



# VANDERHEYDEN

Giving new life to youth, adults and families since 1833  
•Family Focused •Trauma Informed •Community Based

## What is your responsibility in this process?

- Inviting everyone the family considers important to keep the child healthy and safe, along with scheduling meetings to discuss how everyone can participate.
- Be part of and participate in the development of the plan of care, and attend team meetings.
- Discuss the strengths of your child and family, and share your opinions in the team meetings.
- Be part of the plan—ask questions and let your care manager know if something is not working and needs to change.
- This is a voluntary program. You have the right to give and withdraw consent to share information about your child's treatment.



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VANDERHEYDEN is a licensed human services agency recognized as a premier youth, adult & family service agencies in the Capital Region, serving over 500 individuals and families each year. For more than 180 years, we have been changing lives to save lives by providing services to youth and adults in NYS who have been abused, neglected or abandoned; emotional, academic and behavioral challenges; developmental disabilities. We are licensed by NYS Office of Children & Family Services, Office for People with Developmental Disabilities, & the State Education Department, to provide residential, educational, and community based services. We are also a Sanctuary certified agency.

[www.vanderheyden.org](http://www.vanderheyden.org)



## Family Driven Care Management Services

A service provided by VANDERHEYDEN

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# What is a Children's Health Home?

## The Basics

A "Health Home" is not a place. It is a group of health care and service providers working together to make sure that your child gets the care and services they need to stay healthy—at the right time in the right amounts.

**VANDERHEYDEN** will provide a care manager to eligible families, children and youth to provide access to services assuring they have everything necessary to stay healthy, out of the emergency room and out of the hospital. The Care Manager supports services that a family may already be receiving and will help families get new ones if necessary.

## Who can receive services?

Children from birth to age 21 must be enrolled in Medicaid and have either two chronic health conditions such as, but not limited to:

- Asthma    Diabetes    Cardiac Disorder    Alcohol or substance abuse    Obesity BMI>25
- Mental health condition    Cardiovascular disease (Diabetes)    Respiratory disease (Asthma)

OR one single qualifying diagnoses:

- HIV/AIDS    Serious Emotional Disturbance    Complex Trauma

**VANDERHEYDEN** has experts on staff that will work with you to determine if a child is eligible.

## What are the benefits of a Health Home?

Through a Care Manager at **VANDERHEYDEN**, a Children's Health Home provides:

- Assistance in making sure a child obtains appointments with doctors, dentists, mental health providers or specialists, and will remind the family about appointments
- Inviting everyone the family considers important to keep the child healthy and safe; along with scheduling meetings to discuss how everyone can participate
- Talking with family and those involved how to understand the child's needs.
- Having guidance available 24/7

## What does a Children's Health Home do?

- Comprehensive Care Management    Care Coordination and Health Promotion
- Comprehensive Transitional Care    Individual and Family Support
- Referral to Community and Social Support Services
- Use of Health Info Technology to Link Services



## Why would I want to enroll my child in a Health Home?

At **VANDERHEYDEN** we understand caring for your child can be a complicated and often exhausting experience.

In response to the needs of the families we serve, we are proud to have joined together with the Children's Health Home of Upstate New York (CHHUNY) and the Central New York Health Home Network (CNY HHN) to provide Care Management Services that put your family first.

### Key Point of Contact

We understand families spend countless hours being transferred from department to department trying to get critical answers and information regarding your child's services. When you enroll in a Health Home, your Care Manager becomes your key point of contact in obtaining the answers you need.

### Service Coordination

Critical to a healthy child is ensuring each service provider works together and always in the best interest of the child. A family's Care Manager will have access to information on each service your child is receiving, enabling you to stay in constant communication and eliminating redundancy of service. The vast network also provides linkages to related services such as Adult Health Homes and many more.

### Compassion and Experience

The Care Manager is an independent position that *works for you*. Following the Health Home model of care, this position strives to learn about the unique needs of each family and work with them to make the most appropriate decisions for the family.