OCC3 FOR KIDS: PROCESS FOR SYSTEM LEVEL CARE COORDINATOR

Acuity Tool Received

- Response is sent indicating no OCC3 for Kids action is necessary and education on OCC3 purpose/process
  - End Process

- Meets eligibility for OCC3 for Kids and box for Length of time waiting for services is checked
  - System Care Coordinator reviews tool and determines priority. Letter sent indicating anticipated response time.

- Multiple Agencies Involved; High Complexity?
  - Yes
    - RESPONSE: Multidisciplinary Team Review Case (Strike Team)
      - System Care Coordinator Creates Plan
      - Case Lead Identified (Action Plan #2)
  - No
    - Issue Resolved?
      - Yes
        - Two-month follow up by System Care Coordinator
      - No
        - Case Closed

- Post Referral
  - 6 months after acuity tool received
    - Quality Improvement Survey of Referring Agency

- Issue Resolved?
  - Yes
    - Case Closed
  - No
    - OCC3 for KIDS Review Case (Action Plan #3)

Priority Determination

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Priority 1 (High)</th>
<th>Priority 2 (Medium)</th>
<th>Priority 3 (Low)</th>
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</thead>
<tbody>
<tr>
<td>Difficulty Accessing Care</td>
<td>&gt; 4 month wait</td>
<td>2 - 4 month wait</td>
<td>&lt; 2 month wait</td>
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<tr>
<td>Family Indicators</td>
<td>Total Score 17 to 22</td>
<td>Total Score 11 to 16</td>
<td>Total Score 0 to 10</td>
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<tr>
<td>Response Time</td>
<td>2 weeks</td>
<td>4 weeks</td>
<td>6 weeks</td>
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