

The San Mateo County Prenatal to 5 Partnership May 6, 2010 Meeting Notes

Karen Pisani welcomed attendees to the meeting. Participants introduced themselves (see list of participants at the end of the minutes.)

Karen Pisani reviewed the meeting agenda. No changes were requested.

The March 6th meeting notes were approved. The group was reminded to sign the attendance sheet so accurate attendance can be recorded.

Discussion: F5SMC Service Mapping Project

Karen Pisani introduced F5SMC Evaluation Program Specialist, Jenifer Clark, who provided an overview of the 0-5 Systems Mapping project recently awarded to The SPHERE Institute. This project aims to identify the various agencies and systems within the County that provide services to children 0-5 and their families, including information on their funding streams, eligibility requirements, and policies and procedures around referrals and information-sharing. This research will be done largely at an agency level through document review and interviews with administrators and management. To complement this focus, F5SMC hopes to elicit feedback from Pre-5 participants about specific case studies of children and families that require more intensive care coordination. The Pre-5 group spent the majority of the meeting in small groups discussing the vignettes.

General themes emerging from the discussion included:

- The challenge of identifying all service providers and agencies working with a family, and designating a “lead” provider to coordinate care. (It’s important to find out ALL available services and providers involved when determining who will become the “lead” for the family.)
- The importance of providers working collaboratively with each other and the family to address needs and avoid duplication, especially when multiple agencies can provide similar services or there are long waitlists for critical programs.
- MDT meetings with the multiple providers really help to understand the family’s situation and come up with the best critical programs.
- It is important for providers to be clear about eligibility criteria and process (F5SMC mapping project will help with this.)
- Important not to overwhelm family with too many referrals.
- Care Coordination Challenge = different protocols and philosophies of workers in different agencies can create disagreement in triage approaches.
- Utilize approaches to service delivery that honor the family’s relationship with a trusted provider, and use that relationship to foster increased family engagement with other needed services.
- Strength-based approaches that allow the family to identify their needs and priorities.

Meeting Evaluation

Plus:

- Scenarios/ case studies were good
- Learned from each other
- Range of agencies participating
- Lively discussion
- Snacks!

Delta:

- Time management
- Large group discussion would be better
- Room would be too small if all members came
- Would be better to know more about what we would be doing ahead of time (word “mapping” scared others away)

Next Meeting

The next meeting is scheduled for **Thursday, July 1st**, from 2:30pm to 4:00pm in Room 114 (Silicon Valley Community Foundation).

The San Mateo County Prenatal to 5 Partnership May 6, 2010 Meeting Attendees	
Name	Organization
Emily Roberts	First 5 San Mateo County
Karen Pisani	First 5 San Mateo County
Michelle Blakely	First 5 San Mateo County
Cheryl Oku	Community Gatepath Demo Site
Trish Erwin	Family Health Services
Heather Kettler	Shelter Network/ AmeriCorps
Damaris Mendoza	Youth and Family Enrichment Services
James Miller	Family Health Services/Pre-3
Aurora Gallardo	YFES/ Learning Together
Jenifer Clark	First 5 San Mateo County