

## Health Home Care Management

A Health Home is a care management service model. All of an individual's caregivers communicate with one another so that a patient's needs are addressed in a comprehensive manner. Completed primarily through a "care manager" who oversees and provides access to all of the services an individual needs to stay healthy, out of the emergency room and out of the hospital. Health records are shared among providers so that services aren't duplicated or neglected. Health Home services are provided through a network of organizations – providers, health plans and community based organizations.

### How does it work?

Once a referral for services is accepted, a care manager meets with the family to provide an explanation of available services, and to partner with the family to develop a service plan based on their needs.

### Who is Eligible for Health Home Care Management Services?

Children from birth through age 21, enrolled in Medicaid, meet appropriateness criteria and have one or more of the following: at least two chronic conditions, diagnosed with a severe emotional disturbance (SED), complex trauma or HIV. Children meeting the criteria must be appropriate for the level of care management provided.

Appropriateness includes determining if child is: at risk for an adverse event (death, disability, hospitalization, mandated preventative services, or out of home placement), has inadequate social/family/housing support, inadequate connectivity to health care system, difficulty with compliance, recently released from a residential or hospital setting or difficulties in activities of daily living or learning.

# SPOA Services for Children and Families in St. Lawrence County



St. Lawrence County SPOA

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## St. Lawrence County Community Services Child and Family Support Team (CFST)

The CFST is a team consisting of a family peer case manager and a licensed social worker. The overall goal of the team is to support children and families in providing the following; child/family therapy, guidance/support to other agencies/schools working with the family, work collaboratively with family and others to prevent ER admissions/hospitalizations, and hold collaborative meetings with all involved on a regular basis.

### How does it work?

Once a referral for services is accepted, the therapist and family peer support worker meets with the family, either in their home or at St. Lawrence Community Services and completes a full Psycho-Social assessment. Within 30 days a strengths-based treatment plan will be created collaboratively with CFST, client, family and any other service providers involved, including school personnel. Plans will be reviewed every 30 days thereafter and until discharge from the CFST.

### Who is Eligible for CFST Services?

Families with a child between ages of 4 and 18 residing in SLC. The child must have had at least one episode of outpatient and/or inpatient mental health care within the past 12 months, have had a mental health evaluation at a local ER or has been recommended that they receive a mental health evaluation, and is at risk of out of home placement.

## Northern Regional Center for Independent Living (NRCIL)

The Family Support program provides an array of formal and informal services to support and empower families with children and adolescents having serious emotional challenges. The goal of family support is to reduce family stress and enhance each family's ability to care for their child.

### How does it work?

Once a referral for services is accepted the Family Peer Advocate meets with the family and explains what Family Support is. The Family Support program operates on the principles of individualized care and recognizing every child and family is unique in their strengths and needs. Family Support must reflect:

- Decisions are based on family preference, choice and values
- Families are the primary resource and decision makers
- Families have access to a flexible, affordable, individualized array of supports
- The family's strengths are the foundation upon which all supports are provided
- Support services are culturally, linguistically and geographically sensitive
- Family supports are affordable, well-coordinated, accessible and available to all families

### Who is Eligible for Family Support Services?

Families with a child living in St. Lawrence County are eligible for Family Support services. The child or adolescent is experiencing serious emotional challenges.