

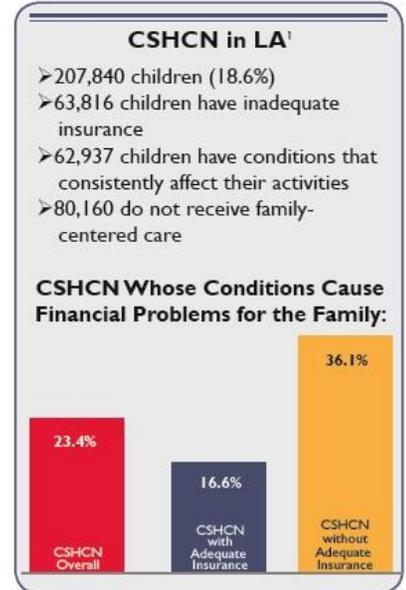


# Bayou Land Families Helping Families LOUISIANA FAMILY-TO-FAMILY HEALTH INFORMATION CENTER (F2F) 2016 DATA REPORT

Bayou Land Families Helping Families (BLFHF) is a non-profit family resource center that provides information and referral, education and training and peer to peer support to individuals with disabilities or special needs and their families. As the F2F, we partner with Families Helping Families Resource Centers across the state, all of whom are led by parents of CSHCN to assist families dealing with their child’s health care challenges and to help them navigate the health care financing maze.

## 2016 IMPACT on a FAMILY

A family that came to us for help was on the verge of placing their young son in an institution because of extremely challenging behaviors and concern for the safety of their other child. They had been unsuccessful in connecting to services on their own and their requests for help from their Medicaid Waiver support coordinators had gone unanswered. We were able to connect the family directly with developmental disability services to use for emergency respite when their support coordination services failed to assist them. This mom told us that although she had made multiple calls, we had done more for their family in one day than any support coordinator or other service provider had been able to accomplish.



## 2016 HIGHLIGHTS

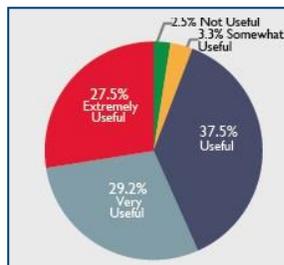
**Public Health Crisis Impact** When Louisiana suffered severe flooding, half of the state became displaced. The F2F partnered with the governor's office in getting people with disabilities out of their homes to safe places or for treatment. They also helped ensure people receive new and replacement medical equipment.

**Medicaid Expansion Impact** The July 1, 2016, Medicaid expansion enabled 342,000 families to receive adequate, affordable insurance coverage. The F2F helped several families get Medicaid through Medicaid Expansion; helping to save them on the many out of pocket expenses, such as co-pays, deductibles and supplies, CYSHCN must pay.

**Legislative Impact** Due to a budget crisis in Louisiana, Developmental Disability (“DD”) services faced extinction. The F2F was instrumental in successfully educating the public and policy makers not only about what DD services and Early Intervention programs are but exactly why they are needed. Thanks to tireless advocacy efforts all services were restored. The F2F is still the only agency in Louisiana that offers families and professionals training on services that CYSHCN can receive and how to access their managed care services. This critical role of the F2F was never more important than when they saved DD services in 2016.

## OUTREACH<sup>2</sup>

**Total Families Served: 28,765**  
**Total Professionals Served: 23,647**  
**Newsletter Subscribers: 250,000**  
**Materials Disseminated: 759,611**  
**Trainings: 753**



## IMPACT on Family/Provider Communications

Families rate the usefulness of the support, information, and/or resources they received from the LA F2F in helping them partner with (communicate with, work with) professionals to make decisions about their child’s health care.<sup>2</sup>

## CONTACT

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<sup>1</sup>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 04/03/2014 from [www.childhealthdata.org](http://www.childhealthdata.org).

<sup>2</sup>FY2016 F2F data represents families and professionals served through one-to-one contact, training, and broader outreach from June 1, 2015 through May 31, 2016.

This report was developed by Family Voices National Center for Family/Professional Partnerships ([www.fv-ncpp.org](http://www.fv-ncpp.org)) under grant number U49MC00149, funded by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS). This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.