

## First 5 San Joaquin

*Making a Difference...*

## Systems Change



2008 Results Recognition Event

## Systems Change

### What are we measuring and why it is important

In addition to providing quality services to young children and families, First 5 San Joaquin continues to promote systems-level change. The following system-level indicators were identified by the State Commission and adopted by First 5 San Joaquin:

- Increased service integration and improved service delivery
- Increased accessibility of services/activities
- Increased cultural competence
- Increased civic engagement of program participants
- Increased accountability of results
- Increased sustainability of First 5 funded programs

First 5 San Joaquin chose to adopt these system change indicators in recognition that a parent must be able to navigate through services with ease, so that they are more likely to achieve their purpose in seeking services and return for services as needed. Attention to the indicators above will impact change and reform throughout systems in San Joaquin County, increasing access and improving services to children and families.

Funding through First 5 has created multiple systems change opportunities. Three of note are: 1) the **One-e-App**, a web-based eligibility determination and insurance application system, 2) the **Centralized Eligibility List (CEL)**, a centralized list of families interested in free or reduced child care or preschool services, prioritized by family size and income that child care providers are mandated to use in filling vacancies in their programs, and 3) the **Breastfeeding Initiative**, an effort to provide local hospitals training and support to implement the California Department of Health Services Model Hospital Policy Recommendations.

### First 5 San Joaquin investment

First 5 San Joaquin invested approximately \$376,986 in seed money between 2003 and 2006 to assist in the development of the San Joaquin County CEL. Fiscal support is now provided by the California Department of Education for the operation of the CEL system. As of June 2006, over 4,000 children received services through the use of CEL, while 6,422 between the ages of birth to five remain on the list awaiting services.

The One-e-App program has been operating since 2007 and First 5 San Joaquin is investing \$60,000 annually, or half of the cost of maintaining the One-e-App system in San Joaquin County. During 2007-08, 12 application assisters helped families with health insurance enrollments for more than 1,200 children ages 0-5 and 280 pregnant mothers.

First 5 San Joaquin is investing \$150,000 between 2008-2010 to promote a systems-level impact for improved lactation services, specifically providing hospitals support to implement the California Department of Health Services Model Hospital Policy Recommendations and become "baby-friendly"/"breastfeeding-focused".