



## **One Call for Kids – Fresno California** ***Call & Care Coordination Examples***

A mom was referred to OCK by Children's Hospital Central California for her 2 month old daughter regarding concerns for developmental delay, apnea, and abnormal MRI results. This child was born at 33 weeks gestation weighing 4 pounds 6 ounces, and spent 2 weeks in the NICU with her twin brother following their birth. OCK contacted mom and initially mom did not have any concerns and expressed she was too overwhelmed with ongoing medical appointments to have child assessed, so a referral was made to our Family Resource Center for support, and mom was encouraged to contact OCK whenever she is interested in getting child connected with services. Mom called back one month later and expressed concern that child does not move her arms or legs, like her twin brother does. OCK made a referral to Central Valley Regional Center to see if child qualifies for early intervention services. Several weeks later OCK received a referral from CVRC that child had qualified for Early Start services due to delays in expressive language, fine motor, and gross motor skills. Referral forwarded to our Infant Family Program where child is receiving early intervention.

### OCK referrals:

- Family Resource Center for support
  - Central Valley Regional Center for a developmental assessment (eligibility determination)
    - Upon eligibility determination referred to Infant Family Program for early intervention services
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Mother called with concerns in regard to her 3 year old son. She was referred by his PCP. Mom stated that he is saying very few words and that he was easily frustrated, she felt his behaviors may be due to lack of communication skills. ASQ/ASQ:SE were sent out to the family. Mom returned the screening tools in person and brought her child with her. At that time it appeared to the OCK Children's Services Coordinator (CSC) that the child had limited expressive language. Questionnaires were scored and this child showed a delay in communication and had an elevated ASQ:SE score. The referral was reviewed with our Speech Therapist and a "speech only" assessment was scheduled. During the speech assessment, mom disclosed that she had an older son who lives with her mother who was diagnosed with Autism. Based on the speech assessment, the child was made Team and assigned a CSC to assist with referrals made to our Developmental & Behavioral Pediatrician and Occupational Therapist and to Fresno Unified School District (FUSD), as well as to any referrals/ recommendations resulting from the ACC assessments. Appointments have not been scheduled as family has been unresponsive.

### OCK referrals:

- ACC Speech Therapy Assessment
    - ACC CSC & TEAM: physician and Occupational Therapy Assessment
    - FUSD for Speech Assessment
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A father called the OCK to discuss his concerns that his 4 year old daughter being diagnosed with Autism. Mother and their only child had just returned from living in Japan for about two years. While in Japan, she was diagnosed with Autism and Mild Mental Retardation, She was placed in a Special Day class there for about 3 months before moving back to Fresno with dad and mom together. Father also advised that the child is only using 2 word combinations. As diagnoses were made in another country and there was a need to access services here, the child was made Team and an ACC CSC was assigned to the family. The CSC experienced difficulty in obtaining a referral from their physician so that the child could see Dr. Copeland at the ACC. The ACC provided childcare and transportation to support the family with attending appointments. ACC assessments determined that the child was not Autistic or cognitively impaired and additional recommendations were made by assessing clinicians.

OCK referrals:

- CSC for ACC Team assessments;
- School District for Speech Assessment

ACC referrals made post intake and triage:

- Occupational Therapy Assessment
- Behavioral Health Assessment
- Developmental Physician Assessment

ACC clinician recommendations:

- “Structuring the Day for the Sensory Seeking Child” class
  - Speech Assessment (school district) (already in process)
  - Pediatric Gastroenterology consultation
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A mom was referred to OCK by her child’s pediatrician. Her 5 year old son was having behavioral problems at his preschool. He was hitting, scratching the teacher in the face, biting, having tantrums and was easily distracted. Due to his behaviors he was only allowed to attend the preschool twice a week. Mom was very concerned that he would be kicked out completely. The child was made Team and was assigned to a CSC. Mom was contacted and was interested in services we could offer. Intake was completed and appointments scheduled. The ACC provided childcare and transportation to appointments.

OCK referrals:

- CSC for ACC Team assessments

ACC referrals made post intake and triage:

- Developmental Physician Assessment
- Occupational Therapy Assessment
- Speech Assessment
- Behavioral Health Assessment

ACC clinician recommendations:

- Family Resource Center (FRC)-school assessments
- Bright Beginnings
- California Hawaii Elks
- Labs ordered for Genetics