




Syracuse University

Office of Professional
Research and Development

HELP ME GROW FINAL REPORT

CROSSWALK FINAL RECOMMENDATIONS

EARLY CHILDHOOD ALLIANCE
JUNE 2018





**HELP ME GROW
EARLY CHILDHOOD ALLIANCE**

A RESEARCH AND EVALUATION PROJECT OF
THE OFFICE OF PROFESSIONAL RESEARCH & DEVELOPMENT
SCHOOL OF EDUCATION AT SYRACUSE UNIVERSITY

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The Early Childhood Alliance (ECA) commissioned the Office of Professional Research and Development (OPRD) to assist in the planning for the launch of Help Me Grow (HMG) in Onondaga County. The new initiative is an important illustration of ECA's Theory of Change put into action, adding one more piece to the puzzle of assuring that "all children in Onondaga County are Healthy, Thriving, and Ready to Succeed in school." The intent of Help Me Grow is to implement a systems approach to aligning and referring services that focus on early childhood development. Most particularly, it identifies children with developmental delays and provides linkages to intervention services and supports to overcome those delays in the first five years of life.

ECA knows that with the 2-1-1 infrastructure wed to the Help Me Grow model, there is great potential for providing families with sound information and effective service navigation. Before this can happen gaps must be understood between current services and their links to families, and what might be realized through a more dynamic and cooperative system of developmental screening. Understanding the gap between what is and what might be will help ECA considerably in shaping a better system. To gain these understandings, the Group worked closely with the Comprehensive Developmental Screening Committee co-chairs, the Director of the ECA, and the 2-1-1 staff at CONTACT Community Services to produce four products to support the planning phase. Previously submitted to the Committee:

1. **Stage 1: Swim Lane Diagram** of existing screening and referral processes developed by the Group and modeled after the *New York State Council of Children and Families* and *HMG WNY* models.
2. **Stage 2: Service Map** resulting from the assessment of the volume of available early childhood needs based services and supports.

The following report includes the following (2) products:

3. **Stage 3: Crosswalk** between findings in the service mapping and the existing services in the 2-1-1 System; and recommendations for modification of the current 2-1-1 system.
4. **Stage 4: Final Recommendations** for the Help Me Grow rollout as well as considerations for continued study of community needs-to-services alignment and for sustainability of the model.

Purpose and Possibilities

The 2-1-1 system was established in 2000 by the Federal Communications Commission as a three digit, easy to remember phone number that would connect individuals in need with appropriate community-based and government agencies. It is a free and confidential service that links individuals with services such as basic needs (shelter, food, clothing), disaster response and recovery, mental health and health resources (counseling, alcohol and drug recovery programs), employment support (job training, transportation support), services for individuals with disabilities (respite care, home health care, adult day programs) and children, youth and family support (childcare, recreation programs, protective services). While the service is telephone based, the majority of local 2-1-1 call centers have a website where individuals can search for applicable community resources.

The majority of Help Me Grow (HMG) programs utilize their local 2-1-1 system as a centralized access point for the community to connect with a Help Me Grow Care Coordinator. Therefore, the evaluation team searched 2-1-1 sites of Help Me Grow affiliates to see how each city/county/region bridged the resources found on 2-1-1 and the Help Me Grow program. The results were as varied as the number of sites examined.

Help Me Grow affiliates often utilize their local 2-1-1 system to share available resources in the community with caregivers. This can be as simple as a pdf “phone book listing” of available services as the state of [Minnesota](#) or a more robust indexed “menu” of services as seen in [Contra Costa, California](#). Many Help Me Grow 2-1-1 affiliate sites remain unaltered, and have a link from the 2-1-1 site to the Help Me Grow site, as seen in [Western New York](#). A 2-1-1 site may also advertise an upcoming event for a local HMG, like this one for [Brevard County, Florida](#).

Core Purpose - Making a Connection

Critical to creating a Crosswalk is to begin by defining the core purpose, who is the audience and what is the goal? Crucial to HMG success are the personal formal connections between parent/caregivers and the HMG Care Coordinator. These connections cannot be made through web browsing alone, but rely on a parent/caregiver submitting a request for screening or calling the 2-1-1 hotline. Therefore, it is most desirable that as many parents/caregivers as possible call 2-1-1 to seek services rather than search the web independently. Consequently, a crucial function of a 2-1-1 or Help Me Grow website is to inform, to educate and when appropriate, provide support. An excellent example of how HMG Onondaga might go about promoting a connection with families can be found at [HMG Delaware](#). The sidebar is relatable, projects a friendly tone, and a relational answer. Regardless of what the caregiver’s question may be, there is a sense of confidence that the person on the other side of 2-1-1 will be able to help. Once the call is received, the Care Coordinator can then direct the conversation using *motivational interview techniques* to ask questions regarding child development and screening. The relationship can be established and follow-up can now occur.

To Educate and Inform

The most robust Help Me Grow and/or 2-1-1 sites go beyond providing a definition of what Help Me Grow is and provide links to additional resources that educate parents/caregivers regarding the importance of child development and developmental screening. The following are examples of links that multiple Help Me Grow websites share with parents/caregivers. Additional research would need to occur regarding whether permission is needed to link to specific outside sites/resources.

- [Milestone Quiz](#)
- [Why should I refer a child?](#)
- [When should I refer a child?](#)
- [How do I refer a child?](#) Specific links are provided for parents, healthcare providers and friends and family.
- [Monitoring development at home](#)
- [Screening passport](#)
- [Well-visit planner](#)
- Several sites link to the [Zero to Three](#) website or to a specific video
- Promote other initiatives currently funded in Onondaga County (Example: ECA Onondaga and the Talking is Teaching initiative).

Provider Support

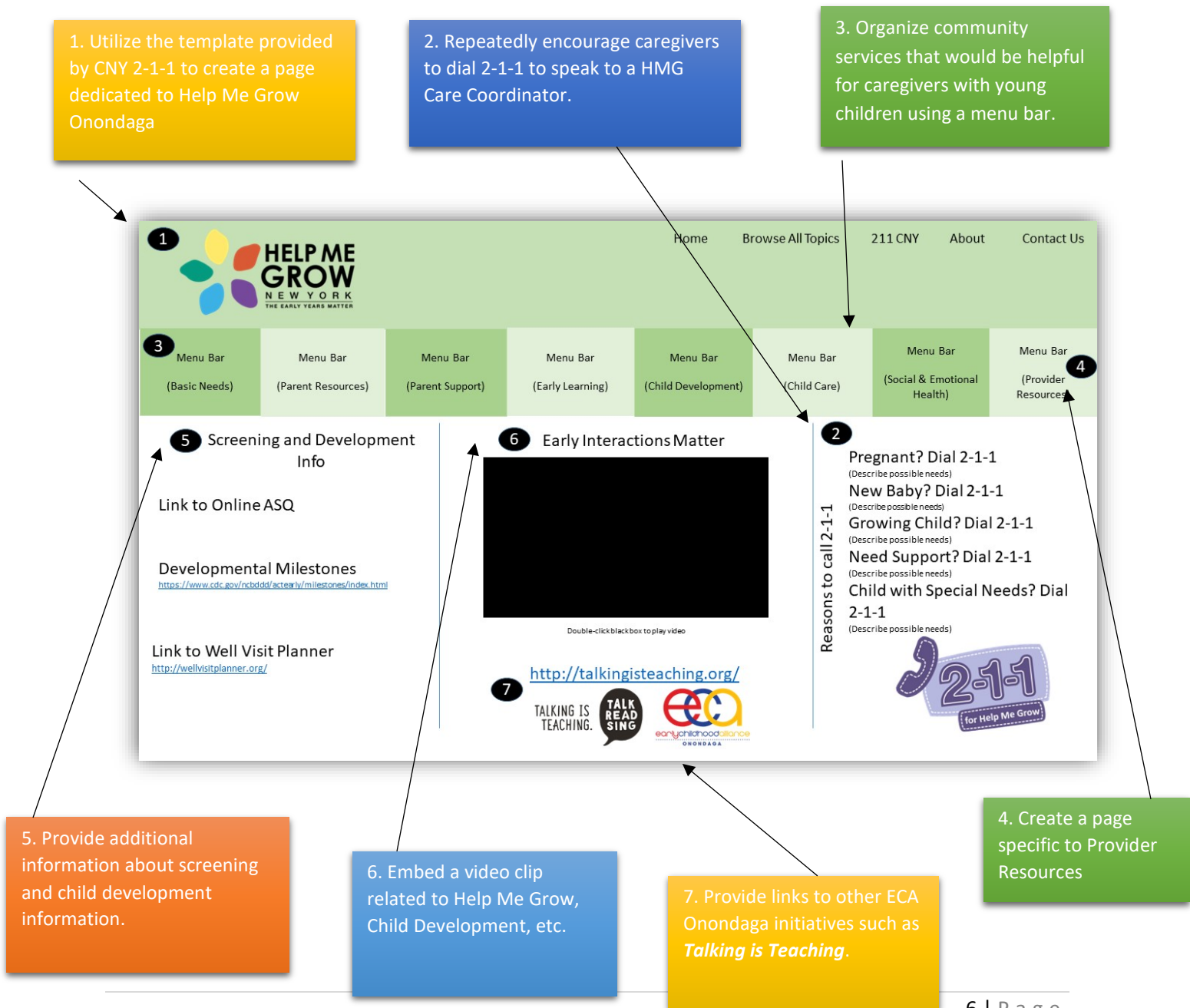
In addition to providing resources and links for parents/caregivers, the Help Me Grow and/or 2-1-1 sites also provide resources for health care providers. The “Provider” pages of the website did not provide community resources that could be helpful to a patient. Rather, similar to the parent/caregiver pages, it promoted the reasons to have a parent/caregiver call 2-1-1. Standard resources included on the provider page is a link to the [HMG Referral Form](#) and information on how to attend a presentation about Help Me Grow or order materials to advertise HMG in a medical office. HMG Delaware also provided a detailed explanation of how the HMG process works in a [HMG flow chart](#) that is included in Appendix A. Additionally, HMG Minnesota included videos and quizzes to help prepare a provider on how to have a conversation about potential developmental delays with a parent/caregiver ([Provider Training Resources](#)).

Visualizing the Crosswalk

In addition to this report, the evaluation team developed a PowerPoint version of what a potential website could look like utilizing the 2-1-1 CNY template as seen on the CNY Disability page. The images below provide a snapshot of what is included on the PowerPoint presentation. Please note that web links within **Figure 1** cannot be accessed from this word document.

The following image illustrates what the HMG Onondaga Homepage might look like on 2-1-1 CNY. Images representing related links are found in Appendix B.

Figure 1. Help Me Grow Home Page



Based on the research, interviews, webinars, review of HMG resources and affiliates HMG sites nationwide, the evaluation team offers the following recommendations for taking the first steps in establishing a crosswalk connecting community needs and existing resources.

- ✚ **Focus:** Establish HMG Webpage with 2-1-1 The Office of Professional Research and Development (OPRD) at Syracuse University recommends a Help Me Grow web presence begins by establishing a webpage on [211 CNY](#) which will act as a crosswalk between Help Me Grow and available community resources. This website is already well established and HMG-Onondaga will benefit from the web traffic the existing website is currently generating. In addition, 211 CNY is willing and able to work with HMG-Onondaga to create a webpage similar to the [211 CNY Disability](#) page. The webpage will need to be built within the template confines determined by 211 CNY. When comparing the needs of HMG Onondaga to the 211 CNY Disability page, the template appears to be one that is well-suited to promote HMG-Onondaga.

- ✚ **Emphasis on Priorities:** When considering how to design the webpage, the purpose must be of central focus. While the webpage may provide a search bar for community services and links to outside information, the ultimate goal is to educate families and encourage them to connect with the HMG Care Coordinator to establish an ongoing relationship and follow-up. HMG sites nationwide use every opportunity to remind caregivers to “Dial 2-1-1”. Once the call is received, the HMG Care Coordinator can differentiate the needs of the caller as well as use a *motivational interview technique* to include questions about child development and screening. No significant Help Me Grow connection can be made unless the individual dials 2-1-1. OPRD recommends using an approach similar to [Help Me Grow Delaware](#) that provides several scenarios that would warrant a parent/caregiver to dial 2-1-1. Offering possible feelings will begin to cultivate a message that questions are normal, and HMG is here to help.

- ✚ **Tone:** After visiting numerous websites representing HMG programs across the country, the evaluation team noted that some websites evoked positive emotions while others fell flat. Addressing concerns about a child’s development can be fear inducing and elicit feelings that there is something “wrong” with the child, or the parent did something “bad” to cause a developmental delay. Of course, these emotions are not true. However, the evaluation team recommends ECA-Onondaga consider the tone of the website that is developed. Sophisticated HMG sites paid particular attention to details such as color, font, and images used to create a welcoming online environment. Additionally, these sites sought to normalize the questions parents may feel about development by projecting the message that questions are common, and that the Care Coordinator at the other end of 2-1-1 can help. Sites also projected a message that Help Me Grow is relational, there is a real person on the other end of the line who wants to help, not a robot. Finally, sophisticated HMG sites sought to normalize developmental screening. In other words, explain that all children should be screened routinely, not only

children who may exhibit potential delays. The evaluation team recommends the following websites when considering tone: [Alameda Kids](#), and [Help Me Grow Delaware](#).

- ✚ Structure: Identify and Map: The following recommendations are targeted to inform the structure of the HMG Home Page within the 2-1-1 website. (Figure 1.)
- The evaluation team recommends using categories such as *Basic Needs*, *Parent Resources*, *Parent Support*, *Early Learning*, *Child Development*, *Child Care*, and *Social Emotional Health*. These categories emerged as common needs of parents utilizing 2-1-1 upon review of the Stage 2 Service Map and Contact Community Services and HMG WNY *Quick Lists* found in Appendix C and D.
 - Following the [211 CNY Disability](#) page template, each category would then list resources found under sub categories. Part III of this report, “Visualizing the Website,” provides possible sub-categories that may be useful to HMG Onondaga and align with the taxonomy provided by Contact Community Services.
 - The menu bar also provides space to include “Provider Resources”. Rather than link to services on 2-1-1, the Provider Resources would include details such as the purpose of Help Me Grow, how the program works, what participation is needed from healthcare providers and additional documents such as referral forms, links to the ASQ, and perhaps even videos or research articles that can provide greater depth of information.
 - The use of a menu bar as seen on 211 CNY Disability is similar to other Help Me Grow sites such as [Alameda Kids](#) and [Contra Costa Crisis Center](#).
 - The template provided by 211 CNY also provides available space that can be utilized for outside links. The robust HMG sites provide parents/caregivers with links to articles, videos, and screening resources that explain the importance of regular developmental screenings. Additional ideas and links to include in the space can be found in Part I above. In addition to text links to a video, HMG Onondaga may also want to embed a short video within the webpage. A video can provide pertinent information in a personal way, and by embedding the video, the webpage will not appear as text heavy.
 - The HMG webpage could also take advantage of the space to advertise other Early Childhood Alliance initiatives that support development such as *Talking is Teaching*. Providing a link to the ECA Onondaga website, or the national *Talking is Teaching* website is a great way support other local projects.
 - ECA Onondaga may wish to consider other partner initiatives aligned with HMG priorities that would enhance both the website and foster partnerships locally.

Note: HMGWNY maintains the HMG New York website. HMG Onondaga can be included on the NYS site at their convenience. The HMG NYS website is in the process of rebuilding the site to include HMG affiliates across the state. The newly formed HMG NYS Learning Community, sponsored by the Health Foundation for Western and Central New York, will facilitate development of the new website. Preliminary plans call for each participating region to contribute financially to the creation and upkeep of the site by a contract with a professional web master.

The following final recommendations are a result of the evaluation team’s findings through the entirety of the project including multiple interviews with HMG Western New York, HMG Long Island, CONTACT Community Services, and Physicians and Stakeholders. Additionally, the evaluation team reviewed the results from the Needs Assessment Survey and completed an extensive review of individual Help Me Grow websites as well as the Help Me Grow National website. Evaluation team members also participated in the Help Me Grow Technical Assistance webinar and New Affiliate Groups webinar. Each phase of the project, *Swim Lane*, *Service Mapping* and *Crosswalk* inform the following final recommendations.

- ✚ **Help Me Grow as a System** As a Committee, take time to talk about what Help Me Grow as a system is and what it is not. As shared during the New Affiliate Partners Group Webinar on June 6, 2018, “Help Me Grow is a systems change model to leverage existing resources within communities to identify vulnerable children (Early Identification), link families to community based services (Resource and Referrals), and empower families to support their child’s healthy development (Intervention).” While the next stage will require work groups to wade further into the “nitty gritty,” the evaluation team encourages members to not lose sight of the bigger picture. Establishing accountability and expectations at the outset will aid in “nitty gritty” as well as “big picture” success.

- ✚ **Create Understanding** It may also be useful to come to some common understandings and common vocabulary moving forward. Observation of Early Childhood Alliance Committee meeting discussions indicate some lack of clarity around *gap assessment*. Gaps related to *service* and gaps in *knowledge/data* related to children served were often discussed concurrently leading to a potential for misunderstanding. As HMG begins to develop the work groups it may be worthwhile to explore felt gaps and explicitly identify targets for further study. The key function for all four work groups is to be *incubators for implementation recommendations*.

- ✚ **Identify Priorities** Identify priorities for each of the four work groups. Have actionable/attainable goals with appropriate timelines attached. This will help guide the work of each group and ensure that momentum builds, rather than regresses, as the launch date for Help Me Grow Onondaga approaches. To ensure clear communication, ECA may wish to consider cross-pollinating work groups, i.e. having an individual serve on multiple work groups with the intent to share ideas between groups. Employing outside evaluation during this phase of development and implementation may support ongoing reflection, refinement, and alignment to achieve program goals and outcomes. The following recommendations are delineated by work group category.

Family and Community Outreach

- Have a clear, unified message to explain Help Me Grow to various community members and stakeholders. While marketing ideas and examples are available on the HMG National website, HMG-Onondaga may wish to customize materials specific to Central New York.
- Review current partnerships and determine whether anyone is missing from the table. Pay particular attention to sectors or specific positions that are not represented. For example, if only middle level managers are at the table, they may not have the authority to make particular decisions for the company/organization he/she represents. Therefore, it is necessary to ensure partnership buy-in has occurred at the executive level as well. Creating a document that outlines partner expectations so that each partner understands their role and responsibility as a partner can be very helpful in cultivating clear communication.
- HMG - Onondaga may want to consider including parents as a partner. Parents can provide a valuable perspective that is often lacking in community programs. However, to include parents that truly represent the community HMG is striving to serve will take forethought and planning to ensure full participation. As resources, HMG-Onondaga may wish to view *Partnering with LAUNCH* and *Strengthening and Engaging Families*, which are available through helpmegrownational.org.

Child Health Provider Outreach

- Both when forming the work group and preparing outreach presentations, consider who is and isn't at the table. Pediatricians, Family Practice Physicians, private and public health care workers may have differing perspectives and needs, but their goal is likely the same – to provide the best care possible to their patients.
 - Seek to include stakeholders in this work group from a variety of health provider backgrounds to ensure multiple perspectives are included at the planning stage.
 - When planning presentations refer to [Why Pediatricians Should Love Help Me Grow](#), part of the Help Me Grow Affiliate Network. Many of the challenges addressed are not unique to pediatricians, but are most likely experienced by all Child Health Providers.
- Tapping into the expertise of Child Health Providers may provide HMG-Onondaga with valuable information regarding the target population. For example, including Child Health Providers in conversations surrounding gaps related to children vs gaps related to services will provide a unique perspective based upon experience in the field. This may be a topic when “cross pollinating” among work groups may be helpful. Also, collaborating with the Data Collection and Analysis group would seem very advantageous.
- Educate physician and staff about the importance of screening with a validated tool and Early Intervention referrals. Consider how materials provided to Child Health Providers may be similar or different from those provided to parents and/or community members.
- Identify a champion at physician offices to advocate for conducting developmental screens as part of well-child check-ups.


Data Collection and Analysis


- The Data Collection and Analysis work group plays a pivotal role in measuring and assessing HMG success. Use this time to research data collection methods including what, how and when to collect data as well as think through rules and regulations on using and sharing collected data.
- Continuous System Improvement efforts are guided by this work group; which is responsible for communicating strategic recommendations regarding implementation in an ongoing communication loop to the leadership.
- Review HMG National Resources and HMG affiliate reports and work with an outside evaluator to develop protocols for ongoing data collection.

Centralized Access Point

- The process of selecting a central access point requires due diligence. Identifying the access point, such as utilizing the local 2-1-1, is only the first step. Use technical assistance and tap into established HMG central access points to research lessons learned on how to form a positive relationship between the care coordinator and the call center, where to physically locate the care coordinator in relation to the call center, and how to navigate the needs of a caller vs the goals of Help Me Grow.
- Collaborating with the local 2-1-1 allows Help Me Grow affiliates to have a Centralized Access Point and provides a comprehensive resource list for the local community which it serves. However, it should be noted that 2-1-1 sites follow guidelines for content allowable on the system. Sometimes there are valuable resources in a community that may not be included on 2-1-1. When this occurs, it may be helpful to have a flow chart like the one included in *Building a Successful Resource Inventory: Going Beyond Updates and Additions*, which can be found on helpmegrownational.org.
- Use resources wisely. The success of the Centralized Access Point is often linked to the parent/caregiver's perception of whether or not his/her needs were met. Knowing and organizing the available resources will assist the Care Coordinator in successfully linking families with necessary resources. See Appendices E and F for examples of how to organize resources as provided by the Care Coordinator for HMG- Western New York.

The Evaluation Team would like to acknowledge the contributions of the following in providing their special knowledge and expertise throughout the HMG study. Without their gracious and forthright responses to our many questions, the final products would be far less useful to the leadership and community members directing this important ECA initiative.

 *Help Me Grow - WNY*

 *Help Me Grow - Long Island*

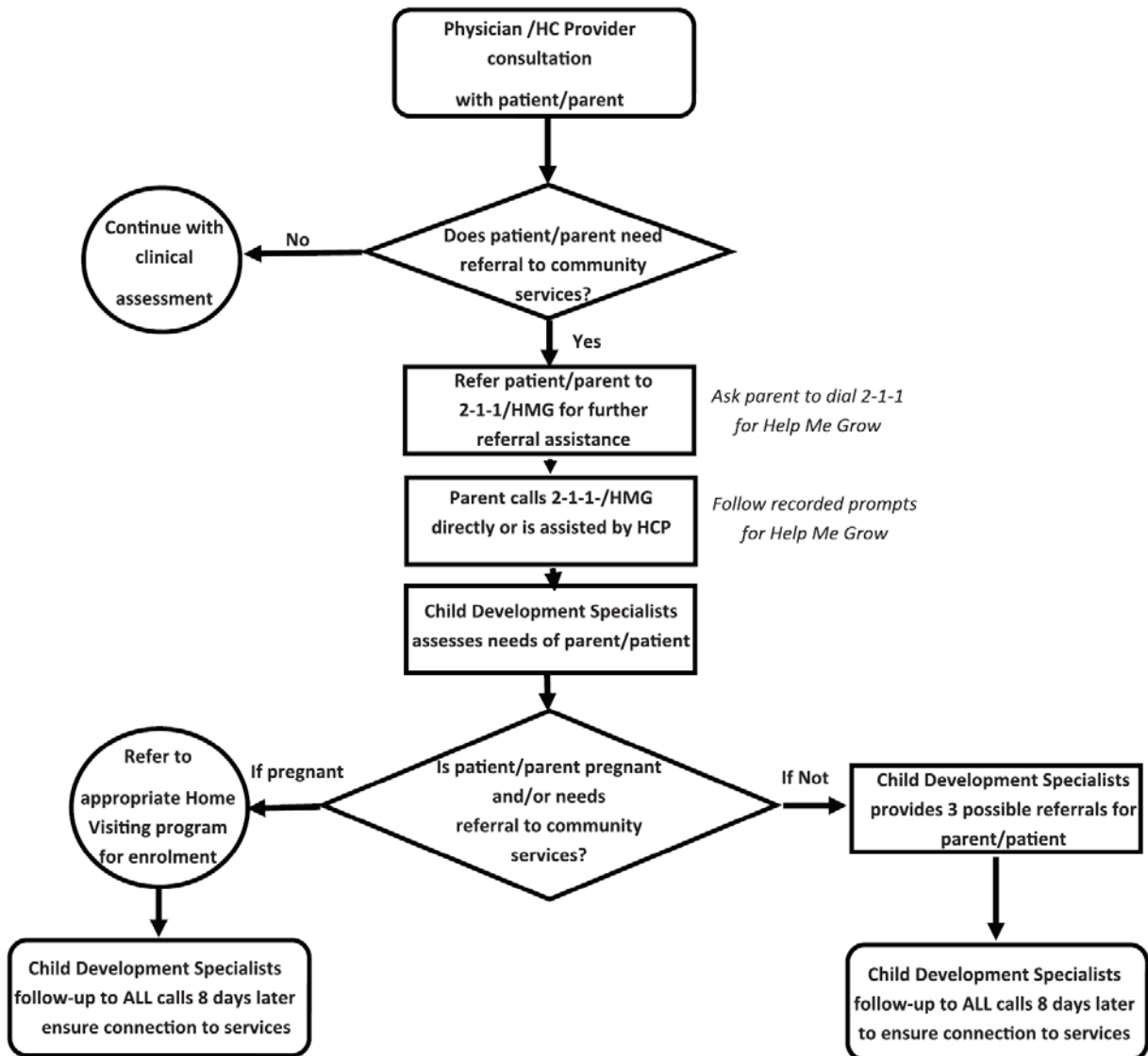
 *CONTACT Community Services*

...and all of the many professionals who took their time in providing valuable information and perspectives on service needs and options within our region.

APPENDICES

Appendix A: HMG Delaware’s Provider Flow Chart

HOW IT WORKS



<http://dethrives.com/wp-content/uploads/2013/03/5.19.16-HMG-physician-cheat-sheet-flowchart.pdf>

Appendix B: Visualizing the Crosswalk- Additional Images

The following images represent what a person might see when clicking on each item in the menu bar. The representation follows the CNY Disability page as a template and uses taxonomy consistent to 2-1-1.



← Popular Topics



Parent Support

Parent Support Groups

- Advocates, Inc
- ARC of Onondaga
- CNY Sensory Processing Disorder Parent Connections
- Families for Effective Autism Treatment of CNY
- Hope.Network
- It's All About Childhood and Family
- MOPS for Mothers of Preschoolers

Respite

- Access CNY
- ARISE Child and Family Services
- Catholic Charities
- Elmcrest Children's Center
- Exceptional Family Resources
- Liberty Resources
- Spaulding Support Services



← Popular Topics



Parent Resources

Parenting Classes

- Catholic Charities
- Children's Consortium
- Huntington Family Centers
- Refugee and Immigrant Self-Empowerment (RISE)
- Syracuse Northeast Community Center
- Syracuse Housing Authority
- SUNY Upstate Medical University

Home Visits

- Catholic Charities
- Huntington Family Centers

Child Visitation

- Children's Consortium
- Huntington Family Centers
- Salvation Army of Onondaga County

Holiday Gifts

- Baldwinsville Volunteer Center
- Salvation Army of Onondaga County, Brady Faith Center



← Popular Topics



Early Learning

Head Start/Early Head Start

Peace, Inc
Salvation Army of Onondaga County

Early Intervention

ARISE Child and Family Services
Hear 2 Learn
Liberty Resources
Little Lukes
Syracuse University Center on Human Policy

Special Education

ARC of Onondaga
ARISE Child and Family Services
Elmcrest Children's Center
LAUNCH
Little Lukes
Syracuse University (Psychoeducational Teaching Laboratory)
Syracuse University Center on Human Policy
Whole Me

Preschools

Community Preschools
Inclusive Preschools
Montessori Preschools
Parochial Preschools
Public Preschools



← Popular Topics



Child Development

Developmental Assessment

Kelberman Center
Onondaga County Health Department
SUNY Upstate Medical University (Center for Development, Behavior, and Genetics)
SUNY Upstate Medical University (Margaret L. Williams Developmental Evaluation Center)

Early Intervention

ARISE Child and Family Services
Hear 2 Learn
Liberty Resources
Little Lukes
Syracuse University Center on Human Policy

Special Education

ARC of Onondaga
ARISE Child and Family Services
Elmcrest Children's Center
LAUNCH
Little Lukes
Syracuse University (Psychoeducational Teaching Laboratory)
Syracuse University Center on Human Policy
Whole Me

Literacy

Children's Consortium
Gigi's Playhouse
Le Moyne College
Onondaga County Public Library
Partners in Learning



← Popular Topics



Child Care

Respite

- Access CNY
- ARISE Child and Family Services
- Catholic Charities
- Elmcrest Children's Center
- Exceptional Family Resources
- Liberty Resources
- Spaulding Support Services

Child Care

- Child Care Solutions
- Onondaga County Department of Social Services



← Popular Topics



Social & Emotional Health

Children's Mental Health

- ARISE Child and Family Services
- Hutchings Psychiatric Center
- It's About Childhood and Family
- Liberty Resources
- St. Joseph's Community Health Center
- SUNY Upstate Medical University
- Syracuse Community Health Center

Health/Medical Care

- Miracle Flights
- Onondaga County Health Department
- SUNY Upstate Medical University

Child Abuse

- Elmcrest Children's Center
- McMahon/Ryan Child Advocacy Center
- Onondaga County Department of Children and Family Services
- Spanish Action League of Onondaga County
- Vera House



← Popular Topics



Provider Resources

How Help Me Grow Works

<http://dethnives.com/wp-content/uploads/2013/09/1518-HMG-physician-cheatsheet/flowchart.pdf>

Help Me Grow Referral Form

<http://www.tirafoco.org/wp-content/uploads/2017/08/Help-Me-Grow-Provider-Referral-Form-v-3-2-16.pdf>

Review CDC Milestones

<https://www.cdc.gov/nchs/actearly/milestones/milestones-in-action.htm>

Resources to Prepare for Difficult Conversations

<http://helomegrowm.org/HMG/HelpfuRes/ResourceProf/index.htm>

Link to ASQ

<http://aasandmaka.com/products-services/asq2/>

Appendix C: CNY Quick List Developed by Contact Community Services

Basic Needs

New Hope Family Services

Formula, diapers, baby clothing, baby furniture/accessories

315-437-8300

Catholic Charities – Child Passenger Safety Program

Free car seats for income eligible families, based on availability

315-424-1800

Catholic Charities – Infant Basic Needs

Diapers and formula

315-475-3807

SNAP

315-435-2526

Nutrition Outreach and Education Program (NOEP)

Free pre-screening for SNAP

315-437-1899 x224

Onondaga County Health Department – WIC Program

315-435-3304

Food Pantries

Search by zip code

Counseling Services

General counseling and psychiatry, search by zip code and insurance

ACCESS Team

Assessment and referral for children with emotional and behavioral challenges

315-463-1100

Parenting/Child Care Classes

Onondaga County Health Department – Healthy Families

Services for infants, children, new moms, and parents – home visits, parenting and child development education, information and referral

315-435-2000

Family Tapestry
Support for parents of children with mental and developmental disorders
315-559-2174

Huntington Family Centers – Family Support Network
Support and home visitation for pregnant/parenting adults
315-476-3157

Special Education Services

Syracuse University Parent Advocacy Center
Information, resources, and strategies to navigate the special education system
315-443-4336

Elmcrest Children’s Center – Special Preschool Integration for Children’s Education
Integrated preschool special education services
315-446-3220

ARISE Child and Family Services – Education Advocacy
Support for students with disabilities and their parents to obtain necessary accommodations in school
315-671-2926

Child Development Services

Onondaga County Health Department – Special Children’s Services
Evaluations, education, and therapy for children up to 5 with a developmental delay or disability
315-435-3230

Margaret L Williams Developmental Evaluation Center
Occupational, physical, speech, and language therapy services for children up to 7 years old
315-472-4404

PEACE, Inc – Head Start/ Early Head Start
315-470-3346

Mid-State Early Childhood Direction Center
Consultation, mentoring, and support for inclusion of children with special needs in community-based programs
315-443-4444

Child Care

Child Care Solutions
Referrals to child care programs and information on child care financial aid
315-446-1220

New Parent Assistance

Children’s Consortium – Baby Beginnings
Support for parents of newborn children through 3 years
315-471-8331

Huntington Family Centers – Young Parents Program
Parenting program for adolescents ages 13-21 who are pregnant and parenting
315-476-3157

SUNY Upstate Best Beginnings Childbirth and New Family Classes
Classes for new and expectant mothers, caregivers, and family members
315-464-2756

Child Abuse Services

Child Protective Services
Business Line: 315-435-2884
24/7 Local Reporting Hotline: 315-422-9701
24/7 NYS Reporting Hotline: 1-800-342-3720

McMahon/Ryan Child Advocacy Center
Child advocacy, community education, professional training, and community resources on child abuse, neglect, and child abuse reporting
315-701-2985


Elmcrest Children’s Center – Specialized Sexual Abuse Services
Clinical assessment and treatment for youth with a history of committing or being a victim of sexually harmful acts
315-446-6250 x236

Appendix D: Western New York Quick List

2-1-1 Service Code Quick List


Baby Furniture
Child Abuse Counseling
Child and Adolescent Psychiatry
Child Care Provider Referrals
Child Development Classes
Child Passenger Safety Education
Child Passenger Safety Seats
Children's Clothing
Children's In Home Respite Care
Children's Protective Services
Child Sexual Abuse Counseling
Co-Parenting Workshops
Counseling for Children Affected by Domestic Violence
Court Ordered Parenting Programs
Developmental Screening
Diapers
Disability Related Parenting Programs
Early Head Start
Early Identification Programs
Early Intervention for Children with Disabilities/Delays
Early Intervention for Mental Illness
Early Literacy Development Programs
Family Literacy Programs
Family Support Centers/Outreach
Food Pantries
Food Stamps/SNQP
Formula/Baby Food
General Expectant/New Parent Assistance Programs
Head Start
Holiday Gifts/Toys
Home Based Parenting Education
Inclusion Support
Infant and Early Childhood Mental Health
Parent Child Interactive Therapy
Parent Counseling
Parent/Family Involvement in Education
Parenting Helplines
Parenting Skills Classes
Perinatal/Postpartum Depression Counseling
Prenatal/Postnatal Home Visitation Programs
Special Education Advocacy
Special Education Assessment
Special Education Classes/Centers
Teen Expectant/New Parent Assistance
WIC

Appendix E: Sample Referral & Service Coordination Protocols 30 Mo. +

		30 Mo.+ Sample Referral & Service Coordination Protocols							
FOR CHILDREN 30 MONTHS + 1 DAY THROUGH 72 MONTHS (60 MOS FOR ASQ-3)								ACTION/S WITH SERVICE PROVIDERS:	
ASQ-3 SCREENING CONCERN-DOMAIN	1st Action	Suggest ASQ-SE2 if not done	Refer to School District CSE	Record for ECDC	Suggest Follow-up w/Health Care Provider	GIVE INFO ABOUT Agency 1	WARM HANDOFF-Agency 1	GIVE INFO ABOUT Agency 2	WARM HANDOFF-Agency 2
Communications only	Re-screen in 2 months	Yes	No	No	Yes	Buffalo Hearing & Speech	Not Yet	Not Yet	Not Yet
Fine Motor only	Re-screen in 2 months	No	No	No	Yes	PEDS-ECMC	Yes	Not Yet	Not Yet
Gross Motor only	Re-screen in 2 months	No	No	No	Yes	PEDS-ECMC	Yes	Not Yet	Not Yet
Problem Solving only	Re-screen in 2 months	No	No	No	Yes	PEDS-ECMC	Yes	Not Yet	Not Yet
Personal-Social only	Re-screen in 2 months	Yes	No	No	Yes	Buffalo Hearing & Speech	Not Yet	Not Yet	Not Yet
Both Communications & Personal-Social, but no other	Review screening; if still atypical, refer to CSE	Yes	Yes	Yes	Yes	Buffalo Hearing & Speech	Not Yet	EPIC	Not Yet
Two or more of the above (not just Communications or Personal-Social)	Review screening; if still atypical, refer to CSE	No	Yes	Yes	Yes	PEDS-ECMC	Yes	EPIC	Not Yet
ASQ-SE2 ABOVE CUTOFF	1st Action	Suggest ASQ-SE2 if not done	Refer to School District CSE	Record for ECDC	Suggest Follow-up w/Health Care Provider	GIVE INFO ABOUT Agency 1	WARM HANDOFF-Agency 1	GIVE INFO ABOUT Agency 2	WARM HANDOFF-Agency 2
Atypical SE-2 Score	Review screening; if still atypical, refer to CSE	---	Yes	Yes	Yes	PEDS-ECMC	Yes	EPIC	Not Yet
OTHER FAMILY CONCERNS		Suggest ASQ-SE2 if not done	Refer to School District CSE	Record for ECDC	Suggest Follow-up w/Health Care Provider	GIVE INFO ABOUT Agency 1	WARM HANDOFF-Agency 1	GIVE INFO ABOUT Agency 2	WARM HANDOFF-Agency 2
Basic Needs/Financial Issues	Connect to Buffalo Prenatal-Perinatal or Family Svces Niagara Healthy Families Pgms, 2-1-1 Operators	---	No	No	No	Buffalo Prenatal-Perinatal or Family Svces Niagara Healthy Families Pgms, Catholic Charities, 2-1-1 Operators	Yes	Belmont Housing	If housing is an issue
Child Care Availability or Affordability	Connect to Child Care Resource Network or Niagara Clearinghouse	---	No	No	No	Child Care Resource Network (Erie) or Niagara Clearinghouse (Niagara)	Yes	---	---
Domestic Violence	Connect to Crisis Services	Yes	No	No	Yes	Crisis Services	Yes	Family Justice Center and/or EPIC	No
If English is not native language in household	Connect to Buffalo Prenatal-Perinatal or Family Svces Niagara Healthy Start Pgms	---	---	---	---	Jericho Road Family Services, Journey's End Refugee Services, Jewish Family Services	Yes	Catholic Charities	---

*Need to incorporate Summit, Mid-Erie, Parent Network, etc.

Appendix F: Sample Referral and Service Coordination Protocols <30 Mo.

 < 30 Mo. Sample Referral & Service Coordination Protocols									
FOR CHILDREN UP TO 30 MONTHS*									
	1st Action	Suggest ASQ-SE2 if not done	Refer to County EI	Record for ECDC	Suggest Follow-up w/Health Care Provider	GIVE INFO ABOUT Agency 1	WARM HANDOFF-Agency 1	GIVE INFO ABOUT Agency 2	WARM HANDOFF-Agency 2
ASQ-3 SCREENING CONCERN-DOMAIN									
Communications only	Re-screen in 3 months	Yes	No	No	Yes	Buffalo Hearing & Speech	Not Yet	Not Yet	Not Yet
Fine Motor only	Re-screen in 3 months	No	No	No	Yes	PEDS-ECMC	Yes	Not Yet	Not Yet
Gross Motor only	Re-screen in 3 months	No	No	No	Yes	PEDS-ECMC	Yes	Not Yet	Not Yet
Problem Solving only	Re-screen in 3 months	No	No	No	Yes	PEDS-ECMC	Yes	Not Yet	Not Yet
Personal-Social only	Re-screen in 3 months	Yes	No	No	Yes	Buffalo Hearing & Speech	Not Yet	Not Yet	Not Yet
Both Communications & Personal-Social, but no other	Review screening; if still atypical, refer to EI	Yes	Yes	Yes	Yes	Buffalo Hearing & Speech	Not Yet	EPIC	Not Yet
Two or more of the above (not just Communications or Personal-Social)	Review screening; if still atypical, refer to EI	No	Yes	Yes	Yes	PEDS-ECMC	Yes	EPIC	Not Yet
ASQ-SE2 ABOVE CUTOFF									
Atypical SE-2 Score	Review screening; if still atypical, refer to EI	---	Yes	Yes	Yes	PEDS-ECMC	Yes	EPIC	Not Yet
OTHER FAMILY CONCERNS									
Basic Needs/Financial Issues	Connect to Buffalo Prenatal-Perinatal or Family Svces Niagara Healthy Families Pgms, 2-1-1 Operators	---	No	No	No	Buffalo Prenatal-Perinatal or Family Svces Niagara Healthy Families Pgms, Catholic Charities, 2-1-1 Operators	Yes	Belmont Housing	If housing is an issue
Child Care Availability or Affordability	Connect to Child Care Resource Network or Niagara Clearinghouse	---	No	No	No	Child Care Resource Network (Erie) or Niagara Clearinghouse (Niagara)	Yes	---	---
Domestic Violence	Connect to Crisis Services	Yes	No	No	Yes	Crisis Services	Yes	Family Justice Center and/or EPIC	No
If English is not native language in household	Connect to Buffalo Prenatal-Perinatal or Family Svces Niagara Healthy Start Pgms	---	---	---	---	Jericho Road Family Services, Journey's End Refugee Services, Jewish Family Services	Yes	Catholic Charities	---

*Need to incorporate Summit, Mid-Erie, etc.