



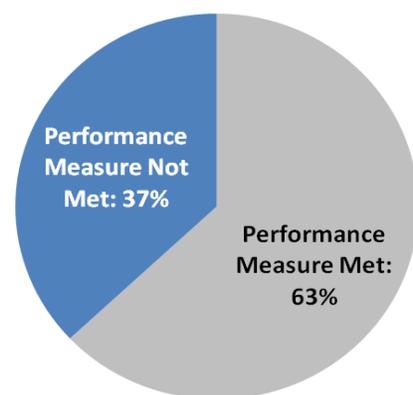
Maternal and Child Health National Performance Measure Community-Based Services

FACT SHEET

July 2014

Community-Based services allow families of children and youth with special health care needs the opportunity to easily access health care providers, schools and other needed services in their home area or neighborhood. It is a system of services provided to meet the needs of families from all cultures and languages. The Children with Special Health Care Needs (CSHCN) Program, with state, community, and family partners, is promoting community-based services which are accessible, coordinated, family-centered, and culturally competent. In Washington State, 63% of families of children with special health care needs can easily access community based services.

**Figure 1: Community-Based Services
NS-CSHCN, 2009-2010¹
Washington State**



The program activities work with:

Partnerships

- Recruiting, training and mentoring parents to work as Family Advisors who, together with providers, can speak for medical homes, family centered care, developmental screening, and the availability of community resources.
- Supporting parent organizations to help make peer support available in local communities.
- Contracting to support toll-free lines, websites, and outreach to help parents identify and access community-based services and resources.

Community Asset Mapping

- Facilitating relations between community service providers.
- Identifying community services and resources for children with special health care needs and their families.

Local Health Departments

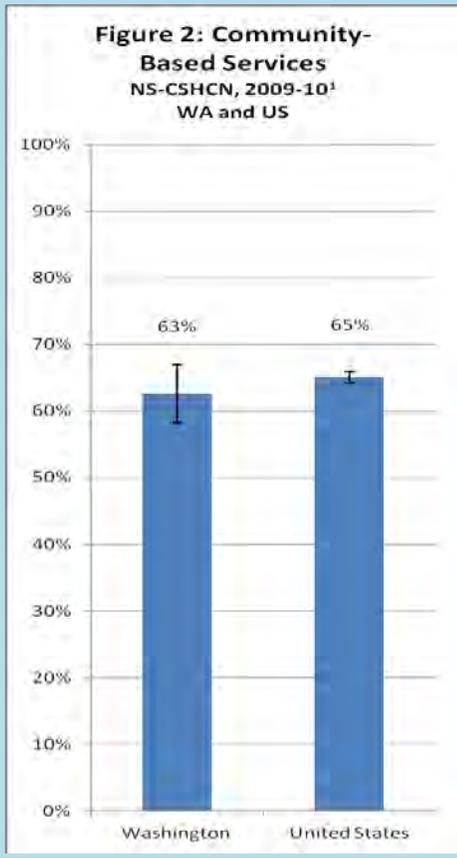
- Promoting the CSHCN Coordinators' involvement in activities that connect families to appropriate services and resources in their local communities.
- Providing links to services like transportation and interpreters to help families access health care for their children with special health care needs.

Resources

- Contracting with the Center for Children with Special Needs to develop and distribute Care Organizers to help families file and re-access important information.
- Developing other tips and tools for families on Medical Home Partnerships Project, Center for Children with Special Needs, Washington State Department of Health CSHCN Program's and the Health Education Resources Exchange (H.E.R.E.) websites.

National Performance Measure

Figure 2 below shows how Washington State measures up to the U.S. as a whole. This was measured using the responses parents with special health care needs children to four questions about their interactions with doctors and other health care providers in the prior year including eligibility, availability of services, problems getting appointments or accessing information or other difficulties and whether or not the parents always or usually felt frustrated.



Community-Based Services

A community-based system operates efficiently and effectively across public and private service sectors to meet the needs of children, youth and families. In the past many families fell through the cracks of a complex, disconnected system. Multiple programs, each with its own funding, eligibility requirements, policies, procedures and locations can leave families feeling like they are in a complicated game without knowing the rules. A key responsibility of state Title V programs is to facilitate the development of family-centered, community-based coordinated care for children and youth with special health care needs.

A community-based system of services should be organized so that families know how and where to get the services they need. These services also need to be culturally and linguistically accessible and adaptable. They should include connections to services such as education, insurance and social service representatives.

Data Sources

1. National Survey of Children with Special Health Care Needs. NS-CSHCN 2009/10. Data query from the Child and Adolescent Health Measurement Initiative, Data Resource Center for Child and Adolescent Health website. Retrieved 6/12/12 from www.childhealthdata.org.

Endnotes

The Community-Based Services National Performance Measure was created by the Maternal and Child Health Bureau (MCHB) and The Child and Adolescent Health Measurement Initiative (CAHMI), together with their partners. The measure uses multiple questions from the 2009-10 NS-CSHCN. In order to meet this measure, the parent must report that their family had no difficulties or frustrations accessing services needed for their child over the past year.

Other Resources:

Community Resources listing cshcn.org/resources-contacts/resources-directory
Community Pediatrics www2.aap.org/commpeps/
Adolescent Health Transition Project depts.washington.edu/healthtr/
Medical Home Partnerships Project www.medicalhome.org/
Maternal and Child Health Bureau mchb.hrsa.gov
Washington State Parent to Parent arcwa.org/getsupport/parent_to_parent_p2p_programs/
Washington State Fathers Network www.fathersnetwork.org
Washington State Family to Family Network www.familyvoices.org