

# Help Me Grow System Model

## Core Components & Key Activities



### Centralized Access Point

The Centralized Access Point typically takes the form of a call center that serves as a central portal of entry for family members, child health providers, and other professionals seeking information, support, and referrals for children. The Centralized Access Point connects children and their families to services they need through the efforts of HMG Care Coordinators. Care Coordinators work to provide education and support to families around specific developmental or behavioral concerns or questions, help families recognize typical developmental milestones; provide referrals to community-based supports, and follow-up to ensure successful linkages.

#### FIDELITY TO THE CENTRALIZED ACCESS POINT



##### Specialized Child Development Line

A specialized child development line distinct from a general call line which can be directly accessed by families and providers



##### Linkage and Follow Up

The capacity of the call line to facilitate linkage to a variety of early childhood services and to follow up with families to ensure linkage to services



##### Researching Resources

A systematic process to research available resources in the community



##### Real Time Directory Maintenance

A resource directory that has the capacity to be maintained and updated at least quarterly

#### Helpful resources to start with:

- [Get to know three different HMG affiliates' approaches to the Centralized Access Point](#)
- How does a community new to HMG decide how their CAP is going to look? See how two did it [here](#).
- Get to know the basics of what we mean when we talk about [HMG Care Coordination](#).
- Sometimes a family's needs aren't black and white. See how three affiliates go about identifying needs when they aren't so clear [here](#).



## Family and Community Outreach

Family and Community Outreach is key to promoting the use of HMG and providing networking opportunities among families and community-based service providers. Family and Community Outreach staff work to engage families by participating in and/or leading community meetings, forums, public events, fairs, as well as helping families learn about child development and the role of HMG. This community presence encourages support for the HMG system and facilitates efforts to gather and update information to embed in the resource directory of the Centralized Access Point. Further, parent engagement is critical to ensuring that the types of services and supports to which HMG Care Coordinators refer families reflect a family-led agenda.

### FIDELITY TO THE COMPONENT OF FAMILY AND COMMUNITY OUTREACH



#### Utilize Community Partners

Identify partners for HMG Family and Community Outreach using criteria established by the HMG National Center



#### Networking

Facilitate at least two HMG meetings to support networking



#### Community Events & Trainings

Provide outreach to increase awareness of HMG at least twice a year



#### Marketing

Utilize marketing opportunities including social media to promote HMG

#### Helpful resources to start with:

- Get to know two different HMG affiliates' approaches to [Family & Community Outreach](#)
- Be sure to read (and use) the [HMG Framing Toolkit](#), a [presentation](#) about the Toolkit
- Three affiliates' approaches to [HMG networking meetings](#)



## Child Health Care Provider Outreach

Child health care providers are uniquely positioned to identify developmentally vulnerable children, as they have near universal access to young children through well-child visits. The HMG system supports community-based child health care providers by enhancing the developmental promotion and early detection activities they currently utilize for all children and ensuring the effective linkage of children with developmental or behavioral concerns to appropriate programs and services.

### FIDELITY TO CHILD HEALTH CARE PROVIDER OUTREACH



#### Physician Champion

Identification of a physician that advocates for HMG in the broader medical community



#### Surveillance and Screening

HMG staff conduct targeted outreach to child health care providers through education, trainings, or workshops on effective developmental surveillance and screening



#### Physician Training

HMG staff conduct targeted outreach to child health care providers through education, trainings, or workshops on service referral and linkage through HMG



#### Feedback Loop

HMG Care Coordinators close the feedback loop by sharing information about screening and/or referral outcomes in at least 75% of cases

#### Helpful resources to start with:

- Hear the HMG National Center's [philosophy that screening](#) is only helpful if it is embedded in an efficient, effective early childhood system



## Data Collection & Analysis

Affiliates collect data throughout all Core Components of the HMG system, including Child Health Care Provider, Family and Community Outreach, and within the Centralized Access Point. The collection of a set of shared metrics across the National Affiliate Network informs the national narrative regarding the impact of HMG on children and families across the country. The collection of locally-sourced metrics enables HMG affiliates to benchmark progress, identify areas of opportunity and systemic gaps, and guide strategic quality improvement projects.

### FIDELITY TO DATA COLLECTION AND ANALYSIS



#### Reporting

Submit Impact Indicators and Local Use reports to the HMG National Center



#### Sharing Data Across Partners

Share HMG-specific data across partners, such as through regular reporting, ad hoc requests, or targeted evaluation projects



#### Continuous System Improvement

Identify opportunities to conduct quality improvement projects using HMG-specific data



#### Community Change Through Data

Leverage HMG-specific data, such as identification of systemic barriers, to generate community change

#### Helpful resources to start with:

- [HMG Data Collection & Reporting Guidelines](#)
- Two examples of sophisticated, local, evaluative HMG analysis: one from a [long-standing affiliate](#) and one from a relatively [new affiliate](#)
- An incredible example of one affiliate using data collected through [HMG to guide system-level change](#)
- [HMG National Center's 2021 annual report](#) (also a great resource to get a better sense of how affiliates across the Network are implementing the Model)