

Military/Veteran Resource Network Application

Submission Date	2014-03-03 16:19:26
Organization Name	Office of Children with Special Health Care Needs/Arizona Department of Health Services
Address	Street Address: 150 N 18th Avenue, Ste 320 City: Phoenix State / Province: AZ Postal / Zip Code: 85007 Country: United States
Phone	(602) 542-1860
Fax	(602) 542-2589
Website	http://www.azdhs.gov/phs/owch/ocshcn/
Organization E-mail	OCSHCN@azdhs.gov
What sector is your organization part of?	Government
Type of Organization (check all that apply)	Government- State Child & Family Services/ Prevention Healthcare Provider / Community Health
Organization Mission and/or Charter:	<p>Vision All children and youth with special health care needs have the opportunity to reach their full potential.</p> <p>Mission To continuously improve comprehensive systems of care that enhances the health, future and quality of life for children and youth with special health care needs and their families.</p>
Brief background of organization (year established, etc.):	The Office of Children with Special Health Care Needs(OCSHCN), within the Arizona Department of Health Services, Bureau of Women's and Children's Health works to improve the health, future and quality of life for women and children. OCSHCN is funded by the Health Resources and Services Administration, Bureau of Maternal and Child Health, Title V Block Grant. Title V is the oldest, over 75 years, federal funding specifically related to improving the health and well-being of women and children, including children with special healthcare needs.
What area of the state do you serve?	Statewide (including multi-state/national)
Programs, resources, services, etc.:	OCSHCN provides no direct services, rather we assist families in accessing appropriate care and services for children and youth with special health care needs (CYSHCN), that is, children who have, or are at risk for, chronic physical, behavioral, emotional or developmental conditions. We do this by:1) providing information and

referral services informing families of potential resources for which their children may be eligible, 2) providing training for families and professionals on best practices related to serving CYSHCN, including medical home/health home, cultural competence, pediatric to adult transition, and family centered care; 3) overseeing contracts for social services, respite and palliative care, increasing nutrition, injury prevention and physical activity for CYSHCN, as well as increasing the involvement of families and youth in program and policy development, implementation and evaluation. Our website provides an overview of programs and links to resources.

Eligibility guidelines for programs, resources and/or services:

OCSHCN serves all children and youth, ages birth through 21, with special healthcare needs and their families.

Description of target audience:

Children and youth, who have or are at risk for a chronic physical, behavioral, emotional or behavioral condition and who require health and related services more frequently than, or of a type not commonly used by, children generally, and their families.

Cost for programs or services to service members, veterans and/or family members (or funding sources if no cost to individuals and families):

There is no cost for the programs and services provided through OCSHCN. Funding is provided by the federal Health Resources and Services Administration, Bureau of Maternal and Child Health, Title V Block Grant. Title V is the oldest, at over 75 years, federal funding specifically related to improving the health of women and children, including children with special health care needs.

Regulatory body that has oversight over organization and/or industry (if applicable):

The Office of Children with Special Health Care Needs is within the Arizona Department of Health Services, which administers Arizona's Title V Block Grant and is one of the executive agencies that report to the Governor. OCSHCN's work is guided by National and State performance measures and a five year needs assessment, submitted to Health Resources and Services Administration, Maternal and Child Health Bureau, annually.

Our organization understands and agrees to the following Guiding Principles:

1. Military service often fosters resilience and strength in service members, veterans and family members.
2. Military service impacts the individual and the family. A "military family" can include a service member or veteran, their spouse/significant other and children, as well as parents, siblings, extended family and friends.
3. The military is a distinct culture. While service members, veterans and their families experience the same life circumstances and events as civilians, both positive and negative, they also have a unique set of life experiences relating to service, deployment and reintegration that are distinct from civilian life.
4. As a community, we are committed to providing the best care and support to all those who serve. Since changes in military status affect eligibility for programs, resources and benefits, we seek to build a continuum of care that addresses the needs of the entire military, veteran and family population.
5. No one organization can meet all needs for the entire military and veteran population. Stronger collaboration between military, government and community partners supports service members, veterans and their families in

connecting to the right program, resource and/or benefit at the right time. Organizations should also focus on collaboration to maximize available resources and minimize duplication of effort.

6. There should be no wrong door to which a service member, veteran or family member goes to for help. Each individual and organization should have at least the basic knowledge on the military/veteran systems of care to assist in connecting that individual or family to a more appropriate resource so that no one is turned away.

7. As a network of individuals and organizations who provide care and support to the military and veteran population, our goal is to assist service members, veterans and family members in being informed consumers who are empowered to make decisions to access those programs, resources & benefits that will meet their needs.

8. Every service member, veteran and family member has an individual experience and perspective which should be acknowledged and incorporated into the provision of care and support.

Our organization understands and agrees to the following Ethical Considerations:

1. The interest of the service member, veteran and family member should come first, above the interest of the provider or organization, financial or otherwise.

2. Any potential conflicts of interest should be disclosed up front.

3. Respect the service member, veteran and/or family member by providing accurate information that will assist them in making informed decisions about the care and support they access.

4. Organizations should only offer programs, services and resources that they are equipped or trained to deliver. Outreach and engagement of the military and veteran population should be within the scope of the role and function of the individual (training & experience) and the organization (policies, practices, procedures).

5. Organizations that outreach to the military/veteran population have an obligation to equip their personnel and organizations with the training necessary to understand: a) the unique aspects of the military experience b) the issues affecting these individuals and their families and c) the specific military/government programs and benefits available to this population. Organizations should consult with subject matter experts when necessary.

6. Outreach and messaging to the military and veteran population should be truthful, not misleading nor designed to incite fear, should always accurately and appropriately cite sources and present information in context.

7. Organizations should be cautious about promising outcomes. Information should clearly state if a program or service is evidence-based or independently documented to be effective. Statements about the effectiveness of programs or services should include information on success rates and the documented source of this information.

8. Coordination of care and follow up is essential when service members, veterans and family members are accessing multiple systems of care. Partners need to be actively engaging with other providers and systems as appropriate, while still respecting the confidentiality of the individual or family.

How our organization CONNECTS to the culture:

The OCSHCN recognizes that families are unique, each with their own culture, values, beliefs and attitudes, military

families share many cultural aspects in common. Three years ago OCSHCN took part in their first Arizona Coalition for Military Families (ACMF), Exceptional Family Member Program (EFMP) event, providing information and resources for military families with children with special health care needs. Since that time we have participated in and/or presented at the annual ACMF Symposium, as well as the Davis-Monthan and Luke Air Force Bases Exceptional Family Member events. We have partnered with ACMF and Luke AFB to identify and work with several families, whose children have special health care needs, to co-present training on healthcare organizational tools, during the ACMF Symposium.

Most recently OCSHCN staff have completed Military/Veteran Resource Navigation Training.

The unique needs of military families are consistently referenced when developing website content, resources and training and tools for CYSHCN and their families. Currently, there is no specific language alerting military/veteran families that these resources may be useful to them. We are working on a website update and will incorporate such language.

Within the Bureau of Women's and Children's Health and the Arizona Department of Health Services, OCSHCN has a unique role. The office services as subject matter expert in all areas relating to CYSHCN, nutrition, physical activity, emergency preparedness, immunization, newborn screening, teen pregnancy prevention, domestic violence, and many more programs and offices. In this capacity we are able to increase awareness of the unique needs of CYSHCN who have military/veteran families.

In ongoing efforts to increase knowledge around serving military/veteran families, OCSHCN partners with ACMF, receives, reviews and uses and disseminates resources and information provided through ACMF and participates in ACMF and EFMP activities and events to the extent possible.

How our organization ASKS the right questions at the right time:

When families call OCSHCN, seeking information and resources for a CYSHCN, they are asked about their health insurance, which is often when we learn that their child has insurance through a military member or veteran.

OCSHCN promotes recognizing family strengths and resiliency, providing families with many opportunities to use their expertise and experience to improve systems of care for CYSHCN. When speaking with families in person, via telephone or by email staff are encouraged to listen, as families know best what they may need or want for their CYSHCN. By asking the appropriate questions, after listening carefully, needed information, resources or referrals can be effectively shared. OCSHCN staff have access to trusted, current and regularly updated resources, parenting support hotlines and warm lines, behavioral health crises hotlines, family support organizations, and community-based services.

Depending on the family's preferences, information and resources can be provided via email, by telephone or by hard copy in person or by mail. Referrals are also made

depending on the family's preferences, indicated needs and specific program requirements; if the family prefers to act on a referral themselves staff ensure that they are well prepared and understand in advance any application or eligibility processes. When a family's needs exceed the known resources, staff ask for the family's preferred method of contact and identify a convenient date and time, when they can provide the needed information and resources after researching, identifying and verifying the new source.

OCSHCN staff are encouraged and supported to research and improve their understanding of military systems of care and are fluent in government and community based systems of care. The Military Community and Family Policy Weekly eNewsletter is a regular and reliable source of information resources that support OCSHCN staff in serving military/veteran families.

How our organization RESPONDS effectively:

OCSHCN uses and promotes best practices around providing information and resources to all families, and places a high standard on culturally competency. Outreach specifically to military/veteran families has occurred through the ACMF Symposiums and Exceptional Family Member events at Luke Air Force Base and Davis-Monthan.

OCSHCN recognizes and promotes the role of the family as the constant in the life of a child with special healthcare needs, and provides information, referral, leadership opportunities and advocacy strategies to support families as decision-makers at all levels.

Through our information and referral project, every call that comes into our office is tracked. We perform periodic reviews to ensure consistent, accurate and complete information is being provided. Direct referrals to outside organizations include outcome responses, when appropriate, following HIPAA and FERPA requirements.

Concerns raised by staff and those we serve are immediately addressed by the staff member who receives the communication. Staff are trained to recognize concerns that require supervisor attention. Depending on the concern, it may be referred to the appropriate sister-agency staff member for attention and resolution.

OCSHCN has a strong and broad community partner network. Our funding source identifies access to and satisfaction with community-based services as an annually reported performance measure. Keeping current and close communication with agencies and organizations that serve children with special healthcare needs and their families is ongoing.

Key referrals include: Arizona Health Care Cost Containment System (AHCCCS) and Health-Arizona Plus, the Division of Developmental Disabilities (DDD), Arizona Long Term Care System (ALTC), Arizona Early Intervention System (AZEIP), Children's Rehabilitative Services (CRS), Raising Special Kids, Arizona's Parent Training and Information Center and a Family to Family Health Information Center. When concerns are raised, outside of basic application information, referrals are made to specific individuals with whom we regularly communicate or meet.

Families are provided direct contact information and the referral is provided family contact information, with permission. A follow-up with the referral source is done.

How our organization ENGAGES :

Our office participates in training and continuing education training opportunities for children with special health care needs and their families. These opportunities come through the Centers for Disease Control and Prevention, the Maternal and Child Health Bureau, as well as practice specific professional organizations.

Staff subscribe to the ACMF News e-newsletter, The Military Community and Family Policy Weekly e-newsletter and whenever possible participate in ACMF's Statewide Symposium in Support of Service Members, Veterans and Their Families. We stay current by participating in available training to increase our awareness of the needs of military families, such as the Military/Veteran Resource Navigation Training. As an agency, ADHS participates as a sponsor of the Statewide Symposium as well.

When all staff members are unable to attend trainings, those who were able to attend provide information, resources and staff development for fellow staff. We also share resources and information within the ADHS Bureau of Women's and Children's Health and the numerous programs they provide.