



Alameda County

Urban area - 1.5 million residents
Largest City is Oakland
13.8 % residents live at or below the federal poverty level

Call Center

4 FTE Care Coordinators
1 Supervisor
Call Center Staff speak English, Spanish, Cantonese and Mandarin
Funded by First 5 Alameda County, Alameda County Public Health (Child Health and Disability Program funding) and Medicaid Administrative Activities (MAA) reimbursement

Call Profile 2016

3036 total "calls"
79% are initiated by a provider
58 % are initiated by a primary care provider
37% have current screens attached to the referral (mostly ASQ-3)
10% are transferred to partner agency for in-person support
29% are supported without referrals

HMG families

Average age is 29 months
Most frequent concern is "communication"
44 % of children are referred to Part B or C. 73% eligible
80% are insured by Medi-Cal (Medicaid system)
51% prefer English, 37% Spanish , 32 other languages in 2016

Average "Case"

Each Care Coordinator supports about 850 families per year (750 new)

- All calls get an intake (average length is 30 minutes)
- Average Length of Service is 68 days (1 to 487 days)
- 9 average contacts per family (range 2 to 41)