
Help Me Grow:

How To Collect and Use Data

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Overview

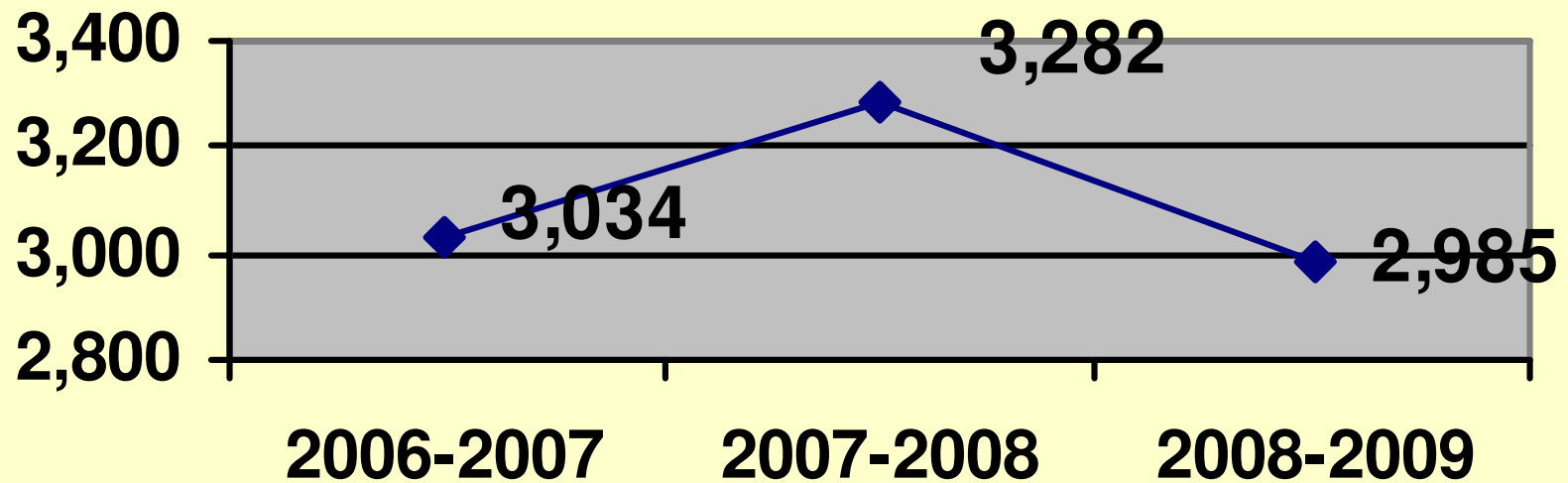
- **Primary Uses and Questions**
- **Unpacking the data and data coding: cross-site comparison, reliability, Continuous Quality Improvement**
- **Common Indicators**
- **Embedding *Help Me Grow* within national model**
- **Looking at impact on families**

Primary Uses and Questions

- **Presenting to Legislators and other funders:
Results-Based Accountability**
- **Use for internal purposes, review, and planning**
 - **How much are we doing?**
 - **How well are we doing?**
 - **Are we making a difference?**

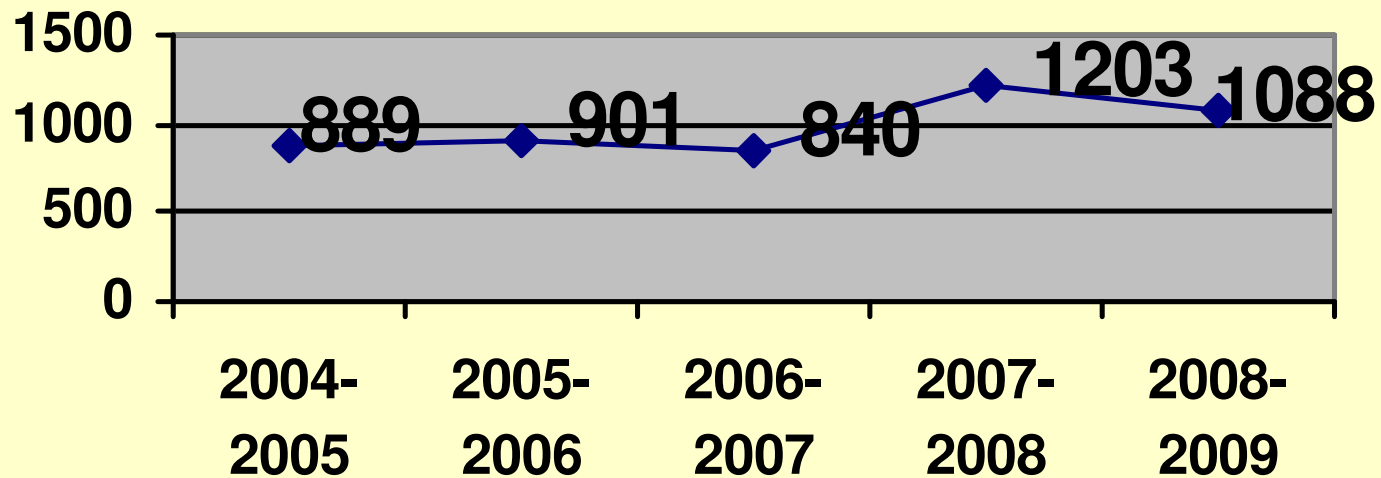
How much are we doing?

Phone Calls to *Help Me Grow*



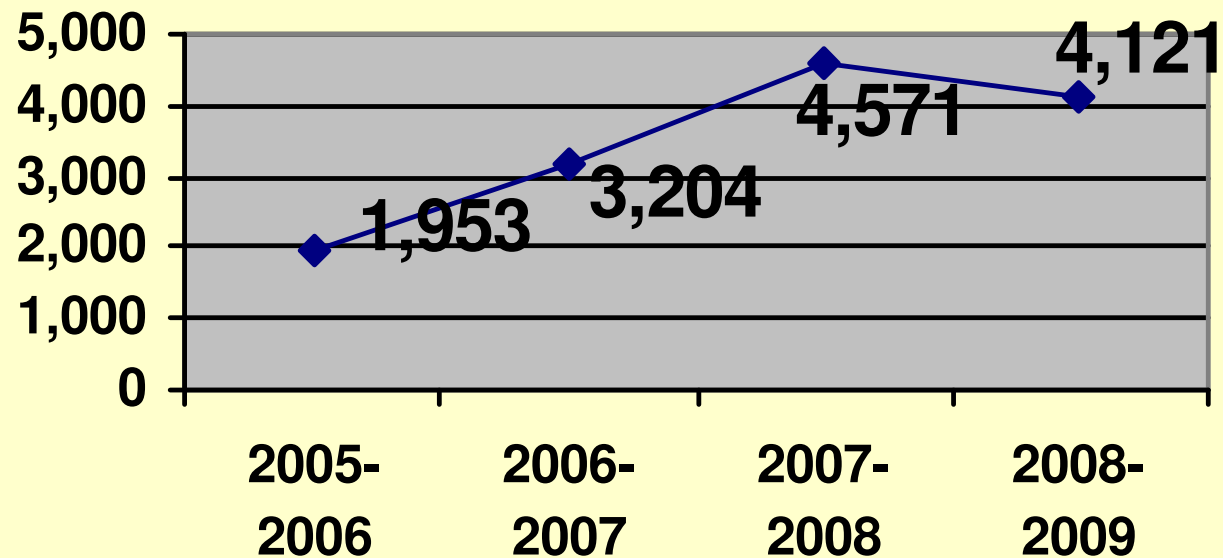
How much are we doing?

**Active Ages & Stages Monitoring:
Number of families entering each year**

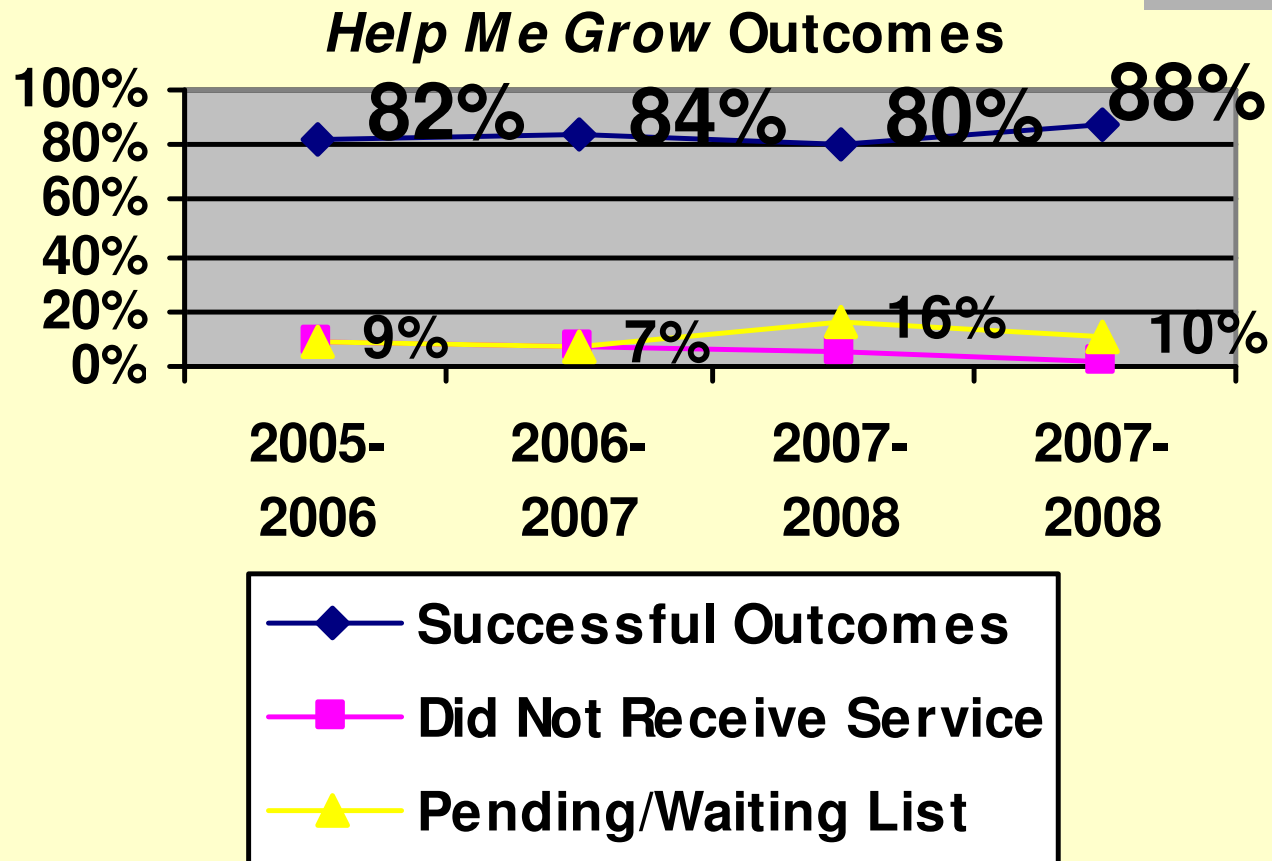


How well are we doing?

Referrals on behalf of HMG Families



Are we making a difference?



See: CT RBA 2009-2010

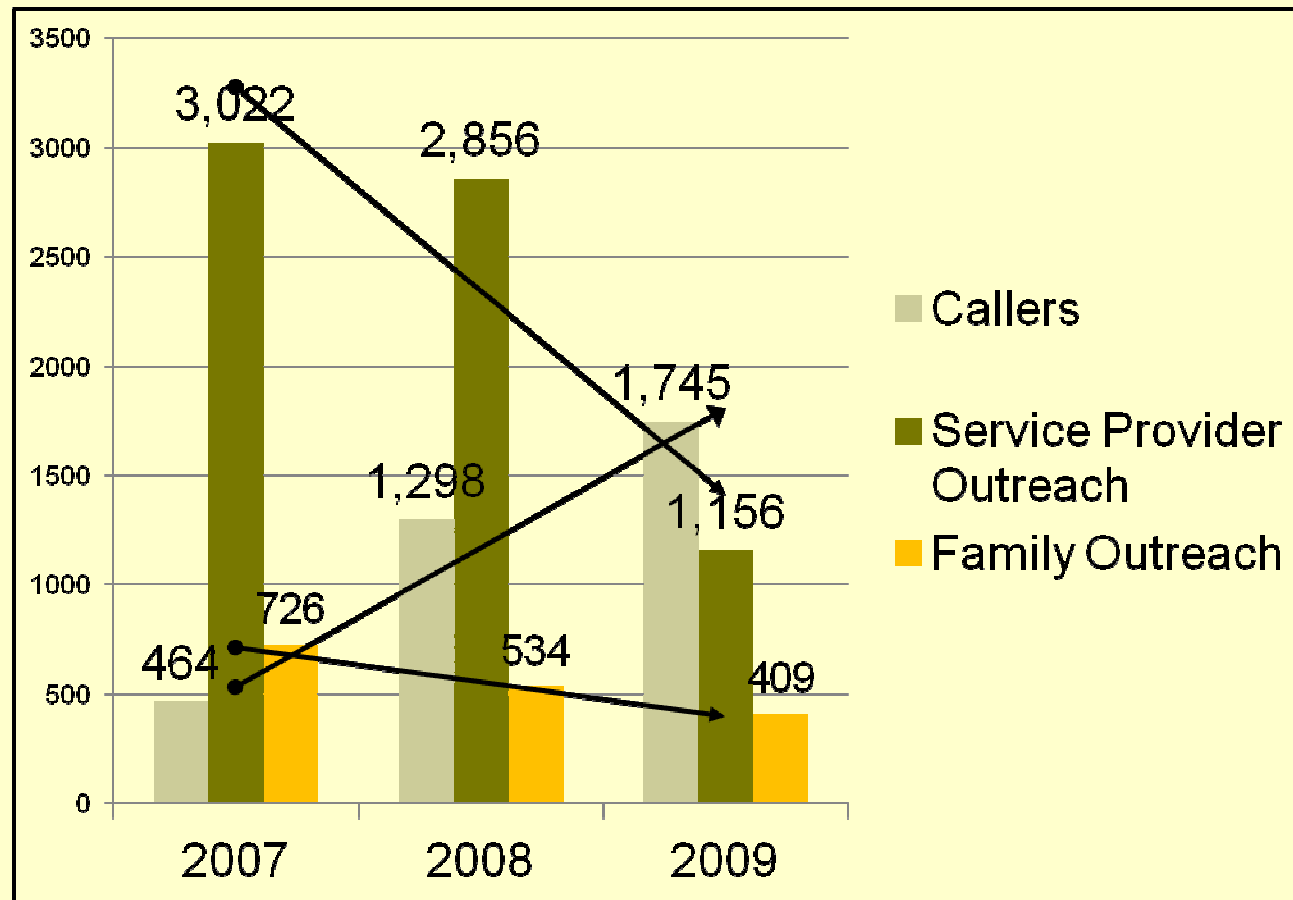
How much and how well?

Total # of Callers Per Year Since Program Start-Up in 2007		
2007	2008	2009*
464	1,298	1,745

# of Individual Outreach Contacts to Families & Providers Since Program Start-Up			
CONTACTS	2007	2008	2009
Individual families	726	534	409
Service Providers	3,022	2,856	1,156

How much and how well?

of Callers Per Year & Outreach Efforts Since Program Start-Up in 2007



How well are we doing?

Outreach Activities

Connection Cafés		
Date	Presentation Topic	Attendance
3/4/08	Autism: Early Signs, Screening & Diagnosis	54
4/1/08	Fun and Educational Places to Go for Kids/Adults	51
5/6/08	Autism Red Flags and Diagnosis	35
6/3/08	ADHD: What it is and What it is Not!	27
10/7/08	How to talk to Parents so They Will Listen and How to Listen to Parents so They Will Talk	83
11/5/08	Communication Development in Young Children	46
2/10/09	Behavior: Signs, Supports, & Strategies	92
3/10/09	Early Childhood Mental Health	30
4/21/09	Helping Children with Autism Participate in the Community	52
5/5/09	Careful, That's Hot!	30
6/10/09	RCOC & Special Education Services	77
9/15/09	Seizure Recognition & First Aide	43

Cross-Site Data

- **Decision-making**
- **Program development**
- **Research questions**

Cross-site comparison: How much and **who** calls *Help Me Grow*?

State-wide since 2002

2007	2008	2009
3,034	3,282	2,985

County-wide since 2007

2007	2008	2009*
464	1,298	1,745

CALLERS	2007	2008	2009
Parent/ Guardian	63%	69%	73%
Health Care Provider	11%	13%	12%
All Others	26%	18%	15%

CALLERS	2007	2008	2009
Parent/ Guardian	95%	97%	96%
All others	(5%	3%	4%

SITE 1: Presenting Issues – Service Sectors, 2008-2009

<u>Call “Type” and issues</u>	a. Birth to Three (N=724)	b. CYSHCN (N=82)	c. Preschool Special Education (N=308)	d. Concerns w/No Identified Delay (N=842)	e. Identified Delay & Other Concerns (N=992)
Adaptive	0%	0%	0%	1%	0.3%
Basic needs	0%	0%	0%	10%	14%
Behavioral/social emotional/mental health	0%	0%	0%	14%	7%
Education concerns	0%	0%	0%	18%	18%
Evaluation needs	0%	0%	97%	0%	16%
Family issues	0%	0%	0%	18%	5%
(B-3) Follow-up	3%	0%	0%	0%	30%
Development issues	0%	0%	0%	37%	39%
General information	98%	13%	60%	4%	34%
Health/disability	0%	0%	0%	14%	38%
Specialty services	0%	94%	0%	0%	46%
Socialization/recreation	0%	0%	0%	11%	11%

SITE 2: Presenting Issues, 2007-2009

Presenting Issues	2007	2008	2009
Behavioral	27%	20%	15%
Communication	22%	17%	17%
Social-Emotional	6%	10%	14%
Parenting Support	8%	15%	11%
Childcare	3%	9%	11%
Education Concerns	6%	9%	7%
General Develop	5%	6%	6%
Diagnosis	6%	7%	5%
Other	10%	3%	6%
Basic Needs	4%	3%	3%
Health	3%	3%	3%
Mental Health	3%	4%	3%
Health Insurance	-	1%	2%
Parenting Issues	1%	1%	2%
Motor	2%	2%	1%
Adaptive	2%	2%	.5%
Hearing	.2%	.8%	.3%
Vision	.4%	.2%	.1%
Cognitive	-	.2%	.1%
Living Conditions	-	.2%	.1%
Family Issues	1%	.1%	-

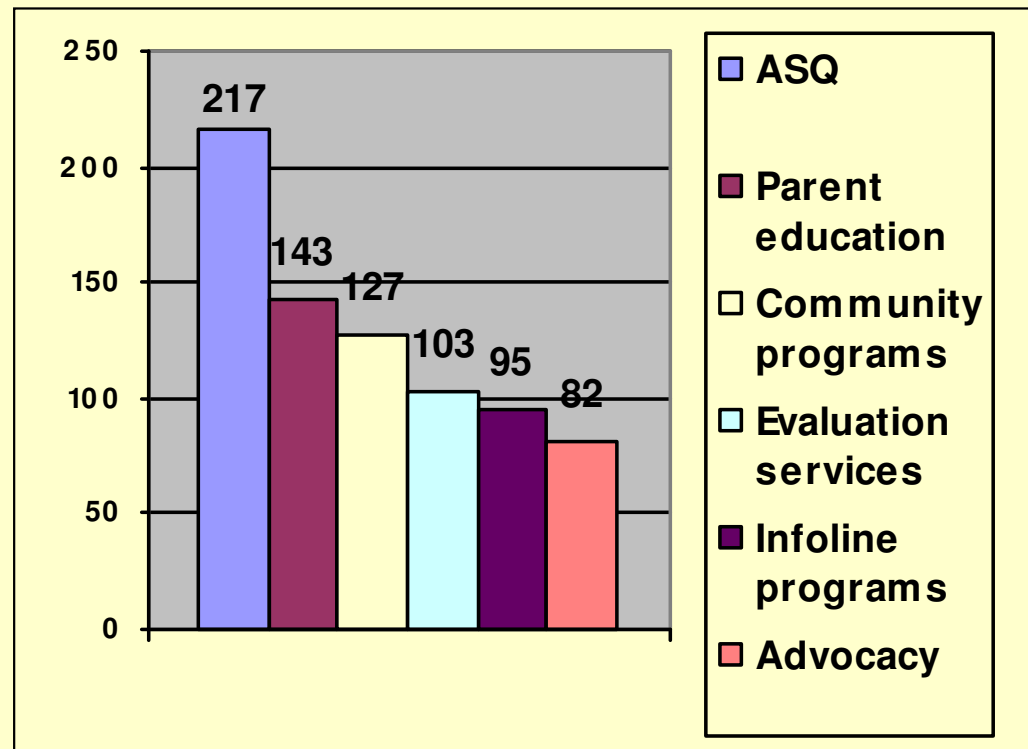
- Where will your call center be?
- Will your team build on a call center that is already in place?
- Will it be a collaborative effort across services?
- Will the funding come from multiple sources?
- How will it be sustainable?

Cross-site comparison: How Well are we doing? - - Statewide

Six Highest Number of Referrals to Service Programs (all callers), 2007-2009

Service Programs	2006-2007	2007-2008	2008-2009
Special Education Services (Evaluation)	573	530	463
Ages & Stages Monitoring Program	290	370	523
211 Infoline programs	352	573	306
Disability related	338	513	618
Parenting education	209	270	195
CYSHCN services	127	316	688

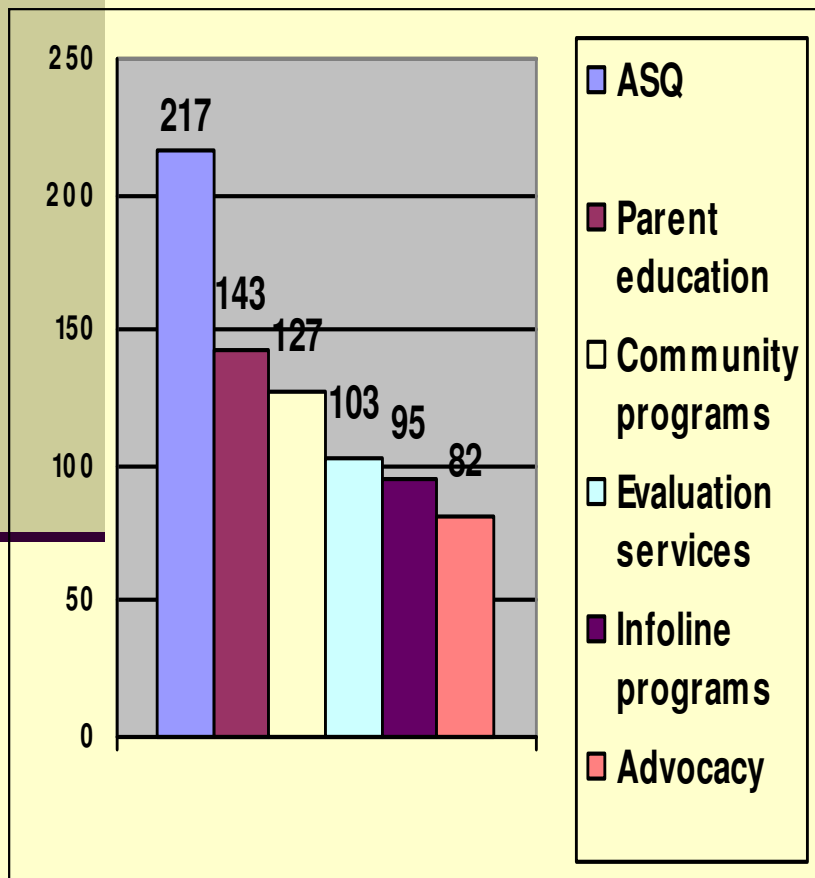
Six Highest Number of Referrals for Children Who Have Developmental or Behavioral Problems But Do Not Have Identified Delay.



Cross-site comparison: How Well are we doing? - - Statewide vs. Countywide

Statewide: Six Highest Number of Referrals- No Identified Delay.

County-wide System: Six highest Number of Referrals – All Callers



Referrals for Services for Each Program Year			
REFERRAL FOR SERVICES	2007	2008	2009*
Parent Support & Education Programs	431 (31%)	1323 (28%)	670 (25%)
Community Based Human Service	194 (14%)	696 (15%)	164 (6%)
Early Literacy Program	36 (3%)	349 (7%)	295 (11%)
Recreation Activities	71 (5%)	341 (7%)	207 (8%)
Behavioral/Mental Health Service	118 (8%)	253 (5%)	195 (7%)
Childcare Program	20 (1%)	192 (4%)	169 (6%)

A Case Example

- 2002: Parent HelpLine Services, initiated by United Way of Lane County's Success By 6
- January 2009: *Help Me Grow* TA awarded to Oregon, focusing on 2 counties (Multnomah and Lane), partnership between United Way of Lane County and Oregon Pediatric Society, Screening Tools and Referral Training (START) program
- July 2011: Parent HelpLine expanded service to Multnomah County with Project LAUNCH funds. Obtained access to **statewide Refer data base** via 211info.
- May-July 2011: Improved data base functionality following national forum: added sub-categories to higher level issues. Sharing database platform for **statewide client tracking** with 211info— has a built-in reminder for follow-up

Data and Reliability

- Standardization of data collection: categories and subcategories
- Train front-line staff on data collection (i.e., coding manual – description of all items)
- Train front-line staff on **purpose** of data collection and analyses
- Monthly meetings with program staff to review data collection, coding, and review case examples

There is still much to learn: Using data for Continuous Quality Improvement

- When, how, and where to increase outreach activities?
- Who makes the phone call? What does this mean in terms of training and outreach?
- When does program locale make the difference?

There is still much to learn: Thoughts on Program Development and Research

- Should pediatricians be trained to tell *all* parents (universal) to call *Help Me Grow* if/when they have questions?
- Should intake process include *family* screening component?
- How persistent should care coordinators be with follow up? How many phone calls are needed?
- How many families follow up on pediatrician recommendation (prescription) to call *Help Me Grow*?
- What are our penetration rates? How do we measure outcomes of outreach activities?
- In what ways does *Help Me Grow* benefit community service providers?
- Exploring cost-benefit analysis

Web-base system and Common Indicators: Advocacy, monitor, share lessons, more learning

- Enable states to build their data systems accordingly
- Can pull data to share with key stakeholders
- Contribute to national dialogue on promoting early detection and intervention and the role of *HMG*
- Learn how system data are similar or different to national aggregate
- Has flexibility to add indicators beyond common set
- Enables National Center to advocate on behalf of the national network
- Positions National Center and affiliated states as leaders

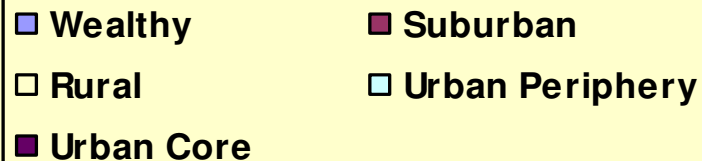
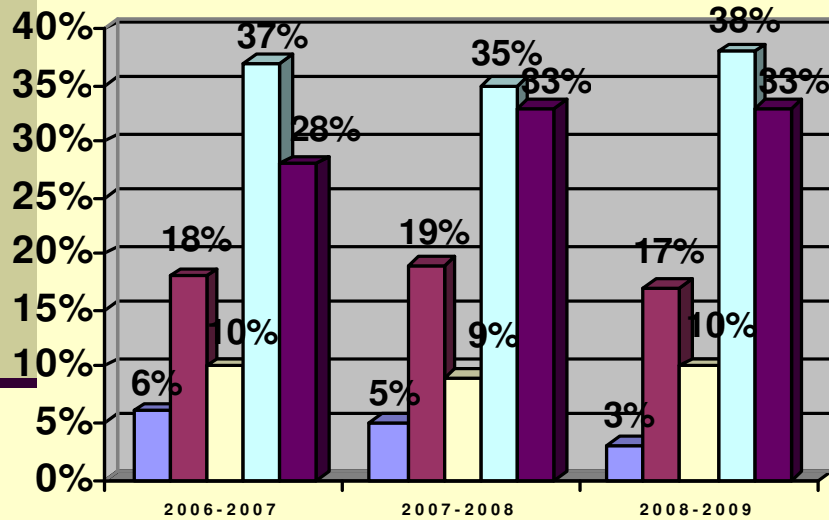
Common Indicators: What are our key messages?

- How many people are calling?
- Who calls?
- Are we reaching our target population?
- What are the top reasons why families call?
- What is the demographic makeup of children and families?
- What is the percentage of families who are connected to services?
- Where are the gaps and barriers to services?
- What is the percent change in referrals to community-based services?
- What is the number of children participating in developmental screening?
- Benefits for/satisfaction of health care and other providers

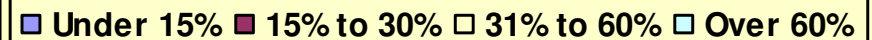
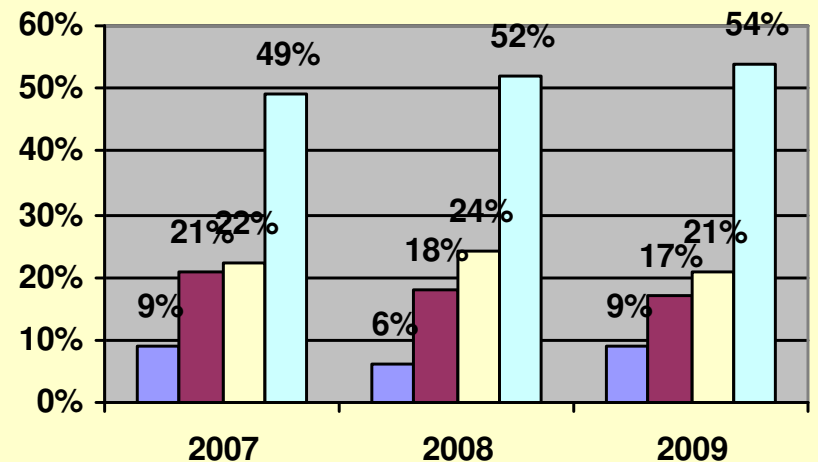
Common Indicators: Are we reaching our target population?

PROXIES FOR POVERTY

Where the Families Live
Wealthy, Suburban, Rural, Urban
Periphery, Urban Core

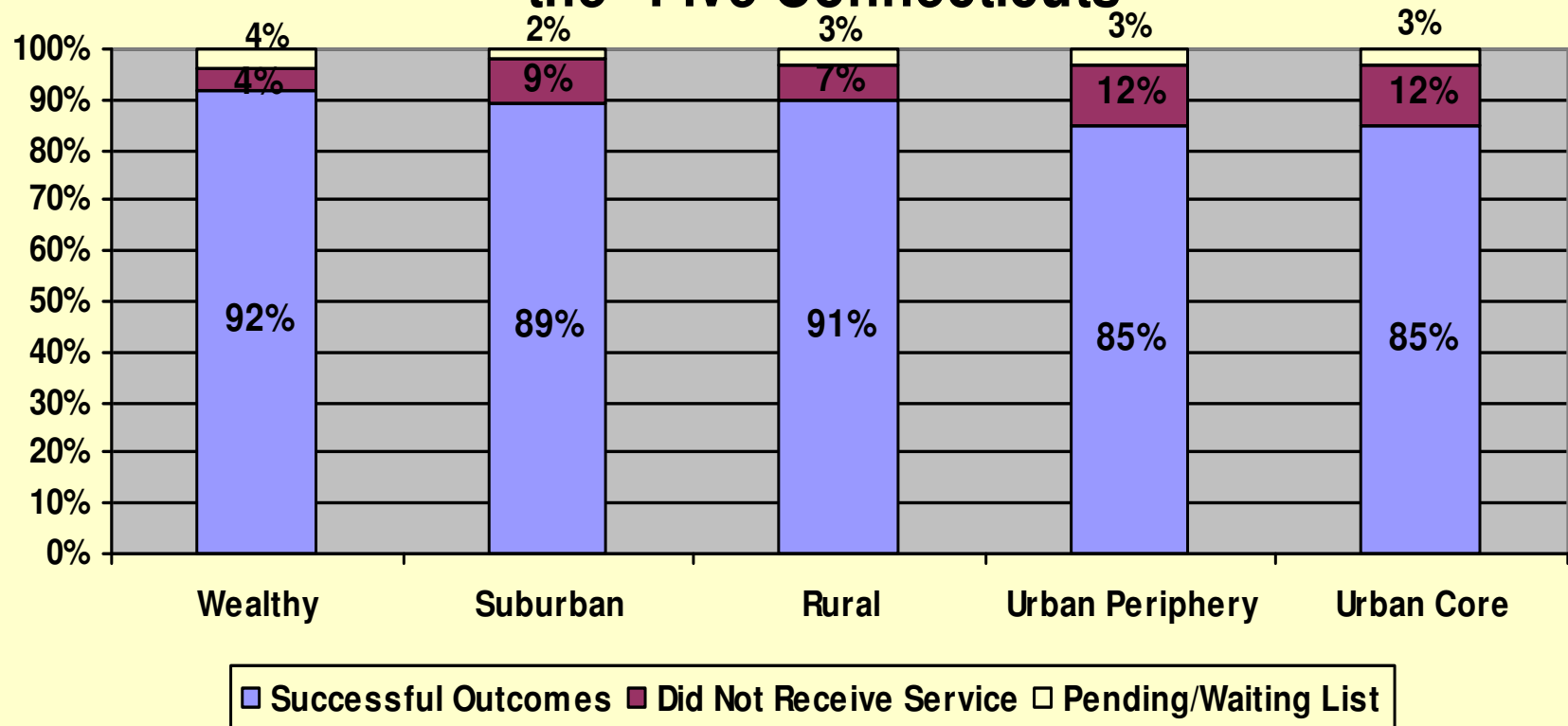


% of Families Residing in School
Districts Grouped by % of Children
Receiving Free/Reduced Lunch



Common Indicators: Where are there gaps and barriers?

Comparison of Outcomes between the "Five Connecticut's"



Embedding Program Models: *Help Me Grow* & *Application of Protective Factors Approach*

- **Strengthening Families approach:**

- National Model
- Resilience-based
- Reduce the likelihood of child abuse and neglect
- Identification of five Protective Factors

- **Five Protective Factors:**

- *Parental Resilience*
- *Social Connections*
- *Knowledge of Parenting and Child Development*
- *Concrete Support in Times of Need*
- *Child Social and Emotional Competence*

Study: Evaluate impact of *Help Me Grow* on family circumstances.

Look for indicators that the *HMG* system is

- 1) Enhancing protective factors (processes/mechanisms for creating change),
- 2) Facilitating successful negotiation of (or coping with) risk situations (outcomes), and thereby
- 3) Increasing the likelihood of optimal child health and development (impact).

Family Interview: As a result of my call to CDI and the information and services I received...

- A. I have a better understanding of my child's development.
- B. I am able to better understand and meet my child's needs.
- C. I have a better understanding of services for me and my child.
- D. I am able to access services if I need it.
- E. There are people who can provide me with assistance when I need it.
- F. I have people I can talk to for advice and emotional support.
- G. There is improvement in my family's day-to-day circumstances.
- H. My relationship with my child has improved.
- I. My child's behavior has improved (e.g., mood, attitude, play, relationships with other children).
- J. I feel like I can handle things better.

THANK YOU!

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