



CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

COMPLEX CARE RESOURCE GUIDE

RESOURCES AVAILABLE TO SUPPORT YOUTH WITH COMPLEX CARE

Supporting Youth with Complex Care Needs

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Funding and Supports Initiatives

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

Provides counties flexibility to develop and implement alternative funding models and request 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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Varies	Child Welfare, Probation, and Title IV-E Tribes
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How to Learn More

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



STRTP of 1 or 2:

This model may support 1-2 youth in foster care whose level of acuity or need requires an individualized STRTP model, 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.



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
N/A	Child Welfare, Probation, and Title IV-E Tribes

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 Continuum 5-Year Pilot Program

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.



Examples of uses thus far:

- Placement in an STRTP of 1
- Supervision
- Enhanced ISFC

Funding Amount	Who Can Access
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*\$60 million

A lead agency from one of the following entities: Child Welfare, County BH, or Probation

**One-Time Funding*

How to Learn More

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



Funding Amount	Who Can Access
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*\$18.1 million

Child Welfare, Probation, and Title IV-E Tribes

**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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*\$43.3 million

Child Welfare, Probation, and Title IV-E Tribes

**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

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, 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. When the call is scheduled to discuss a Tribal youth, a representative from the CDSS Office of Tribal Affairs participates.

Catalyst Center

The Children's Services Foundation (Catalyst) contracts with CDSS to provide expedited transition planning and linkages for youth who returned 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 assist with identifying vacancies in STRTPs, FFAs, and other programs that can provide supports and services to youth and families.

Who Can Access

Counties, Tribes, Regional Centers, Schools, and STRTP Providers

How to Learn More

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

Who Can Access

Child Welfare, Probation, and Tribes

How to Learn More

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



ASIST/Specialized Permanency Support

The Active Supportive Intervention Services for Transition (ASIST)/Specialized Permanency Services are available to all 58 counties and include the following services:

Monthly Webinars

Monthly webinars include training from experts on subjects such as permanency, child-specific recruitment, coaching, as well as peer-to-peer learning.

Specialized Permanency Support and Coaching

Counties can work with expert coaches to identify strengths, barriers, and develop a localized permanency plan to strengthen permanency practices on a systemic level. Consultants are available to support topics such as:

- Developing culture change within your agency
- Reviewing current family finding and engagement practices
- Child specific recruitment

Child Specific Case Consultations

Monthly child-specific case consultation calls, which will include a team of subject matter experts, system and program level permanency consultation and additional resources to support permanency-focused agency cultures and practices.

Permanency experts include:

Dr. Denise Goodman: focuses on the family-finding and youth specific recruitment strategies that can be employed to identify and engage supports for the youth and potential family-based placements.”

Dr. Kate Messina: brings clinical expertise to assist in examining the youth’s experience through a neurodevelopmental and complex trauma perspective in order to provide a deeper understanding of the youth’s challenges as well as to consider additional and innovative intervention strategies to help stabilize the youth.

Dr. Kate Messina has worked with foster and adoptive parents for more than 30 years. She maintains a private practice in Fair Oaks, CA, and is the founder of the WisdomPath Way Reparative Parenting Approach, a trauma-informed, neurodevelopmental coaching model for resource and adoptive parents. In addition, Messina provides training and coaching to state, county and private agencies throughout California in the implementation of culturally relevant strategies and techniques for helping children recover and mature from the impact of early adverse experiences.

How to Learn More

- To register for a monthly webinar click [here](#).
- To request specialized permanency coaching click [here](#).
- To request a child specific case consultation click [here](#).

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, Tribes, STRTPs, service providers, schools, regional centers 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

Child Welfare, Probation, and Tribes

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

Child Welfare, Probation, Tribes, and Providers

How to Learn More

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

Who Can Access

Counties, Tribes, STRTPs, service providers, Regional Centers, 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 help connect counties to providers who have developed specialized models that respond to urgent placement and transition challenges. These models provide urgent assessment, transition or placement preservation plan development and implementation support to assist counties in supporting youth with complex needs.



Dr. Haleigh Scott/Ascend Diagnostic and Support Services

Contract provides case consultations for youth with a dual diagnosis of developmental disability (e.g. Intellectual disability or autism) and trauma or other mental health challenges. Consultations are to improve the quality of life and placement stability for youth and families and can be accessed by providers including STRTPS, FFAs, regional centers, counties, or directly by families via referral to CDSS. Services will be tailored to fit the needs of the youth and may include strengthening collaboration and teaming with system of care partners, individual coaching of family or team members to develop connection and trust with the youth and family and manage youth behaviors, strategies for modifying mental health interventions to meet the needs of youth with developmental disabilities and trauma, strategies to preserve placement or assist with transitioning the youth, and other resources.

Who Can Access

Child Welfare, Probation, and Title IV-E Tribes

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

Providers, Regional Centers, Child Welfare, Probation, Tribes, Schools, and Families

How to Learn More

Request a referral form and further information by emailing Gina Jones and CCR@dss.ca.gov.





Technical Assistance Calls

CDSS provides facilitated technical assistance 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.



Who Can Access

Counties, Tribes, 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



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.

The California Parent & Youth Helpline is available to all parents and youth in the state of California.

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	To register for a monthly webinar click here . To request specialized permanency coaching click here . To request a child specific case consultation click here .
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 Continuum 5-Year Pilot Program	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 .
Dr. Haleigh Scott/Ascend Diagnostic and Support Services	Request a referral form and further information by emailing Gina Jones and CCR@dss.ca.gov .
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.
The California Parent and Youth Helpline	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.