



QUARTERLY

NEWSLETTER
SPRING 2022

Advocacy

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Angela Durand

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Board of Directors

Executive Board

Heather St. Amant	<i>Chairperson</i>
Sean Morrison	<i>Vice-Chairperson</i>
Amanda Mitchell	<i>Secretary</i>
Kathleen Martinell	<i>Treasurer</i>

Members at Large

Marcy Donham
Bambi Guilbeau
LyKinda Thibodeaux

NFHF Board Meetings

You are always welcome at NFHF board meetings which are held on the third Wednesday of the month.
If you would like to address the board, or if you would like to learn more about becoming a member of the board, please contact us at (985) 875-0511.

PARISHES SERVED

NFHF now serves more than 10,000 individuals and family members in Region 9 including Livingston, St. Helena, St. Tammany, Tangipahoa, and Washington parishes.

Staff Members

Angela Durand
Executive Director
adurand@fhfnorthshore.org

Odessa Held
Communications Manager
oheld@fhfnorthshore.org

Denise Clinkscales
Family & Community Resource Specialist
dclinkscales@fhfnorthshore.org

Rachael Sykes
Adult Program Coordinator
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Christina Brown
Resource Specialist
cbrown@fhfnorthshore.org

Ashley Nielsen
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ashleynielsen@fhfnorthshore.org

Dianthe' Rose
Education Liaison
drose@fhfnorthshore.org

Karen Artus
LaCAN Region 9 Advocacy Leader
kartus@lacanadvocates.org

MISSION

To provide individuals with disabilities the services, information, resources, and support needed to enhance their independence, productivity, and inclusion within our community.

VISION

To ensure all individuals with disabilities have equal opportunities to be educated, live, work and recreate in their own communities.

PROGRAM FUNDERS



The work of NFHF, including publication of this newsletter, is funded by Florida Parishes Human Services Authority, Louisiana State Department of Education, Louisiana Department of Health, Louisiana Developmental Disabilities Council, Families 2 Families Health Information Center and is supported by corporate and individual contributors.

Opinions contained herein do not necessarily represent those of the funding source, and no endorsement should be inferred.



**Northshore
Families Helping Families
108 Highland Park Plaza
Covington, La. 70433**

**(985) 875-0511
(800) 383-8700
(985) 875-9979 fax**

**fhfnorthshore.org
info@fhfnorthshore.org**

**Center Hours
Monday thru Friday
9:00 am to 4:00 pm**

NFHF Welcomes New Executive Director

Hello,

My Name is Angela M. Durand, 'Angie'. I am so excited to be in the role for the Executive Director for Northshore Families Helping Families. It is definitely big shoes to fill. This is a role that I take very seriously as I have been affiliated with the FHF programs since its inception.

Families Helping Families was one of the first resources I reached out to when my child needed school advocates and also when I needed to know about Medicaid and what it entailed, I called FHF. The resources were and have been very helpful.



A little about myself... I have been married to the love of my life for the last 15 years and we live in Hammond, La. I am a mother and grandmother to two beautiful grandchildren. I have a son who was born with a lot of ongoing conditions and special health care needs and that's where my love for being an advocate comes from.

I have over 26 years' experience working with families and advocating for the changes that must happen to benefit our diverse population who are living with ongoing human conditions from all walks of life. I enjoy giving families information when for so long the information just simply was not available to me at the time.

At Northshore Families Helping Families, we understand, because we are families that have been down the same path you are going through now. It helps to know that all of our team at NFHF is either a family member or are a self-advocate, with health care needs.

Having a "go to place" for families with current information and resources is so vital when you have a youth or child with special health care needs. Knowing that other families have been right where you are in this walk of life is helpful because you don't feel so alone and you know you're getting the information you need from other families.

Changes happen every day and at Northshore Families Helping Families we have had a change of leadership, but the same great services that you have come to expect from us is still available to you whenever you should need our help or guidance, compassion and understanding.

Thank You,



Executive Director



2022 WALK, RUN, & ROLL

After months of planning and working to create the best experience for our community, I am thrilled to share that we had the largest number of participants and teams to date. Believing that a picture is worth a thousand words, we're sharing a few photos that were taken for us at the event by **Rod Gomez-Montiel**, you can find more photos on our website fhfnorthshore.org



Heather St. Amant

NFHF Race Director
Chair-Board of Directors





THANK YOU TO OUR SPONSORS

Northshore Families Helping Families Board of Directors and Staff Members would like to thank each of our sponsors for their generosity and support of our efforts to provide programs and support for individuals with disabilities and their families in our community.



**GULF COAST BANK
& Trust Company**

The Bank That Cares About You!



NORTHOAKS
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X-Zoom Abstracting & Title Services, LLC



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LAW OFFICES LLC

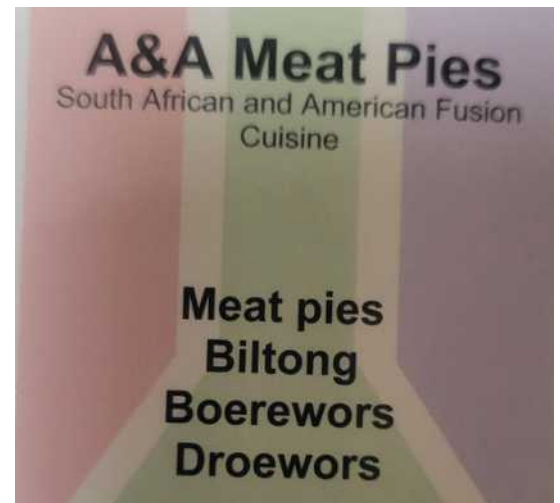
Wills | Special Needs | Medicaid



**DAVE BRENNAN
INSURANCE, INC.**



**H HILBUN
PEST CONTROL**



COMMUNITY COFFEE

EJ FORGOTSON

FEDEX VOLUNTEERS

CARMAX VOLUNTEERS





CHRISTINA BROWN

30 Something
Mom of 2 Boys
Wife to Superman

Hey Y'all,
I wanted to take a moment to introduce myself.
My name is Christina Brown, although I often go by
"Christy".

As mentioned above, I am married and have two wonderful little boys, one of which is autistic and has ADHD.

Like many of you, I have experienced the ups and downs of raising a child with special needs, and I've needed the services of Northshore Families Helping Families. The first person I talked with was the Resource Specialist, and she was able to point me in the right direction to get the services my son desperately needed.

As the new Resource Specialist, it will be my mission to uphold the same standards set before me and do everything I can to get you on the right path according to your individual needs.

Give me a call if you're ever in need of resources, local or otherwise, or even if you just need a listening ear. I look forward to talking with you!

~ Christina

cbrown@fhfnorthshore.org



(985) 875-0511
(800) 383-8700



108 Highland Park Plaza
Covington, La. 70433



TRAININGS & PRESENTATIONS



WEBINAR

**May 10, 2022
@ 11:00 am**

You are your child's best advocate. You are going to know what's best in most cases and you will work harder than anyone to get them what they need.

Basics In Special Education IAP 101

Join Ashley Nielsen and Dianthe' Rose for a series of presentations created to help you have a better understanding of special education as required by IDEA (Individuals with Disabilities Education Act) and Section 504 of the Rehabilitation Act.

INDIVIDUAL ACCOMMODATION PLAN

The Individual Accommodation Plan, commonly known as the 504 plan, is a form that is used to document student accommodations.

THIS PRESENTATION INCLUDES

- A discussion of the template used to create an Individual Accommodation Plan
- Tips to organize student's educational documents
- Follow up email with a link to the webinar recording
- A brief survey to let us know how we're doing

Register Now

<https://tinyurl.com/SPED-IAP>

This presentation was made possible thanks to the generosity of members of our community and NFHF program funders.

Louisiana Rehabilitative Services

Focus on Employment for Individuals with Disabilities



info@fhfnorthshore.org
985-875-0511

Are you interested in finding or maintaining a job?
Ready to participate in an employment program?
Want to pursue a career, but need help?

Join NFHF

Tuesday, May 17th @ 1:00 pm

to learn about Louisiana Rehabilitation Services (LRS).

Presented by Elizabeth Maillian from the Louisiana Department of Labor; who will discuss who and what LRS is, the services they provide, eligibility for services and how to access those services.

Register Now

[HTTPS://TINYURL.COM/GET-LRS](https://tinyurl.com/GET-LRS)

Registration is required. Registrants will receive a recording of this webinar.



Webinar Co-Hosted by
Elizabeth Maillian
Louisiana Dept. of Labor



This webinar is made possible thanks to contributions from our community and NFHF funders.

TRAININGS & PRESENTATIONS



Basics In Special Education IDEA vs. 504

WEBINAR

May 19, 2022
@ 1:00 pm

You are your child's best advocate. You are going to know what's best in most cases and you will work harder than anyone to get them what they need.

Join Ashley Nielsen and Dianne Rose for a series of presentations created to help you have a better understanding of special education as required by IDEA (Individuals with Disabilities Education Act) and Section 504 of the Rehabilitation Act.

THIS PRESENTATION INCLUDES

- A discussion of the similarities and differences between protections provided to students with disabilities under the:
 - Individuals with Disabilities Education Act
 - Section 504 of the Rehabilitation Act
- Follow up email with a link to the webinar recording
- A brief survey to let us know how we're doing

Register Now

<https://tinyurl.com/SPED-BASICS>

This presentation was made possible thanks to the generosity of members of our community and NFHF program funders.

WHAT HAPPENS AFTER HIGH SCHOOL

Webinar

JUNE 9, 2022
10:00 AM

PRESENTED BY

Rachael Sykes

NFHF
ADULT PROGRAM COORDINATOR



Register Now!

[HTTPS://TINYURL.COM/AFTER-HS](https://tinyurl.com/AFTER-HS)

NFHF WORKSHOPS AND WEBINARS ARE PROVIDED FREE OF CHARGE THANKS TO DONATIONS FROM COMMUNITY MEMBERS AND NFHF FUNDERS.



TRAININGS & PRESENTATIONS

Basics In Special Education Advocacy 101 WEBINAR

Join Ashley Nielsen and Dianne Rose for a series of presentations created to help you have a better understanding of special education as required by IDEA (Individuals with Disabilities Education Act) and Section 504 of the Rehabilitation Act.

**June 14, 2022
@ 11:00 am**

You are your child's best advocate. You are going to know what's best in most cases and you will work harder than anyone to get them what they need.

THIS PRESENTATION INCLUDES

- A discussion of basic communication and negotiation skills needed to effectively advocate for students with disabilities in the public school setting
- Follow up email with a link to the webinar recording
- A brief survey to let us know how we're doing

Register Now

<https://tinyurl.com/SPED-ADVOCACY>

This presentation was made possible thanks to the generosity of members of our community and NFHF program funders.

SUN Assessments & Waivers

a webinar for parents and caregivers



FLORIDA PARISHES
HUMAN SERVICES AUTHORITY



*Registration is Required
**Webinar recording is available to registrants only.



Presented by
RONA BURKETT
FPHSA Waiver Manager



Join NFHF as we welcome Rona Burkett from FPHSA as she presents information for parents and caregivers wanting to have a better understanding of:

- SUN Assessments
- Who Needs an Assessment
- Waivers
- Which Waiver is Right for You

**June 21st 16
@ 1 pm**

REGISTER NOW TO ATTEND

<https://tinyurl.com/WAIVERS-SUN>

This webinar is made possible thanks to contributions from our community and NFHF funders.



Special Needs EXPO 2022



Come join us for the first annual Special Needs Expo sponsored by Dr. Charles Preston and the St. Tammany Parish Coroner's Office. The EXPO will feature over 50 booths representing agencies and organizations which provide services to our special needs community. Food, fun and entertainment will round out the event to make this an enjoyable day for the whole family. Come enjoy a beautiful spring day and learn about all the resources available for you and your family.

Saturday May 14th 2022 10am to 4 p.m.

**St. Tammany Parish Coroner's Office Parking Lot
65278 Hwy 434 Lacombe, La 70445**

Admission is Free





DIScovering ABILITIES Employment Webinar Series: Stories of Lived Experience from the Workplace

Presented by
 Louisiana Developmental
Disabilities Council



MARCH 22
10-11:30AM
DIScovering ABILITIES
Stories of Lived Experience
from the Workplace

APRIL 12 & 14
10-11:30AM
Developing the
Inclusive Workplace

APRIL 26 & 28
10-11:30AM
Building a Good
Recruitment Plan

MAY 17 & 19
10-11:30AM
How Can We Say Yes -
Accommodations for
Successful Employment

JUNE 7 & 9
10-11:30AM
Making It Stick -
Benefits & Retention Plan

JUNE 21
10-11AM
Where Do We
Go From Here?

Working Together, a campaign launched by the Louisiana Developmental Disabilities Council, continues its 2022 DIScovering ABILITIES Employment Webinar Series to bring focus on recruiting, hiring, and retaining employees with disabilities.

Between April 12 – June 9, each webinar topic will be hosted on two separate days to allow provide you with more opportunities to get the information you need. What to expect:

- 'How To' strategies for recruiting, hiring and retaining employees in an inclusive work environment.
- Create inclusive employment opportunities for people with intellectual and developmental disabilities by connecting them with potential employers
- Give potential employees with developmental disabilities the information and resources they need to feel confident in pursuing potential employment
- Empower employers and people with developmental disabilities with an understanding of the resources available to support them in this journey to employment.

Join host, Jeff Arseneaux, as he welcomes experts and stakeholders who will share best practices for building a diverse workforce, including:

- Individuals with Developmental Disabilities
- Louisiana Governor's Office of Disability Affairs
- Louisiana Workforce Commission
- Louisiana Rehabilitation Services
- Louisiana Assistive Technology
- Society of Human Resources Management
- Inclusive Employment Professionals
- College Professors

[CLICK HERE
TO REGISTER](#)



Mental Health FIRST AID

from NATIONAL COUNCIL FOR MENTAL WELLBEING

MENTAL HEALTH FIRST AID



This program is a top-notch service to area communities like ours and we are so grateful for the opportunity to have this program."

– **Nikki Carber**,
Speak Out Against Suicide

WHY MENTAL HEALTH FIRST AID?

Mental Health First Aid teaches you how to identify, understand and respond to signs of mental illness and substance use disorders. This training gives you the skills you need to reach out and provide initial support to someone who may be developing a mental health or substance use problem and help connect them to the appropriate care.

On average,

123

people die
by suicide
each day.

– American Foundation
for Suicide Prevention

From 1999 to 2016,

630,000

people died from
drug overdose.

– Centers for Disease Control
and Prevention

Nearly

1 IN 5

U.S. adults lives with a
Mental Illness.

– National Institute of Mental Health
via the National Survey on Drug Use and
Health and the Substance Abuse and
Mental Health Services Administration

DATE/TIME:

Friday, May 20, 2022

LOCATION:

2331 Carey Street, Slidell, LA

7.5-hours TRAINING:

2 hrs. online self-paced prework

5.5 hrs. in-person Instructor Led Training

WHO SHOULD TAKE IT

- Employers
- Police officers
- Hospital staff
- First responders
- Faith leaders
- Community members
- Caring individuals

WHAT IT COVERS

- Common signs and symptoms of mental illness
- Common signs and symptoms of substance use
- How to interact with a person in crisis
- How to connect the person with help
- **NEW:** Expanded content on trauma, addiction and self-care

The course will teach you how to apply the **ALGEE** action plan:

- **A**ssess for risk of suicide or harm.
- **L**isten nonjudgmentally.
- **G**ive reassurance and information.
- **E**ncourage appropriate professional help.
- **E**ncourage self-help and other support strategies.



**FLORIDA PARISHES
HUMAN SERVICES AUTHORITY**

Lighting the path forward for Livingston, St. Helena, St. Tammany, Tangipahoa, and Washington Parishes.

From the Desk of

Angela Durand



Hello everyone. It seems I am always writing about the weather and the great foods and the wonderful things you can do that is seasonal in our beautiful state of Louisiana. I really like how the seasons change and how we go from hibernating inside in front of TV and computers, cups of hot chocolate and bon fires and we start thinking about getting outside some without the heavy jackets.

Slowly but surely the days seem to get a few minutes longer, we occasionally may see an insect that usually we only see during the warmer months, or maybe a darker green leaf is blooming on one of your outside plants this is all a sign that before long spring will be here.

March marked the official start of spring in Louisiana. Although sometimes it feels like we are still in winter. We will still have a few cool days. We have even had an inch or two of snow in February in the past, but spring is the most vibrant time in our state. The azaleas that most people have growing in their yards start fully blooming in all different shades from white to red and various shades of pink and they are literally everywhere. Barbecue pits are rolled out the garage and dusted off and even our crawfish pots are in full usage during this time as it is prime crawfish time in our state. Welcome to Louisiana.

Here is my list of five wonderful things you can do with your family during the spring months.

- Go for a walk, enjoy the blooming flowers.
- Begin to think about planting your garden.
- Put your Hummingbird feeders out, and you can take them down in October according to the Baton Rouge Audubon Society. Remember the best nectar is table sugar and water. (Never add ingredients such as honey or other types of sweeteners to feed the birds.) You can find all you need to know about the birds by visiting the Audubon Society website and they can be found on social media as well.
- Cook outside Barbecue or grill, seafood boil, now is the time.
- Check your garden hoses, if they are not properly put up, they can dry rot, and you will need to replace them if that's the case. You never know when you are going to need the garden hose for filling up kiddie pools or watering the beautiful plants you're planting.

Whatever you decided to do, I hope you enjoy time with family and friends.



GOOD TO KNOW

BESE

Louisiana State Board of
Elementary and Secondary Education

BESE's Responsibility

Louisiana's State Board of Elementary and Secondary Education provides leadership and creates policies for education that expand opportunities for children, empower families and communities, and advance Louisiana in an increasingly competitive global market.

The Louisiana State Board of Elementary and Secondary Education (BESE) was established by the Louisiana Constitution with the responsibility for governing all Louisiana public schools within the following categories:

- Elementary schools
- Secondary schools (middle and high schools)
- Special schools for the deaf, blind, and physically handicapped
- Educational units in the state's correctional institutions and mental facilities
 - (Special School Districts 1 and 2)

To meet this responsibility, BESE has the authority to create policies that govern the statewide operations of public and non-public schools, to administer the budget for educational programs and services at those schools, and to conduct administrative hearings to resolve any conflict concerning its policies and actions.

BESE members do not receive salaries, health benefits, or retirement benefits. For each day of service at committee meetings, board meetings, or while on business assigned by the Board, they receive the standard per diem provided by law for members of the state Legislature. Members are reimbursed for travel expenses incurred to attend Committee/Board meetings, as well as other activities they attend in their capacity as a member of the Board.

Board Powers and Duties

The powers and duties of the Board can be broadly grouped into six main categories, which include:

Enacting policies and adopting regulations governing the state-wide operations of public and private elementary/secondary schools, including special schools and entities in Special School Districts 1 and 2;

Exercising oversight over functions of the state's three special schools (blind, deaf, physically handicapped), and Special School Districts 1 and 2, including budget and program operations;

Administering "8(g)" Education Quality Trust Fund programs and serving as their fiscal/program-control agent;

Conducting administrative judicial hearings in cases of conflict deriving from Board policies/actions;

Exercising budgetary and fiscal control over state and federal funds for educational programs and services at elementary and secondary schools; and

Preparing the Minimum Foundation Program (MFP), presenting it to the Legislature for approval, and distributing funds to local school systems.

The Board has other more specifically defined duties assigned to it by law. These include:

Approval of certification requirements for school personnel, including National Teacher Examination scores for classroom teachers and school administrators

Adoption of policies for the assessment and evaluation of teachers/administrators;

Adoption of policies for the assessment of student performance and for the remediation of students performing below standard;

Awarding of diplomas and certificates for successful completion of programs of study;

Serving as the local school board for Louisiana's special schools for the blind, deaf, and physically handicapped;

Coordinating the educational programs in Louisiana's correctional institutions and mental health facilities (Special School Districts 1 and 2);

Prescribe a process for the review, adoption, procurement, and distribution of free textbooks and other materials of instruction purchased with state funds;

Administration of school food service programs in all schools;

Adoption of operating standards for public and nonpublic elementary and secondary schools;

Administer the 8(g) Quality Trust Fund Program; and

Administer the state's charter schools program.



Louisiana State Board of
Elementary and Secondary Education

BESE

Louisiana State Board of Elementary and Secondary Education



CLICK HERE TO LEARN MORE ABOUT
BESE AND YOUR REPRESENTATIVES



EDUCATION TEAM



The Education Liaison Team at NFHF uses resources, workshops, and presentations as well as one-on-one support to help the families of students with exceptionalities navigate the education system. We support the school districts included in Region 9: Washington, St. Tammany, Tangipahoa, Livingston Parishes and Bogalusa City Schools.

What to expect when you contact us...

Existing Families

- Each new school year our existing families will be asked to update our intake and consent forms when we hear from you.
- 24-48 hours after you contact us, we will contact you to complete an initial interview. We will be familiar with your child so the intake process will not require as much details, such as background information. Afterwards, an action plan outlining any documents to gather and suggestions to follow will be provided to you by email.
- We encourage you to continue to educate yourself and others by joining our Facebook group and sharing your experiences and knowledge of navigating the education system.
- We also encourage you to watch our webinars that we provide monthly.

New Families

- When you contact us, we will ask some basic questions and send you an intake form and consent form to complete online. We will also provide you with an "IEP Workbook" and "Facts about IDEA"
- 24-48 hours after you contact us, we will contact you to complete an initial interview. During this time, we will listen to your concerns and gather background information. Afterwards, an action plan outlining any documents to gather and suggestions to follow will be provided to you by email.
- Once we receive your consent forms and important documents, we will schedule a time to meet (phone, in person or zoom). During this time we may ask for clarification of documents and provide you with information.

Important information

Families that attend our workshops and webinars and who are active in our events will be given priority when it comes to an education liaison attending any type of school meeting.

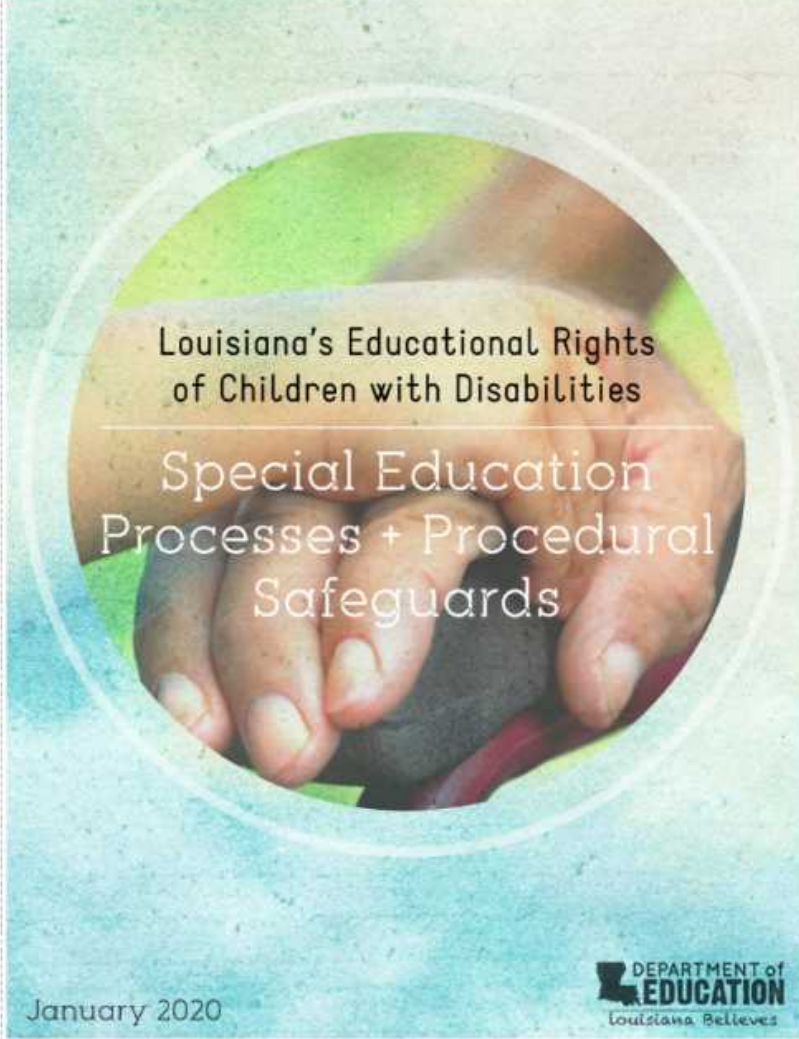
Due to our service area being so large, we have a high volume of calls and appointments. We strive to return calls and emails within 48 hours after receiving them. Thank you for understanding..

Sign up for our newsletter for articles, workshop schedules, and other pertinent information.

Want more information on a specific topic? Send us an email at education@fhfnorthshore.org
We would love to hear from you!

EDUCATION RESOURCES

Please expand each title to read
more about each topic.



EARLY CHILDHOOD TRANSITION PROCESS

DECEMBER 2020



EARLY CHILDHOOD DEVELOPMENTAL SCREENINGS GUIDEBOOK

DECEMBER 2020



Special Education & Related Services in Louisiana

According to the Individuals with Disabilities Education Act (IDEA), the term “special education” means specially designed instruction, at no cost to parents, to meet the unique needs of a child with a disability. The IDEA defines the term “related services” to mean transportation, and such developmental, corrective, and other supportive services as may be required to assist a child with a disability to benefit from special education.

Some other examples of related services are counseling services, interpreting services, physical and occupational therapy, and school health services. In order to be eligible for special education and related services, students must be evaluated and found eligible for one or more of the following disabilities listed in the IDEA:

- Autism
- Deaf-Blindness
- Developmental Delay
- Emotional Disturbance
- Hearing Impairment
- Intellectual Disabilities
- Multiple Disabilities
- Orthopedic Impairment
- Other Health Impairment
- Specific Learning Disability
- Speech or Language Impairment
- Traumatic Brain Injury
- Visual Impairment

The special education process determines whether or not your child is eligible for special education and related services and if so, which of these are appropriate for your child.

In Louisiana, the special education process consists of:

- Referral
- Evaluation
- Eligibility
- Development of the IEP
- IEP review
- Reevaluation



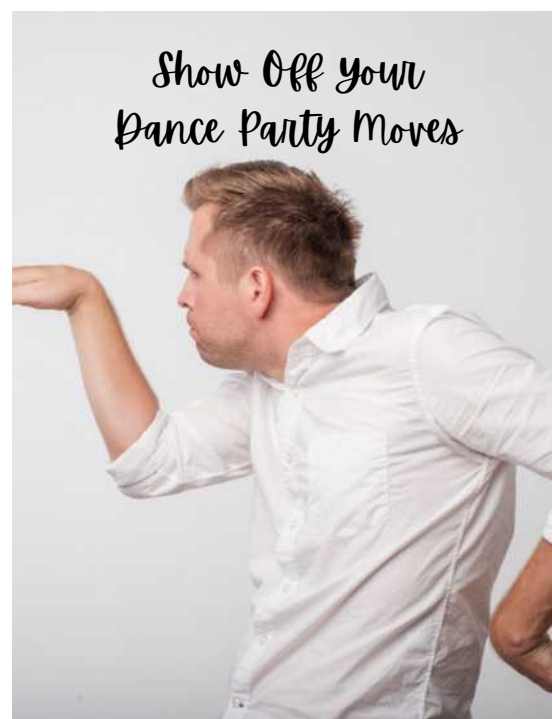
Source: *Louisiana's Educational Rights of Children with Disabilities: Special Education Processes + Procedural Safeguards Guide*

Please click on the LDOE image above to access the complete document.



Join in the
Book Club

NFHF **ABLE** CLUB
ADULTS
BUILDING
LIFE
EXPERIENCES





Thursday, April 21
Isabella's Pizzeria
5:30pm
Located 70452 LA-21
Covington, LA 70433



NORTHSHORE FAMILIES HELPING FAMILIES
 108 HIGHLAND PARK PLAZA
 COVINGTON, LA 70433
 985-875-0511

RACHAEL SYKES
 ADULT PROGRAM COORDINATOR
 RACHAELSYKES@FHFNORTHSHORE.ORG

Hello, my name is Rachael Sykes. I am the Adult Program Coordinator at Northshore Families Helping Families.

We call our adult program the ABLE club, short for Adults Building Life Experiences. This group is for adults ages 16 and up, families and their workers are welcome to join in our events too.

Our events are done in person, virtually - on zoom, and on social media. If you want to join these events, or if you have questions I am happy to help. You can call and ask for me at the NFHF center 985-875-0511, or you can email me at rachaelSykes@fhfnorthshore.org.

Book Club

Meets Every Wednesday @ 1:00 pm
 @ St. John's Coffee House in Covington

JOIN US!



Thursday, May 19
Abita Roasting Company
5:30pm
Located 1011 Village Walk,
Covington, LA 70433



NORTHSHORE FAMILIES HELPING FAMILIES
 108 HIGHLAND PARK PLAZA
 COVINGTON, LA 70433
 985-875-0511

RACHAEL SYKES
 ADULT PROGRAM COORDINATOR
 RACHAELSYKES@FHFNORTHSHORE.ORG



ABLE Club dinner
 at Etouffée
 Thursday, June 16
 @ 5:30pm
 Located
 500 River Highland
 Blvd Suite 100,
 Covington, LA 70433



etouffée

NORTHSHORE FAMILIES HELPING FAMILIES
 108 HIGHLAND PARK PLAZA
 COVINGTON, LA 70433
 985-875-0511

RACHAEL SYKES
 ADULT PROGRAM COORDINATOR
 RACHAELSYKES@FHFNORTHSHORE.ORG



Quality Health Care for Children with Special Health Care Needs

Quality is a key factor when families, employers, and Medicaid agencies choose and pay for health care for children with special health care needs. Family Voices has identified the following principles to help assess quality systems of healthcare for CSHCN.

A. Quality health care is family-centered:

- Health care services allow the child to live at home, attend local schools, and be part of the community.
- The health care team honors the family's culture, language, customs, and decision-making processes.
- Families receive information about parent-to-parent support groups and other family organizations.
- Health care is delivered in locations and at times convenient for families.
- If necessary, families receive transportation assistance to get to medical appointments.
- Coordination of the child's health care, related services, and payment is explained and provided.
- Care coordinators understand the range of services and communicate with one another and the family.
- Health services are coordinated with other services important to the child and family.
- Health care sites are accessible, providing translation services and family-friendly information.

B. Quality health care supports families as caregivers:

- Families receive information about their child's diagnosis, services, expected outcomes, ways to pay, and their rights and responsibilities.
- Families can easily access medical records and other important information and documents.
- Information is communicated in family-friendly language and formats.
- Families are full members of health care teams, participating in all decisions.
- The plan of care supports the direct care given by families and describes the child's role in self-care.
- Providers and health systems give families and children opportunities to comment on care they receive.
- The plan of care includes assistance in the transition from pediatric to adult health services.

C. Quality health care gives every child access to primary and specialty care:

- The child's medical home delivers well child and preventative care through guidelines from the American Academy of Pediatrics.
- The primary provider knows about the child's special health condition and how to find resources.
- The primary care provider communicates effectively with specialists and other providers.
- The child receives appropriate care from pediatric specialists, based on efficient referrals.
- The family can choose primary and specialty providers, including a specialist as the primary provider.
- The child's care plan is developed by the family and providers and is monitored often.

D. Quality health care includes flexible, family-centered health benefits:

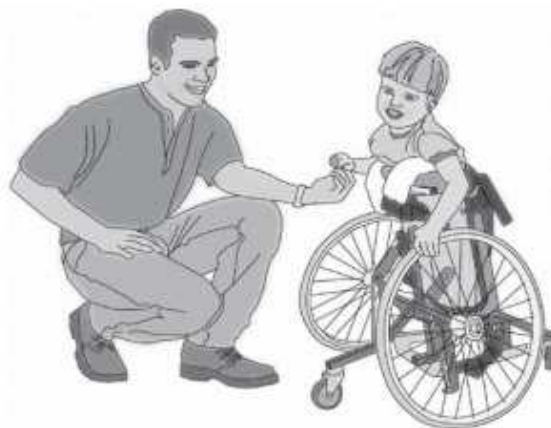
- The health insurance plan identifies and follows children with special needs.
- Covered benefits include the services that children with special health care needs require.
- The plan of care allows and describes standing referrals, access to out-of-network providers, extension of benefits, exceptions to policy, and supports for a family to care for the child safely at home.
- Families can easily find and use information about grievance and appeals processes.
- Health systems regularly review and address gaps in coverage and services, based on family feedback.

E. Quality health care builds on strong family-professional partnerships:

- Families and providers make decisions together with the child participating as much as possible.
- Administrative policies and practices support long-term relationships between families and providers.
- Families help professionals develop and use tools that measure quality of care and family satisfaction.
- Families participate in in-service trainings with providers, agencies and health plans.
- Families serve on statewide and local public and private policymaking boards.

F. Quality health care is cost-effective:

- Public and private policies assure that families can afford their child's health care.
- Families are assisted in understanding and utilizing all payment options.
- Families have roles in making cost decisions, including vendor selection.
- Payors compare hospitalizations or other expensive treatments to alternatives, such as out-of-network services that might cost less or produce a better outcome at almost the same price.
- The insurance plan monitors overall costs to the family, including out-of-pocket expenses.
- All payors communicate to make sure that payments are made on time.
- Family leaders help set capitation rates that cover real costs for children with special health care needs.
- Real costs are tracked to assure that children receive necessary benefits.
- Families serve on commissions reviewing expenditures for children with special health care needs.
- When a family exceeds a lifetime cap, the insurance provider either offers a new plan with comparable benefits or transfers the child to a new plan with comparable benefits with no interruption in coverage, medical home, or access to specialists.





ABC's of Health Care – Acronyms for Families of Children/Youth with Special Health Care Needs/Disabilities

ACA: Affordable Care Act	HMO: Health Maintenance Organization
ACO: Accountable Care Organization	HRA: Health Reimbursement Account
CHIP: Children's Health Insurance Program	HRSA: Health Resources and Services Administration
CMS: Centers for Medicare and Medicaid Services	HSA: Health Savings Account
CSHCN - Children with Special Health Care Needs	IDEA: Individuals with Disabilities Education Act
CSP: Community Support Program	LTC: Long-term Care
CST: Community Support Team	MCO: Managed Care Organization
CYSHCN – Children and Youth with Special Health Care Needs	MFP: "Money Follows the Person"
DME: Durable Medical Equipment	MLR: Medical Loss Ratio
EHB: Essential Health Benefits	MRO: Medicaid Rehabilitation Option
EI: Early Intervention	PCCM: Primary Care Case Management
EOB: Explanation of Benefits	PCIP: Pre-existing Condition Insurance Plan
EOMB: Explanation of Medicare Benefits	PCIP: Pre-existing Condition Insurance Plan
EPO: Exclusive Provider Organization	PHO: Physician Hospital Organization
EPSDT: Early and Periodic Screening, Diagnosis and Treatment	PHP: Prepaid Health Plan.
ERISA: Employee Retirement Insurance Security Act	POS: Point of Service
ESRP: Employer Shared Responsibility Payment	PPO: Preferred Provider Organization
F2F HIC: Family-to-Family Health Information Center	QHP: Qualified Health Plan
FMLA: Family and Medical Leave Act	SAO: Family Voices State Affiliate Organization
FPL: Federal Poverty Level	SBC: Summary of Benefits and Coverage
FQHC: Federally Qualified Health Center	SNF: Skilled Nursing
FSA: Flexible Spending Account	SSI: Supplemental Security Income
HCBS: Home and Community-Based Services	TCM: Targeted Case Management
HCH: Health Care for the Homeless	UCR: Usual, Customary, and Reasonable
HDHP: High Deductible Health Plan	VBP: Value-Based Purchasing
HEDIS - Healthcare Effectiveness Data and Information Set	
HIPAA: Health Insurance Portability and Accountability Act	



FLORIDA PARISHES HUMAN SERVICES AUTHORITY

If you, or someone you know, are experiencing a behavioral health crisis, you can contact one of the behavior health clinics listed below.

You can also call the after-hours line at 211 or access crisis chat at www.vialink.org.

Text Chat is also available by texting "TXT211" to 504-777-EASE (3273).

BEHAVIORAL HEALTH SERVICES LOCATIONS

Rosenblum Behavioral Health Clinic

835 Pride Drive, Suite B

Hammond, LA 70401

Tel. (985) 543-4730 Fax (985) 543-4817

Providing mental health and addictive disorders services to residents of Tangipahoa, Livingston, and St. Helena parishes. Rosenblum Behavioral Health Clinic is open from 8:00 A.M. to 4:30 P.M., Monday through Friday.

Mandeville Behavioral Health Clinic

900 Wilkinson Street

Mandeville, LA 70448

Tel. (985) 624-4450 Fax (985) 624-4461

This location provides mental health and addictive disorders services to residents of the west side of St. Tammany Parish and is open from 8:00 A.M. to 4:30 P.M., Monday through Friday. Evening groups are available for persons receiving addictions treatment.

Bogalusa Behavioral Health Clinic

2106 Avenue F

Bogalusa, LA

Tel. (985) 732-6610 Fax (985) 732-6626

This location provides mental health and addictive disorders services to residents of Washington Parish and is open from 8:00 A.M. to 4:30 P.M., Monday through Friday. Evening groups are available for persons receiving addictions treatment.

Slidell Behavioral Health Clinic

2331 Carey Street

Slidell, LA 70458

Tel. (985) 646-6406 Fax (985) 646-6460

This location provides mental health and addictive disorders services to residents of the east side of St. Tammany Parish and is open from 8:00 A.M. to 4:30 P.M., Monday through Friday. Evening groups are available for persons receiving addictions treatment.

Denham Springs Behavioral Health Clinic

1951 Florida Avenue SW, Suites D & E

Denham Springs, LA 70726

Tel. (225) 665-0473 Fax (225) 665-0283

Denham Springs Behavioral Health is open from 8:00 A.M. to 4:30 P.M., Monday through Friday. This location provides mental health and addictive disorders services.



Northshore Families Helping Families and The Bureau of Family Health

Northshore Families Helping Families has partnered with the Bureau of Family Health. The purpose of this partnership is to ensure that all children and youth with special healthcare needs (CYSHCN) in Louisiana, as well as their families and healthcare providers, are aware of and are able to access supportive resources in their communities and the state.

In accordance with the federal Health Resources and Services Administration (HRSA), CYSHCN are children who “have or are at increased risk for chronic physical, developmental, behavioral or emotional conditions and who also require health and related services of a type or amount beyond that required by children generally.” (HRSA, 2020).

Nationally, nearly 20% of U.S. children under age 18 years of age have a special health care need and one in five families have a child with a special health care need (HRSA, 2020). There are over 300,000 CYSHCN estimated to be living in the state (Louisiana Office of Public Health – Bureau of Family Health, 2020).

Many families require services across multiple systems including healthcare, early intervention, mental health, early care and education, and schools. Support from people who are familiar with the local systems, state policies, and who have personal experience, are an important part of any effective system of care. The intent of this partnership is to ensure that CYSHCN statewide and their families have access to this valuable local resource.

If you would like more information about how we serve Children and Youth with Special Healthcare Needs, please contact Denise Clinkscales, our Community Liaison, @ (985) 875-0511 or by email at communityliaison@fhfnorthshore.org

Northshore Families Helping Families (“NFHF”) is a community-based, non-profit family-directed resource center for individuals with disabilities and their families.

NFHF works to foster the independence and integration of persons with disabilities and children and youth with special healthcare needs and their families into their communities by providing resources and information they are looking for. For more information, you can contact us at info@fhfnorthshore.org.

REGION 9

Data Profile

There are an estimated 28,270 Children and Youth with Special Health Care Needs residing in Region 9.

There are over 41,000 children, age 3-17 years, in Region 9 with a mental, emotional, developmental or behavioral (MEDB) problem.

The majority of Region 9 is classified as rural and are health professional shortage areas (HPSA).

[1] The Annie E. Casey Foundation, KIDS COUNT Data Center, <https://datacenter.kidscount.org/data/tables/3853-child-population?loc=20&loc=5#detailed/5/3251,3265,3271-3272,3278/false/37/any/7999>

[2] Child and Adolescent Health Measurement Initiative, Data Resource Center for Child and Adolescent Health website. National Survey of Children’s Health, 1.11 Children with special health care needs, 2017 and 2018. Retrieved 07/2020 from <https://www.childhealthdata.org/browse/survey/results?q=6919&r=1&r2=20>

[3] Louisiana Rural Health Plan 2011-2015

[4] Bureau of Health Informatics, Bureau of Primary Care and Rural Health, HRSA Data Warehouse, 2018 HPSA Data



CHILDREN & YOUTH WITH SPECIAL HEALTHCARE NEEDS

*Connecting individuals and families with resources
for children and youth on the Northshore.*



- Healthcare Webinars
- Physician/Clinic Outreach
- Childcare Provider Outreach
- Community Awareness Drives
- Ongoing Staff Development

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REGION 9

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KARTUS@LACANADVOCATES.ORG

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