP



# Tele-counseling/Tele-psychiatry Program

*How does it work in special circumstances?*

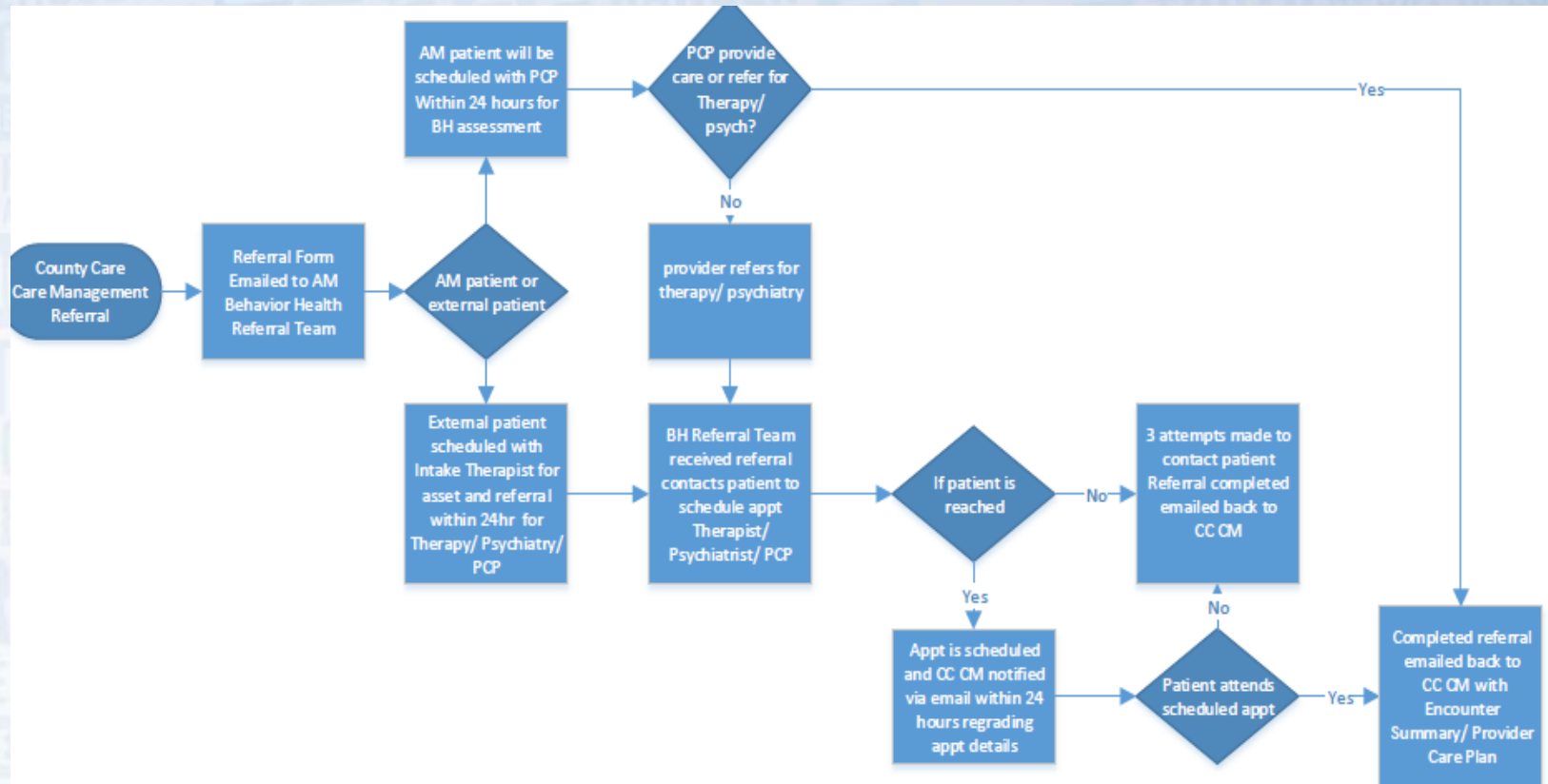
- **You already know that a member needs psychiatric services**
  - The member has been assessed by a clinician
  - You can document that in the “Clinical Information” section of the referral form
- **Member has a PCP who doesn’t prescribe BH meds**
  - Aunt Martha’s PCP can evaluate, prescribe meds, and coordinate with the member’s PCP and care coordinator.





# Tele-counseling/Tele-psychiatry Program

## Workflow





# Tele-counseling/Tele-psychiatry Program

## Referral form

### Behavioral Health Referral Form

Send Referral via Encrypted/ Secure Email to: [BehavioralHealthReferrals@auntmarthas.org](mailto:BehavioralHealthReferrals@auntmarthas.org)

Date of Referral: \_\_\_/\_\_\_/\_\_\_ Referring Care Manager \_\_\_\_\_ Contact Phone # \_\_\_\_\_

#### RECOMMENDATIONS: Behavioral Health Services

☐ Psychiatric Evaluation ☐ Mental Health Therapy (Tele- Therapy) ☐ Other \_\_\_\_\_

#### PATIENT DEMOGRAPHIC INFORMATION

Patient's Name \_\_\_\_\_ DOB \_\_\_/\_\_\_/\_\_\_ Medicaid RIN \_\_\_\_\_

Address \_\_\_\_\_

Home Phone # \_\_\_\_\_ Cell Phone # \_\_\_\_\_ Sex \_\_\_\_\_ Race \_\_\_\_\_

Medicaid RIN \_\_\_\_\_ Primary Care Provider \_\_\_\_\_ Location \_\_\_\_\_

Emergency Contact Name \_\_\_\_\_ Relationship to Patient \_\_\_\_\_ Contact # \_\_\_\_\_



# Tele-counseling/Tele-psychiatry Program

## Referral Form- Clinical Information

### CLINICAL INFORMATION

Reason for Referral \_\_\_\_\_

Diagnosis/ BH Diagnosis (including substance abuse) \_\_\_\_\_

Social Determinants ☐ Homeless ☐ Food Insecurities ☐ Legal Issues ☐ Other \_\_\_\_\_

Hx of suicide attempts? ☐ No ☐ Yes details \_\_\_\_\_

Hx of Medical/ BH hospitalizations? ☐ No ☐ Yes details \_\_\_\_\_

Current suicidal ideation? ☐ No ☐ Yes details \_\_\_\_\_

Current Psychiatric Medications (name & dose, attach list if preferred) \_\_\_\_\_



## Tele-counseling/Tele-psychiatry Program

### Referral Form- Care Coordinator Information

#### CARE COORDINATION

Has coordination occurred with the assigned provider involved? ☐ No ☐ Yes Comments \_\_\_\_\_

Is the member aware of the request? ☐ No ☐ Yes Comments \_\_\_\_\_

**Optional:** What are the needs of this patient that cannot be met at the current level of care? \_\_\_\_\_



## 2020 Access to Outpatient BH-PC Services Directory

Updated September 2020

- The Behavioral Health-Primary Care Integrated Learning Collaborative has published an updated directory of BH-PC services with information compiled from a survey
- The BH-PC Integrated Learning Collaborative is made up of:
  - 21 Primary Care Centers
  - 12 Behavioral Health Centers of the BH Consortium
  - 3 Case Management Entities
  - County Care
- All agencies provided the following information:
  - Contact info
  - BH services provided
  - Restrictions for access to care
  - Types of patients who do not meet admission criteria
  - All subregions for service provision
  - Primary locations
- To be published to the County Care website, Care Coordination section under Care management resources in December: <http://www.countycare.com/carecoordination>



# HEDIS Spotlight

## Breast Cancer Screenings (BCS)

Laurel Chadde

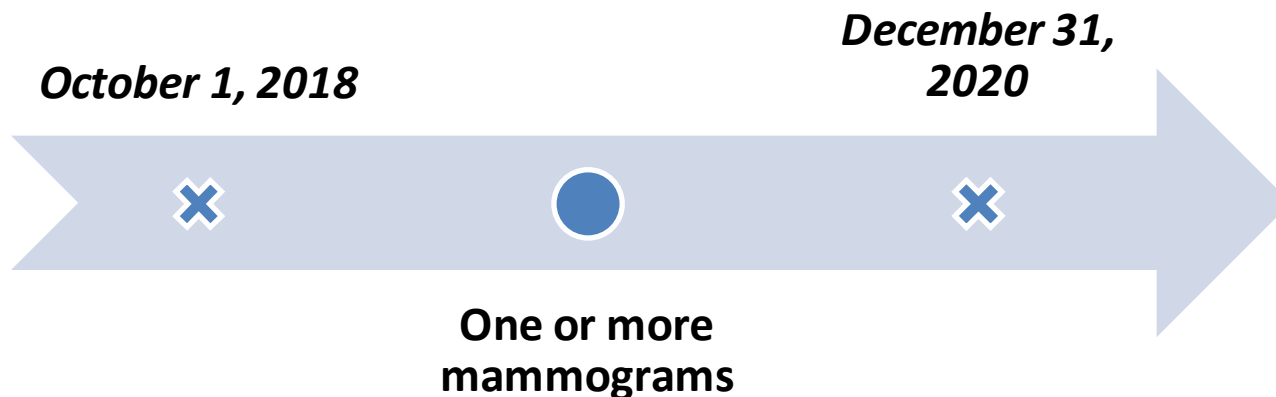
Manager of Population Health and Performance Improvement



# Spotlight HEDIS Measure: BCS

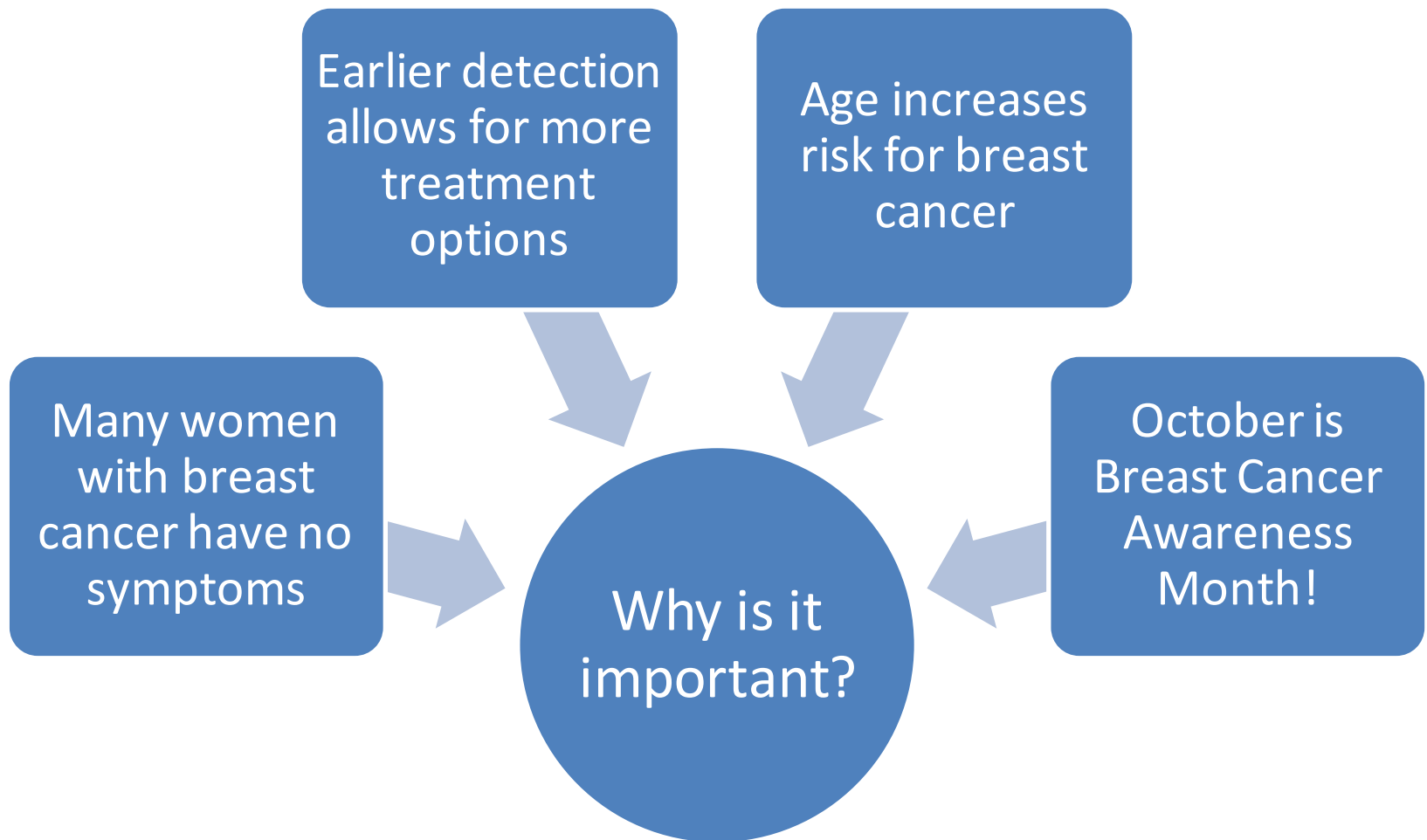
## Breast Cancer Screening

- The percentage of women 50–74 years of age who had a mammogram to screen for breast cancer
  - All types and methods of mammograms (screening, diagnostic, film, digital or digital breast tomosynthesis) qualify for numerator compliance
  - Women with documentation of a bilateral mastectomy are *excluded*



# Spotlight HEDIS Measure: BCS

## Breast Cancer Screening

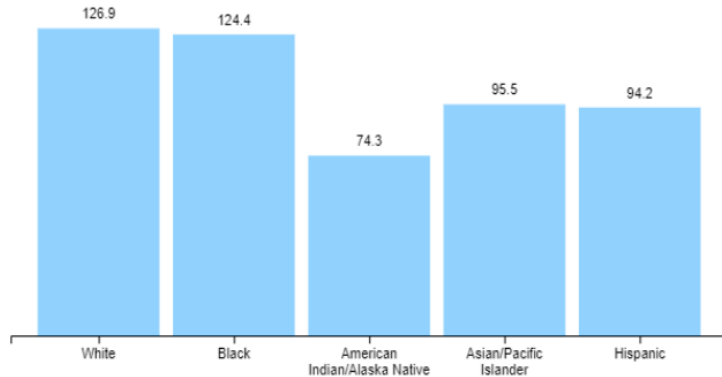


# Racial Disparities in Screening and Outcomes

## Breast Cancer Screening

Rate of New Cancers by Race/Ethnicity, Female

Female Breast, United States, 2013-2017

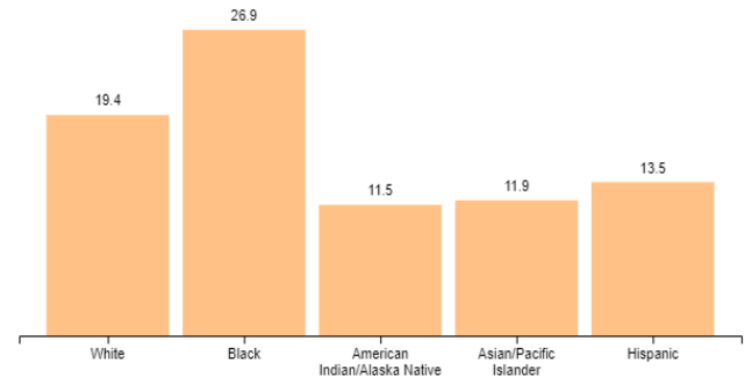


Rate per 100,000 women

Data source – U.S. Cancer Statistics Working Group. U.S. Cancer Statistics Data Visualizations Tool, based on November 2019 submission data (1999-2017); U.S. Department of Health and Human Services, Centers for Disease Control and Prevention and National Cancer Institute; <https://www.cdc.gov/cancer/dataviz>, June 2020.

Rate of Cancer Deaths by Race/Ethnicity, Female

Female Breast, United States, 2017



Rate per 100,000 women

Data source – U.S. Cancer Statistics Working Group. U.S. Cancer Statistics Data Visualizations Tool, based on November 2019 submission data (1999-2017); U.S. Department of Health and Human Services, Centers for Disease Control and Prevention and National Cancer Institute; <https://www.cdc.gov/cancer/dataviz>, June 2020.



# CountyCare BCS HEDIS Performance

## Breast Cancer Screening

Measure	MY2018 Rate	MY2019 Rate	MY2020 Rate	Percentile				
				25 <sup>th</sup>	50 <sup>th</sup>	60 <sup>th</sup>	75 <sup>th</sup>	80 <sup>th</sup>
BCS	64.3%	65.1%	TBD	53.28%	58.67%	60.96%	63.98%	65.73%

Measure	Sept MY2019 Rate	Sept MY2020 Rate	Rate Difference	Percentile				
				25 <sup>th</sup>	50 <sup>th</sup>	60 <sup>th</sup>	75 <sup>th</sup>	80 <sup>th</sup>
BCS	60.9%	50.14%	-10.76%	53.28%	58.67%	60.96%	63.98%	65.73%

- **GOAL:** 80<sup>th</sup> percentile

# *How can care coordinators help?*

## *Breast Cancer Screening*

- Help members schedule appointments and reassure members it is safe to go in
- Help members locate facilities near their home to have their mammogram
- CountyCare Rewards Program incentive for completing a mammogram

# Annual Care Management Satisfaction Survey 2020

Maeve Dixon  
Program Coordinator



# 2020 CM Survey Overview

## Format

18 Questions

Text Message Survey

## Sample

4,390 members in care management

Non-LTSS and LTSS members

## Response Rate

186 responses

4.2% response rate



# 2020 CM Survey

## Demographics

### Gender

69% female identified

31% male identified

### Race

61% Black/African American

17% White/Caucasian

11% No Response

4% Multiracial

4% Asian

2% Asian

.5% American Indian

### Ethnicity

38% non-Hispanic/Latinx

23% Other

20% Hispanic/Latino

20% No Response

### Education

32% Some College

32% Graduated High School/GED

22% Some high school

10% graduated college or more

4% Less than 8<sup>th</sup> grade

# 2020 CM Survey

## Overall Satisfaction

Please rate your overall experience with CountyCare's Care Management Program												
	Very Satisfied		Satisfied		Combined: "Satisfied" and "Very Satisfied"		Dissatisfied		Very Dissatisfied		Not Sure	
	#	%	#	%	#	%	#	%	#	%	#	%
Members (n=186)	103	55.4%	59	31.7%	162	87.1%	6	3.2%	6	3.2%	12	6.5%

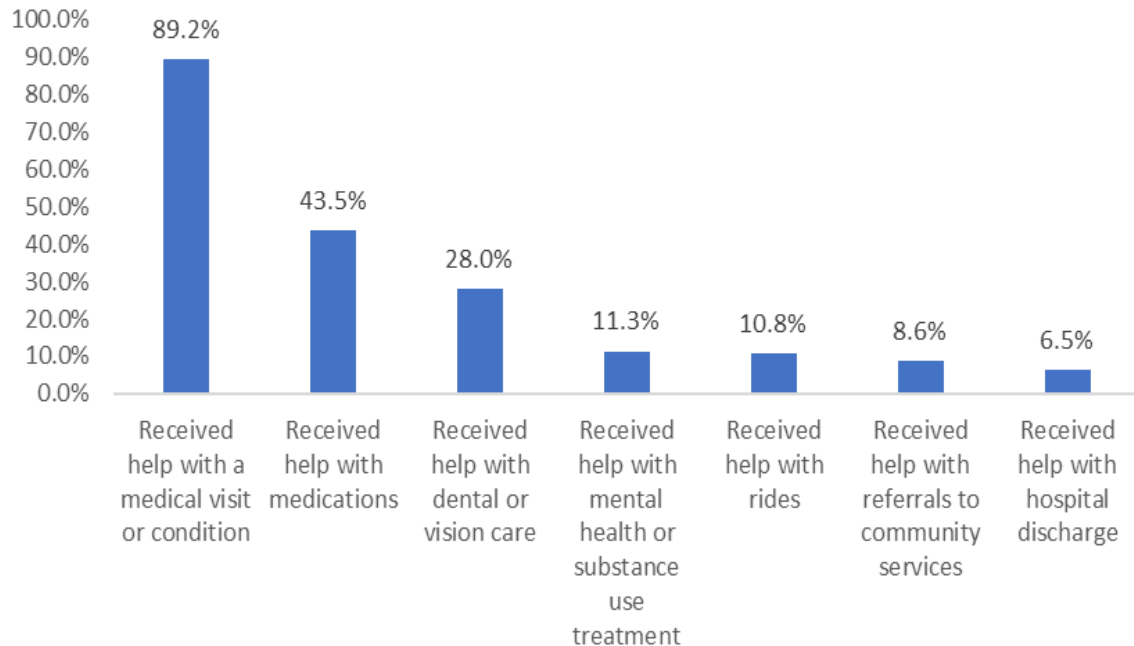
**87%** Very  
satisfied or  
satisfied

# 2020 CM Survey

## Services Received

### How did your Care Manager Help you?

\*Member may select more than one answer



Many members receiving assistance with medical visits, conditions, medications, and vision/dental

Fewer receiving assistance with TOC, community resources, rides, and BH

# 2020 CM Survey

## Member Experience with CM

Survey Prompt	Strongly Agree		Agree		Combined		Disagree		Strongly Disagree		Not Sure	
	#	%	#	%	#	%	#	%	#	%	#	%
My Care Manager helped me learn about my physical/mental health conditions.	69	37.1%	78	41.9%	147	<b>79.0%</b>	11	5.9%	8	4.30%	20	10.8%
My Care Manager listened to what is important to me when we set goals for my health	99	53.2%	64	34.4%	163	87.6%	5	2.7%	5	2.69%	13	7.0%
My Care gave me helpful information	95	51.1%	75	40.3%	170	<b>91.4%</b>	4	2.2%	2	1.08%	10	5.4%
My Care Manager helped me get the care I needed	93	50.0%	68	36.6%	161	86.6%	7	3.8%	8	4.30%	10	5.4%
My Care Manager was polite and treated me with respect	123	66.1%	54	29.0%	177	<b>95.2%</b>	1	0.5%	2	1.08%	6	3.2%
I followed my Care Manager's recommendations	88	47.3%	87	46.8%	175	<b>94.1%</b>	3	1.6%	1	0.54%	7	3.8%
I was able to reach my Care Manager when I needed help	90	48.4%	71	38.2%	161	86.6%	6	3.2%	7	3.76%	12	6.5%
My Care Manager got in touch with me on time	87	46.8%	75	40.3%	162	87.1%	12	6.5%	3	1.61%	9	4.8%
My Care Manager helped me reach my health goals	79	42.5%	69	37.1%	148	<b>79.6%</b>	14	7.5%	7	3.76%	17	9.1%



# 2020 CM Survey

## Qualitative Data

### Program Strengths

"This is a great program and it should be continued"

"I am glad that the care management exist thank you"

Very happy with CountyCare everyone is caring and undemanding.

### Program Weaknesses

"I wish they could help me with housing as well"

"...Transportation should be a little more better than what it is..."

"...I actually don't know who my care manager is"

### Care Coordinator Strengths

"MY CARE GIVER ALWAYS MADE ME FEEL LIKE I WAS IMPORTANT, AND LIKE I MATTERED!!!"

"She's very caring and kind, calls to checkup on me and really takes time out to listen to my needs"

"I'm very satisfied she's always there when I need her she kind caring n very helpful"

### Care Coordinator Weaknesses

"...they haven't helped me with anything in this pandemic...food help with...housing...and I'm 60 years old and you know people my age need help"

"My case manager says he is here to help me but every time I call him...he don't get the ball rolling or call me back with results."

"I haven't seen her yet she's new."

# 2020 CM Survey Summary and Action Plan

## Strengths

- Positive relationship with care managers
- Assistance with services

## Opportunities

- Timely and consistent communication
- Interventions related to social determinants of health

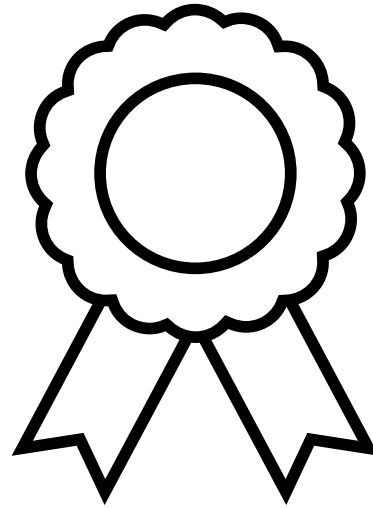
## Action Plan

- CME specific analyses and feedback
- Review with care coordinators at monthly webinar
- Continue to highlight community resources
- Emphasis on timely contacts



Thank you!

# Care Coordinator Spotlight





# Care Coordinator Spotlight

## Aristina Williams, Long Term Care



**Q: What is your number 1 tip for success as a Care Coordinator?**

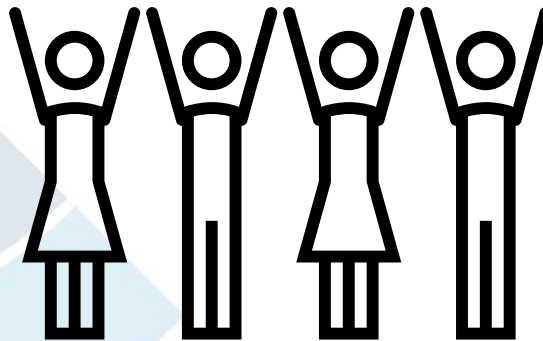
**A:** My key to being a successful Care Coordinator is consistent communication with members, being able to build trusting relationships with each member and assist them with their needs no matter how big or small.

**Q: What's a fun fact about you?**

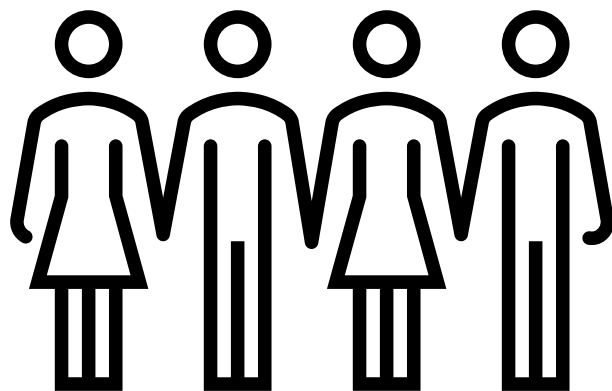
**A:** I love being a Mom to my 3 beautiful daughters.

# CM Spotlight Reminder

- You can anonymously nominate yourself & others for the CM Spotlight at: <https://redcap.link/23k1fzzb>
  - Survey also invites you to provide feedback for the webinar and make suggestions for future webinar topics



# Health Equity



# Survey Announcement

## Background

- Feedback from surveys
- Importance of acknowledging, and acting on, addressing long-standing health disparities

## Purpose(s)

- Gain sense of what YOU want to talk about related to health equity and inequities
- Guide the redesign of the monthly webinar series


## Goal

To offer a dedicated forum to learn about, discuss, and generate ideas around addressing health equity to support acquisition of knowledge, skills, and tools

## When?

Expect an email from me in late November/early December

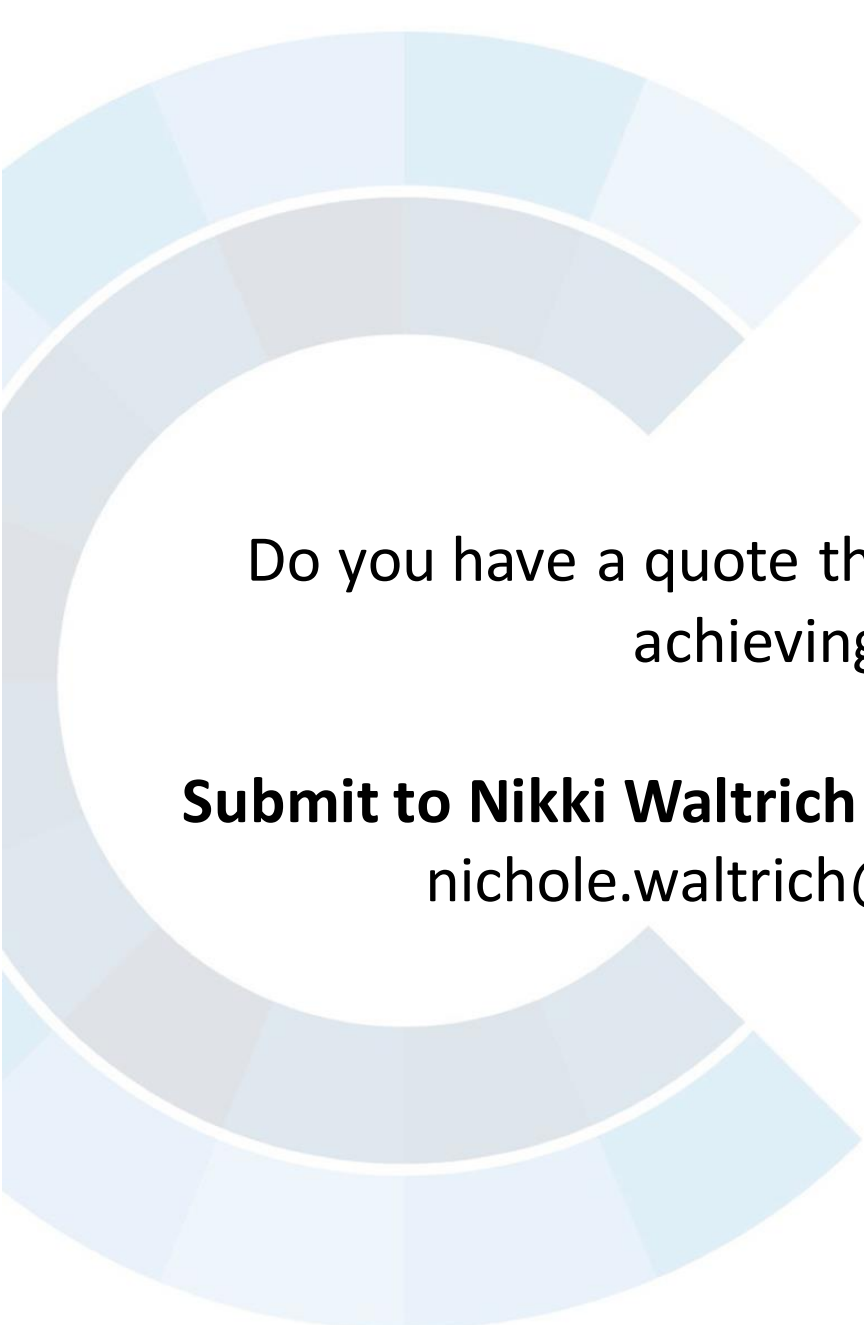




“It is essential that Black female patients – and all patients ideally – feel comfortable and empowered in this exchange to ask questions, get clarification, or challenge the information provided with their own research, traditions, and/or personal beliefs. What’s missing from the care of Black women is depth, caring and trusted exchange.”

– *Haguerenesh Tesfa, from Black Mamas Matter Alliance’s Black Paper, April 2018*



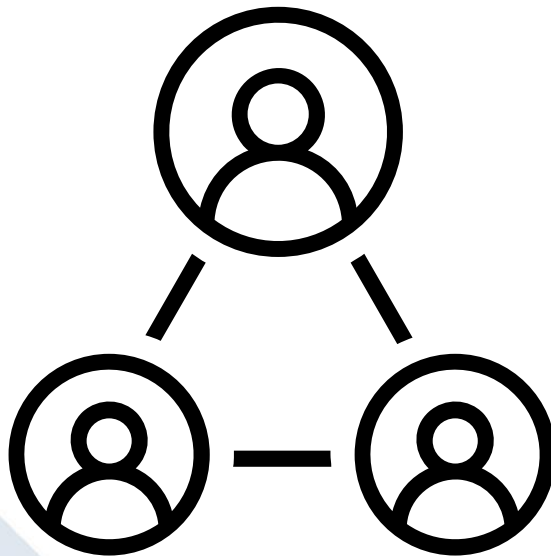


Do you have a quote that inspires your work towards achieving health equity?

**Submit to Nikki Waltrich** ahead of each month's webinar:  
[nichole.waltrich@cookcountyhealth.org](mailto:nichole.waltrich@cookcountyhealth.org)



# Resources & Announcements



# Paige Clincy- Community & Social Services Manager

- **Background**
  - Mental Health & Housing Case Manager
- **Responsibilities with CountyCare**
  - Flexible Housing Pool (FHP) Coordinator
  - Share community and social service resources in monthly Care Coordination webinars
- **Fun Fact**
  - Favorite holiday is Thanksgiving



# Homeless Prevention Resources

- **Financial Assistance & Emergency Shelter**

- **Who?** Suburban Cook County residents & City of Chicago residents
- **What?** Help with mortgage, rent payments, rent deposits, utility payments, other housing issues, or emergency shelter
- **How?** Call the Homeless Prevention Call Center or visit <http://www.suburbancook.org/emergency>
  - Suburban Cook County: (877) 4-COOK-15 or **(877) 426-6516**
  - City of Chicago: **311**
  - Outside of Chicago: **(312) 744-5000**
  - Listen closely to prompts to choose the kind of help that is needed

- **Food Access**

- **Who?** The Greater Chicago Food Depository and school districts throughout Cook County suburbs are providing meals to families in need
- **What?** Pre-packaged boxes of groceries
- **How?**
  - **School districts offering food assistance-** <http://bit.ly/CookCountyMeals>
  - Download this list of [South Suburban Food Pantries](#).



# Winter Coat Drive Resources

Organization	Website	Contact	Application
Button and Zipper	<a href="https://buttonandzipper.com/recipients/">https://buttonandzipper.com/recipients/</a>	<a href="mailto:info@ButtonAndZipper.com">info@ButtonAndZipper.com</a>	Apply online for services needed, and a representative will contact you directly
Salvation Army - Chicago Bears Coat Drive	<a href="https://centralusa.salvationarmy.org/metro/contact-us/">https://centralusa.salvationarmy.org/metro/contact-us/</a>	773.725.1100	Apply online for services needed, and a representative will contact you directly
Care for Real	<a href="https://careforreal.org/services-programs/food-clothing/">https://careforreal.org/services-programs/food-clothing/</a>	773.769.6182	Call to schedule an appointment. Clothing shop is open Tuesdays & Thursdays from 9AM to 1PM
Chicago Lights	<a href="https://chicagolights.org/social-services/">https://chicagolights.org/social-services/</a>	312.640.2571	Call to schedule an appointment to visit the facility and try on coats
Coronavirus - Care Coalition	<a href="https://docs.google.com/forms/d/e/1FAIpQLSdLv5BT3SVLISbhl6WsgPUmgJhcjaYLD6lvyJeBZFON9LbKYQ/viewform">https://docs.google.com/forms/d/e/1FAIpQLSdLv5BT3SVLISbhl6WsgPUmgJhcjaYLD6lvyJeBZFON9LbKYQ/viewform</a>	866.422.7320	Apply online for services needed, and a representative will contact you directly
La Casa Norte	<a href="http://www.lacasanorte.org/needed-help/">http://www.lacasanorte.org/needed-help/</a>	773.276.4900	Several pick up dates scheduled for November and December, call to reserve an appointment.
One Warm Coat	<a href="https://www.onewarmcoat.org/give-warmth/hold-a-coat-drive/nonprofit-locator-map/">https://www.onewarmcoat.org/give-warmth/hold-a-coat-drive/nonprofit-locator-map/</a>	877.663.9276	Search organizations with coat drives and drop off clothing boxes by zip code
Beacon Light Ministries	<a href="http://beaconofchicago.yolasite.com/beacon-of-hope-community-center.php">http://beaconofchicago.yolasite.com/beacon-of-hope-community-center.php</a>	773.387.8987	Call to arrange clothing pickup or delivery





*Chapel of Praise*  
*Community Life Outreach Ministry*

# **THANKSGIVING FOOD DRIVE**

**November 21, 2020 | 10AM - 5PM**

**15821 Greenwood Rd  
South Holland, IL 60473**

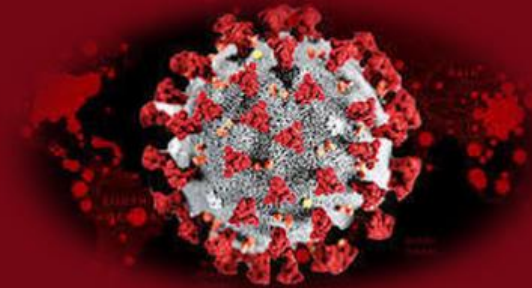
**Frozen Turkeys and Box Rice will be distributed  
conveniently with Drive-Thru Pick Up!**

**Open to friends and the surrounding community!**

*JOIN UChicago Medicine and Community Partners for  
Virtual Community Grand Rounds*



## Enduring the Winter Months During a Pandemic



Come have a conversation with experts about  
anxiety, depression, grief, staying active, the  
COVID-19 vaccine, & more!

**November 19, 2020**

**6:00 PM**

To register contact:

**nwatson@bsd.uchicago.edu**

**773-834-4244**



Network of Woodlawn



CHICAGO PUBLIC HEALTH  
DEVELOPMENT CORPORATION



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# Coronavirus Disease and Oral Health

## Information for Parents About Promoting Good Oral Health at Home



It is important for parents to serve healthy foods and drinks and promote good oral hygiene habits to keep children's mouths healthy during the coronavirus disease (COVID-19) pandemic and always. Here are tips for some simple things to do at home.



### Eating Healthy Foods and Drinks

- Serve your child healthy foods that are low in natural and added sugar.
- Serve milk or tap (faucet) water with meals and snacks.
- Give your child a variety of healthy snacks, such as cheese and crackers, at scheduled times during the day.
- Give your child tap water several times a day.
- Avoid serving drinks that are high in natural or added sugar, such as fruit juice, fruit drinks, and pop/soda.

### Practicing Good Oral Hygiene Habits

- Brush your child's teeth with fluoride toothpaste twice a day.
  - For children under age 3, use a rice-size amount of fluoride toothpaste.
  - For children ages 3 to 6, use a pea-size amount of fluoride toothpaste.
- After toothbrushing, rinse the brush and store it upright in a holder to air dry. Do not let toothbrushes touch each other.
- Do not share toothbrushes. Sharing toothbrushes can transfer disease-causing germs from one person to another.
- If anyone in the family is sick, keep their toothbrush away from everyone else's toothbrushes. Replace the toothbrush after the family member is better.



This publication was developed with funds from cooperative agreement #90HC0013 for the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Head Start, Office of Child Care, and Health Resources and Services Administration, Maternal and Child Health Bureau, by the National Center on Early Childhood Health and Wellness. This resource may be duplicated for noncommercial uses without permission. This publication is in the public domain, and no copyright can be claimed by persons or organizations.

*School readiness begins with health!*



ADMINISTRATION FOR  
**CHILDREN & FAMILIES**



NATIONAL CENTER ON  
Early Childhood  
National Centers  
Early Childhood Health and Wellness



# Coronavirus Disease and Oral Health

## Information for Parents About Visiting the Dental Office

It is important that your child get regular oral health care. Before going to a dental office, talk with the dental team about changes they have made to lower the risk of spreading the coronavirus disease (COVID-19) to patients and parents.

Dental office changes may include:

- Calling you before your child's visit and asking questions about your health and your child's health, including their oral health. The questions may be asked again on the day of the visit.
- Limiting the number of people attending the visit. For example, having only one parent in the office with their child.
- Having you call the dental office when you arrive and waiting in the car or outside the building before the visit.
- Limiting the number of patients seen in the office.
- Requiring patients and parents to wear a mask while in the building.
- Taking the parent's and child's temperatures.
- Not providing care to children with a fever or other signs of COVID-19, unless the child has oral pain or a dental injury.
- Wearing more protective equipment than before, such as masks, face shields, and gowns.
- Disinfecting the room after each patient to lower the risk of spreading COVID-19.



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Early Childhood Health and Wellness



Do you have resources that could help your colleagues  
and/or members?

**Submit to Nikki Waltrich** ahead of each month's webinar:  
[nichole.waltrich@cookcountyhealth.org](mailto:nichole.waltrich@cookcountyhealth.org)





# Announcements

- NO December webinar- happy holidays!
- The next webinar will be held Wednesday, **January 20<sup>th</sup>, 2021**
- Webinar feedback survey & spotlight nominations
  - <https://redcap.link/23k1fzzb>



# Announcements

- Slides will be posted to the CountyCare Care Coordination Webpage: <http://www.countycare.com/carecoordination>

## Webinars for Care Coordinators

- Webinar: Care Coordination Monthly Webinar (2/2020 slides)
- Webinar: Care Coordination Monthly Webinar (1/2020 slides)
- Webinar: Care Coordination Monthly Webinar (11/2019 slides)
- Webinar: Care Coordination Monthly Webinar (10/2019 slides)
- Webinar: Care Coordination Monthly Webinar (9/2019 slides)
- Webinar: Care Coordination Monthly Webinar - Maternal Child Health (8/2019 slides)
- Webinar: Black Oaks Center/Fresh Food Market (6/27/2019 slides)
- Webinar: Transitions of Care presented by NTOCC (5/22/2019 slides)
- Assisted Outpatient Treatment (AOT) Presentation (4/25/2019 slides)
- Webinar: Canary Telehealth Presentation (3/27/2019 slides)
- Webinar: HIV Presentation (2/27/2019 slides)
- Webinar: Asthma Presentation (1/23/2019 slides)



# Open Forum

Please share any needs or questions you have for each other by typing in the chat box





# Thank You!

