



CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

COMPLEX CARE RESOURCE GUIDE

RESOURCES AVAILABLE TO SUPPORT YOUTH WITH COMPLEX CARE

Table of Contents

Funding and Supports Initiatives Available to Support Youth with Complex Care 3

Alternate Funding Models to Support Children in Foster Care (AB 2944).....	3
ASIST/Specialized Permanency Support	4
California Wraparound	5
Children’s Crisis Residential 5 Year Pilot.....	6
Child Specific Requests for Exceptional Needs	6
County Capacity Building for High Quality Continuum.....	7

Technical Assistance and Support Available to Support Youth with Complex Care 8

AB 2083 State Strike Team	8
Catalyst Center.....	8
Connection to Other Innovative Models	9
Daley Solutions	9
Dr. Pakyurek /UC Davis Health Team Contract.....	9
Expedited Transition Planning and Linkages	10
Permanency Planning Support through Denise Goodman	10
Technical Assistance Calls	11
Workgroup to Improve the STRTP Intake and Discharge Process	11

Additional Services to Support Children and Families..... 12

The Family Urgent Response System (FURS).....	12
California Parent and Youth Helpline.....	12

Complex Care Resources 13

Funding and Supports Initiatives Available to Support Youth with Complex Care

Alternate Funding Models to Support Children in Foster Care (AB 2944)

Provides counties flexibility to develop, implement, and approve alternative funding models and set individualized rates for innovative Aid to Families with Dependent Children—Foster Care (AFDC-FC) programs or models of care and services that provide children with service alternatives to residential care, enhance the ability of children to remain in the least restrictive, most family-like setting possible, and promote services that address the needs and strengths of individual children and their families. Types of models that have been developed:

- Emergency Shelter Homes
- Intensive Services Foster Care + Rate
 - This model can support a group of a special population or can be designed for one youth. This rate can be up to the STRTP rate.

Funding Amount	Who Can Access
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N/A

Counties

How to Learn More

- All County Letter 22-21: [ACL 22-21](#).



STRTP of 1 or 2:

This model may support an individual youth in foster care whose level of acuity needs an STRTP of one, including: intensive staffing ratios, multi-systemic involvement, intensive clinical supports, intensive care coordination, and the use of trauma-informed models, intensive home-based support and wraparound services.



ASIST/Specialized Permanency Support

The Active Supportive Intervention Services for Transition (ASIST) program extends additional funding to eligible counties who choose to participate.

ASIST supports extensive family finding, engagement, specialized permanency services, child-specific, field-based training and in-home support through high-fidelity Wraparound services or other intensive permanency-focused transition support services. The ASIST program does not replace existing Wraparound programs or other intensive supportive transition programs. Instead, it augments existing services to provide extensive direct services, resources and activities required to support children, youth and NMDs in transitioning from congregate care to home-based care.

Funding Amount	Who Can Access
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*\$898,000 Counties

**Total allocation for counties that opted in during the 2020-21 fiscal year*

How to Learn More

- The following counties have opted-in to the funding allocation: Butte, Kings, Merced, Monterey, San Bernardino, Santa Cruz, San Luis Obispo, Sonoma, Tulare and Yolo.
- The training, coaching, and consultation resources are available to all 58 counties.
- For additional information, please contact the CDSS Family-Centered Practice Unit at WraparoundQuestions@dss.ca.gov or visit <https://humanservices.ucdavis.edu/asist>.



California Wraparound

Wraparound is a strengths-based planning process that occurs in a team setting to engage with children, youth, and their families. A child and family team is formed and works directly with the family as they identify their own needs and strengths. The team develops a service plan that describes specific strategies for meeting the needs identified by the family. The service plan is individualized, with strategies that reflect the child and family’s culture and preferences. California Wraparound is intended to allow children to live and grow up in a safe, stable, permanent family environment. For children and families in the foster care system, the Wraparound process can:

- Enhance strengths by creating a strength-based intervention plan with a child and family team;
- Promote youth and parent involvement with family voice, choice, and preference;
- Use community-based services;
- Create independence and stability;
- Provide services that fit a child and family’s identified needs, culture, and preferences;
- Create one plan to coordinate responses in all life domains; and
- Focus on achieving positive goals.

Funding Amount	Who Can Access
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N/A

Counties

How to Learn More

- Aftercare Allocation: [CFL 21/22-57](#).
- Updated Comprehensive Claiming Instructions For the Wraparound Program (not including aftercare): [CFL 20/21-94](#).
- For additional Wraparound links, implementation guidance, webinar recordings, and more, please click [here](#) to access CDSS’ wraparound website.
- For any additional questions pertaining to wraparound, please contact the CDSS Family-Centered Practice Unit at, WraparoundQuestions@dss.ca.gov.

Children’s Crisis Residential 5 Year Pilot

Investment in services and supports to meet complex needs, which includes establishing the Children’s Crisis Continuum Pilot Program.

Funding to provide specialized supports such as child-specific recruitment, intensive family finding and engagement, and additional therapeutic foster care options.



Child Specific Requests for Exceptional Needs

Annual funding to support child-specific assessments, evaluations, enhanced care planning, technical assistance or supports for children with exceptional service needs. Counties may use these funds flexibly to support children with high acuity needs, including intensive specialty mental health services that are not billable to Medi-Cal, and youth with co-occurring treatment needs.



Funding Amount	Who Can Access
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*\$60 million Counties
*One-Time Funding

How to Learn More

Request for Assistance (RFA) will be released in early 2022 and funding will be awarded approximately 3 months after its release.



Funding Amount	Who Can Access
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*\$18.1 million Counties
*Ongoing

How to Learn More

All County Letter 21-119:
[ACL 21-119](#)

County Fiscal Letter:
[CFL 21/22-35](#)



County Capacity Building for High Quality Continuum

Funding for the development of system capacity to ensure the provision of a high-quality continuum of care, including the care and supports needed for youth who may otherwise have been placed out-of-state.

Funding Amount	Who Can Access
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*\$43.2 million Counties

**One-Time Funding*

How to Learn More

All County Letter:

[ACL 21-143](#)

County Fiscal Letter:

[CFL 1/22-54](#)

NOTE: CDSS and the Department of Health Care Services are leading the Foster Care Model of Care workgroup as a part of the California Advancing and Innovating Medi-Cal (Cal-AIM) effort. The goal of this effort is to improve the experience and outcomes for children and families navigating complex systems, and to build on the numerous efforts to reform efforts in the past and some already in motion (the Emily Q and Katie A lawsuits, the Continuum of Care Reform and the implementation of the federal Family First Prevention and Services Act). We aim to create a better, more integrated, streamlined, coordinated, and accountable system

of care, aligned with CalAIM goals to: (1) build on whole person care approaches, (2) improve health equity and quality outcomes, and (3) streamline and minimize complexity in our Medi-Cal delivery system. [Behavioral Health Information Notice 21-073](#) gives notice of statutory changes for a beneficiary to access the SMHS delivery system and updates medical necessity and coverage requirements. This document will be updated as additional information about the recommendations and outcomes resulting from the workgroup process become available.

Technical Assistance and Support Available to Support Youth with Complex Care

AB 2083 State Strike Team

The System of Care (SOC) Strike Team is a child specific working group, in which we connect/conduct warm hand offs to assist with a path forward when youth are staying in non-licensed settings. This is offered in addition to other Technical Assistance calls and it includes key local and state members to ensure that all system partners join to meet the needs of individual youth in foster care. The team from the state is a consistent set of individuals from CDSS and the Departments of Developmental Services, Health Care Services, and Education, helping to identify and secure additional supports and services the county may not yet have considered or been able to identify.

Catalyst Center

The Children's Services Foundation (Catalyst) contracts with CDSS to provide expedited transition planning and linkages for youth returning from out-of-state facilities and continues to be available to coordinate and facilitate the development of the individualized complex care for youth. Catalyst provides navigation services to assist in identifying placements and available programs/services. They will assist with identifying vacancies in STRTPs, FFAs, and other programs that can provide supports and services to youth and families.

Who Can Access

Counties, Regional Centers, Schools, and STRTP Providers

How to Learn More

Please email: Dianna.wagner@dss.ca.gov to access this resource.

Who Can Access

Counties

How to Learn More

To inquire about the Children's Services Foundation's services please contact the System of Care Technical Assistance at SOCTACALLS@dss.ca.gov.

Connection to Other Innovative Models

CDSS is available to provide information about other innovative models. For example, MOCKINGBIRD FAMILY™ is an innovative foster care delivery model that creates an extended family network to support, develop and retain quality foster families so they can meet the challenging and complex needs of children and youth experiencing foster care. The design provides a framework and opportunity for communities to come together in support of its young people.



Daley Solutions

Daley Solutions, a communications consulting firm in partnership with CDSS, offers assistance with Micro Targeted Digital Resource Parent Recruitment. This means changing the way recruitment is done by using analytical data to target the homes that our youth need. The recruitment is population-specific (ISFC, teenagers, CSEC, STRTP prevention, STRTP step down, aftercare placements) and child – specific, but without compromising confidentiality.

Dr. Pakyurek/UC Davis Health Team Contract

Provides case consultations to improve the quality of life and placement stability for youth with neurodevelopmental disorders and psychiatric comorbidity, including autism, ADHD, traumatic brain injury, PTSD, depression, and more. Consultation for youth and families can be accessed by counties or directly by families via referral to CDSS. Services will include diagnostic clarification, medication and treatment recommendations, resources, and strategies to stabilize the youth.

Who Can Access

Counties

How to Learn More

For more information related to the Mockingbird model, please access their website [here](#) or email: information@mockingbirdsociety.org.

[CalSWEC and CWDA Webinar on the Mockingbird Family Model Webinar](#) (2nd PowerPoint hyperlinked within the Webinar Series on Recruitment, Retention, and Support header.)

For more information related to additional innovative models, please reach out to foster@dss.ca.gov.

Who Can Access

Counties

How to Learn More

Applications for Daley Solutions can be found on the [Daley Solutions](#) website.

Who Can Access

Counties, Regional Center, Schools, and Families

How to Learn More

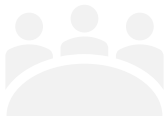
Request a referral form and further information by emailing Kristin.Martin@dss.ca.gov or CCR@dss.ca.gov.

Expedited Transition Planning and Linkages

CDSS can assist with connecting youth to providers, such as Uplift and Seneca, who specialize in identifying and securing services and supports to assist with transitional support for youth with complex needs.



Permanency Planning Support through Denise Goodman



Counties can access transition planning, family finding and engagement, and specialized permanency organizational support, training, coaching, and technical assistance, including child-specific case consultations. Monthly specialized permanency child-specific case consultations are available with nationally known consultants, including Dr. Kate Messina and Dr. Denise Goodman, who bring many years of experience addressing the complex needs of children with severe trauma and helping counties address barriers to permanency.

Who Can Access

Counties

How to Learn More

These can be funded through the Child Specific Complex Care Funding:

All County Letter:

[ACL 21-119](#)

County Fiscal Letter:

[CFL 21/22-35](#)

Who Can Access

Counties

How to Learn More

Request organizational and child specific consultation and support [here](#).



Technical Assistance Calls

Calls that DSS offers on an array of topics. These calls bring together the county placing agency, county behavioral health, other system partners, and, as appropriate, the STRTP provider to discuss the following:



- STRTP placement options when a county needs support identifying a provider that will be a good fit;
- Eliminating barriers to a youth's placement in an STRTP;
- Any issue(s) with a youth's current placement and what resources can be put in place to alleviate those issues; and
- Placement termination notices and what, if any, behavioral/mental health or other supports might preserve the placement or would support the youth in a transition to another placement if the current placement is no longer viable.

Workgroup to Improve the STRTP Intake and Discharge Process

A workgroup with attendees from CDSS (CFSD program, CCL, and legal), CWDA, the California Alliance of Children & Family Services, CPOC, and various STRTP providers. This workgroup convenes to discuss gaps in the intake and discharge processes and how these gaps can be addressed.



Who Can Access

Counties, Regional Centers, Schools, and STRTP Providers

How to Learn More

If a county would benefit from a technical assistance call, please contact, SOCTACALLS@dss.ca.gov



Who Can Access

CDSS, CWDA, the California Alliance of Children & Family Services, CPOC, and STRTP providers

How to Learn More

Please reach out to [Alicia Bernstein@dss.ca.gov](mailto:Alicia.Bernstein@dss.ca.gov) for additional information.

If you are a county child welfare representative interested in learning more about this workgroup, please reach out to [Diana Boyer at dboyer@cwda.org](mailto:dboyer@cwda.org).

Additional Services to Support Children and Families

The Family Urgent Response System (FURS)

The Family Urgent Response System (FURS) is a coordinated statewide, regional, and county-level system designed to provide collaborative and timely state-level phone-based response and county-level in-home, in-person mobile response during situations of instability, to preserve the relationship of the caregiver and the child or youth.

FURS Services Include:

- A toll-free hotline available 24 hours a day, 7 days a week staffed with caring counselors trained in conflict resolution and de-escalation techniques for children and youth impacted by trauma.
- County Mobile Response and Stabilization Teams also available 24 hours a day, 7 days a week.
- In-home de-escalation, stabilization, conflict resolution, and support services and resources.
- Ongoing support services beyond the initial mobile response.
- Hotline and mobile response staff trained in working with children and families who have experienced trauma.

California Parent and Youth Helpline

The California Parent & Youth Helpline, and Online Parent Support Groups are available to address increased stressors and concerns faced by families, parents, and youth during these uncertain times.

Who Can Access

Current foster youth, former foster youth, and caregivers

How to Learn More

For more information, please click to visit the [FURS](#) website.

Outreach materials are provided free of charge to counties upon request, for youth and caregivers.

Additionally, the following implementation guidance can be referred to:

- [ACL 20-89](#)
- [CFL 21/22-28](#)
- [CFL 20/21-46](#)
- [CFL 20/21-52](#)
- [ACIN I-29-21](#)

Who Can Access

Everyone

Parents and youth can call or text 855-4APARENT (1-855-427-2736) for emotional support every day from 8am to 8pm. Referrals are available in English, Spanish, and other languages. Sign up for online groups and additional resources on the [California Parent & Youth Helpline website](#).

Complex Care Resources

Resource	How to Learn More
Alternate Funding Models to Support Children in Foster Care	ACL 22-21
ASIST/Specialized Permanency Support	For additional information, please contact the CDSS Family-Centered Practice Unit at WraparoundQuestions@dss.ca.gov or visit https://humanservices.ucdavis.edu/assist .
California Wraparound	For any additional questions pertaining to wraparound, please contact the CDSS Family-Centered Practice Unit at, WraparoundQuestions@dss.ca.gov .
Children’s Crisis Residential 5 Year Pilot	The Request for Assistance (RFA) will be released in 2022 and funding will be awarded approximately 3 months after its release.
Child Specific Requests for Exceptional Needs	All County Letter 21-119: ACL 21-119 , County Fiscal Letter: CFL 21/22-35 .
County Capacity Building for High Quality Continuum	All County Letter: ACL 21-143 , County Fiscal Letter: CFL 21/22-54 .
AB 2083 Strike Team	Please email: Dianna.wagner@dss.ca.gov to access this resource.
Catalyst Center	To inquire about the Children’s Services Foundation’s services please contact the System of Care Technical Assistance at SOCTACALLS@dss.ca.gov .
Connection to Other Innovative Models	For more information related to the Mockingbird model, please access their website here or email: information@mockingbirdsociety.org .
Daley Solutions	Applications for Daley Solutions can be found on the Daley Solutions CDSS website.

Resource	How to Learn More
Dr. Pakyurek/UC Davis Health Team Contract	Request a referral form and further information by emailing Kristin.Martin@dss.ca.gov or CCR@dss.ca.gov .
Expedited Transition Planning and Linkages	These can be funded through the Child Specific Complex Care Funding: All County Letter: ACL 21-119 , County Fiscal Letter: CFL 21/22-35 .
Permanency Planning Support through Denise Goodman	Request organizational and child specific consultation and support here .
Technical Assistance Calls	If a county would benefit from a technical assistance call, please contact, SOCTACALLS@dss.ca.gov .
Workgroup to Improve the STRTP Intake and Discharge Process	Please reach out to Alicia.Bernstein@dss.ca.gov for additional information. If you are a county child welfare representative interested in learning more about this workgroup, please reach out to Diana Boyer at dboyer@cwda.org .
The Family Urgent Response System (FURS)	For more information, please click to visit the FURS website.
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