

**San Benito County Health & Human Services Agency**  
**CHDP/CCS/HCPFC**  
**FY 2021 – 2022**  
**Program Narrative**

**Agency Description**

The San Benito County Health and Human Services Agency (HHS) is the overarching agency responsible for the Children’s Medical Services (CMS) programs. The San Benito County Public Health Services Division directly oversees the CMS programs which are located at 351 Tres Pinos Road, Suite A-202, Hollister, CA 95023. CMS programs in San Benito County consist of the California Children’s Services (CCS) program, the Child Health and Disability Prevention (CHDP) program and the Health Care Program for Children in Foster Care (HCPFC).

**Supervision and Leadership**

The Public Health Nurse responsible for the administration of the CMS programs reports to a Supervising Public Health Nurse who reports to the Director of Nursing. The Director of Nursing is a Deputy Director who oversees and is responsible for the Public Health Services Division. The Director of Nursing reports to the Agency Director, who reports to the County Administrative Officer who reports to the County Board of Supervisors. The Health Officer and Medical Director are one.

**Staffing**

CHDP budgeted staff positions include:

- 1.0 FTE Health Assistant (HA)
- 0.30 FTE Office Assistant (OA)
- 0.40 FTE Public Health Nurse (PHN)
- 0.04 FTE CHDP-LLP (PHN)

CCS program budgeted staff positions include:

- 0.38 PHN
- 0.50 FTE Administrative Services Specialist (AdSS)
- 0.75 FTE Eligibility Worker (EW)
- 0.50 FTE OA

HCPFC program budgeted staff positions include:

- 0.11 FTE PHN
- 0.07 FTE PHN on the Psychotropic Medication Monitoring and Oversight (PMMO) portion of the HCPFC

San Benito County continues to undergo a health care provider shortage as the community grows in population. Physical and occupational therapists, nurses, doctors, and mid-level clinicians are difficult to recruit and retain due to geography and competing surrounding area salaries (Santa Clara, Monterey and Santa Cruz Counties). After more than four years of ongoing recruitment of PTs and OTs without success, PT and OT therapy needs have been met by independent contractors.

### **Integration of Programs**

The CMS PHN coordinates CHDP, CCS, HCPCFC, and Foster Care PMMO. In the capacity as CCS Administrator, the PHN ensures qualified children, youth and their parent/s receive pertinent information and linkages to CHDP/CCS/Foster Care and lead poisoning prevention and treatment. Client case coordination is accomplished with the assistance of a HA who has language and cultural capabilities to coordinate scheduling and transportation with clients (monolingual Spanish primarily), inform the recipients of local services and resources as needed and later determine if clients have accessed those resources. This position has been vacant since May 2020. The PHN attends quarterly or as needed meetings with the CMS staff regarding program policy updates, case monitoring, assurance, community partnerships and program evaluation. The PHN collaborates with Child Welfare Social Workers and Probation Officers to ensure continuity of care for foster children and detained children and youth. The PHN works in partnership with the Medi-Cal Managed Care Provider (MMCP) Anthem Blue Cross in quality assurance efforts and policy updates. All CMS staff members are committed to the Medical Home and Family Centered Care concept in client education and resource development. The MMCP, Anthem Blue Cross, has been successful in enrollment efforts, CHDP oversight, managed care billing, assisting MMCP providers to meet CHDP requirements and follow CHDP guidelines. CMS staff assure patient follow-up on referral appointments with families and specialty providers, and keep records of those referrals.

The majority of CCS clients are Medi-Cal recipients and seek CCS paneled care outside of the local health jurisdiction. There are no paneled CCS primary care providers or Special Care Centers in San Benito County. Specialty care is sought at Special Care Centers located in Alameda, Fresno, Madera, Monterey and Santa Clara Counties. Monthly CCS and MTU team meetings are conducted to assure continuity of care and to problem-solve issues related to medical, financial, residential eligibility as well as to analyze systems and improve workflow. The CCS nurse administrator attends the state CCS Executive meetings as pertinent and able and communicates with CCS state personnel as needed.

The HCPCFC PHN monitors the health plans of children in out-of-home-placement through the CWSCMS data base, social worker correspondence, health records that are provided by medical providers, social services/child welfare, probation officer staff and resource families. The HCPCFC Nurse attends the quarterly Foster Youth Services Team Meeting with Hollister School District Staff and County Office of Education staff.

The Health Officer attends the CHDP and CCS meetings as needed and at his availability. The Public Health Nurse who serves in all CMS administrator/leadership roles, meets with Child Welfare staff and/or Probation staff periodically at staff meetings and/or as needed. The CHDP/CCS Nurse Administrator/HCPCFC nurse also provides lead poisoning prevention monitoring, follow-up and participates in outreach and education activities.

