

This Referral Flow Chart should be used when linking families to services for special needs. It was created to increase awareness of available resources, and improve access to services when needed. For additional information please visit the Resource CAFÉ at [www.ResourceCAFE.org](http://www.ResourceCAFE.org).

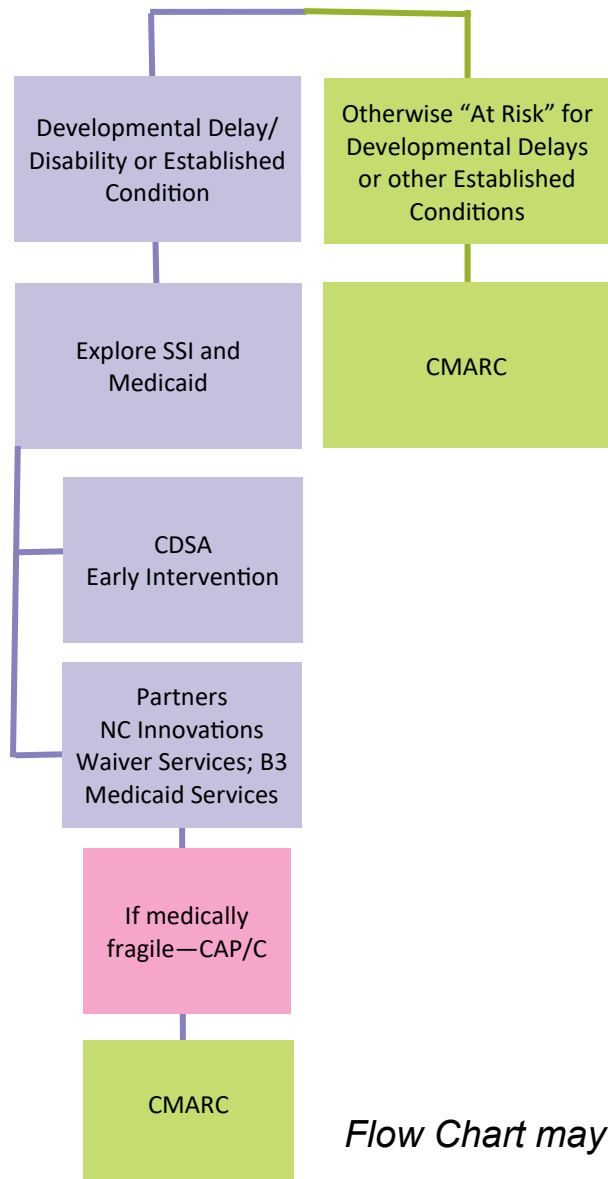
**Color Key:**

- Purple: Diagnosed Condition
- Green: At risk or suspected disability
- Pink: Medical Concerns

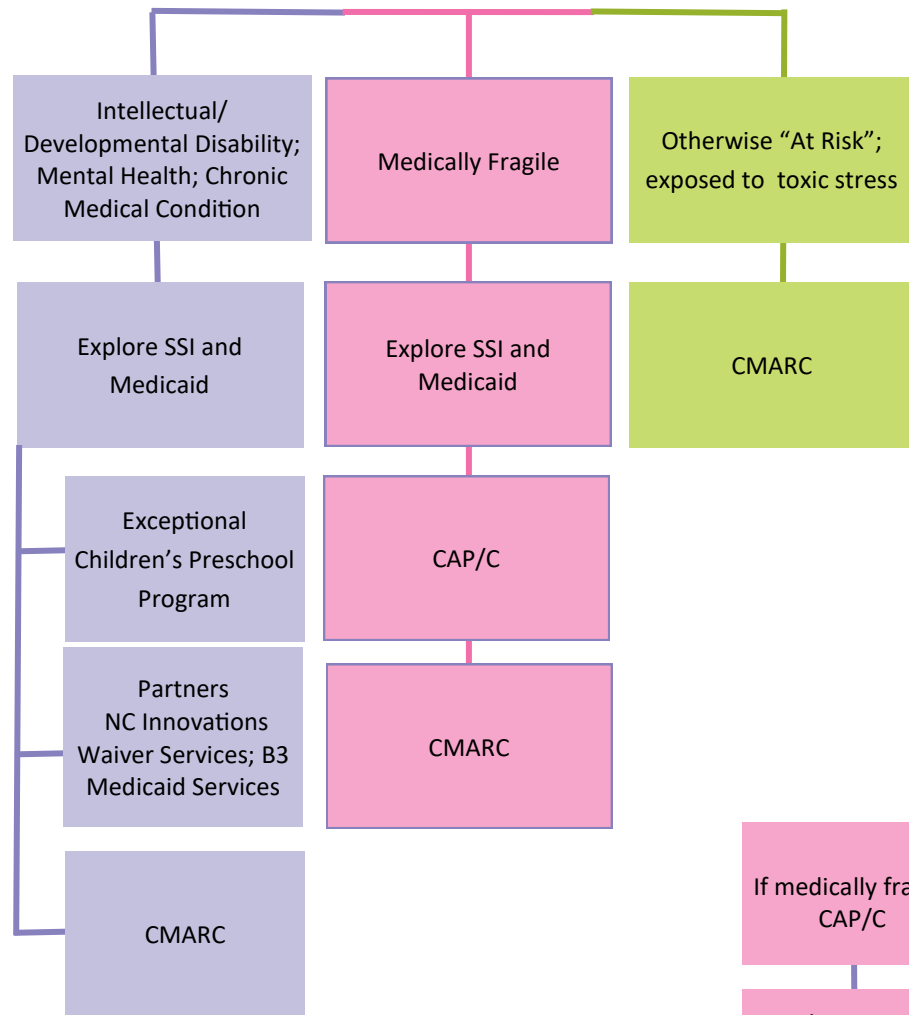
**Acronym Key:**

- CMARC**  
Care Management for At-Risk Children (formerly CC4C)
- CAP/DA**  
Community Alternative Program-Disabled Adults
- CDSA**  
Children's Developmental Services Agency
- CAP/C**  
Community Alternative Program for Children
- DSS**  
Department of Social Services
- I/DD**  
Intellectual/Developmental Disabilities
- MH/IDD/SU**  
Mental Health, Intellectual / Developmental Disabilities, Substance Use
- Pre-ETS**  
Pre-Employment Transition Services
- Partners**  
Partners Health Management
- SSI**  
Supplemental Security Income

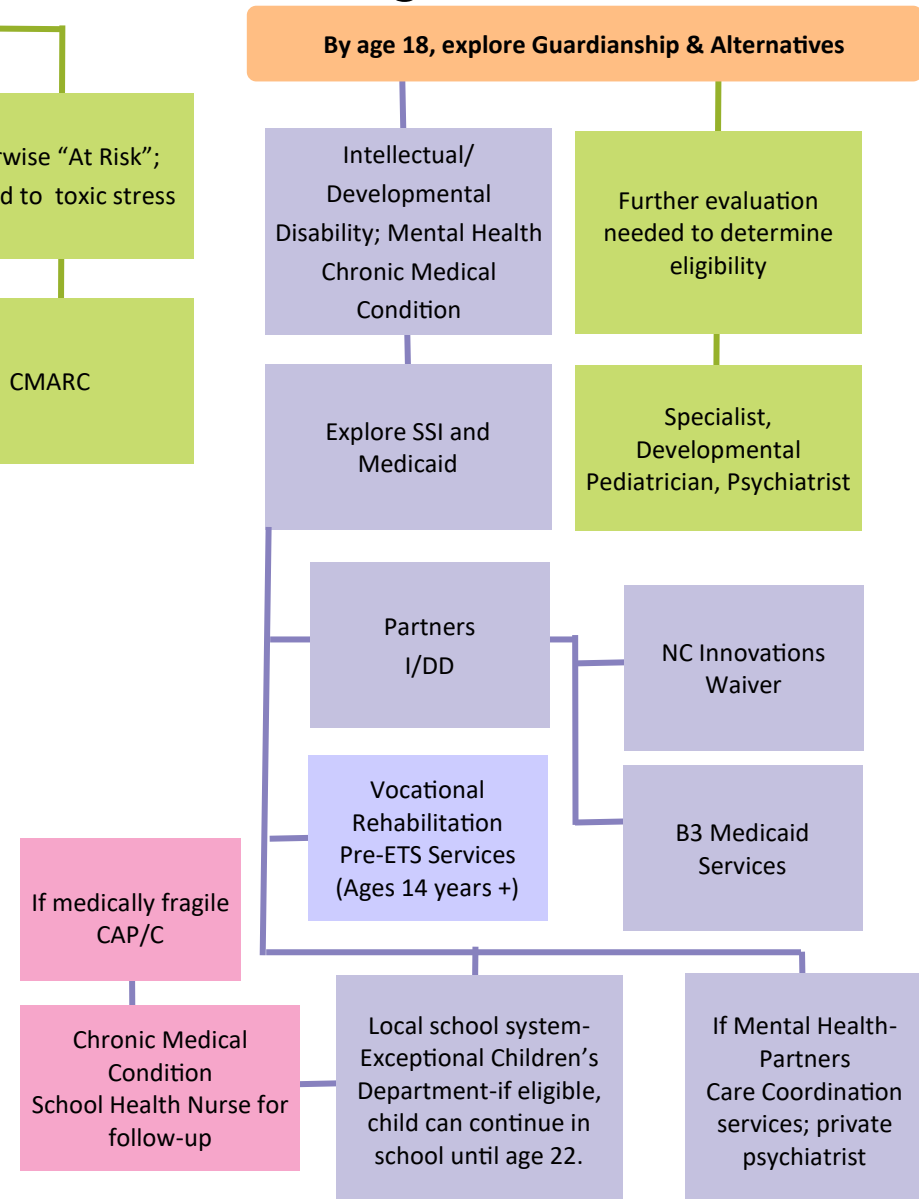
### Referral Sources for Birth to Age 3



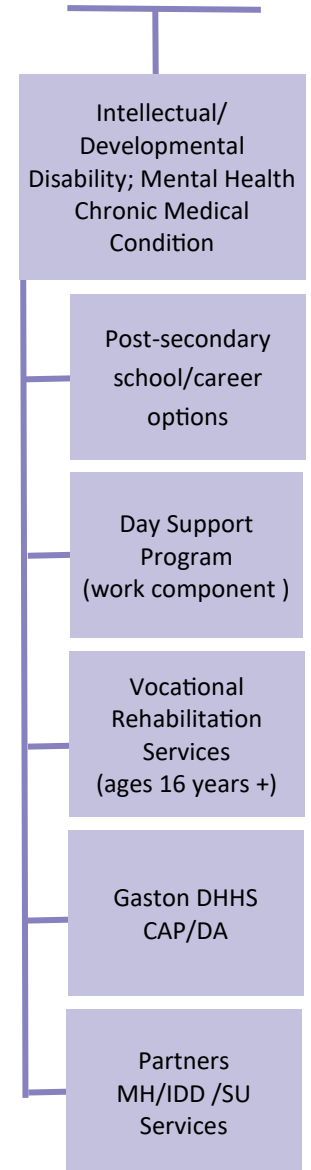
### Referral Sources for Ages 3 to 5 Years



### Referral Sources for Ages 5 to 21 Years



### Referral Sources for Ages 21 +



Flow Chart may be reproduced as needed

## Important things to consider:

- Consider a referral to FSN of Trusted Parents for parent to parent matching and family support.
- If a child has an intellectual or developmental disability, the Arc of Gaston can provide support and advocacy.
- What if a child is in a mental health crisis? A family can call the Partners Health Management access number for help at **1-888-235-4673**
- Parents of Youth 14 years and older with special health care needs should talk with their child's school regarding educational, living, and vocational options after high school.
- A youth and his/her family should be thinking about healthcare transition starting around age 16. Where will the child go for medical care once he or she can no longer see a pediatrician?
- The issue of Guardianship and its' alternatives should be explored before a child turns 18 years old. Contact the Clerk of Courts office to discuss the Guardianship process.
- Exposure to Toxic Stress, which can include domestic violence, caregiver neglect, substance abuse, unstable home, homeless, caregiver suffering from depression or other mental health condition.
- Medically fragile refers to a child with severe chronic medical needs. Examples could include children with ventilators, tracheostomies, feedings tubes, severe seizures, and those who cannot perform daily living tasks.
- Children with special health care needs have, or are at increased risk for, a chronic physical, developmental, emotional, or behavioral condition and who need health services beyond that required by children generally.
- Refer to the Resource CAFÉ website for additional information

[www.ResourceCAFE.org](http://www.ResourceCAFE.org)



704-920-1000



Innovative Approaches  
Gaston County

# Children and Youth with Special Health Care Needs: A Guide Through the Service System in Gaston County



Innovative Approaches  
Gaston County

## Resource Contact Information:

### Programs Offered:

**CAP/C (Community Alternative Program for Children)**  
Ages Birth through 21  
Phone: 919-855-4340

**CAP/DA - (Community Alternative Program-Disabled Adults)**  
Gaston DHHS  
Phone: 704-862-7835

**CMARC (Care Management for At-Risk Children) Gaston Co.**  
Ages Birth through 5  
Provided by Kintegra Health  
Phone: 704-772-4626 Fax: 704-853-5187

**Early Intervention Services - Ages Birth to 3**  
Shelby Children's Developmental Services Agency  
(CDSA)  
Phone: 704-480-5440 Fax: 704-480-5477

**Exceptional Children's Preschool Program - Ages 3-5**  
Gaston County Public Schools  
Phone: 704-866-6160

**Exceptional Children's Services - Ages 5-21**  
Gaston County Public Schools EC Department  
Phone: 704-866-6160

**Guardianship/Incompetencies**  
Gaston County Clerk of Courts  
Phone: 704-852-3100

**Medicaid**  
Gaston County Department of Social Services  
Phone: 704-862-7500

**NC Innovations Waiver Services; Care Coordination**  
Partners Health Management  
Phone: 1-877-864-1454 or 1-888-235-4673

**SSI (Supplemental Security Income)**  
Social Security Office -Gastonia  
Phone: 1-866-331-2193 or 1-800-772-1213

**North Carolina Vocational Rehabilitation Services**  
Gaston Office  
Phone: 704-853-5358

Consider referrals to the following agencies:  
**The Arc of Gaston County**  
Phone: 704 -861-1036

**Partners Crisis Line**  
Phone: 888-235-4673

**Phoenix Crisis Center**  
Walk-ins Phone: 704-842-6359  
Mobile Crisis Unit Phone: 704-854-4196

**Monarch/SECU Youth Crisis Center**  
Phone: 704-842-6476

**Atrium-Behavioral Health (formerly CMC-Main)**  
Phone: 704-444-2400

**Atrium-Developmental & Behavioral Pediatrics**  
Phone: 704-403-2626

**Novant Developmental & Behavioral Pediatrics**  
Phone: 704-384-0568

**Exceptional Children's Assistance Center (ECAC)**  
Phone: 704-892-1321 or 800-962-6847

**Family Support Network of Trusted Parents**  
Phone: 980-229-7253

**TEACCH Autism Program - Charlotte**  
Phone: 704-563-4103

**Day Support Programs (with work component)**  
Gaston Skills  
Phone: 704-869-0300  
Holy Angels/Life Choices  
Phone: 704-825-4161  
A Small Miracle  
Phone: 704-664-5363