

# Supporting Families: Navigating Care and Services for Children with Special Health Needs

An online course for Community Health Workers and other professionals serving children and families

One in five Oregon children and youth experiences special health needs. They may have physical, developmental, social-emotional, or mental health conditions. These children and their families often rely on many community services.

This course provides the fundamentals of partnering with families so they can get what they need for their children's health and development. The content is applicable to any family in need of extra support for their children.

## The course is for:

- Community Health Workers in health care settings, community-based organizations, or schools.
- Care Coordinators new to pediatrics.
- Home visiting program staff.
- Oregon Department of Human Services Case Managers/Service Coordinators.
- Family Navigators or Community Outreach Specialists in Early Learning Hubs or schools.
- Others interested in working with children, youth, and families.

## The course includes:

- Overview of pediatric special health care needs and disabilities.
- Overview of major service systems for Oregon children and youth.
- Building families' knowledge, skills, and confidence.
- Family-centered care.
- The role of the Community Health Worker.
- Culturally and linguistically appropriate care.
- Care coordination.
- Interactive activities and case scenarios.



**This online course provides dozens of practical strategies to help families. A downloadable resource guide is included.**

**COST:** \$250

**DATE:** Self-paced

**CONTINUING EDUCATION CREDITS:** 12 hours

**PREREQUISITES:** None

**REGISTRATION:**

[Supporting Families: Navigating Care and Services for Children with Special Health Needs](#)

Course developed by the [Oregon Center for Children and Youth with Special Health Needs](#).

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**OCCYSHN**

Oregon Center for Children and  
Youth with Special Health Needs



## This course is not for community health workers alone

*A pilot project demonstrated that people in other professional navigation and care coordination roles found it useful*

### Why and how this course was developed

This course was developed to address a gap in community health worker (CHW) training. The course covers how best to support Oregon families who have children with special health needs. These families navigate a complex array of health, education, and service systems on behalf of their children. With training, CHWs are better equipped to serve this population.

To develop the course, we engaged representatives from various child-serving systems for guidance and feedback, including:

- CHWs working for public health departments and primary care practices
- Care coordinators and case managers from different professional settings
- Families of children and youth with special health care needs
- Administrators from the Oregon Department of Education, The Oregon Department of Human Services, Child and Family Behavioral Health Services and other systems
- Pediatricians
- Public health nurses
- Family Navigators from schools and Early Learning Hubs

These advisors checked the course content for accuracy, readability, tone, and relevance. They informed us that the content might be useful for *any* professional whose job includes helping families navigate systems on behalf of a child with special health care needs.

Given that input, OCCYSHN decided to pilot the course with a variety of professionals whose jobs included care coordination, or helping families navigate systems.

### What we learned from the pilot project

A majority of pilot project participants reported that the course was very relevant to their work. They also said the course could be useful to others, including pediatric providers, school nurses, child therapists, and peer support specialists. Participants noted that the course is not culturally and linguistically accessible to enough people, and that opportunities for follow-up learning would be valuable.

### What's next

We will continue to use data collected from course participants to improve the quality of the course. We will adapt the course's content and delivery to make it culturally and linguistically accessible to a wider audience. We will also explore avenues for shared follow-up learning for course participants.