

Family Voices of KY

KENTUCKY FAMILY-TO-FAMILY HEALTH INFORMATION CENTER (F2F) 2016 DATA REPORT

The KY F2F at the Commission for Children with Special Health Care Needs is a network of trained Support Parents who have expertise with health care delivery systems that prepares them to provide key support to families of individuals with special needs. The F2F helps families make more informed choices by providing information, resources and training.

IMPACT on a FAMILY

"I came to the Kentucky F2F through a social group for teens and young adults with disabilities. The daughter of the Co-Director of the F2F invited me to be a Mentor/Support Person. As a Mentor/Support Person I help individuals with special needs and their parents with difficult situations. I share all I've learned at KY F2F and what I know from my life experiences. As a young woman with Cerebral Palsy, I can relate to the kids as someone who understands the barriers they face, and when I do, it isn't pandering, because I've gone through a lot of the same things they are experiencing. Parents can see what I have accomplished and feel hope that their children can achieve a great deal, despite their disabilities. What being a Mentor/Support Person has done for me is push me to be an even better person. I feel blessed in terms of my disability: I am thankful that I have come so far. I am thankful that parents can look to me as a positive example and kids can see me as a peer, a mentor, and a friend. Working as a Mentor/Support Person I am able to give back and the immense joy I feel because of that is indescribable."

2016 HIGHLIGHTS

Family Impacts The F2F was contacted by a congressional office to assist several families with their problems such as acquiring a Medicaid waiver, funding for an accessible vehicle or adaptations and school issues. The F2F has not only been able to assist families with Medicaid in a direct individual basis, such as assisting with prescription approval and coverage, but also working for families on a policy level on the redesign team for Medicaid waivers.

Benefits Counseling Impact The KY F2F Co-Directors are employed by and housed within the Kentucky Commission for Children with Special Health Care Needs, which is the Title V/CSHCN program. The Co-Directors are Certified Application Counselors (CACs). The Commission Social Workers and F2F Co-Directors went through extensive training through the Federal Marketplace to become certified. They had worked since the beginning as "Kynectors" which was achieved through the state system. They provide information in an impartial manner to anyone who seeks their help. This includes assisting consumers with submitting the eligibility application, clarifying the distinctions among health coverage options including qualified health plans (QHPs), and helping consumers make informed decisions during the health coverage selection process. The F2F Co-Directors also help families with CHIP enrollment or a QHP offered through the Marketplace or Benefind (a web-based assistance and support program for Kentuckians) and explain the types of financial assistance for which a family might qualify. The F2F staff also provides comprehensive information about deductibles, coinsurance and copayments, coverage limitations or exclusions, and whether a specific provider or hospital is in the plan's network.

CSHCN in KY¹

- 197,916 children (19.5%)
- 55,061 children have inadequate insurance
- 58,511 children have conditions that consistently affect their activities
- 63,376 do not receive family-centered care

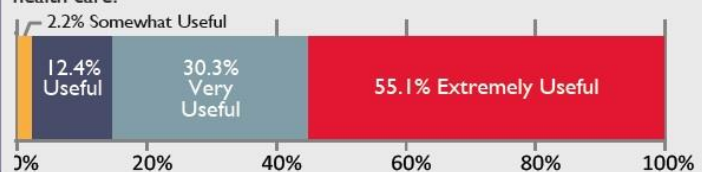
CSHCN Whose Conditions Cause Financial Problems for the Family:

OUTREACH²

Total Families Served: 12,176
Total Professionals Served: 1,474
Materials Disseminated: 1,997
Trainings: 29

IMPACT: Family/Provider Communications

Families rate the usefulness of the support/information/resources they received from the KY F2F in helping them partner with (communicate with, talk with, work with) professionals to make decisions about their child's health care.²



CONTACT

KY Family-to-Family Health Information Center 310 Whittington Parkway Suite 200, Louisville, KY 40222

Phone: (502) 429-4430 ♥ **Toll-Free:** (800) 232-1160 ♥ **Fax:** (502) 429-7161

Contact: Debbie Gilbert, DebbieA.Gilbert@ky.gov (Eastern KY) ♥ Sondra Gilbert, Sondra.Gilbert@ky.gov (Western KY)

¹National 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 04/03/2014 from www.childhealthdata.org.
²FY2016 F2F data represents families and professionals served through one-to-one contact, training, and broader outreach from June 1, 2015 through May 31, 2016.

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