



Help Me Grow[®]

Florida



ANNUAL REPORT

2016-2017



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Help Me Grow[®]
Florida

OUR MISSION

Our mission is to promote healthy development for every child in our state and for every child to receive routine developmental screenings.

OUR VISION

Early detection and intervention are critical for optimal outcomes for children, but too often children miss this opportunity. Our vision is to use our four component system model to address the needs for early detection through surveillance and screenings of children and building connections to community-based services and supports to address their needs.

OUR VALUES

We value building collaboration among community programs, providing a centralized access point for information and referral, promoting surveillance and screenings, as well as educating and informing the community.

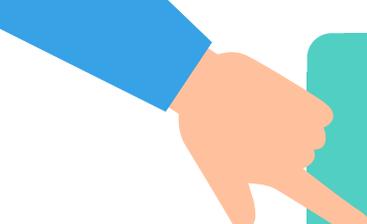
PROGRAM SUMMARY



Help Me Grow Florida promotes healthy development for every child in Florida by promoting the need for early detection and intervention for children and providing universal access to developmental and behavioral screenings and family education and support. The Help Me Grow system builds collaboration across sectors, including child health care, early care and education, and family support. Through comprehensive physician and community outreach and centralized information and referral centers, families are linked with needed programs and services. Help Me Grow Florida (HMGF) also remains in contact with the families they serve until they have been successfully connected to a service. Families can contact Help Me Grow Florida by dialing 2-1-1 and asking to speak with a HMGF care coordinator. HMGF does not provide direct services, rather, it is a system for improving access to existing resources and services for children through age eight. Ongoing data collection and analysis helps identify gaps in and barriers to the system. The program has consistently produced positive results for thousands of families in the state since its inception.

3,356 unique children
have been served in the
HMGF program in the
16-17 program year





This fiscal year, **2,602** referrals were made by Help Me Grow to services and programs for children

Florida became an affiliate of the Help Me Grow National Network in 2012 with the simultaneous launching of initiatives in Hillsborough and Miami-Dade counties. The 2014 Florida Legislature appropriated \$2 million to establish a Help Me Grow State Coordinating Office (SCO), providing an infrastructure for a statewide Help Me Grow program and launch five additional HMGF sites serving a total of 19 counties. In 2015, HMGF expanded to an additional four sites serving a total of 27 counties, approximately 40 % of all of the counties in Florida. According to Help Me Grow National's report based on data collected by Help Me Grow Orange County, California, more than \$2,300 per child is saved in foregone initial costs of medical specialist consultation and diagnostic testing. In Florida, for each 1,000 Children moved to this model, it would yield savings of \$2.3 million.



GOAL OUTCOMES

Help Me Grow System Core Components

1 Centralized Access Point

to connect children and their families to services and care coordination

2 Child Health Care Provider Outreach

to support early detection and intervention

3 Community Outreach

to promote HMG and provide networking events for families and service providers

4 Data Collection

to understand all of the HMG System, including barriers and gaps in service

Centralized Phone Access Point

HMGF utilizes the 2-1-1 statewide system as the centralized telephone access point. Our 2-1-1s are developing partnerships with key agencies and organizations to coordinate and leverage resources into community systems that can be easily navigated. Each community team is providing developmental screenings, care coordination and information and referrals. Each of our care coordinators are cross trained with the 2-1-1 staff. Depending on the 2-1-1 training program, they participate in 20-80 hours of training that includes topics such as, suicide counseling, reflective & active listening, crisis intervention, and motivational interviewing, etc. The care coordinators also received Help Me Grow program training from the State Coordinating Office. All programs received a care coordination binder filled with resources that care coordinators can use when working with families, such as tip sheets.

Care Coordinators received the following trainings in program year 2016-17: Care Coordination Overview, STAR System, ASQ, ASQSE, ESAC Overview, Early Childhood Development, Infant Mental Health, Promoting Positive Guidance & Support, Impact of Adversity on Child Development, Helping Families Manage Stress.

Child Health Provider Outreach

Child Health Provider Outreach: HMGF has developed training materials for physician practices and early childhood education programs. Scripted PowerPoint presentations were provided to each site for their use and are being used by the affiliates across the 29 counties. Seven (7) out of the nine (9) affiliates have recruited Physician Champions to serve a key role in the development of the Help Me Grow system. They give the system credibility, authority, and connection due to their position and regard in the medical community.

As Champions, they play a huge role in helping all families get connected to the developmental resources they need. The Physician Champions have been active in facilitating outreach trainings at doctor's offices, promoting Help Me Grow in the physician community, and presenting at state medical meetings.

Additionally during the program year, two affiliates implemented the iPad Loan Initiative in pediatrician and community health offices. Implementing the iPad Loan Initiative provides key partner sites, including physician offices, the opportunities for their clients to complete an Ages and Stages Questionnaires (ASQ) using loaned iPads from Help Me Grow. This initiative has become a best practice and is expanding to other affiliate sites during the 17-18 program year.

Family and Community Outreach

In 2016-17, Help Me Grow staff participated in over 1,572 family and community outreach events with an exposure to the HMGF message to an estimated audience of 1,305,035 individuals. We are also actively using social media and our website to share useful information with families and the community.

The HMGF State Coordinating Office completed its first year of the two year Learn the Signs Act Early-Systems Grant (LTSAE-SG). This funding allowed for the HMGF affiliates to participate in the Books, Balls, and Blocks screening initiative. This initiative was piloted in year one of the LTSAE-SG with three (3) HMGF affiliates and will expand to all affiliate sites in program year 17-18 as a best practice.



Data Collection and Analysis

Data is being used to inform and improve each site's practice through quarterly data analysis. Our data collection will enable communities and the state, as a whole, to examine our successes as well as gaps and barriers. All users receive intensive training on how to use and operate the STAR system for care coordination and reporting. As tools are developed relating to data collection and analysis sites are informed and trained via webinar. Webinars are recorded and uploaded to the Florida HMG page.

DATA SUMMARY

Legislative funding supports 9 sites that serve **27 counties** in Florida -- Over **50%** of Florida children live in these counties.

2,728 families received care coordination services.

 **78%** of children served are Medicaid enrollees.

2,313 families reported that their children were not receiving services or support for a diagnosis or developmental delay prior to contacting Help Me Grow.



2,764 referrals were made to community services and programs.



1,527 of the 3,356 children served by Help Me Grow were children in a home setting and not attending any type of childcare or school environment. (HMG reaches children where they are, including health fairs, summer camps and other innovative outreach strategies. Last year, 523 children were served during summer camps.)

HMG held **1,572** events with **1,305,035** estimated exposures in 2016.



2,845 screenings were completed using the ASQ, ASQ SE/SE-2, PSC, or M-CHAT tools. Of these screenings **1,543** resulted in at least one concern or need for additional monitoring.



79% of children served are ages 4 and younger.

54% of all screenings revealed the need for services or interventions.

Just **12%** of children referred for services had received a diagnosis prior to contacting HMG.



3,356 unique children and **3,087** families were served by the Help Me Grow program.

48% of caregivers had concerns about their child for 6 months or longer prior reaching HMG.





2,845 Children have been screened by Help Me Grow in 16-17 and **1,543** screenings resulted in at least one concern or need.

Quarterly Technical Assistance & Training

On an ongoing basis all sites participate in Quarterly technical assistance calls with the state office as well as bi-monthly PACT calls to discuss program success, technical assistance needs, and best practices. Annually staff participate in an annual meeting where different training topics are discussed. All affiliates participated in a minimum of one Training or Webinar in the program year 2016-17 at a minimum of one technical assistance visit.

SCO Administration & Monitoring

All monitoring activities were commenced during the 16-17 fiscal year with one site fiscal monitoring delayed to 17-18 fiscal year. Three (3) of the nine (9) sites required a corrective action plan (CAP), however there were no significant findings. All CAPs were submitted timely and activities related to the CAP were satisfactorily implemented prior to review closure. Additionally, deliverables were reviewed on a quarterly basis for compliance with the contract scope of work and progress towards completing goals. All sites successfully implemented Help Me Grow scope of work activities and achieved the program outcome goals.



IDENTIFIED CHALLENGES



Marketing efforts need to be better coordinated in order to increase Help Me Grow statistics and assist more children and families.

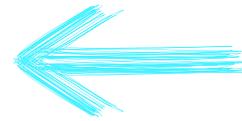


There are strong silos in our community that need to be addressed and perceptions of duplication.

Lack of public and institutional awareness of the Help Me Grow program.



Identifying a physician champion for statewide efforts and for those sites that are having difficulty getting one.



Individuals calling the 2-1-1 for other needs, but who may have a Help Me Grow aged child, are sometimes reluctant to provide information or to receive services.



IMPACTS



Help Me Grow Florida (HMGF) promotes healthy development for every child in Florida. Early detection and intervention are critical for optimal outcomes for children, but too often children miss this opportunity. HMGF is addressing this by providing a centralized access point for information and referral, promoting surveillance and screenings, and educating and informing the community.

HMGF provides more cost-effective screening. HMGF produces a cost savings of \$2,300 per child when it provides screening instead of a physician office. By identifying only those children who truly need help, HMGF eliminates costly and unnecessary services.



Through collaboration with healthcare professionals and service providers, HMGF centralizes community resources for parents who suspect their children have a delay or other problem.

Catching issues early in life prevents expensive problems in the future, prioritizes limited state resources, and enhances self-reliance. Intervening at the right time – “the critical window” – gives children the best chance to reach their full potential and avoid dependence on the state.



Early detection and intervention are critical for optimal outcomes for children and can have a positive impact on improving Kindergarten readiness. Developmental delays in children that can impact their potential academic performance are often not identified until they enter school and achievement gaps that exist in Kindergarten are difficult to overcome in later years. Identification of child development issues early in the child's life can minimize the delays and maximize the child's academic achievement. The early intervention services that children are able to access as a result of early detection of developmental and/or behavioral issues not only improves the chances of a child developing to their full potential, but accrues economic gains. The cost-benefit analyses from a recent RAND study showed that investing in early intervention services has measurable positive outcomes, with a rate of return as high as \$17.00 for every \$1.00 spent. Help Me Grow promotes and facilitates early detection and intervention by building collaboration among community programs; providing a centralized access point for information, referral and care coordination; promoting surveillance and screenings; and educating and informing the community.



ATTACHMENT A

CHILDREN'S FORUM HMGF ORGANIZATIONAL CHART & SUBCONTRACTORS

Help Me Grow Florida		
Tamara Price	Statewide Director	State Coordinating Office
➤ Liliana Murphy	Assistant Director	State Coordinating Office
➤ Kati Settle	Data Manager State	State Coordinating Office
Kate Nielsen-Nunez	Contract Administrator	Administration
➤ Vacant	Project/Contract Manager	Administration

Help Me Grow Florida Affiliate (Subcontractors)	Counties Served	Services Provided *(all nine affiliates are contracted to provide the same services in the counties they serve)
1. 2-1-1 Big Bend Inc.	Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla	211 Centralized Telephone Access Point which includes assisting families with early childhood questions, conducting child screening, and providing care coordination.
2. 2-1-1 Tampa Bay Cares, Inc.	Pinellas	Child Health Care Provider Outreach which includes educating and motivating physician/child health care providers to conduct child screening and utilize the centralized telephone access point.
3. 2-1-1 Palm Beach Treasure Coast, Inc.	Indian River, Martin, Okeechobee, Palm Beach, St. Lucie	Family and Community Outreach which includes implementing activities that develop partners in the local community, promoting HMGF, and informing families and the community of the importance of child screening and the role of HMGF.
4. 2-1-1 Brevard, Inc.	Brevard	Data Collection and Analysis which includes collecting, tracking and reporting on the Common Indicator Data.
5. First Call for Help Broward, Inc. dba 2-1-1 Broward	Broward	Community System Development which includes developing a system of community services and supports for the health and development of young children, coordinating resources, and holding leadership meetings.
6. United Way of Volusia-Flagler Counties, Inc.	Volusia and Flagler	Continuous Quality Improvement implementation to ensure the success of programs and services through ongoing analysis and modifications based upon lessons learned.
7. Heart of Florida United Way, Inc.	Orange, Osceola, Seminole	Implementing and documenting sustainability efforts.
8. United Way of Northeast Florida, Inc.	Duval, Clay, Nassau	
9. United Way of Lee County, Inc.	Glades, Hendry, Lee	

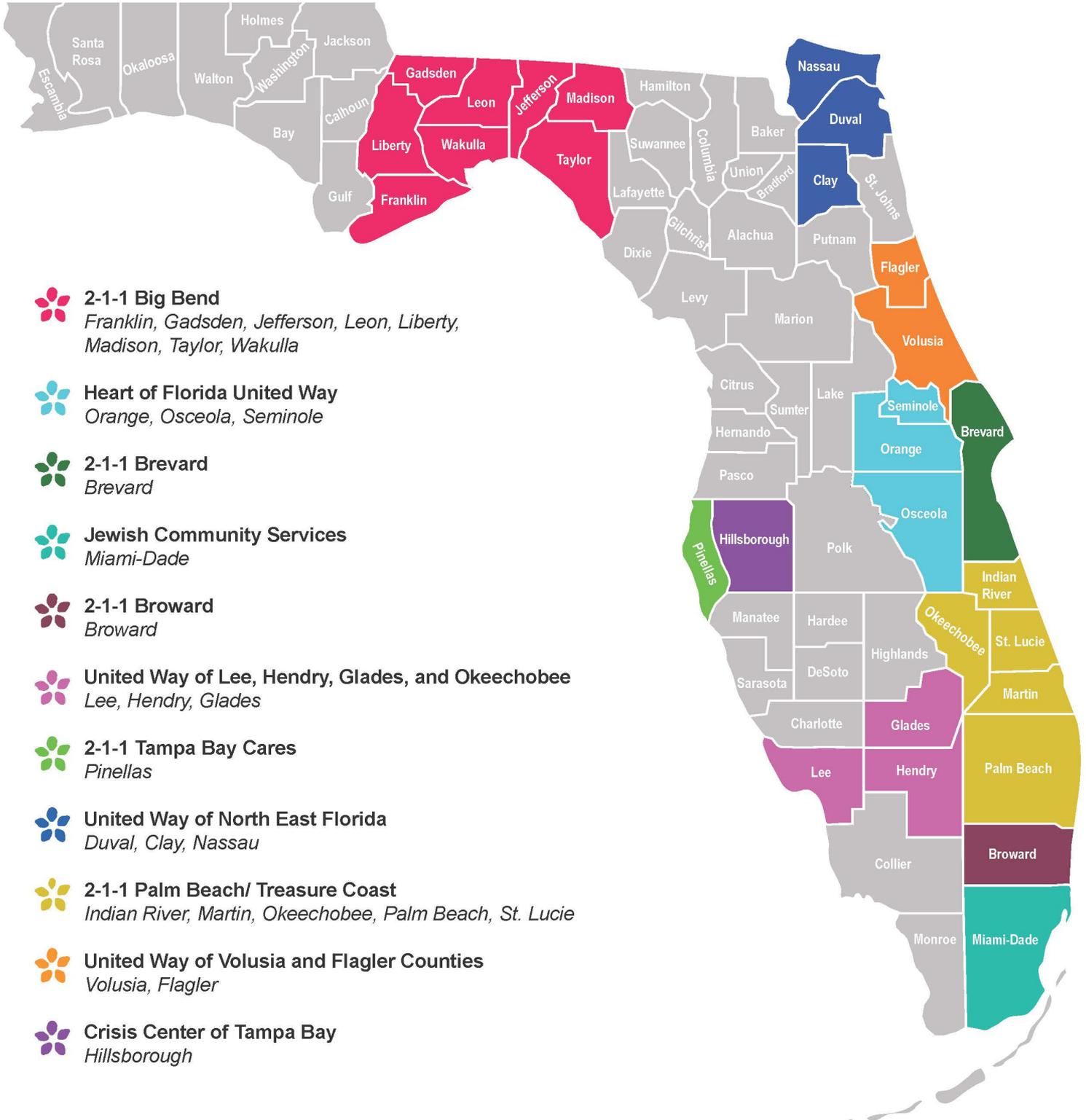
ATTACHMENT B

AFFILIATE HMGFL SERVICES & SUBCONTRACTORS

Help Me Grow Florida Affiliate	Subcontractors	Services Provided by the Subcontractor
2-1-1 Big Bend	None	
2-1-1 Tampa Bay Cares	None	
2-1-1 Palm Beach Treasure Coast	None	
2-1-1 Brevard, Inc.	ELC Brevard	ASQ Screening
2-1-1 Broward	None	
United Way of Volusia-Flagler	ELC Flagler/Volusia	<p>Care Coordination of Atypical ASQ Screening Clients - ELCFV serves as key HMG care coordinator for call center referrals</p> <ul style="list-style-type: none"> • Process incoming ASQs, • Counsel families on ASQ results, • Provide referrals to resources based off of ASQ results. <p>Community Outreach Events - ELCFV includes Help Me Grow materials in their community outreach events.</p> <p>ASQ Screenings - ASQ processing</p> <p>ASQ-3 Training Sessions - ELCFV will offer up to 5 training sessions for up to 5 participants at 2 hours per session.</p>
	Easter Seals (ESVF)	<p>Personal 1:2:1 Healthcare Provider Outreach - Visit 50 providers who serve families expecting or having young children (ex. Midwives) to discuss the HMG, and developmental screening tools such as the ASQ.</p> <p>Healthcare Provider Technical Assistance Outreach - Assist new and current physician partners in integrating the iPad to be used for ASQ screening in their office. Will use data supplied by HMG on the physician's utilization trends to cater outreach and support.</p>
	One Voice for Volusia (OV)	<p>CQI Consultant - One Voice for Volusia (OV) will provide a dedicated expert staff to attend and contribute to all CQI and HMG Team Meetings.</p> <p>Community System Development - Act on survey results and convene service providers of 5-to-8-year age bracket target and their respective parents. Reach out to identify after-school service providers to explore incorporating Help Me Grow into their parent communications and activities. Promote cross collaboration among Community Health Improvement Plans in Volusia and Flagler, Volusia-Flagler Behavioral Consortium, School Health Advisory Committee, etc.</p> <p>Community Outreach Support - Ongoing (monthly) Social Media, Web and E-blast Marketing and Support including a featured sponsorship at 1 OVFFV Coalition Meeting</p>
Heart of Florida United Way	None	
United Way of Northeast Florida	ELC Duval	HMG Care Coordinator 0.5 FTE (Staff Salary & Benefits), Outreach Director 0.2 FTE, CCR&R Coordinator 0.1 FTE, Marketing & Community outreach
	NEFL Healthy Start	Provider Liaison, Dir. Of Marketing, Training/Prof. Development, Social Media
United Way of Lee County	Healthy Start of SWFL	Healthy Start SWFL houses HMG Care Coordination, Community and Physician Outreach (including mileage expense), provides ASQ licenses/screens, recruits members and convenes meetings of Steering Committee and Partner Agencies and assists United Way with fiscal and programmatic management.

ATTACHMENT C

AFFILIATE LOCATIONS





Our child was diagnosed, but the positive is at least we know. We now have a better understanding of what is going on. Thank you for all of your assistance, if it wasn't for you I would not have known which way to turn. Thank you :)

- A Help Me Grow Florida Parent

