

## **CHILDREN HEALTH HOME OF UPSTATE NEW YORK AND CARE MANAGEMENT SERVICES FOR CHILDREN**

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Children Health Home of Upstate New York (CHHUNY) uses a model of care management based on the belief that every family has strengths and that families are the natural and most effective drivers of their care. This model also ensures that families have “voice and choice,” at every stage in the care management process.

Collaborative partnership behind CHHUNY span across 54 counties in New York State and is comprised exclusively of agencies with experience providing services to children. CHHUNY has contracted with Parsons Child & Family Center and Northeast Parent & Child society to provide care management services to the residents of 20 counties and communities (Albany, Clinton, Columbia, Essex, Delaware, Franklin, Fulton, Greene, Hamilton, Herkimer, Montgomery, Otsego, Rensselaer, Saratoga, Schenectady, Schoharie, Ulster, Warren, and Washington counties and the St. Regis Mohawk Reservation). Care management is an innovative model of care that provides personalized clinical, community support and services coordination designed to improve the health and overall well-being of our children and community. These services are free, voluntary, and specially designed to assist and provide support to families and children managing complex medical and/or behavioral health concerns.

### **AVAILABLE SERVICES**

- Comprehensive care management
- Care coordination and health promotion
- Comprehensive transitional care
- Individual and family support
- Referral to community and social support services
- Health information technology

### **BENEFITS**

- Presence in 54 upstate counties that ensures continuity of care for a child and family who moves residences
- Standardized processes that provides ease of access to Local Departments of Social Services (LDSS) and community referrers
- Deep understanding of the unique needs of children (all participating board members have a long history of serving children and families)
- Commitment to family-driven care (our model proposes coaching the family to manage their own care)
- Commitment to principles of Family Finding for disconnected youth
- Access to systemwide consultation for assistance with complex needs

**Who can access services?** Children from birth to age 21 who are or will be Medicaid eligible, reside in listed counties, are experiencing two or more chronic conditions, or HIV, or have a mental health concern, including Severe Emotional Disturbance (SED).

**How are services accessed?** Contact Parsons Child & Family Center's or Northeast Parent & Child Society's Adult Care Management Services at 518.426.2606, Monday through Friday 9:00 a.m. – 5:00 p.m.

**When are services available?** Services are available Monday through Friday with appointments scheduled to accommodate school and work commitments.