



Pennsylvania
Department of Human Services

The Information Sharing & Advisory Committee (ISAC) Meeting

April 21st, 2026

Pediatric Shift Care Initiative Overview
Pediatric Complex Care Resource Centers (PCCRCs)



SHIFT CARE INITIATIVE OVERVIEW



Pennsylvania
Department of Human Services



Purpose: To improve Pennsylvania's pediatric shift nursing model to better serve patients, families, home health care workers, and MCOs

KEY INITIATIVE ACTIVITIES AND EVENTS

Strategic Planning

June
2019

Initiative Kickoff with inaugural workshop

December
2020

Stakeholder-developed white paper receives DHS Secretary approval

- Conducted workshops and workgroups
- Developed whitepaper

Implementation Planning

January
2021

Begin planning of all white paper recommendations

January
2022

Begin implementing ARPA HCBS initiatives related to initiative recommendations

- Established PCMH-PNC
- Developed Health Information Exchange initiatives
- Created new payment strategies

Implementation

January
2025

PCCRCs began hiring Family Facilitators and Pediatric Coaches



2025-2026
Ongoing PCCRC Implementation

- Formed a collaboration with ODP for PCCRCs
- Received approval for Paid Family Caregivers
- Funded and Launched PA Navigate
- Promoted PCCRC model at HBCS in 2024 and 2025

\$114.9M in ARPA funding was invested for Pediatric Shift Care Initiatives

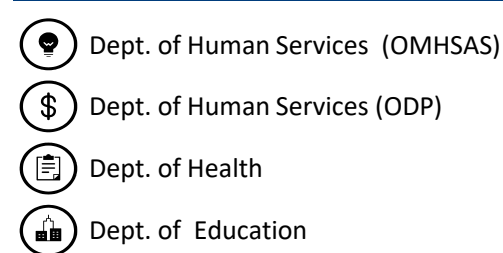
Home Health Agencies



Managed Care Organizations



State Agencies



Other Stakeholders



WHO WE IMPACT: Meet Conrad



Pennsylvania
Department of Human Services

Conrad moved home December 2025, six months after this video was made and distributed.





PEDIATRIC COMPLEX CARE RESOURCE CENTERS (PCCRCs)

EMPOWER, EQUIP, EDUCATE

Empower families, nurses, and caregivers to support children and their families

Equip families and caregivers and offer essential non-clinical resources

Educate families, caregivers, and providers with the training needed to care for children



Pediatric Coaches help children and youth with complex medical needs and their families by providing specialized support and coordinating care across Pennsylvania.



Family Facilitators help children and youth with complex medical needs move from hospitals to community settings and coordinate the necessary supports.

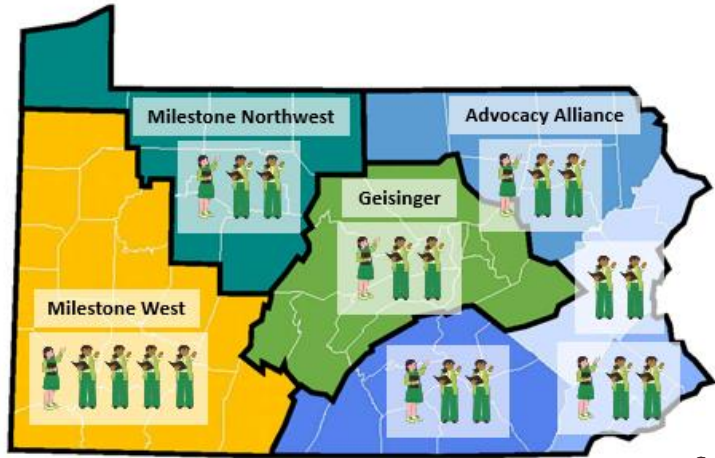


Pitt IRC Online Trainings will offer self-paced learning courses on various home-care topics for families, caregivers, and nurses.

WHERE WE SUPPORT



Resource Center Locations

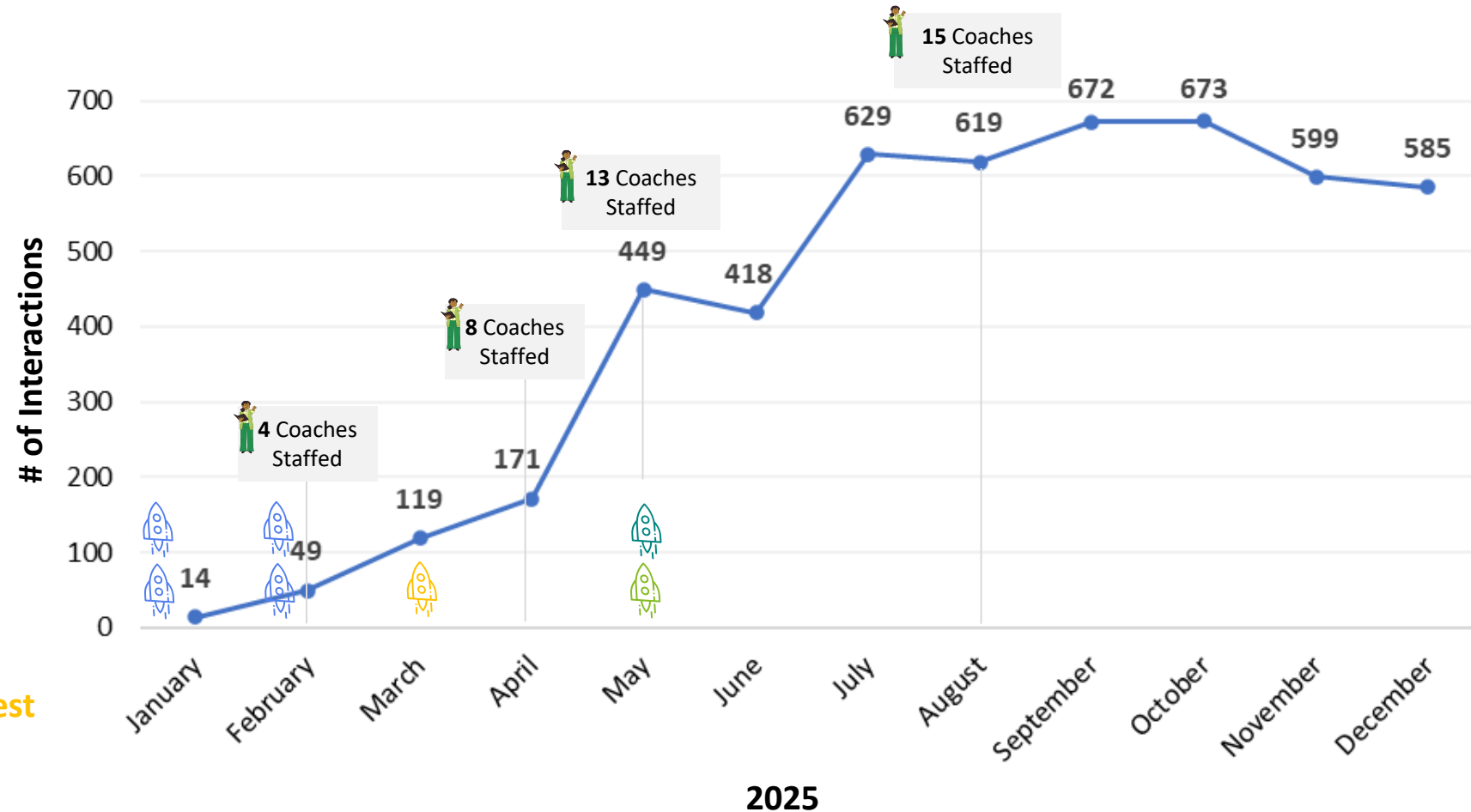


6 Total Family Facilitators

16 Total Pediatric Coaches

- The Advocacy Alliance (AA) Pediatric Resource Centers
 - AA Northeast, AA East, AA Southeast, AA South Central
- Milestone Pediatric Resource Center West
- Milestone PCCRC Northwest
- Geisinger Central PA Pediatric Resource Center

Pediatric Coach Interactions with Children & Families throughout Implementation Year 1



= Month PCCRC launched

HOW WE IMPACT



PEDIATRIC COACH (PC) HIGHLIGHTS FROM 2025 IMPLEMENTATION



81%

of COUNTIES

Pediatric Coaches served families in 54 of 67 of PA counties



300+

FAMILIES SERVED

Estimated number of unique families helped by Pediatric Coaches



5 – 9

YEARS OLD

Most common ages of children Pediatric Coaches supported

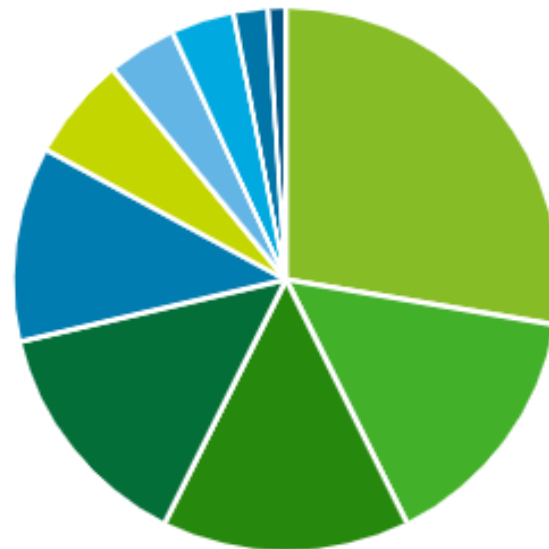


100%

of MCOs

Active members are being served by every MCO with UPMC For You serving the most

Pediatric Coach Referral Sources (293 known referrals)



- Caregiver (also a family member): 81
- Educator: 44
- Healthcare Professional (nurse, home health aide, doctor, etc.): 43
- Managed Care Org Personnel: 41
- Other: 34
- Behavioral Health Professional: 18
- Supports Coordinator: 12
- County Administrative Entity: 11
- Advocate: 6
- Caregiver (non-family member): 3

FAMILY FACILITATOR (FF) HIGHLIGHTS FROM 2025 IMPLEMENTATION



25

DISCHARGES

Family Facilitators have received over 117 referrals and had 25 successful discharges

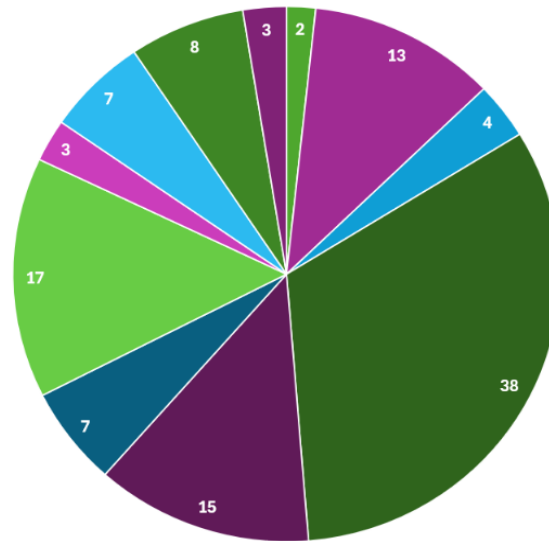


6

DIVERSIONS

Family Facilitators successfully diverted the placement of 6 children from facility level care.

Family Facilitator Referral Sources (117 known referrals)



- Carry Over : 2
- County : 13
- CYF : 4
- Facility : 38
- Hospital : 15
- ICF : 7
- MCO : 17
- ODP : 3
- Provider : 7
- SCO : 8
- Early Intervention : 3



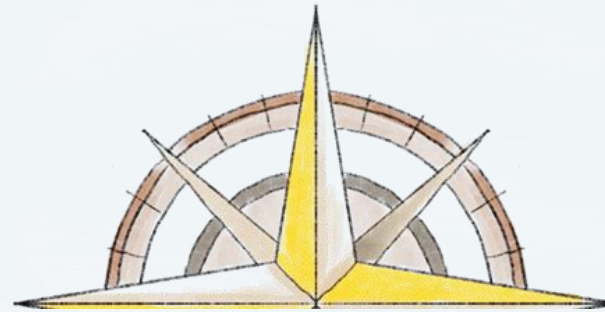
PA Navigate:

PCCRC staff and families use PA Navigate to help families find local resources



Physical Health Managed Care Organization Enhanced Member Supports Unit:

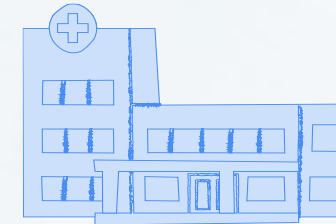
PCCRC staff give and receive referrals to MCOs



Pediatric Complex Care Resource Centers (PCCRCs)

PCCRC Website Locator:

Families can connect with their regional PCCRC staff



**Patient Center Medical Homes
Pediatric Nursing Care:**

PCCRC staff give and receive referrals to PCMH

HOW WE SUPPORT



Pennsylvania
Department of Human Services

Pennsylvania
Department of Human Services

Pediatric Complex Care Resource Centers (PCCRCs)

Journey Map for Milestones

A guide for navigating Home-Based Care for Children and Youth with Medical Complexities through the lens of life milestones caregivers may experience in their caregiving journey.

Keep Reading!

About this Journey Map: The Pediatric Complex Care Resource Centers (PCCRCs) equip, empower, and educate caregiver teams through education, training, and holistic support, helping them build relationships and confidently navigate resources and systems together. **The Pediatric Coach and Family Facilitator are two roles within the PCCRC that support families provide care at home.**

Asher

Caregiver Journey Maps: [Milestones](#) & [Agencies](#)

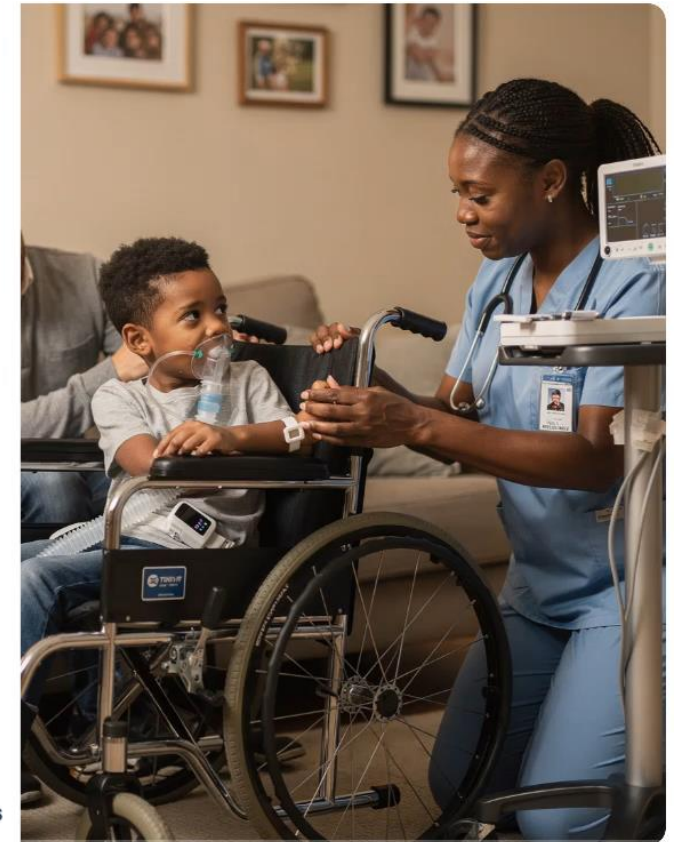


COMING SOON:
Summer 2026

HOW WE SUPPORT

Caring for Children with Medical Complexity

The Pediatric Complex Care Resource
Centers (PCCRC) Training Portal



Pitt IRC: Online Trainings

A short clip demonstrating the myODP online training resources developed by the Implementation and Research Center for Health Communities, IRC (formerly Pitt PERU).

*Thank You for your
ongoing collaboration!*

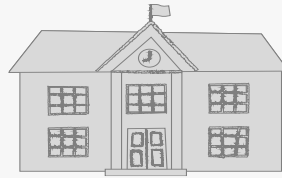


Government Agencies

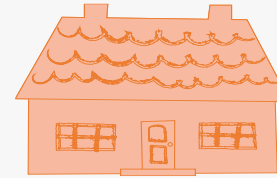
Many of Pennsylvania's Department of Human Services Offices interact with and help this population.



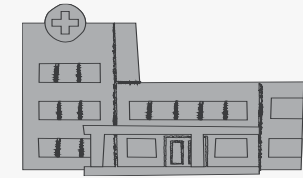
Office of
Medical Assistance Programs



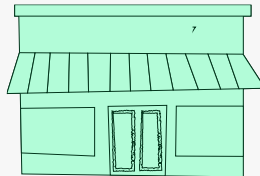
Office of
Developmental Programs



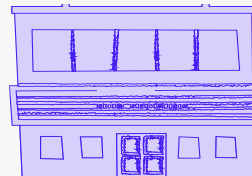
Office of
Long-Term Living



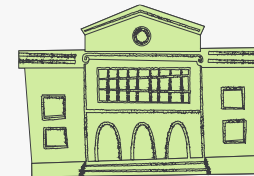
Office of
Income Maintenance



Office of Children, Youth
and Families



Office of Child Development
and Early Learning



Office of Mental Health and
Substance Abuse Services



Office of the Secretary –
Housing Support & Complex
Care Team

WHO WE IMPACT: Omar Goes Home





THANK YOU





Pediatric Shift Care Overview and Team

5 PILLARS



ODP



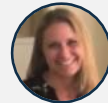
Deputy Secretary:
Deputy Kristin Ahrens



Support Team:
Jeremy Yale



Support Team:
Dr. Gregory Cherpes



Support Team:
Heidi Arva



Support Team:
Rhonda Gengler

OMAP



Deputy Secretary:
Deputy Sally Kozak



Team Lead:
Nicole Harris



Support Team:
Tracey Cox



Support Team:
Tamara Cogle



EMPOWER, EQUIP, EDUCATE

PCCRC Families

Advocacy Alliance Pediatric Coach



Mom called a Pediatric Coach to just talk about her concerns her son at PSC – stated she doesn't have anyone to talk to.

Advocacy Alliance Pediatric Coach



Over the phone, one mom began to cry as she shared, "I need nursing so I can work." The Coach offered an in-home visit so she would feel more supported, and Mom agreed.

Children Working with a Family Facilitator



A father felt "so happy and had hope now"



Milestone West Family Facilitator

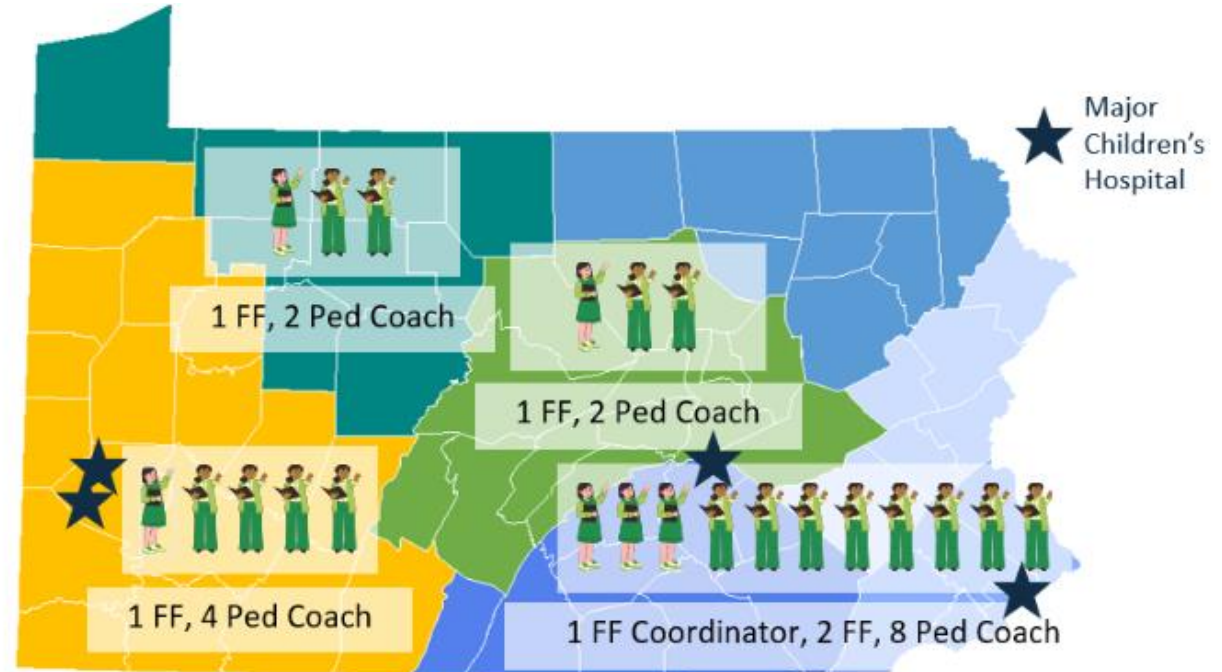


Getting Conrad Home!





Resource Center Locations



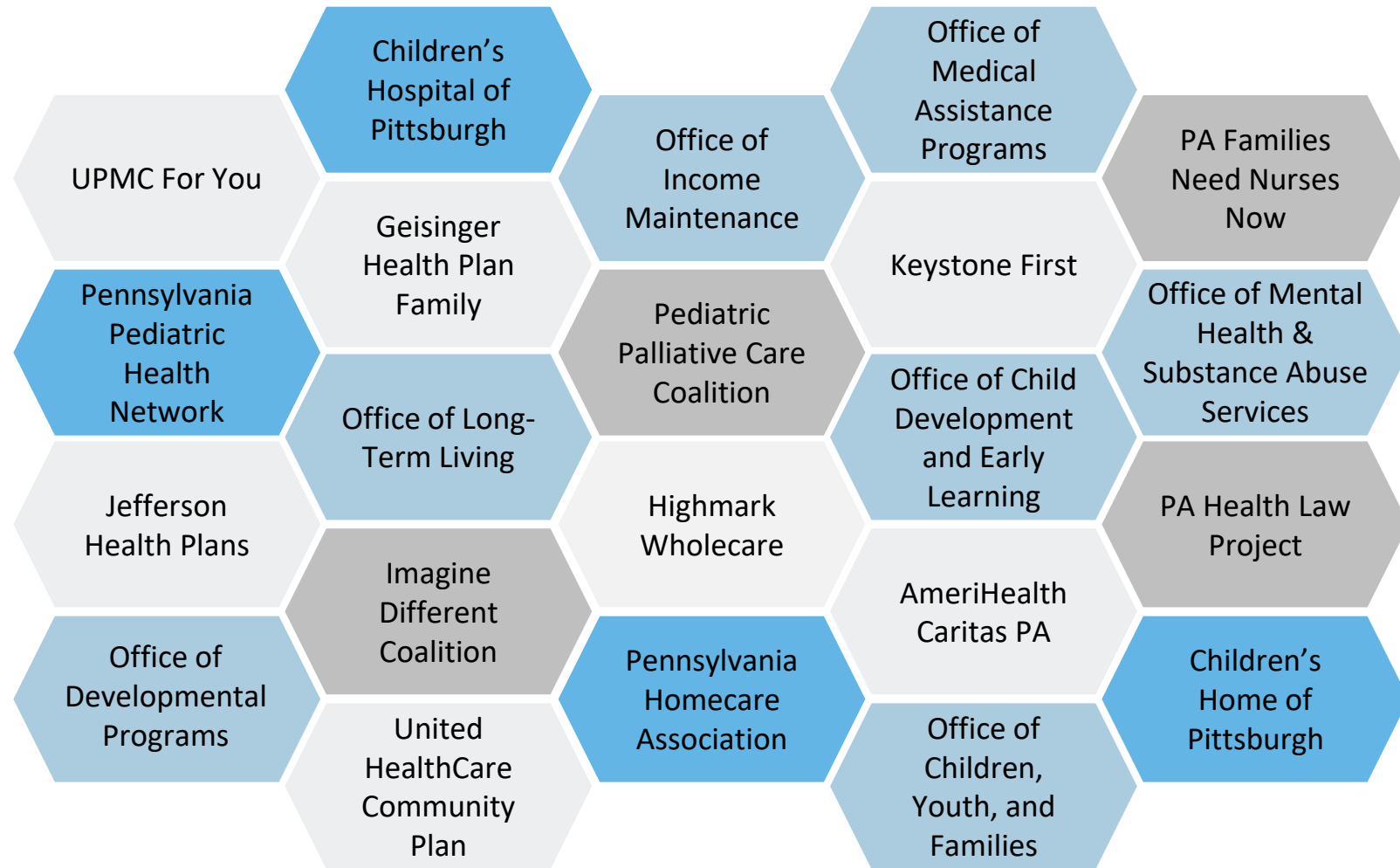
- ❖ Milestone Pediatric Resource Center West
- ❖ Milestone PCCRC Northwest
- ❖ Geisinger Central PA Pediatric Resource Center
- ❖ The Advocacy Alliance (AA) Pediatric Resource Centers
 - ❖ AA Northeast, AA East, AA Southeast, AA South Central

PCCRC Resource Center Locations



PCCRC Collaborators

Expanded through Meet and Greet, Journey Map reviews, and stakeholder presentations



Key

DHS Program Offices (8) MCO EMSUs (7) Advocacy Groups (4) Agencies & Hospitals (4)