



People Inc

Where your world opens up.

## CARE MANAGEMENT FOR CHILDREN



People Inc

Toll Free 1.888.7PEOPLE

Web [people-inc.org](http://people-inc.org)



**Western New York**  
280 Spindrift Drive  
Williamsville, NY 14221  
**Phone** 716.880.3700  
**Fax** 716.817.2660

**Rochester**  
1860 Buffalo Road  
Rochester, NY 14624  
**Phone** 585.441.9300  
**Fax** 585.441.9397

## ABOUT CARE MANAGEMENT FOR CHILDREN

At People Inc., we understand that caring for a child who has a chronic health condition can be difficult and complex. To help families in our community better manage their child's health services, People Inc. offers care management to families enrolled in a Children's Health Home. A Children's Health Home is not a physical building or home, but rather a virtual network of support that provides a key point of contact, coordinator of services and compassionate care.

## WHAT A HEALTH HOME OFFERS

People Inc. has partnered with Children's Health Home of Upstate New York (CHHUNY) to offer services to children and their families. Once enrolled in our partner Health Home, People Inc. will link you to a care manager. Your care manager will work with you to assess your child's needs and help you navigate the vast array of service delivery systems you will encounter. You can expect your care manager to be a:

- Key Point of Contact – We know that families can spend countless hours being transferred from department to department trying to get critical answers and information regarding a child's services. People Inc. will provide families in a Health Home with a care manager who will serve as a key point of contact in managing services.
- Coordinator of Services– The care manager will coordinate services to ensure each provider works together in the best interests of the child. The care manager will have access to information on each service the child receives and will also help to eliminate redundancies.
- Compassionate Advocate – Our care managers will strive to learn the unique needs of each family and work with them one-on-one to make decisions that best fit the child and family.

## EXPECTED OUTCOMES

Families enrolled in a Health Home can expect to receive comprehensive care management where all of a child's providers communicate with one another to meet the needs of the child and their family. Your care manager will assist you in accessing necessary services for your child to stay healthy, out of the ER and out of the hospital. In addition to promoting healthy living, you can expect your care manager to coordinate transitional care, provide linkage and referrals to community and social supports, as well as educational and/or employment related services.

## WHO IS ELIGIBLE TO BE IN A CHILDREN'S HEALTH HOME?

Those who may be eligible for care management through a children's health home include children ages 0 to 21 who are enrolled in Medicaid, have two or more chronic health conditions OR one single qualifying chronic condition, such as HIV/AIDS, Severe Emotional Disturbance or Complex Trauma, and are appropriate for high-level care management.

For those currently not eligible for Medicaid, a waiver can potentially be obtained to secure Medicaid benefits in order to receive care management through the children's health home. Please contact us for additional information.

“ This program has provided so many benefits for me and my family— benefits I couldn't have gotten anywhere else. The one thing that People Inc. has provided me with that meant the most is peace of mind. You guys are the BEST. *-Rachel, mother*

“ This Program has helped me and my family so much. I am very grateful for the wonderful staff who genuinely care about their clients. Thank you so very much! *-Brooklyn, mother*

“ This program that my son is in is heaven-sent. if it weren't for People Inc. helping me navigate through this system, who knows where we would be? So thankful. *-Shanique, mother*

“ My wife and I have 5 sons. We also have my nephew living with us. I have a condition causing me to lose my vision, and there is no cure for it. It hasn't been a year since we moved to Buffalo. Uprooting your family it can be very hectic. Since COVID-19 hit, everything has become more stressful. Then life sends you a ray of sunshine that gives you hope. Our ray of sunshine happen to be named Lauren. From the start, she has been amazing! She is thorough and helpful. She checks on us often, making sure we are OK. She's sent us info on assistance that's available for our family and ideas on how to keep the young ones active while staying home. There isn't a way I can express our gratitude for her actively keeping up with us. *-Fatah, father*

## CONTACT

For more information, contact the Admissions department at [admissions@people-inc.org](mailto:admissions@people-inc.org) or 833.404.0032.