Dear CSHCS Families,

It’s fall and change is again in the air for the Ottawa County CSHCS team! We’re excited to tell you that we are in the process of hiring a half-time nurse to help serve the growing population of special needs families in Ottawa County. Stay tuned to see who will be joining us!

Our newest addition, program nurse Rachel Pohl BNS, RN has already begun her intensive training. She is a wonderful addition to our team. Learn more about Rachel on page two, and also about our compassionate and caring team member Irene Atwood who will now be working full-time to support CSHCS staff and families.

Until Rachel has finished her training and is ready to begin working directly with families, please contact your CSHCS team as follows:

⇒ For medical questions or issues with doctors’ offices and for a Plan of Care, contact:

  Kelsey DeMull, Program RN: 616-393-4442 or kdemull@miottawa.org.
⇒ For renewal, income or payment changes or general CSHCS program questions, contact:

  Brenda Kempf, Program Representative: 616-393-4445 or bkempf@miottawa.org.
⇒ To report changes in your private insurance or transferring out of the county or state, contact:

  Irene Atwood, Program Clerk: 616-393-4439 or iatwood@miottawa.org.

Our hope is that you know that the CSHCS team of Ottawa County is committed to being accessible and we remain dedicated to supporting the families we serve. Thank you in advance for your patience during this time of transition. Please keep us posted and know we are in place to help you!

With care,

Leslie Ver Duin, BSN, RN
CSHCS Program Coordinator
Introducing CSHCS Program Nurse, Rachel Pohl BSN, RN

“For as long as I can remember, I wanted to be a nurse. After graduating from nursing school, I worked in labor, delivery, and postpartum for over 15 years. It was a privilege to be a part of this very special time with families. For the last seven years, I’ve enjoyed working in Family Planning/Sexual Health at the Ottawa County Department of Public Health. I am excited to join the CSHCS team and look forward to supporting families who are navigating life with children who have special health care needs.

I was born and raised in Grand Haven. My husband, Matt, and I just celebrated our 10th anniversary. We have a 9 year old daughter, Addison. She keeps us busy with her 4-H club. It’s fun to watch her show Paisley, our Maltipoo, in agility, rally, and obedience. My oldest children, Keith (24) and Laura (21) are figuring out adulthood and living on their own. Keith bought his first house and is working as a plumber’s apprentice. Laura is following her mom’s footsteps by pursuing her nursing degree.

Outside of work, I enjoy spending time with family and friends. We try to spend as much of our summer as possible camping at Silver Lake. You will find us “jeeping” in the sand dunes or on the off-road trails, sitting on the beach (what is left of it), kayaking down the river, or making s’mores over the campfire.”

Getting to Know Irene Atwood, CSHCS Clerical Support

“I have provided clerical support to the CSHCS team and families since November 2014. I enjoy my work and I am happy to be part of this caring team, helping families with special needs children in the community.

I am Filipino and worked for 19 years in an IT department of a prepaid healthcare insurance in the Philippines. This experience helped me to understand the intricacies of the policies, procedures, and workings of the healthcare industry.

I graduated and received a BS in Computer Science from AMA Computer College in 1993. Even though I don’t really enjoy programming or coding, it was challenging and fulfilling to create a system for the company I worked with. I have always believed that challenges are what make life interesting, and overcoming them is what makes it meaningful.

I fell in love with an American, and we were married in April 2012. I was granted a U.S. spouse visa and joined my husband in Holland, MI in 2013. I enjoy cooking, playing with my dog, hiking, and exploring parks in Michigan. I love nature, and helping people in the community.”
Brenda Kempf, Program Representative
616-393-4445
bkempf@miottawa.org
Contact Brenda for:
• enrollment and renewal
• billing and insurance issues
• income changes
• travel and lodging
• provider additions or changes

Irene Atwood, Program Clerk
616-393-4439
iatwood@miottawa.org
Contact Irene for:
• insurance updates
• name, address, phone, and email changes

Amy Fontaine, Parent Consultant
afontaine@miottawa.org
Contact Amy for:
• Special Families’ Corner Facebook Group
• feedback on local CSHCS services
• presentations by the CSHCS team

Leslie Ver Duin, BSN, RN
CSHCS Program Supervisor
616-393-4444
lverduin@miottawa.org
Contact Leslie for:
• issues other staff have been unable to answer
• feedback on CSHCS customer service

Kelsey DeMull, BSN, RN, MPH
CSHCS Program Nurse
616-393-4442
kdemull@miottawa.org
Contact Kelsey for:
• Plans of Care (POCs)
• medical questions
• coverage questions
• adding a new diagnosis or specialty provider

Rachel Pohl, BSN, RN
CSHCS Program Nurse
616-393-4436
rpohl@miottawa.org
Note: Until Rachel’s extensive training is complete, Kelsey DeMull (listed above) will assist families with any medical and/or coverage questions or concerns.

*This space reserved for a new part-time CSHCS program nurse who will start later this year

Sandra Lake, BSN, RN, MPH
OCDPH Community Health Manager:
CSHCS, MIHP, and Hearing & Vision Programs
616-393-5753
slake@miottawa.org
CSHCS Program Fax: 616-393-4435

Your Opinion Matters!
We strive for excellence in our service to our CSHCS families, so we’d love to hear from you about your experiences with our CSHCS team. Please send your ideas, comments, and critiques to any staff member, or send a confidential e-mail to Parent Consultant, Amy Fontaine: afontaine@miottawa.org

If you’ve experienced outstanding customer service from any Ottawa County employee, we would love for them to be recognized. You can nominate them here: https://www.miottawa.org/CustomerService/nominate_employee.htm
Special Families’ Corner
Facebook Group

CSHCS invites you to join our growing community of special needs parents and caregivers.

Learn about issues affecting special needs families.

Find resources, services, and events for the special needs community.

Get answers, support, and encouragement from parents who get it.

Here’s the link:  https://www.facebook.com/groups/480920718777204/

Or search Facebook for Special Families’ Corner FB Group

Special Families’ Corner FB Group is made possible by The Family Center for Children and Youth with Special Health Care Needs.

The Family Center Phone Line:  1-800-359-3722

Helpful CSHCS Info:

Ottawa County CSHCS Website:
https://www.miottawa.org/Health/OCHD/Child_Sp_Health_Care.htm

State of Michigan CSHCS Website:
www.michigan.gov/cshcs

Phone Scam ALERT

Scammers are using the Ottawa County Department of Public Health’s (OCDPH) phone numbers to make fraudulent calls. The caller claims to be with OCDPH or from Medicare/Medicaid.

In these instances, the caller asks for personal and confidential information. Remember, even though OCDPH’s phone number shows up on the caller ID, the call is actually from a scammer, not OCDPH. If you receive a call and the person asks for confidential information, hang up!

NEVER give out confidential information, such as account numbers, social security numbers, mother’s maiden name, or passwords to an unsolicited caller!
The Family Center for Children and Youth with Special Health Care Needs invites special needs parents, caregivers, and guardians to a FREE Parent Mentor Training.

During our interactive Parent Mentor Training you will learn about:
- Parent-to-Parent Support
- Communication Skills
- Listening Techniques
- Community Resources

As a trained Parent Mentor, you’ll be a part of our statewide network of volunteers who support special needs families, share resources, and help them navigate various systems.

Participants will receive a $25 gift card, a Medical Care Binder and a Family Center Notebook.


*Those who would like to attend, but may need help with travel, lodging, or childcare, please call the Family Center at: 1-800-359-3722

Note: This training is open to any family who has a child/youth with a medical, physical, developmental, behavioral, or emotional condition.

Contact The Family Center:
- For help enrolling in or navigating CSHCS
- To be connected with a parent mentor from The Parent-to-Parent Support Network
- For health-specific and national, state and local resource and support information
- To apply for conference scholarships for both parents and/or youth
- Transition support for youth and families

The Family Center serves all special needs families, regardless of CSHCS enrollment
The start of the school year brings such mixed emotions! When it comes to sending your special needs child to school, especially if they require complex care or have a life threatening condition, it can be an act of trust and faith and love to send them in spite of your own worry and misgivings.

Two of my triplets have—among other diagnoses—life threatening conditions that can require emergency medical attention, one for anaphylaxis for a tree nut allergy, the other for seizures. If only I could wrap them in bubble wrap and keep them home….but they really love school and thrive there. So for me, the key to finding the peace of mind I need in order to send them out the door each morning is to do everything I can to set their schools up for success in keeping them safe and knowing how to handle an emergency.

Whether your child has complex health needs or, like mine, a condition that could result in a medical crisis, you will work with a team to create an IHP (Individual Health Plan)—this could instead be a 504 Plan if your student needs accommodations or modifications to be successful in school, or an IEP (Individualized Education Plan) if he or she needs special education services. The IHP team usually includes your school nurse, teachers, therapists, transportation if appropriate, and administrators. It may also include input from your child’s doctor and outside service agencies or support providers.

The IHP process allows parents to discuss the details of their child’s needs, to voice concerns, and collaborate with the IHP team members to assure that the IHP is comprehensive, accurate, clearly written and easy to follow.

The IHP document should:

◊ clarify the roles of all team members in implementing the plan (including parent roles)
◊ provide detailed information on procedures to be followed (i.e. monitoring health status, med administration, treatments or emergency procedures, precautions to avoid allergens or illness exposure, etc.)
◊ describe where supplies and meds are to be stored, and where and when care is to be administered and by whom.
◊ include opportunities for necessary training.
◊ plan for times when your child is outside the classroom (i.e. field trips, specials, the lunch room and playground, etc.).
◊ include plans for how a substitute will find the information they need about your child’s IHP
◊ consider whether and how best to share information about your child’s condition with the students in your child’s classroom, the school, and with other parents.
◊ be sensitive to your child’s emotional well-being.

With all these elements to consider, creating an IHP may sound like a daunting task. Hopefully, with a collaborative team effort, respectful communication and trust that everyone involved wants your child to be as safe and well-cared for at school as you do, you too will find the peace of mind you need to be able to send your child out the door to school in the mornings.

To help you with the process of creating an IHP that is specific to your child’s medical needs, or to make sure the one you have in place is up-to-date and accurate, I have listed some helpful IHP resources below.

Wishing you the best of health and happiness this school year!  ~Amy

School Nurse Association: https://www.nasn.org/advocacy/professional-practice-documents/position-statements/ps-ihaps
Michigan Alliance for Families: https://www.michiganallianceforfamilies.org/disability-specific-info/
IHP samples from the Pacer Center: https://www.pacer.org/health/samplehealthplans.asp
Sample seizure plans: https://adayinourshoes.com/seizure-action-plan/
Special Education Mediation Service (SEMS)

SEMS exists to ensure that the special educational needs of entitled children are met.

SEMS services are provided through a statewide network of conflict resolution centers. The center for both Ottawa and Allegan Counties is Mediation Services.

Mediation Services—in conjunction with SEMS—works as a neutral facilitator during special education meetings in order to foster cooperation and teamwork among parents, educators, and service providers.

The mediation process helps participants to feel heard and free to voice concerns and share ideas, so that decisions can be made that improve educational outcomes for a student.

Mediation services are FREE, local and confidential.

There does not need to be an active conflict for SEMS and Medication Services to be a part of special education meetings.

Mediated issues may involve a wide range of complex special education issues, such as:

- child evaluations; eligibility;
- educational programs; placement; disciplinary issues; procedural safeguards;
- and any other matter that interferes with the successful delivery of a child’s special education program

Parents or school districts may request these mediations either by directly contacting Mediation Services or Special Education Mediation Services SEMS.

Find more information here:
- www.mikids1st.org
- https://mediationservices.works/
- or call 1-833-kids-1st 1-833-543-7178

Special Education mediation services are FREE, local and confidential.

Save the date!  

Wed. Nov. 6, 2019  
4:30 — 7:30 pm  
13565 Port Sheldon, Holland, MI  
OAISD Educational Services Bldg.  
(next to Careerline Tech Center)

Transition Expo: Join us for information & discussion on training and education opportunities, preparing for future employment, and community integration.

20+ Community Agencies will be here to discuss the services, resources, and programs they provide for young adults with disabilities as they prepare for life post school.

A variety of breakout sessions on transition-related areas will be offered, such as:

- Alternatives to Guardianship
- Differences Between High School and College
- Post-High School Program Options
- Accessing Community Mental Health Services
- Financial Planning
- Social and Recreational Opportunities
- Vocational Rehabilitation Services and more!

Who should attend? Students in grades 9-12 and post-high school, educators, family members, or anyone interested in learning about transition to life after school!

- Hosted by the OAISD Transition Network Team
- Light refreshments will be served
- Sorry, No childcare will be available

MAF Webinars:

Recorded Michigan Alliance for Families (MAF) Webinars are available online, including a recorded webinar version of their popular “Skills For Effective Advocacy” workshop: https://www.michiganallianceforfamilies.org/advocacy/

Find other recorded MAF webinars here: https://www.michiganallianceforfamilies.org/webinar/

Follow MAF on Facebook for upcoming live webinars: https://www.facebook.com/MichiganAllianceForFamilies/

FMLA FYI:

The U.S. Department of Labor has issued an opinion letter stating parents and guardians are allowed to use the Family and Medical Leave Act (FMLA) intermittently to attend IEP meetings for children with special needs.

Read more here: https://www.dol.gov/whd/opinion/FMLA/2019/2019_08_08_2A_FMLA.pdf

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Read more here: https://www.dol.gov/whd/opinion/FMLA/2019/2019_08_08_2A_FMLA.pdf
These applications put health care benefits and services directly into the hands of members who are currently enrolled with:

• Children’s Special Health Care Services
• Michigan Medicaid Program
• Healthy Michigan Plan
• MIChild

Download the myHealthButton App from the Google Play Store or Apple App Store to any smart phone or tablet.

Access the myHealthPortal App from any device with internet access, at this link: https://myhhbld.state.mi.us/myHBPublic/landing.action?request_locale=en#load_page

It's fast and simple! You can view real-time information at your fingertips. Both applications feature access to:

• Healthcare Benefit Information, such as covered services and co-pays
• A copy of your mihealth Card
• CSHCS Qualifying Diagnosis and Authorized Providers lists
• CSHCS Payment Agreement Notification and Online Payments
• Other Insurance Information
• Health Risk Assessments
• Health Tools & Health Tracker Information

Important: Before logging into the myHealthButton App you must register here first: https://milogin.michigan.gov/uisecure/selfservice/anonymous/register

We’re always adding new features! Members are encouraged to access the applications on a regular basis to see what’s new.

Your suggestions are welcomed! Tell us about features you’d like to see added, by emailing us at: myHealthButton@michigan.gov.

The State of Michigan Offer’s 2 New Apps: myHealthButton & myHealthPortal

Save the Date: AAC Awareness Month Discounts!

Dates vary from App to App — mark your calendars!

This information was gathered by the fabulous Lauren S. Enders, MA CCC-SLP

For all things Speech and AAC follow her on Facebook and Pintrest

AAC Awareness Month Sales October 2019

W=worldwide
US=United States only
VPP= extra 20% off 20 copies or more through Apple’s VPP (75% off total)
If you don’t have insurance, your coverage doesn’t meet your needs, and don’t have financial means Alternatives in Motion is ready to help.

It’s easy to apply: https://alternativesinmotion.org/apply/

Alternatives in Motion also accepts your gently used equipment for repurposing to a deserving family.
Kids' Activity Corner

FALL MAZE FUN
Find more maze fun here: https://www.pinterest.com/pin/20519532674553273/?lp=true

Kids' Corner Links:

The Laurie Berkner Band “What Falls in the Fall?”
https://www.youtube.com/watch?v=luj4bfjyahg

Fall Mad Libs for Kids
https://www.woojr.com/fall-mad-libs-for-kids/

Fall Coloring Pages for Kids
http://kathrynkaye.info/free-fall-coloring-pages-for-kids/

Fall Finger Play Rhymes and Songs

Fall Sensory Activities
https://www.friendshipcircle.org/blog/2012/10/23/14-fall-sensory-activities-for-your-child-with-special-needs/

AUTUMN YOGA

I am a bear.
DOWNWARD-FACING DOG POSE

I am a whale.
LOCUST POSE

I am a fox.
KNEELING

I am a hedgehog.
CHILD’S POSE

I am a monarch butterfly.
COBBLER’S POSE

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