



Champions for Inclusive Communities

Defining Performance Outcome 5: Community-based service systems are organized so families can use them easily and are satisfied with what they receive

Champions for Inclusive Communities (ChampionsInC) is a national center funded by the Division of Services for Children with Special Health Needs to support states and communities in their efforts to achieve Performance Outcome 5.

Importance of Outcome 5

Many families of CYSHCN face frustration in their attempts to access services, which can be particularly stressful when dealing with significant emotional and financial strain. Multiple service programs – each with their own eligibility requirements, policies, procedures, and locations – can leave families feeling overwhelmed and confused. Families often face gaps in services due to agencies that provide limited services or only serve certain types of children. On the other hand, duplication in services occurs when families have multiple coordinators and service plans. Families also frequently face the challenge of needing to travel great distances to obtain specialized services rather than being able to have their needs met within their community.

Key Components of Outcome 5

- Families can access culturally competent, comprehensive services and supports, including specialty care, in their community.
- Services are coordinated among all providers, and families are given supports such as a coordinated service plan and a care coordinator.
- Families are connected to a variety of services and resources via a streamlined enrollment process.
- Families are satisfied with the services and supports they receive.
- Public-private partnerships work to develop service systems at the community level.

Working Together with Title V

Achieving Outcome 5 requires leadership from State Title V programs that supports systems building at the community level through the following:

- Community-level care coordinators, working with the medical home and other private and public programs
- State-level coalitions and councils to create policies that foster collaboration
- Community-level coalitions and councils to meet the unique needs of their community
- Culturally competent practices, such as use of cultural brokers.

For more information, contact:

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