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.

**Acronym Key:**
- CC4C: Care Coordination for Children
- 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
- IDD: Intellectual/Developmental Disabilities
- MH/SA: Mental Health, Substance Abuse
- SSI: Supplemental Security Income
- Piedmont COC: Piedmont Community Operations Center (formerly PBH)

**Referral Sources for Birth to Age 3**
- Developmental Delay/Disability or Established Condition
- "At Risk" and/or does not qualify for Early Intervention Services
- Health Department for CC4C
- CDSA for Early Intervention
- Piedmont COC MH/SA/IDD
- If medically fragile—RHA Howell for CAP/C

**Referral Sources for Ages 3 to 5 Years**
- Intellectual/Developmental Disability, Mental Health Chronic Condition
- Medically Fragile
- "At Risk"; exposed to a toxic home environment
- Health Department for CC4C
- Exceptional Children’s Preschool Program
- Piedmont COC MH/SA/IDD
- Health Department for CC4C

**Referral Sources for Ages 5 to 21 Years**
- Intellectual/Developmental Disability, Mental Health Chronic Condition
- Further evaluation needed to determine eligibility
- By age 18, explore Guardianship with Clerk of Courts Office
- Specialist, Developmental Pediatrician, Psychiatrist
- Piedmont COC MH/SA/IDD
- NC Innovations Waiver
- B3 Medicaid Services
- Local school system- Exceptional Children’s Department; child can continue in school until age 22.
- If mentally Health-Piedmont COC for Care Coordination services; private psychiatrist

**Referral Sources for Ages 21 +**
- Intellectual/Developmental Disability, Mental Health Chronic Condition
- Post-secondary school/career options
- Vocational Opportunities Sheltered Workshop
- NC Innovations Waiver
- B3 Medicaid Services
- DSS for CAP/DA
- Piedmont COC MH/SA/IDD

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

**Flow Chart may be reproduced as needed**
Important things to consider:

- Consider a referral to the Family Support Network of Southern Piedmont for parent to parent matching and for the Parent Network Support Group.
- If a child has an intellectual or developmental disability, the Arc of Cabarrus County can provide support and advocacy.
- What if a child is in a mental health crisis? A family can call the Piedmont COC access number at 1-800-939-5911 OR walk into Daymark Recovery Services for help.
- 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 should be explored before a child turns 18 years old. Contact the Clerk of Courts office to discuss the Guardianship process.
- Consider a referral to the following agencies:
  - The ARC of Cabarrus County
    Phone: 704-788-1616
  - Cabarrus Vocational Opportunities
    Phone: 704-793-1314
  - Daymark
    Phone: 704-939-1100
  - Developmental and Behavioral Pediatrics of the Carolinas
    Phone: 704-403-2026
  - Exceptional Children’s Assistance Center (ECAC)
    Phone: 888-4103
  - Exceptional Children’s Preschool Program - Ages 3-5
    Cabarrus County Schools
    Phone: 704-782-5712
    Kannapolis City Schools
    Phone: 704-792-9198
  - Exceptional Children’s Department - Ages 5-21
    Cabarrus County Schools
    Phone: 704-262-6118
    Kannapolis City Schools
    Phone: 704-938-3151
  - Medicaid
    - Cabarrus County Department of Social Services
      Phone: 704-920-1400
  - Piedmont COC (formerly PBH) MH/SA/IDD
    Care Coordination; Cardinal Innovations Waiver Services
    Phone 1-800-939-5911/ local 704-721-7000
  - Vocational Rehabilitation Services
    Phone: 704-788-2172

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Children and Youth with Special Health Care Needs: A Guide Through the Service System

<table>
<thead>
<tr>
<th>Program Offered</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>CAP/C (Community Alternative Program for Children)</td>
<td>RHA Howell - Ages Birth through 21</td>
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<tr>
<td>Phone: 888-207-7828</td>
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<tr>
<td>CAP/DA (Community Alternative Program-Disabled Adults)</td>
<td>Cabarrus County Department of Social Services</td>
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<tr>
<td>CC4C (Care Coordination For Children-Ages Birth through 5)</td>
<td>Cabarrus Health Alliance</td>
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<tr>
<td>Phone: 704-920-1258</td>
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<tr>
<td>Fax: 704-933-3346</td>
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<tr>
<td>Rowan County Health Department</td>
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<tr>
<td>Phone: 704-216-8777</td>
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<tr>
<td>Fax: 704-638-3129</td>
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<td>Stanly County Health Department</td>
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<tr>
<td>Phone: 704-986-3060</td>
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<tr>
<td>Fax: 704-982-6354</td>
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<tr>
<td>Cabarrus County Social Security Office</td>
<td>SSI (Supplemental Security Income)</td>
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<td>Phone: 888-366-6149</td>
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<td>Cabarrus County Clerk of Courts - Guardianship</td>
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<td>Phone: 704-262-5500</td>
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<tr>
<td>Children’s Developmental Services Agency (CDSA)</td>
<td>Early Intervention Services - Ages Birth through 3</td>
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<tr>
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<tr>
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Refer to the Resource CAFE for additional resources in Cabarrus County.
www.ResourceCAFE.org