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## Developing a Resource Manual for service provider and families of Children and Youth with Special Health Care Needs

Author (s)

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**Background:** As stated in NYSDOH Children with Special Health Care Needs (CSHCN) program project description, there are over 600,000 children in NYS with special health care needs. These children are intensive users of the health care system, and often require multiple community-based health and related services. Delivering timely, coordinated, and comprehensive care can present a challenge to local service providers, who might not have all the specialized knowledge of service options, availability, and eligibility requirements to ensure that CSHCN receive all the services and benefits that are available to them.

**Project and Objectives:** The main focus of this internship is to compile a resource manual to address family and provider needs. This resource manual will assist local providers in obtaining the services their clients need in a timely, coordinated manner, thus reducing strain on the family, and potentially saving health care dollars. It is anticipated that entries from this resource manual will be posted on the NYSDOH website by the end of the internship period.

**Methods:**

- 1.) Assess the CSHCN programs needs in local county health departments using a survey tool.
- 2.) Compile data and present it to a group of stakeholders consisting of families and providers. They then ranked the topics for inclusion in the manual in order of least to greatest need for information.
- 3.) Gather information on the topics that ranked highest and assemble the resource manual.