

Service Description: Intensive Care Coordination (ICC)

ICC is a service that ensures activities of all parties involved in a youth's care are coordinated to support successful and enduring change.

Youth are eligible if they have full scope Medi-Cal, meet medical necessity criteria and have a demonstrated need for the service.

A typical ICC case would be one with intensive needs and multiple providers, yet, the youth and family are not achieving treatment plan goals, and there is a lack of coordination or clarity of roles among providers.

An ICC eligible case would be assigned an Intensive Care Coordinator whose role is to:

- Establish the Child and Family Team (CFT) composed of formal supports (child/youth serving agencies) and natural supports (extended family, neighbors, and organizations/groups the family sees as their support) to ensure facilitation of a collaborative relationship among a child/youth, their family, and involved child-serving systems
- Support the parent or caregiver in meeting their child's needs
- Ensure that services and supports are guided by the needs of the child/youth.
- Facilitate a collaborative relationship among the child, their family, and systems involved in providing services to them
- Organize and match care across providers and child serving systems to allow the youth to be served in their community
- Ensure that medically necessary services are accessed, coordinated, and delivered in a strength-based, individualized, client-driven, and culturally and linguistically competent manner
- Provide ongoing support for the Child and Family Team

ICC services are provided through the principles of the Integrated Core Practice Model (ICPM).

