

# NEWSLETTER

## IEP 101

### Presentation Topics

- What an IEP is and Who May Qualify
- Parts of the IEP
- The Importance of Goals and Objectives
- The Importance of Present Levels of Performance
- Questions to Ask Before the Meeting
- Your Options if You Don't Agree with Outcome of Meeting

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



**SUN ASSESSMENTS & WAIVERS**

**WEBINAR**

PRESENTED BY  
 FPHSA WAIVER MANAGER

**RONA BURKETT**

A webinar for parents and caregivers looking to have a better understanding of:

- SUN Assessments
- Who Needs an Assessment

**AUGUST 4<sup>th</sup>**

## APRIL DUNN ACT (ACT 833)

Formerly known as ACT 833, the April Dunn Act establishes alternative pathways for grade promotion and graduation for students with disabilities

### WHO SHOULD ATTEND

- Parents with School Aged Children
- Education Staff / Para Professionals
- Transition Coordinators / Service Providers

Presented by

**ASHLEY NIELSEN / DIANTHE' ROSE**  
 NFHF EDUCATION LIAISON TEAM

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



The IEP Webinar Training was great and it helped me personally and professionally. I had an IEP meeting and I had everything I needed.

**Jennifer S.**




NFHF Webinars are done well. The information is understandable and the people are informative.

**Abbie C.**



**LaCAN**  
 LA COUNCIL'S ADVOCACY NETWORK

**LEGISLATIVE UPDATE & MEMBER INPUT MEETING**  
 HOSTED BY NORTHSHORE FAMILIES HELPING FAMILIES

JOIN US AS WE SHARE SUCCESSFUL OUTCOMES OF ADVOCACY EFFORTS AND SHARE YOUR IDEAS & RECOMMENDATIONS ON ISSUES IMPACTING INDIVIDUALS WITH DISABILITIES IN OUR REGION

**AUGUST 9, 2022**  
 11:00 AM - 1:30 PM

**NFHF CENTER**  
 108 Highland Park Plaza  
 Covington, La. 70433

**WHO'S INVITED**



**LaCAN**  
 LA COUNCIL'S ADVOCACY NETWORK

**ADVOCACY TEAM LEADER OPPORTUNITY**

APPLICATIONS ARE CURRENTLY BEING ACCEPTED FOR AN ADVOCACY TEAM LEADER TO LEAD THE LA DEVELOPMENTAL DISABILITIES COUNCIL'S GRASSROOTS ADVOCACY NETWORK (LACAN) IN THE NORTHSHORE/FLORIDA PARISHES AREAS

VISIT [LADDG.ORG](http://LADDG.ORG) TO LEARN MORE  
 (CLICK TO SEE THE LATEST ACTION ALERTS & VIEW INFORMATION ALERT #2)

**Louisiana Developmental**



**LaCAN**  
 LA COUNCIL'S ADVOCACY NETWORK

**LEGISLATIVE UPDATE & MEMBER INPUT MEETING**  
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JOIN US AS WE SHARE SUCCESSFUL OUTCOMES OF ADVOCACY EFFORTS AND SHARE YOUR IDEAS & RECOMMENDATIONS ON ISSUES IMPACTING INDIVIDUALS WITH DISABILITIES IN OUR REGION

**AUGUST 16, 2022**  
 12:00 PM

**VIRTUAL MEETING VIA ZOOM**

**WHO'S INVITED**

## 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  
Bambi Guilbeau

### 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 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 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

Karen Artus  
Executive Director  
[kartus@fhfnorthshore.org](mailto:kartus@fhfnorthshore.org)

Denise Clinkscales  
Family & Community Resource Specialist  
[dclinkscales@fhfnorthshore.org](mailto:dclinkscales@fhfnorthshore.org)

Odessa Held  
Communications Manager/  
Administrative Assistant  
[oheld@fhfnorthshore.org](mailto:oheld@fhfnorthshore.org)

Ashley Nielsen  
Education Liaison  
[ashleynielsen@fhfnorthshore.org](mailto:ashleynielsen@fhfnorthshore.org)

Dianthe' Rose  
Education Liaison  
[drose@fhfnorthshore.org](mailto:drose@fhfnorthshore.org)

Rachael Sykes  
Adult Program Coordinator  
[rachaelsykes@fhfnorthshore.org](mailto:rachaelsykes@fhfnorthshore.org)



APPLICATIONS ARE CURRENTLY BEING ACCEPTED FOR  
AN ADVOCACY TEAM LEADER TO LEAD THE LA  
DEVELOPMENTAL DISABILITIES COUNCIL'S  
GRASSROOTS ADVOCACY NETWORK (LACAN) IN THE  
NORTHSHORE/FLORIDA PARISHES AREAS

VISIT [LADDC.ORG](http://LADDC.ORG) TO LEARN MORE  
(CLICK TO SEE THE LATEST ACTION ALERTS & VIEW INFORMATION ALERT #2)



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



**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**

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



Hello Families & Friends,

For those of you I haven't yet had the pleasure of meeting I'd like to briefly introduce myself. My name is Heather St. Amant. I am a parent, advocate, community member, and Chairperson of the Board for Northshore Families Helping Families.

The last few months have been a time of transition for NFHF and we are grateful to and for staff members who have gone above and beyond to serve our community in the interim of our finding a qualified candidate to serve as our Executive Director.

I am pleased to announce that we have selected Karen Artus as our Executive Director. Karen is a parent and a community leader who brings a wealth of knowledge and professional experience to our organization and community.

She has served as a regional advocacy leader of the Louisiana Developmental Disabilities Council, is the member of many disability related groups and forums, and is recognized as an effective and informed advocate by legislators, professionals, self-advocates, and families.

We invite you to join us in welcoming Karen to her new role in our community as we continue to work toward our mission and vision for the individuals and families we serve.

Sincerely,



Heather St. Amant  
NFHF Board Chair



*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.*





*The NFHF Education Support Team provides resources, workshops, and one-on-one support to inform and empower caregivers and professionals who are or will be navigating the special education system. Information and guidance provided is based upon IDEA and Section 504 of the Rehabilitation Act. 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.

1. We will gather or update your contact information and ask for a brief explanation of your reason for calling.
2. Shortly after, you will receive an email with the documents you need to review, complete, and return for each student each school year.
  - a. You will need to provide relevant education documents, such as:
    - i. IAP, IEP, Behavior Plans, Discipline Records, and other documents related to your concern. (This information will provide our team with a broader understanding of your concerns.)
3. An Education Support Team member will contact you in a timely manner to discuss concerns and obstacles you may be experiencing.
4. You and our team member will create an Action Plan to address your concerns.
5. Once we receive your consent forms and important documents, we will schedule a time to meet by phone. During this time we may ask for clarification of documents and provide you with information.

### Important information

Our goal is to provide information and training to the largest number of families possible. As a member of your child's Education support team, we encourage you to take advantage of free resources, like those found on LouisianaBelieves.com along with our trainings and lending library.

The NFHF Education Focus Group can be found on Facebook, and is a tool that allows you to connect with other caregivers and ask questions within a community of peers with experiences like yours.

**“Kid, you’ll move mountains.” — Dr. Seuss**

# BACK TO SCHOOL

## HELPING YOUR CHILD PREPARE

BY DIANTHE' ROSE



*The beginning of a new school year can be a very exciting time, but it can also be a bit daunting for children who are new to the school or who are starting a new grade. Talk to your child about what to expect in the new school year and be sure to answer any questions they have.*

### Help your child prepare.

If your child is anxious about starting school, here are some suggestions to assist you:

- Discuss some of the things to expect.
- You could also do some role-playing with them, such as going over what they will need to do when they get to school.
  - Say goodbye to you at the gate, find their classroom, etc.
- Read Back to School themed book.
  - Have your child relate to the characters in the story by discussing how the characters addressed their fear, how it is a positive or negative way of handling the emotion, and how the character overcame the fear.
- Refer to the people and learning activities that were a positive experience in the past.
  - An example of this may be referring to a time the principal gave a compliment to your child when he or she was helping a friend pick up the items that fell from the school bag.
  - Using this example reminds your child how nice the principal can be.
- Discuss the importance of having an education and how it can have an impact on their future.
- Become familiar with the school and district policies.
  - Knowing as many answers as possible to your child's questions could help relieve some of the first day jitters.

“



Your Education Staff is very knowledgeable and very helpful.

Jennifer T.

”



# BACK TO SCHOOL

## COMMUNICATING WITH THE TEACHER

BY DIANTHE' ROSE

*The beginning of the school year can be an exciting time for children, but it can also be a time of anxiety and uncertainty. If your child has special needs, there are some things you can do to help them adjust to the new school year and make the most of their education. Here are some tips for supporting your special needs child at the beginning of the school year:*

### **Establish an open line of communication.**

One of the best ways to help your child adjust to the new school year is to initiate the line of communication by having you and your child meet with the teacher and see the classroom. If possible, arrange to meet with your child's teacher before the school year begins. This will give you a chance to introduce yourself and your child, and to discuss any concerns or questions you have.

During this meeting you will learn the educational goals, ways you can help in achieving them and the support your child will receive at school. It's also a good opportunity to build a relationship with the teacher, which can be helpful if your child has any problems during the school year.

Avoid using "Meet the Teacher" events or Open House to have specific discussions about IEP, Services, etc. This time is for general information (homework, start times, materials needed, etc.) Any conversation between you and the teacher will not be private and other parents could possibly eaves drop on this conversation.

During this time, the teacher has many things going on at once as well as learning a bunch of new faces therefore, the teacher will not be able to provide you with undivided attention and most likely forget what was discussed. These meetings are intended to allow the students and their parents to receive general information, see the classroom and meet the teacher.

There is one exception, if your child has an allergy or could possibly need medical attention, relate this information to the teacher the first time you meet. Providing the medical information in writing will increase the chances of the teacher remembering and following up with the nurse if needed.





## Education Webinar

**Tuesday  
August 16, 2022  
11:00 am**

**Click Here  
to Register**

# APRIL DUNN ACT (ACT 833)

Formerly known as ACT 833, the April Dunn Act establishes alternative pathways for grade promotion and graduation for students with disabilities

### WHO SHOULD ATTEND

- Parents with School Aged Children
- Education Staff / Para Professionals
- Transition Coordinators / Service Providers

Presented by

**ASHLEY NIELSEN / DIANTHE' ROSE**  
NFHF EDUCATION LIAISON TEAM

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

## Basics in Special Education Webinar

# IEP 101

**September 20, 2022  
@ 11:00 am**

presented by  
**Ashley Nielsen &  
Dianthe' Rose**  
NFHF Education Liaisons

**Click Here  
to Register**

### Presentation Topics

- What an IEP is and Who May Qualify
- Parts of the IEP
- The Importance of Goals and Objectives
- The Importance of Present Levels of Performance
- Questions to Ask Before the Meeting
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# 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

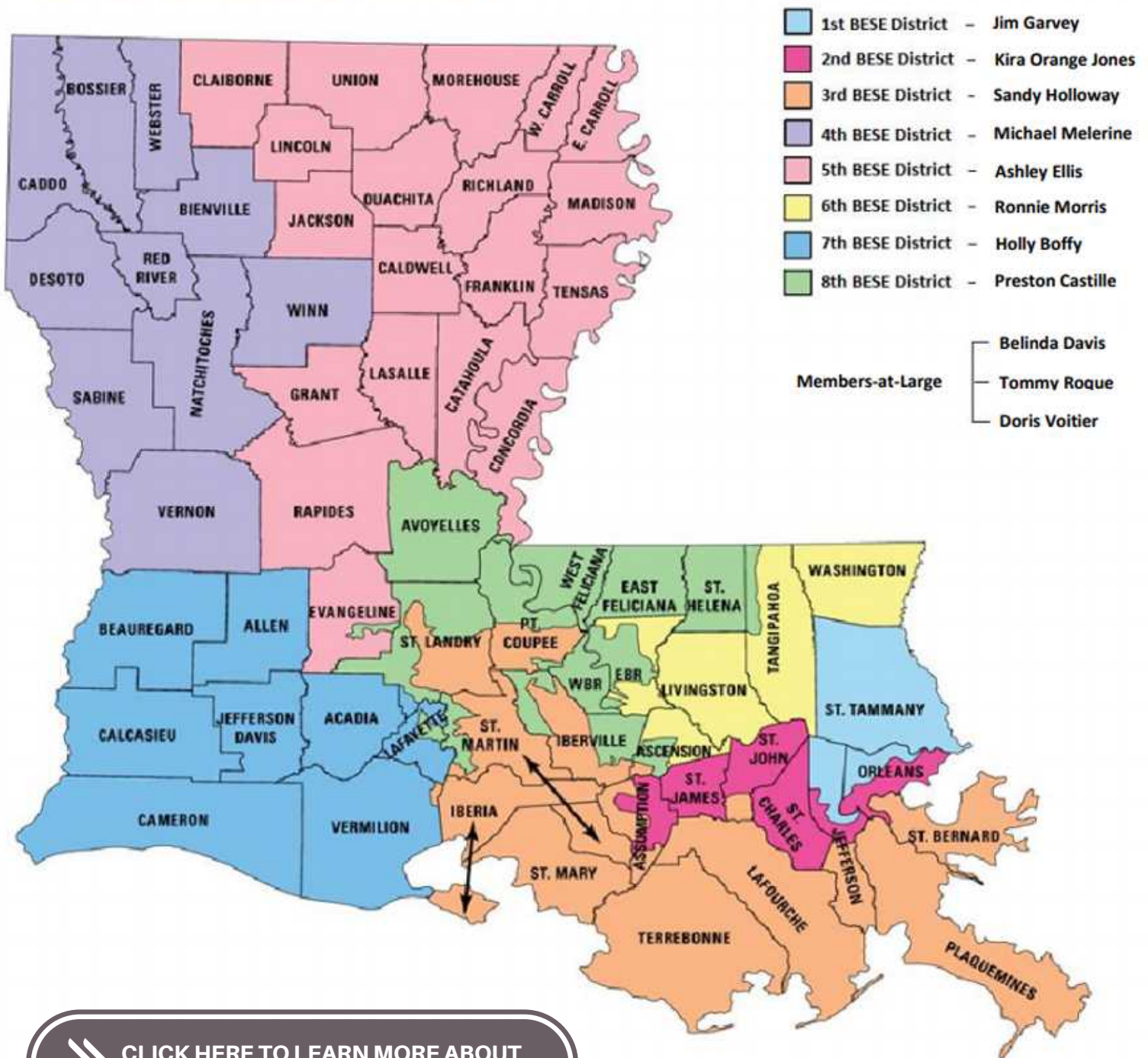
Administer the state's charter schools program.



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



# SUN ASSESSMENTS & WAIVERS

**CLICK HERE  
TO REGISTER**



**WEBINAR**



PRESENTED BY  
**FPHSA WAIVER MANAGER**



## RONA BURKETT

A webinar for parents and caregivers looking to have a better understanding of:

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

Be sure to have any questions you may have on hand to participate in the Q&A session with Rona, to begin after the presentation

**Register @**

**<https://tinyurl.com/NFHF-Waivers>**

Registration is Required to Attend

**More Info:**



**(985) 875-0511**



**FHFNORTHSHORE.ORG**

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



**Louisiana Developmental  
Disabilities Council**



**FLORIDA PARISHES  
HUMAN SERVICES AUTHORITY**







# RESOURCES LINKS FOR CAREGIVERS

## **Caregiving**

While some aspects of caregiving may be rewarding, caregivers can also be at increased risk for negative health consequences. [Read More](#)

## **Caring for Yourself**

### **When Caring for Another**

You are a caregiver if you care for someone who needs help. Caregiving can be hard on you and to continue being a good caregiver, you need to take care of yourself.

One way you can do that is to make sure you have consistent breaks from your caregiving responsibilities. This is called respite. Short breaks can be a key part of maintaining your own health. [Read More](#)

## **Care Plans Help Both Older Adults & Caregivers**

A care plan is a form that summarizes a person's health conditions and current treatments for their care.

The plan should include information about health conditions, medications, healthcare providers, caregiver resources, and emergency contacts.

[Read More](#)

## **Complete Care Plan**

This Complete Care Plan provided by the CDC is a fillable PDF form you can use when planning and documenting care for your family member.

[Read More](#)



# HANDLING ANXIETY

## WHEN IT ATTACKS

BY DENISE CLINKSCALES

### Why me? Why now? Handling Anxiety When it Attacks.

Those of us who suffer with anxiety know that it is always in the back of our mind. What will trigger my panic attack and when will it happen?

When I have been "lucky" I would have a panic attack in the privacy of my home, but unfortunately anxiety does not discriminate. I have had them while driving, at work with a lobby full of people, and even watching a movie. Those on the outside, especially our loved ones, have a hard time understanding why someone cutting in front of you in traffic brought on an episode. But like I said; anxiety does not discriminate and it does not have a rhyme or reason as to why it comes on.

According to Anxiety and Depression Association of America, 40 million adults in the US suffer from some sort of anxiety disorder and BeyondBlue.org, an organization out of Australia, states that 40% of people who do now have an anxiety disorder will experience a panic attack sometime in their life.

Like most of our readers, I was in Tangipahoa Parish when Hurricane Ida hit. Believe it or not, through it all, even when we sustained roof damage which caused a ceiling to fall in, I handled it like a champ. Clean up brought some challenges, mainly small differences of opinion on how things should be done, but then I saw my daily planner lying in ruins on the dining room table. An object easily replaceable and I just lost it. I cried like a girl who just lost her puppy. So what do you do when you are overcome with anxiety?

If you search online, you will find hundreds of websites telling you how to work through a panic attack; but I will list a few that have personally worked for me.

- The best thing to do is to acknowledge that you are having a panic attack. Many times it can feel like the world is coming down on us or that we are having a heart attack. Remember this will pass!
- Close your eyes, take a deep breath through your nose, hold it for 5 seconds and slowly breathe out through your mouth. Repeat 5 times.
- Find a focus object. It doesn't matter what it is. Are you in your office at work? Find a photo or even a roll of scotch tape. Concentrate on the details: What color is it? How large is it? Does it have writing? If so what does it say? This will help get your mind off of your episode and onto the item you are focusing on.
- Keep peppermint or lavender around you. I have been known to carry around bottles of essential oils in my purse. When I feel a panic attack coming on I close my eyes and take deep breaths of the essential oil. Research has shown that both of these scents can help reduce anxiety.



- Listen to a recording of rain fall; YouTube is great for this! The soft gentle sounds of the rain help soothe away negative feelings. I also find running the shower helps. It might sound silly but closing your eyes and listening to the shower pound on the bottom of the tub is very soothing. Just be sure not to use all the hot water!

No one technique will work for everyone. You have to find what works for you, even if it might seem a little silly. The important thing is that you will be ok. If you find that your panic attacks are increasing in frequency or intensity, please go see your doctor. People don't think of anxiety or depression as something you should "bother people with" because it is. Never hesitate when it comes to getting help. What is important is a healthier you. Treating anxiety is not a sprint but a marathon and together we will reach the goal.



# I'M SO STRESSED OUT!

## Is it stress or anxiety?

### Stress

- Generally is a response to an *external* cause, such as taking a big test or arguing with a friend.
- Goes away once the situation is resolved.
- Can be positive or negative. For example, it may inspire you to meet a deadline, or it may cause you to lose sleep.

### Both Stress and Anxiety

Both stress and anxiety can affect your mind and body. You may experience symptoms such as:

- Excessive worry
- Uneasiness
- Tension
- Headaches or body pain
- High blood pressure
- Loss of sleep

### Anxiety

- Generally is *internal*, meaning it's your reaction to stress.
  - Usually involves a persistent feeling of apprehension or dread that doesn't go away, and that interferes with how you live your life.
- Is constant, even if there is no immediate threat.

## Ways to Cope

- Keep a journal.
- Download an app with relaxation exercises.
- Exercise and eat healthy.
- Get regular sleep.
- Avoid excess caffeine.
- Identify and challenge your negative thoughts.
- Reach out to your friends or family.

## Find Help

If you are struggling to cope, or the symptoms of your stress or anxiety begin to interfere with your everyday life, it may be time to talk to a professional. Find more information about getting help on the National Institute of Mental Health website at [www.nimh.nih.gov/findhelp](http://www.nimh.nih.gov/findhelp).



National Institute  
of Mental Health

[nimh.nih.gov/stressandanxiety](http://nimh.nih.gov/stressandanxiety)

# HOME

## *& 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)*

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.



**FLORIDA PARISHES  
HUMAN SERVICES AUTHORITY**

**DEVELOPMENTAL DISABILITIES SERVICES**  
**835 Pride Drive, Suite B**  
**Hammond, LA 70401**  
**Tel. 985-543-4730**  
**Fax 985-543-4817**





## **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.*



AN INITIATIVE OF THE NORTHSHORE COMMUNITY FOUNDATION AND NAMI ST. TAMMANY

## What is it?

- WellConnected is a no-cost online therapy program for Northshore residents affected by Hurricane Ida.
- WellConnected will offer a free 90-day subscription to Talkspace which includes unlimited messaging and 2-live virtual therapy sessions each month.
- Through a grant from the Northshore Community Foundation, NAMI St. Tammany will facilitate participation into the WellConnected program through referrals from local providers and direct calls from interested individuals.
- The purpose of the initiative is to address Ida-related mental health needs on the Northshore and disrupt the pattern of well-documented risks and relapse of mental health conditions, substance use and the increase in completed suicides after a natural disaster.

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To learn more, visit:

**[www.wellconnectedns.com](http://www.wellconnectedns.com)**

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 NORTHSHORE COMMUNITY FOUNDATION

 **NAMI** St. Tammany  
National Alliance on Mental Illness

## Who is eligible?

- Resident of one of the following parishes: St. Tammany, Washington, Tangipahoa, St. Helena Parishes
- 18 years of age or older
- Experienced hardship related to Hurricane Ida

## What is Talkspace?

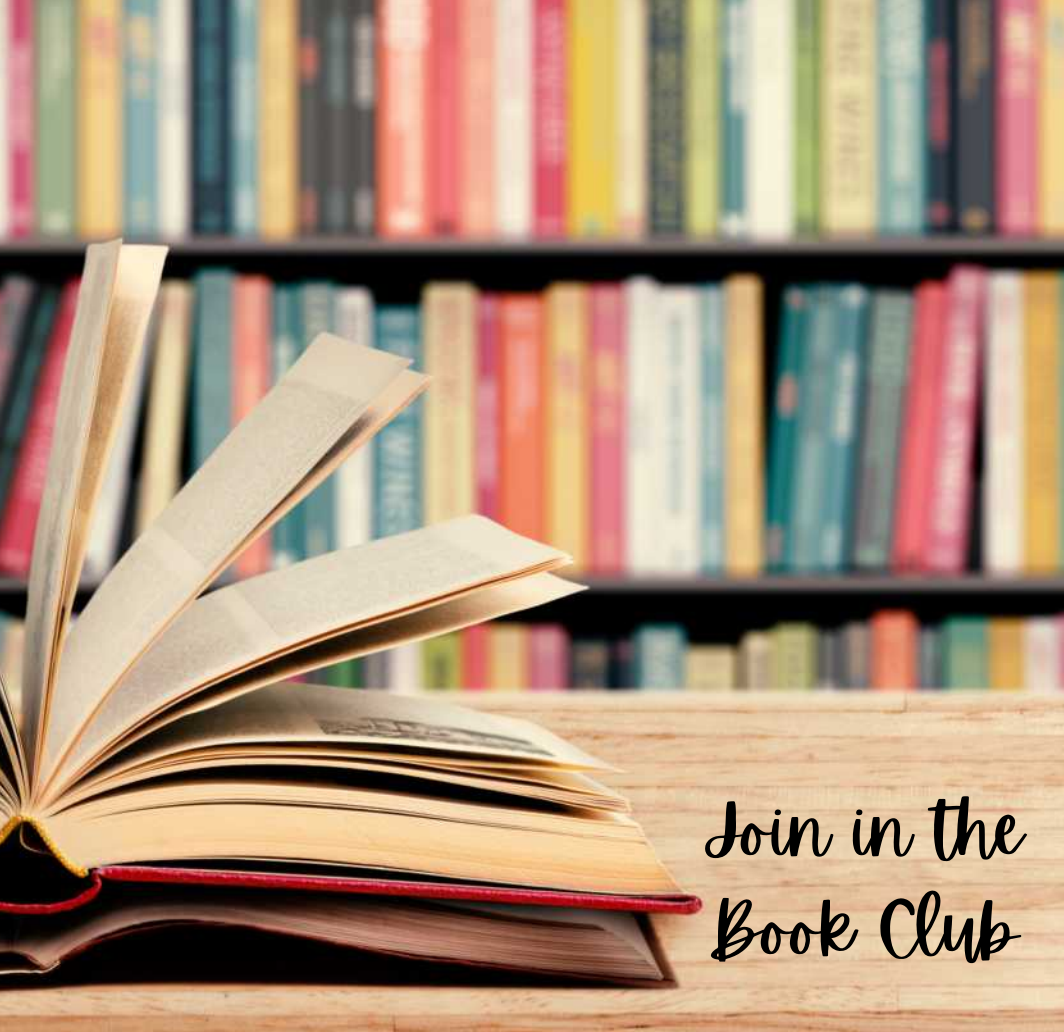


Talkspace is a virtual platform that connects members to thousands of dedicated providers from a secure, HIPAA-compliant app (desktop, Android, iOS). With Talkspace, members can quickly register with a dedicated, licensed provider for one-to-one counseling and therapy. Members can send their therapist text, voice or video messages—anytime, anywhere. Talkspace communication is confidential and secure. Talkspace is not an emergency support line.

## Where do I start?

- NAMI St. Tammany will provide step-by-step instructions to ensure a smooth registration process.
- **Call: 985-626-6402** or
- Email: [wellconnected@namisttammany.org](mailto:wellconnected@namisttammany.org)





Join in the  
Book Club

NFHF **ABLE** CLUB  
**ADULTS**  
**BUILDING**  
**LIFE**  
**EXPERIENCES**



Show Off Those Dance  
Party Moves



Share a  
Talent



Be A Leader



Get Crafty





# August

18th - Dinner @ Vera's Seafood  
in Abita Springs

REGISTER NOW >



# September

15th - Dinner @ IHOP  
in Covington

REGISTER NOW >



# October

20th - Dinner @ Mugshots Grill  
in Covington  
(Halloween Theme)



NFHF Adult Program Coordinator

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

We call our adult program the ABLÉ 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](mailto:rachaelsykes@fhfnorthshore.org).



## Book Club

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

JOIN US!

Would you like to be part of  
the NFHF team?

We're currently accepting  
applications for

## Resource Specialist

*submit your*

Cover Letter & Resume  
[info@fhfnorthshore.org](mailto:info@fhfnorthshore.org)

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



## **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:**

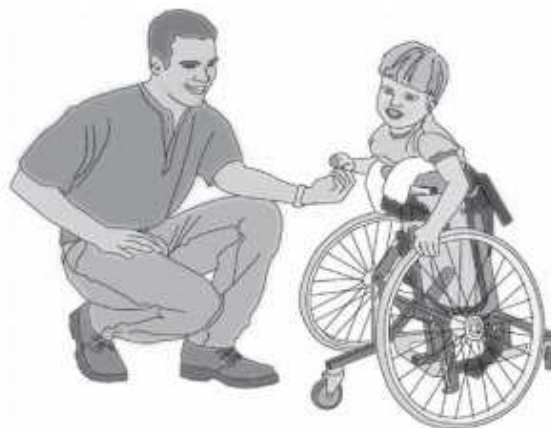
- The health insurance plan identifies and follows children with special needs.
- Covered benefits include the services that children with special health care needs require.
- The plan of care allows and describes standing referrals, access to out-of-network providers, extension of benefits, exceptions 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.



CLICK  
HERE TO  
REGISTER  
& ATTEND  
IN PERSON



# LEGISLATIVE UPDATE & MEMBER INPUT MEETING

HOSTED BY **NORTHSHORE FAMILIES HELPING FAMILIES**

JOIN US AS WE SHARE SUCCESSFUL OUTCOMES OF ADVOCACY EFFORTS AND SHARE YOUR IDEAS & RECOMMENDATIONS ON ISSUES IMPACTING INDIVIDUALS WITH DISABILITIES IN OUR REGION

**AUGUST 9, 2022**  
**11:00 AM - 1:30 PM**

**NFHF CENTER**  
108 Highland Park Plaza  
Covington, La. 70433

## WHO'S INVITED

All community members who have an interest in the programs and services available for individuals with disabilities.

## WHAT TO EXPECT

- An informal gathering to listen and share information while enjoying a light lunch.
- A discussion about our previous Legislative Session success and ongoing advocacy efforts.
- Your opportunity to share ideas and recommendations on issues that have an impact on the lives of individuals with disabilities.

**Register @** <https://tinyurl.com/NORTHSHORELACAN>

Registration is Required to Attend

**More Info:**  **(985) 875-0511**



**FHFNORTHSHORE.ORG**



Louisiana Developmental  
Disabilities Council



NORTHSHORE  
Families Helping Families



CLICK  
HERE TO  
REGISTER  
& ATTEND  
VIRTUALLY



# LEGISLATIVE UPDATE & MEMBER INPUT MEETING

HOSTED BY **NORTHSHORE FAMILIES HELPING FAMILIES**

JOIN US AS WE SHARE SUCCESSFUL OUTCOMES OF ADVOCACY EFFORTS AND SHARE YOUR IDEAS & RECOMMENDATIONS ON ISSUES IMPACTING INDIVIDUALS WITH DISABILITIES IN OUR REGION

**AUGUST 16, 2022**  
**12:00 PM**

**VIRTUAL MEETING  
VIA ZOOM**

## WHO'S INVITED

All community members who have an interest in the programs and services available for individuals with disabilities.

## WHAT TO EXPECT

- An informal gathering to listen and share information while enjoying a light lunch.
- A discussion about our previous Legislative Session success and ongoing advocacy efforts.
- Your opportunity to share ideas and recommendations on issues that have an impact on the lives of individuals with disabilities.

**Register @** <https://tinyurl.com/LaCANMeeting>

Registration is Required to Attend

**More Info:**  **(985) 875-0511**



**FHFNORTHSHORE.ORG**



**Louisiana Developmental  
Disabilities Council**



**NORTHSHORE  
Families Helping Families**





## ADVOCACY TEAM LEADER OPPORTUNITY

**APPLICATIONS ARE CURRENTLY BEING ACCEPTED FOR  
AN ADVOCACY TEAM LEADER TO LEAD THE LA  
DEVELOPMENTAL DISABILITIES COUNCIL'S  
GRASSROOTS ADVOCACY NETWORK (LACAN) IN THE  
NORTHSHORE/FLORIDA PARISHES AREAS**

**VISIT [LADDC.ORG](http://LADDC.ORG) TO LEARN MORE**

(CLICK TO SEE THE LATEST ACTION ALERTS & VIEW INFORMATION ALERT #2)



**Louisiana Developmental  
Disabilities Council**



# 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.

