

What is Family Centered Care?

Family-centered care recognizes the central role of families as decision-makers, caregivers and supporters of children with special health care needs.

Family-centered care is driven first and foremost by family needs, preferences and values and is an approach to developing and delivering services and service systems that is coordinated, comprehensive, culturally aware and appropriate.



For information on services for children with special health needs, call the statewide Community Support Line Monday through Friday (except holidays) from 9:00 a.m. to 5:00 p.m. Bilingual Resource Specialist (Spanish) available.

1-800-882-1435
TTY: 617-624-5992



2010

Community Support and Care Coordination Programs for Children with Special Health Care Needs



Massachusetts Department of Public Health
Bureau of Family Health and Nutrition
Division for Perinatal, Early Childhood, and Special Health Needs

Who are Children with Special Health Care Needs?

Children with special health care needs are those 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 not usually required by children.

-Maternal and Children Health Bureau

What is Care Coordination?

Care Coordination links children with special health care needs and their families with appropriate services and resources in a coordinated effort to achieve good health.

-American Academy of Pediatrics

Community Support Program 1-800-882-1435

The Community Support Program's toll-free* telephone line offers information, technical assistance and referral for families of children with special health care needs through age 22. Families and providers are encouraged to call the Community Support Line.

Resource Specialists inform families about all the public programs they may be eligible for and about state and local resources that can provide additional assistance, including:

- ❖ Public benefits information and eligibility (SSI, CommonHealth, MassHealth, etc.)
- ❖ Catastrophic Illness in Children Relief Fund, Hearing Aid Fund
- ❖ Family-to-family supports (Family TIES, etc.)
- ❖ Programs within the Department of Public Health and other state agencies.
- ❖ Community-based resources
- ❖ Care Coordination services

*(*toll-free within Massachusetts only)*

Care Coordination Program

Experienced Care Coordinators assist families of children who have complex medical and coordination needs to obtain services, providing links to community-based resources and consultation to parents, educators and medical and social service providers. Care Coordinators partner with families and providers and promote continuity of care.

Care Coordinators help families to:

- ❖ Coordinate medical, social and educational systems
- ❖ Identify the changing needs of your child and family
- ❖ Become a more effective advocate
- ❖ Identify community resources to assist you
- ❖ Connect with other families who face similar challenges
- ❖ Plan for transition

For more information about DPH Care Coordination services call
1-800-882-1435.