



Oregon Center for Children and Youth with Special Health Needs (OCCYSHN)

Community Connections Network:

linking health, education and community services through a network of community-based teams

December 15, 2008

Dear Community Connections Team Member:

As a community service, we are continually evaluating how well we deliver our services to the families in our community. Due to increased need, and the fact that we have had 25 child/family visits between September and December of this year alone, the need for a more streamlined plan became apparent. With the January clinic, we will implement this new plan, which will allow us more time with families at each clinic to formulate an action plan driven by their needs and which will ultimately work for them.

At our January Community Connections Clinic, the morning will consist of ½-hour parent visits with Dr. _____ for any new referrals. This will allow Dr. _____ to concentrate on the family needs from the parent/guardian perspective. At the second visit (the following month), Dr. _____ will visit with the child and spend ½ an hour doing a medical exam, following which the team will have ½ an hour for a family staffing. In this way, the team can triage the family's referral packet and authorizations to insure we have requested and received all pertinent paperwork. This will also assure all information on the family is in order, enabling us to work on an action plan with them.

Our hope is you will support this change and understand it will most often take two visits before we end up with a family action plan. Further, we will send out evaluation questionnaires when each family has been with Community Connections for at least 3 months and then again at the end of the year. We will share all of the results of these evaluations with team members.

I feel we are doing phenomenal work and are fulfilling a need within the community that was not previously satisfied before the existence of Community Connections. We now have physicians directly referring families to us, direct parent referrals, as well as referrals from the schools within _____ County. I want to thank you for your involvement and help in making this service the best it can possibly be.

Please let me know if you have any questions or concerns. As I mentioned above, we are continuously evaluating our efforts to make certain families feel we are meeting their needs. You can reach me at the numbers/e-mail listed below should you have questions regarding this new process.

Sincerely,