



The Family Center for Children and Youth with Special Health Care Needs



Purpose of the Family Center

The Family Center for Children and Youth with Special Health Care Needs (Family Center) is the statewide parent-directed center within Children's Special Health Care Services (CSHCS) and the Michigan Department of Health and Human Services (MDHHS).

The primary role of the Family Center is to offer emotional support, information and connections to community-based resources to families of children and youth with special health care needs. This includes all children who have, or are at an increased risk for: physical, developmental, behavioral or emotional conditions. Children are not required to be enrolled in CSHCS to receive services from the Family Center.

The Family Center also provides parental perspectives and input on health care matters while focusing on families' access to coordinated systems of care. The Family Center operates from a family-centered care approach and promotes family/professional partnerships at all levels of care. This ensures that families participate in the decision making process, and are satisfied with the services they receive.

Family-Centered

- Information and Referrals
- Sibling Support/Workshops
- Bereavement Support
- Support for Family/Youth Transition
- Peer Support through Family Phone Line
- Quarterly Newsletters
- Conference Scholarships
- Parent-to-Parent Support Network
- Parent Mentor Trainings
- Connect families to community-based support services and resources

Professional Partnerships

- Support to Local Health Departments (LHD)
- Consultation to CSHCS
- LHD accreditation site visits
- Family and youth input and participation
- Family Leadership Advisory Committee
- Special grant related projects
- Collaboration to support the entire family
- Community Education about CSHCS and the Family Center for LHDs, Medicaid Health Plans, health providers and other agencies

Who should use the Family Phone Line?

The Family Phone Line is intended for parents, caregivers, guardians and professionals who:

- Want to be matched with a Parent Mentor
- Want to get information about Local, State or National Resources
- Would like information on how to apply for conference scholarships
- Need to speak to a Parent Consultant within the Family Center
- Require assistance with interpreting services
- Would like to obtain information on enrolling CSHCS
- Need help to resolve issues related to CSHCS
- Want to learn more about the Family Center or CSHCS
- Would like to refer a family to the Family Center and their services

Family Phone Line
1-800-359-3722

www.michigan.gov/cshcs

cshcsfc@michigan.gov