



NORTHSHORE  
**Families Helping Families**  
YOUR DISABILITY RESOURCE CENTER ON THE NORTSHORE

# NEWSLETTER



# SANTA EXPRESS

A HOLIDAY DRIVE THRU EVENT FOR INDIVIDUALS WITH DISABILITIES AND SPECIAL HEALTHCARE NEEDS  
SERVED BY NORTHSHORE FAMILIES HELPING FAMILIES

## DONATE UNWRAPPED TOYS TODAY

FOR BOYS AND GIRLS, AGES BIRTH TO 16

## DROP OFF TOYS AT THE NFHF CENTER

### UGLY SWEATER POTLUCK PARTY

YMCA WEST ST. TAMMANY

### SANTA EXPRESS

A HOLIDAY DRIVE THRU EVENT

JOIN US TO SEE  
Santa & Mrs. Claus  
Santa's Helpers & Surprise Guests

SATURDAY  
DECEMBER 10TH  
10am - 12pm

SAVE THE DATE

Special Health Care Needs?  
Do you care for someone with a disability?  
Need help with the school system?

*We're here to help!*

- Early Intervention
- Education Issues
- Health Concerns
- Home & Community-Based Supports and Services
- Resources
- And Much More!



### We Need Your Input

NORTHSHORE  
**Families Helping Families**  
[www.fhfnorthshore.org](http://www.fhfnorthshore.org)

## Board of Directors

### Executive Board

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

### Members at Large

Troy Broussard

Marcy Donham

### NFHF Board Meetings

You are always welcome at NFHF board meetings which are held every other month.

If you would like to attend a board meeting, 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 serves individuals and family members in Region 9 including: Livingston, St. Helena, St. Tammany, Tangipahoa, and Washington parishes.

## Staff Members

Karen Artus  
Executive Director  
kartus@fhfnorthshore.org

Ashley Nielsen  
Education Liaison  
ashleynielsen@fhfnorthshore.org

Dianthe' Rose  
Education Liaison  
drose@fhfnorthshore.org

Rachael Sykes  
Adult Program Coordinator  
rachaelsykes@fhfnorthshore.org

Odessa Held  
Communications Manager/  
Administrative Assistant  
oheld@fhfnorthshore.org

Click on Image Below for Brief Survey



## PROGRAM FUNDERS



Louisiana Developmental  
Disabilities Council



**FLORIDA PARISHES  
HUMAN SERVICES AUTHORITY**



*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 to Families Health Information Center and is supported by corporate and individual contributors.*

**Being disabled does not  
mean Un-abled, just  
Different Abled.**

Mr. Noel Helm



**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**

## 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.

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



# JOIN OUR TEAM

We're looking for professionals with a desire to serve.

## Community Resource Specialist Special Education Liaison

### General Skills

- Public Seaking & Presentations
- Strong Organizational & Time Management Skills
- Data Entry
- Research
- Collaborate
  - Staff & Volunteers
  - Community Partners
- Proficient in Microsoft, Google, Zoom, and Social Media Groups

## OUR MISSION

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

## OUR VISION

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

## OUR STAFF

Embraces diversity in all populations and meets the needs of those we serve with compassion.

## APPLY TODAY

Send cover letter and resume  
[nfhfdirector@fhfnorthshore.org](mailto:nfhfdirector@fhfnorthshore.org)

### Community Resource Specialist

Full Time  
 From \$13 / Hourly  
 Paid Time Off  
 Professional Development Assistance

#### Responsibilities Include:

- Greet and Assists Individuals or Families Visiting, Calling, and Inquiring
- Have Knowledge of Service Systems that Support and Service:
  - Parents of Children with Disabilities
  - Individuals with Disabilities
  - Children and Youth with Special Health Care Needs
- Data Entry and Reporting
- Research and Identify:
  - Providers
  - Specialty clinics
  - Supportive Services
  - Major Health Insurance Carriers to Facilitate Reciprocal Referrals and Coordinated Partnerships
  - Accurate Provider and Resource information

### Special Education Liaison

Part Time  
 From \$13 / Hourly  
 Paid Time Off  
 Professional Development Assistance

#### Responsibilities Include:

- Provide Information and Direct Support
- Have Knowledge of:
  - (Individuals with Disabilities Education Act (IDEA)
  - Section 504 of the Rehabilitation Act and Louisiana Bulletins
  - Individual Education Plans (IEPs)
  - 504 Plans (IAPs)
- Educate Parents of Options and Rights Related to:
  - Special Education Services
  - Transition Planning
  - Post-Secondary Academic and/or Vocational Opportunities
- Data Entry and Reporting
- Community Partnership Building & Management

Must be available Monday - Friday with occasional evenings and weekends.

Dear Friends:

SANTA EXPRESS toy donations requested! Northshore Families Helping Families (NFHF) is pleased to continue the tradition of hosting a Christmas celebration for children with disabilities and special healthcare needs and we're reaching out to you for help.

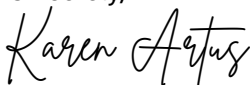
We're looking for businesses and individuals to collect toys for boys' and girls', from ages 1-16. If you would like to do a toy drive at your place of business, please let us know.

We are also requesting monetary donations to help cover purchasing additional toys that may be needed, candy canes and other goodies for the families who drive through.

The toy drive will run from November 1, 2022 - December 7, 2022. For monetary donations, checks may be written to Northshore Families Helping Families and are requested by December 2, 2022. You can also use the donation link below.

We'd love to add you to our list of donors that the families will see when they attend Santa Express. Please reach out to me at [kartus@fhfnorthshore.org](mailto:kartus@fhfnorthshore.org) to get more information on how you can help. We look forward to hearing from you soon.

Sincerely,



Karen Artus

Executive Director

DONATE



# SANTA EXPRESS

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SERVED BY NORTHSORE FAMILIES HELPING FAMILIES

## DONATE UNWRAPPED TOYS TODAY

FOR BOYS AND GIRLS, AGES BIRTH TO 16

## DROP OFF TOYS AT THE NFHF CENTER



Northshore Families Helping Families  
108 Highland Park Plaza  
Covington, La. 70433  
(985) 875-0511  
[info@fhfnorthshore.org](mailto:info@fhfnorthshore.org)



Click the Gift to Donate Today

# SAVE THE DATE

# SANTA

# EXPRESS

A HOLIDAY DRIVE THRU EVENT

SATURDAY

DECEMBER 10TH





# INTRO TO EARLY STEPS

PRESENTED BY

**JENNIFER JOHNSON**

EARLY STEPS REGIONAL COORDINATOR - REGION 9

**earlySteps**  
Louisiana's early intervention system



Join us for a presentation to learn more about Early Steps, Louisiana's Early Intervention System.

- What Early Steps Does
- Services Provided for Children Birth - 3 Years Old
- Who Qualifies

Be sure to have any questions you may have on hand to participate in the Q&A session.



**DEC 8, 2022 @ 10:00 AM**

Register @

<https://tinyurl.com/NFHF-EarlySteps>



NFHF services & programs are available thanks to community donors and our contract funders.

More Info: [info@fhfnorthshore.org](mailto:info@fhfnorthshore.org) (985) 875-0511



BASICS OF SPECIAL EDUCATION SERIES

## INDIVIDUALS WITH DISABILITIES EDUCATION ACT (IDEA) WEBINAR

DECEMBER

**13<sup>th</sup>**

@ 2:00 PM

In this webinar you'll get an overview of information about Individuals with Disabilities Education Act (IDEA) and how it is implemented into an Individualized Education Plan (IEP)

During the webinar participants will learn students' rights of IDEA as it related to eligibility, evaluations and re-evaluations, developing and implementing an educational plan, special considerations for students with medical or health conditions, procedural safeguards

More Info: (985) 875-0511 [FHFNORTHSHORE.ORG](http://FHFNORTHSHORE.ORG)

Register @

**TINYURL.COM/SPED-IDEA**

Registration is Required to Attend

NFHF SERVICES & PROGRAMS ARE AVAILABLE THANKS TO COMMUNITY DONORS AND OUR CONTRACT FUNDERS.



FLORIDA PARISHES  
HUMAN SERVICES AUTHORITY



Louisiana Developmental  
Disabilities Council





## **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](http://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.*

#### **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.*

#### **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.*

#### **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.*



## COMMUNITY & PREVENTATIVE HEALTH

The Office of Public Health administers several programs that provide services for families, young children and women's health needs. Below is a list of units on the Northshore Region.

**Livingston Parish Health Unit**  
20399 Government Blvd.  
Livingston LA 70754  
225. 686.7017

**Tangipahoa Parish Health Unit / Amite**  
330 W. Oak Street  
Amite LA 70422  
985. 748.2020

**St. Helena Parish Health Unit**  
53 N. Second Street  
Greensburg LA 70441  
225. 222.4412

**Tangipahoa Parish health Unit / Hammond**  
15481 W. Club Deluxe Road  
Hammond LA 70403  
985. 543.4165

**St. Tammany Parish Health Unit / Mandeville**  
21454 Koop Drive, Suite 2B  
Mandeville LA 70471  
985.893.6296

**Washington Parish Health Unit / Bogalusa**  
626 Carolina Avenue  
Bogalusa LA 70427  
985. 732.6615

**St. Tammany Parish Health Unit / Slidell**  
520 Old Spanish Trail, Suite 2A  
Slidell LA 70458  
985. 646.6448

**Washington Parish Health Unit / Franklinton**  
120 11th Street  
Franklinton LA 70438  
985. 839.5646

# Attention Developmental Disability Waiver Applicants

Louisiana Department of Health / Office of Citizens with Developmental Disabilities (LDH/OCDD) will soon be validating the waivers registry. If you, or someone on your behalf, has applied for waiver services, you were added to the DD Request for Services Registry, and you must update and/or verify your information to remain on the registry.

Please take a moment to become familiar with the information you will need to provide by reviewing the letter and document below.

If you have questions or need assistance in completing this information, you can contact your Local Governing Authority. The Governing Authority of the NFHF Region is Florida Parishes Human Services Authority (FPHSA), serving Livingston, St. Helena, St. Tammany, Tangipahoa, and Washington Parishes.



## FLORIDA PARISHES HUMAN SERVICES AUTHORITY

Developmental Disability Services

835 Pride Drive, Suite B, Hammond, LA 70401

Tel. 985-543-4730, Option 2

Fax 985-543-4817

Email [ddservices@fphsa.org](mailto:ddservices@fphsa.org)

John Bel Edwards  
GOVERNOR

  
State of Louisiana  
Louisiana Department of Health  
Office for Citizens with Developmental Disabilities

Dr. Courtney N. Phillips  
SECRETARY

**IMPORTANT!!! THIS IS NOT AN OFFER FOR SERVICES; HOWEVER, IF YOU DO NOT RESPOND TO THIS LETTER, YOUR REQUEST FOR SERVICES MAY BE CLOSED ON THE DEVELOPMENTAL DISABILITIES (DD) REQUEST FOR SERVICES REGISTRY (RFSR).**

Dear \_\_\_\_\_,

On \_\_\_\_\_, you or someone on your behalf requested waiver services (i.e., assistance to help you, or your family member with a disability, live safely and more independently in your home). You were added to the DD RFSR.

The Louisiana Department of Health/Office for Citizens with Developmental Disabilities (LDH/OCDD) is in the process of locating all individuals on this registry to update our records. **Attached is an information form that you must complete and return by \_\_\_\_\_.** If you need assistance to complete this information update form, you may contact your Local Governing Entity (LGE) and ask for assistance with the Developmental Disabilities Request for Services Registry Information Update Form. Their phone number can be found on the enclosed form.

It is important that we hear from you. If you do not return this form, your request for services may be closed on this registry. It is your responsibility to notify OCDD at the address or telephone number listed on the attachment of any change in your address and/or phone number. For your convenience, we have attached a listing of Local Governing Entities where you may call for information/assistance at any time. Thank you in advance for your help.

Sincerely,  
  
OCDD Waiver Executive Director

Attachments

**IMPORTANT!!! IF YOU DO NOT RESPOND TO THIS LETTER, YOUR REQUEST FOR SERVICES MAY BE CLOSED ON THE DD REQUEST FOR SERVICES REGISTRY!**

DD REQUEST FOR SERVICES REGISTRY (RFSR) DEMOGRAPHICS UPDATE	
<b>IMPORTANT!! THIS IS <u>NOT</u> AN OFFER FOR SERVICES; HOWEVER, IF YOU DO NOT RESPOND TO THIS LETTER BY MAILING IN THIS INFORMATION FORM, YOUR NAME MAY BE REMOVED FROM THE DEVELOPMENTAL DISABILITIES (DD) REQUEST FOR SERVICES REGISTRY (RFSR), WHICH INCLUDES THE FORMER MR/DD WAIVER WAITING LIST.</b>	
YOU ARE LISTED ON THE NEW OPPORTUNITIES WAIVER REGISTRY WITH A REGISTRY DATE OF _____	
This is the current information that we have on file. Please make any necessary additions/corrections by putting a line through the incorrect information and writing in the correct information.	
REQUESTOR'S NAME: _____	
REQUESTOR'S DATE OF BIRTH: _____	
REQUESTOR'S SOCIAL SECURITY NUMBER: _____ (please complete)	
REQUESTOR'S MAILING ADDRESS: _____	
REQUESTOR'S PHYSICAL (HOME) ADDRESS: _____	
REQUESTOR'S HOME PHONE NUMBER: _____	
REQUESTOR'S DAYTIME PHONE NUMBER: _____	
GUARDIAN/RESPONSIBLE PARTY: _____	
MAILING ADDRESS: _____	
GUARDIAN/RESPONSIBLE PARTY'S HOME PHONE: _____	
GUARDIAN/RESPONSIBLE PARTY'S DAYTIME PHONE: _____	
DOES THE REQUESTOR HAVE A CURRENT MEDICAID #: _____	
Signature: _____ (Requestor or Legal Guardian)	
Relationship to Requestor: <input type="checkbox"/> Self <input type="checkbox"/> Other _____ (please describe)	
Date: _____	
THE DEADLINE FOR RETURNING THIS INFORMATION IS: Please return to: OCDD c/o Statistical Resources, Inc. (SRI), 11505 Perkins Rd., Suite H, Baton Rouge, LA 70803 or FAX to (225) 767-0502	



Providers serving individuals with disabilities and special health care needs can now get their free NFHF poster as a resource for the community you serve. Send request to [info@fhfnorthshore.org](mailto:info@fhfnorthshore.org)

N O R T H S H O R E



**Does Your Child Have  
Special Health Care Needs?**

**Do you care for  
someone with a disability?**

**Need help with the  
school system?**

***We're here to help!***

- Early Intervention
- Education Issues
- Health Concerns
- Home & Community-Based Supports and Services
- Resources
- And Much More!

***Talk with someone  
who gets it...***

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

**985-875-0511**





# **H O M E**

## *& Community Based Waivers*

Medicaid home and community –based waiver programs offer greater opportunity for individuals to live, work and recreate in the community setting of their chose. The information below is meant to provide you with a brief glimpse of what each waiver provides/includes but is not a complete explanation or description.

Please contact **Florida Parishes Human Services Authority (FPHSA)** for detailed information and to learn about the application process.

### **Children's Choice Waiver**

- The Children's Choice Waiver offers supplemental support to children through age 18 who currently live at home with their families.
- The service package is designed for maximum flexibility and includes Support Coordination and options of Respite/Family Support, Family Training, Specialized Medical Equipment, Environmental Accessibility Adaptations and therapy services.
- Waiver participants are eligible for all medically necessary Medicaid services, including Early Periodic Screening, Diagnostics and Treatment (EPSDT) screenings and extended services.
- Children who “age out” (reach their 19th birthday) will transfer into an appropriate waiver for adults as long as they remain eligible for waiver services.

### **New Opportunities Waiver (NOW)**

- The New Opportunities Waiver offers home or community-based services to people age 3 and older who would otherwise require the level of care found in an Intermediate Care Facility.
- The NOW includes an array of services aimed at assisting people to live as independently as possible by supplementing the family and/or community supports while supporting dignity and quality of life.
- The NOW is appropriate for those individuals whose health and welfare can be assured via an individualized support plan and for whom home and community based waiver services represent a least restrictive environment alternative.

### **Residential Options Waiver (ROW)**

- The Residential Options Waiver is designed to offer services necessary to support people of all ages in moving from an ICF/IDs or nursing home to a community-based setting.
- It is a capped waiver with the person's individual annual budget being based on the person's support needs and the current ICF/ID budget rate.

### **Supports Waiver**

- This waiver offers a way to provide options and meaningful opportunities through vocational training and inclusion to individuals who are age 18 or older who would otherwise require the level of care found in an ICF/ID.
  - These options include Support Coordination, Day Habilitation, Prevocational services, Supported Employment, Respite, Permanent Supportive Housing Transition and Stabilization, and Personal Emergency Response Systems.

### **Permanent Supportive Housing for Individuals with Developmental Disabilities**

- Permanent Support Housing support services assist waiver recipients to obtain and maintain successful tenancy in Louisiana's Permanent Supportive Housing (PSH) Program.
- Housing stabilization transition services or housing stabilization services are provided to Children's Choice Waiver, New Opportunities Waiver and Supports Waiver recipients when they are offered an opportunity by the PSH program.

A person with or without the assistance of the Support Coordinator may apply for Permanent Supported Housing by calling the Permanent Supportive Housing program @ 1-844-698-9075

*Source: Florida Parishes Human Services Authority (FPHSA)*



**FLORIDA PARISHES  
HUMAN SERVICES AUTHORITY**

### **DEVELOPMENTAL DISABILITIES SERVICES**

**835 Pride Drive, Suite B**

**Hammond, LA 70401**

**Tel. 985-543-4730**

**Fax 985-543-4817**

The Florida Parishes Human Services Authority (FPHSA) was created to pool funding dollars in the areas of addictive disorders, developmental disabilities, and mental health services and to bring spending and operational decisions down to the local level.

The geographical area served by FPHSA includes the following five parishes: Livingston, St. Helena, St. Tammany, Tangipahoa, and Washington. The Authority is governed by a Board of Directors composed of nine members, representing the five-parish area.

Along with traditional clinic services, such as evaluation, therapy, and medication management, a number of various other services are provided through contract providers, such as respite care, case management, crisis intervention, in-home therapy, vocational training, housing supports, etc.

In addition to community-based out-patient services, FPHSA has two inpatient substance abuse treatment programs, Fontainebleau Treatment Center (FTC) and the Alcohol Drug Unit (ADU).

FPHSA serves both adults and children who meet the treatment criteria for services in the areas of addictive disorders, developmental disabilities, and/or mental health.

PLEASE JOIN US FOR OUR

# UGLY SWEATER POTLUCK PARTY

YMCA WEST ST. TAMMANY  
71256 FRANCIS RD  
COVINGTON, LA 70433



CELEBRATE THE HOLIDAY WITH US

RACHAELSYKES@  
FHFNORTHSHORE.ORG

FRIDAY  
DECEMBER 16TH  
STARTS @ 5:30 PM

## SAVE THE DATE

NORTHSHORE



BROUGHT TO YOU BY

YMCA West St. Tammany  
Kiwanis Club of Greater Covington

# November

17th - Dinner @  
Cracker Barrel  
in Covington  
@ 5:30 pm

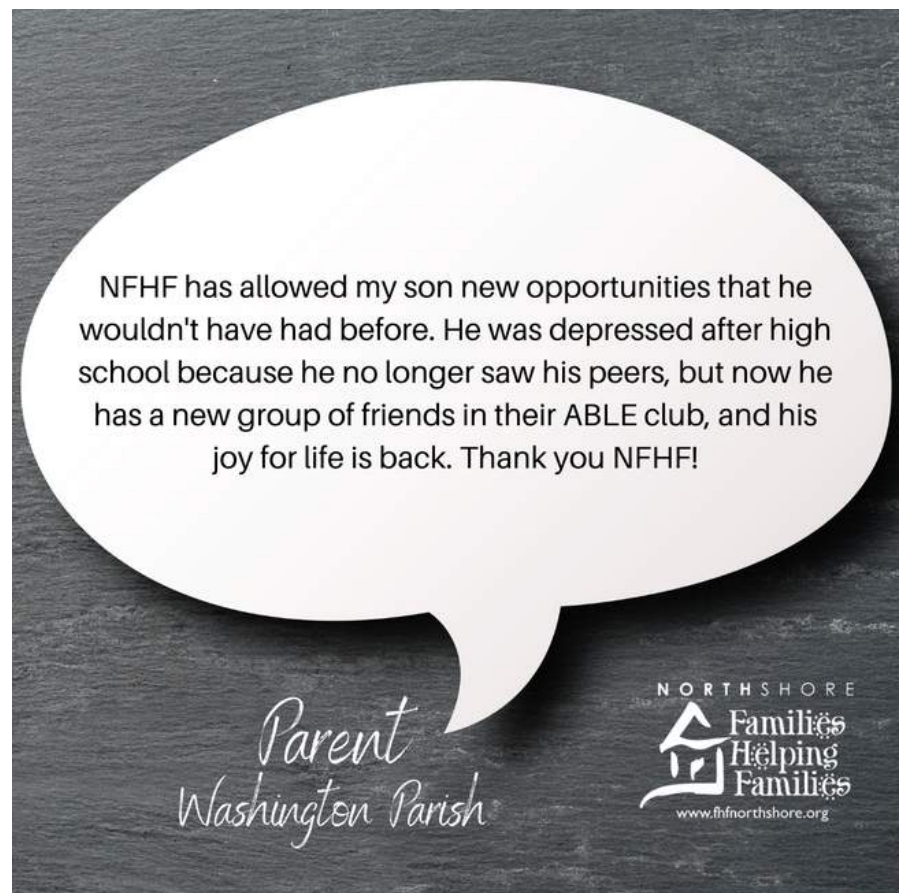
REGISTER NOW



# December

Ugly Sweater  
Potluck Party  
@ YMCA  
in Covington  
@ 5:30 pm

REGISTER NOW



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 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](mailto:rachaelsykes@fhfnorthshore.org).

## Book Club

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

JOIN US!



# Get information about transitioning to adult life from the Pacer Center.

## Skills for Independent Living, Housing, and Employment

Please click on the titles below to read more about each topic from the pacer center.



[The Transition to Independent Living: What Parents Can Do Now](#)

[Documents to Keep for Youth Transitioning to Adult Life](#)

[Tips When Considering Housing and Services](#)

[Finding Housing for Youth with Disabilities Takes Determination and Creativity](#)

[Safety: It Takes Planning and Education For Children and Young Adults with Disabilities](#)

[Skills for Independent Living: Personal Care Skills](#)

[Skills for Independent Living: Is it "Public" or "Private?"](#)

[Skills for Independent Living: Parents Help Build Social Skills](#)

[Set an Independent Living Destination and Map a Course to Get There](#)

[Talk to Your Child About Employment: A Checklist for Parents](#)

[Frequently Asked Questions About Career Exploration for Youth with Disabilities](#)

[My Action Plan Have a discussion with your youth about what types of jobs they would like to do.](#)

## What is Family-Centered Telehealth?

Family-centered telehealth is a way of providing services through a variety of digital platforms that assures the health and well-being of children and youth with special health care needs (CYSHCN) and their families through respectful family/professional partnerships. Although this way to deliver health care is not new, the use of telehealth platforms for providing health care and related services to CYSHCN is unprecedented. Therefore, it is necessary to ensure that telehealth is not simply reactive or a temporary substitute for in-person care, but actively uses the core concepts of family-centered care to enhance the delivery of healthcare services and meet the needs of CYSHCN and families. The core concepts of family-centered care, detailed below, relate to dignity and respect, information sharing, participation, and collaboration. Family-centered telehealth can help CYSHCN and families access health care, improve experience with healthcare, reduce stress, improve communication between all team members and across systems, and improve quality of life and well-being.

## Core Concepts of Family-Centered Telehealth

### Dignity and Respect

Ask for, listen to and integrate the strengths, cultures, traditions, and expertise that CYSHCN, families and professionals bring to the telehealth visit. Families define themselves and determine who and how they will participate in their children's care, decision-making and telehealth visits. Build on family strengths and acknowledge the family as the constant in the child's life. Support CYSHCN in learning about, self-managing and participating in his/her care and decision-making.

### Information Sharing

Communication goes in both directions, between CYSHCN and families and their health care teams, and is open and honest. All members of the health care team, including CYSHCN and their family, receive timely, complete and accurate information in order to foster shared decision-making and effectively participate in telehealth. Discussions are not limited to symptoms, concerns, needs and clinical information, but also celebrate successes and involve other aspects of child and family life.

## Participation

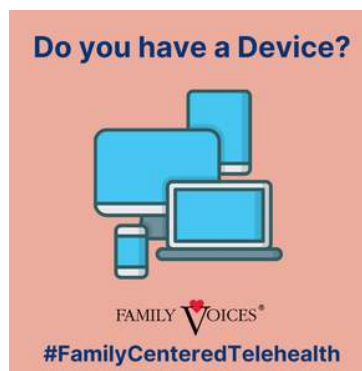
Ensure access to broadband or cellular signals, devices and platforms necessary for CYSHCN and families to engage with and support the use of technology for telehealth. Work together as partners to develop creative, flexible and responsive adjustments, modifications or accommodations to access and participate in telehealth. Encourage and support CYSHCN and families to participate in care, planning of care and shared decision-making during telehealth. Support youth to learn how to participate in telehealth.

## Collaboration

Acknowledge trust as fundamental to family-centered care and communication, and be willing to negotiate. Integrate CYSHCN and families into the care team; value celebrations, challenges and needs in the collaborative planning and decision-making processes. Encourage family-to-family and peer support to navigate telehealth and other systems of care (health, education, social, justice, etc.). Partner in meaningful and authentic ways with CYSHCN and families to improve, create and guide telehealth policy at the systems level.

# The Nuts and Bolts of Telemedicine Webinars

Click on the images below to access Webinar Recordings, Telehealth Definitions, Resources, and Barrier Busters for each presentation





## 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 us @ (985) 875-0511 or by email at [info@fhfnorthshore.org](mailto:info@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](mailto:info@fhfnorthshore.org).

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## 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

DONATE



# GET ON BOARD



*Turn your passion for disability services into action.*

Northshore Families Helping Families is looking for energetic, passionate people to:

- Influence policy decisions in the disabilities sector
- Grow services for individuals with disabilities
- Serve as ambassadors for the disabilities community



## ABOUT NFHF

We help individuals with disabilities and their families by connecting them with the information and resources they need.

NFHF is the first place families should go when they receive a diagnosis. We help identify services and provide referrals.

We provide ongoing training and information, and most importantly we connect you and your loved ones with peers who understand what you're going through.

NFHF is headquartered in Covington and serves the five Florida Parishes (Livingston, St. Helena, St. Tammany, Tangipahoa, and Washington).



### **ABOUT THE BOARD OF DIRECTORS**

The NFHF Board of Directors oversees the operations and programs of NFHF. The Board influences policy, engages in fundraising, provides budgetary oversight, and engages in the strategic planning. At any given time, there are between 5 and 15 members. While the Board is a mix of the population, at least 51% must be an individual with a disability or a family member.

### **BOARD MEMBER RESPONSIBILITIES**

As a Board member you will be expected to do the following:

- Attend monthly Board meetings
- Volunteer! We are a working board, which means we do expect members to engage in various volunteer activities throughout the year.
- Help with fundraising through public outreach, fundraising events, or grant research
- Join at least one working subcommittee
- Be ready to commit a few hours, each month to helping NFHF serve the disabilities community.

### **HOW TO APPLY**

You can begin the process by completing an application located on the NFHF website. [Click Here to Apply](#)

Selected candidates will meet with Board members or our Executive Director to discuss interest and needs of the organization. Ultimately, Board members will be selected by the existing Board of Directors.

