Urban HCH: (163 CMC recruited and randomized)

Usual Care: Medical assistant care coordinator & RN telephone triage (n=55)

Telephone care coordination (n=54)

Intervention: APRN care coordinator (n=108)

Telephone + Video care coordination (n=54)

Rural HCH: 10 CMC purposefully recruited

Rural HCH: 10 CMC purposefully recruited

Rural HCH: 10 CMC purposefully recruited

Urban HCH: 10 CMC purposefully recruited

Specialty care coordination team (n=40)

TeleFamilies Model

PRoSPer Model

April 2010: Begin recruitment and enrollment of CMC for participation in TeleFamilies model

February 2014: Last subjects complete 30 month randomized control trial

October 2014: Identify and enroll CMC at each primary care clinic for participation in PRoSPer model

June 2017: End of PRoSPer evaluation period