



WELCOME

Sacramento County
Centralized Telephone Access Point (CTAP)
April 23, 2018



Sacramento County's Journey



2015

Worked closely with SCOE's Infant Development Program and Alta Regional Center to engage agency staff and parents to build awareness of early intervention services and to connect families to appropriate services.



2016

WarmLine Family Resource Center was established by parents for parents.

Services include:

- parent-to-parent support
- family workshops
- advocacy
- transition support
- community support
- parent wellness events.



2015

Project SOARS was established to support children and families in transitional housing programs, homeless shelters, and those referred community partners. The goal is to identify young children who may be at risk for a potential developmental delay and or disability and support access to early intervention or special education services.



2017

Help Me Grow Sacramento County began planning and development of early identification, early intervention, and awareness of developmental milestones, and connects families to the appropriate services and information to help children grow, develop, and thrive to their full potential.



Centralized Telephone Access Point (CTAP) 2017-2018



Established centralized telephone access point for connecting children and their families to services and care coordination.

Successful Beginnings

Family & Community Outreach

First 5 Contractors

- **Flyer** distributed at February Quarterly Contractors meeting
- **Postcard** to be distributed at individual meetings in March/April to:
 - School Readiness Coordinators
 - 9 Family Resource Centers
 - 2 Crisis Nurseries



What is Help Me Grow?

Help Me Grow is a system that connects children and families with the services they may need.

Children at risk for developmental and behavioral challenges are most often identified early detection. **Diagnose early.** Early detection and connection to services lead to the best outcomes for children with developmental or behavioral challenges.

However, families, child health care, early care and education, and human service providers often have difficulty recognizing early signs of developmental or behavioral concerns when needed and finding programs designed to address those needs can be confusing and time-consuming.

Help Me Grow (HMG) is a simple, real-time system that builds on existing programs.

HMG is an efficient, effective system with a proven track record—the assurance in identifying children who may be at risk, then helping families find community-based programs and services. HMG does not provide direct services. Rather, it is a system for improving access to existing programs and services for children birth through age 5.

How Help Me Grow works:

Help Me Grow is a national system that builds collaborative relationships, including child health care, early care and education, and family support. Through comprehensive play-based and community outreach and central data integration and referral centers, families are linked with needed programs and services. Ongoing data collection and analysis help identify gaps in and barriers to the system.

Help Me Grow Core Components:

- | | | | |
|--|---|---|---|
| 1. Child health care providers suggest early detection intervention. | 2. Service providers are alerted through Help Me Grow and are providing ongoing support and services. | 3. Data is collected and analyzed to identify gaps in and barriers to the system. | 4. Data is used to inform and guide the system's ongoing improvement efforts. |
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Help Me Grow is launching in Sacramento County!

For developmental referrals for children birth through age 5 in Sacramento County:

Call: 916-922-8744
 Email: helpmegrrow@smcinfo.org
 Fax: 916-922-7522



Did you know?
 50% of your child's brain develops by age 5.



These are critical years to shape your child's success in school and life.



If you have questions about how your child is:

- Growing □ Learning
- Behaving □ Speaking

Help Me Grow Sacramento County has answers.

If your child is birth through age 5
 Call 916-922-8744
 Visit smcinfo.org



¿Sabías qué?

El 50% del cerebro de los niños se desarrolla en los primeros cinco años de vida.



Estos años son cruciales para estructurar el futuro de su hijo/a en su vida como en la escuela.



Si tiene alguna pregunta sobre cómo su niño:

- Crecimiento □ Aprendizaje
- Comportamiento □ Habla y lenguaje

Help Me Grow Sacramento County tiene respuestas.

Si su niño es de 0 a 5 años de edad
 Llámame al 916-922-8744
 Si no hay un idioma



Successful Beginnings

Help Me Grow Sacramento Referral/Intake Form

Date: / / (month/day/year)

First name: _____ Middle initial: _____ Last name: _____
(Example: Adrian P. Herrera Lopez)

Address: _____
(Example: 4543 E. St. Sacramento)

Zip Code: _____ Home Phone Number: () - _____
 Cell Phone Number: () - _____

Relationship to child:
 Mother Father Grandparent Foster Parent Other Relative

Child's Information (check here if multiple children are being referred and complete the backside)

First name: _____ Middle initial: _____ Last name: _____
(Example: Adrian P. Herrera Lopez)

Date of birth: / / (month/day/year) Sex: Male Female

Age Group:
 Prenatal 4 Years Birth-11 Mon. 5 Years 1 Year Unknown 2 Years 3 Years

Race/Ethnicity: (check all that apply)
 Alaska Native/American Indian Asian Black/African American Hispanic/Latino Pacific Islander Hmong Russian/Ukrainian White Other: _____

Language most comfortable with: (check all that apply)
 English Spanish Cantonese Mandarin Vietnamese Hmong Russian/Ukrainian Other: _____

What type of health insurance does your child have?
 No insurance Medi-Cal Other Insurance Don't know if child has insurance

Enrolled in childcare? Yes (Name of program _____) No

Reason for referral/request for services: (check all that apply)
 ASQ Results ASQ-SE Results Parental Concerns Teacher/Child Care Provider Concerns Physician Concerns Other: _____

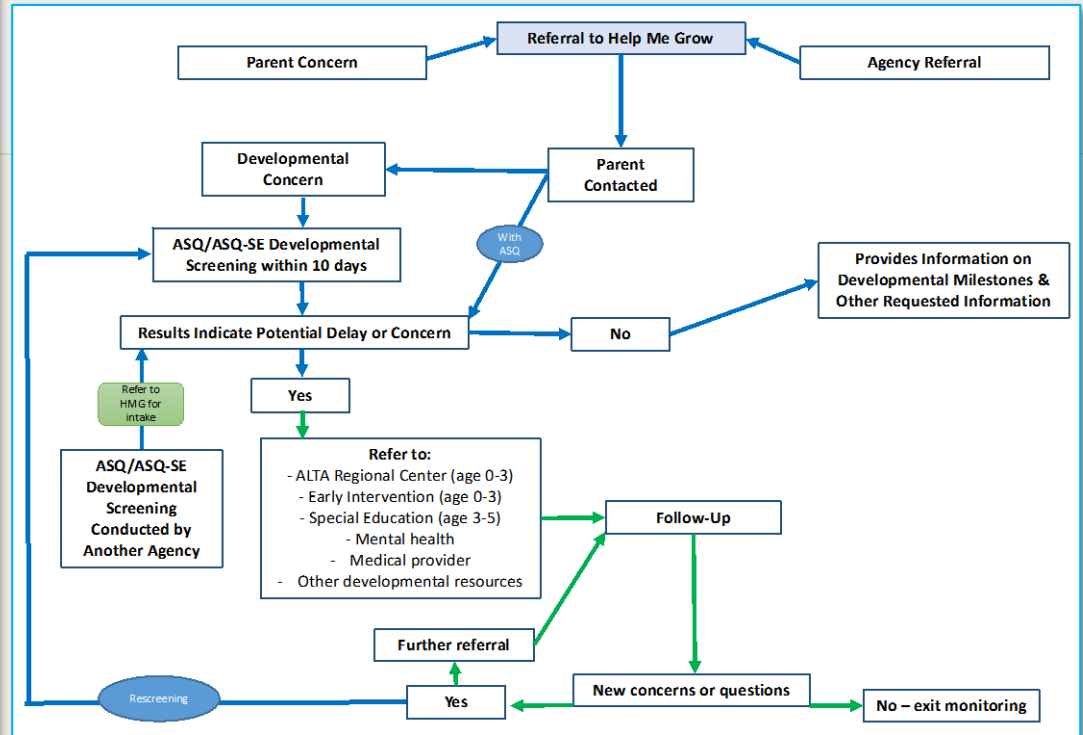
Area of concern: (check all that apply)
 Developmental concerns Physical health concerns Social and economic concerns General information on HMG Other: _____

I give my permission for the release of my contact information and screening results (if applicable) to Help Me Grow Sacramento. I understand that all information provided is confidential.

Signature: _____

Referring agency information: (please print) check if First 5 Contractor Agency Name: _____
 Agency Staff Name: _____ Email: _____
 Phone number: _____

For HMG Program Staff Only - Date Entered by Personnel: / / By: / / Follow Up Date: / /



Challenges & Opportunities



Next Steps and Feedback

- Identify additional community agencies to utilize and promote HMG
- Provide information and training on HMG, including ASQ/ASQ-SE, to identified partners
- Create HMG team to implement four components
- Work with 211 to identify seamless transition of clients with HMG referrals
- Provide training to participating agencies on the HMG referral process

Developed

- Referral/Intake forms
- Referral and follow up processes



Funding Opportunities



- First 5
- Managed Medical Assistance
- Mental Health
- Grants
- Other

Lessons Learned



- Learn from others
 - Help Me Grow Yolo County
 - Help Me Grow Alameda County
- Identify evaluation components and data collection process
 - First 5 Sacramento
- Engage community stakeholders

Reflective Thoughts



- Develop an implementation plan that includes planning time
 - Planning takes longer than you may think
- Engage collaborative partners early to better coordinate similar services

THANK YOU



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