Help Me Grow Return on Investment (ROI) Calculator
System for Tracking Access to Referrals (STAR)

The Help Me Grow (HMG) Return on Investment (ROI) Calculator is a tool to help HMG affiliates quantify savings generated by their HMG system. The ROI Calculator is designed to be used in conjunction with the HMG Business Case to articulate the model's impacts to funders, partners, and other stakeholders.

The System for Tracking Access to Referrals (STAR) is online database created by Help Me Grow Orange County and utilized by HMG affiliates for the data collection necessary for implementation of a HMG system. The platform allows for the collection of data including but not limited to child and family demographics, presenting issues and concerns, referrals, care coordination, developmental screening, outreach, and outcomes. STAR is a HIPAA compliant web-based application using Microsoft Azure for Government Services Cloud Based Web Hosting and utilizes industry standard security practices to ensure data is protected.

This document provides guidance on how to complete the ROI calculator using data obtained from STAR. Each section matches a tab in the ROI tool where data input is needed and provides directions on how to utilize the STAR report menu to retrieve the data. The consistency of the data is dependent on the individual users and the integrity of data entry at the local system level. Additionally, affiliates may have customized STAR for enhanced data tracking and any customizations made at this local system level and not utilized by Orange County are not available in this guidance document.

Demographics

1. **Total Individuals Served**
   - Children (7 B)
     - Include all children entered in STAR
     - STAR report: Intake Counts by Type.
     - Enter timeframe in "Date of Intake" fields (one year timeframe)
     - Enter total of all four Intake Types (Total Children Column) - Inquiry, Intake Screening & Intake and Screening
   - Adults (8 B)
     - Include the total # above (1:1 count per child)
     - Include adults/parents reached with outreach. The number of Parent/caregivers who attended a HMG led event.
       - STAR report (Outreach Module): Outreach Participant Type
       - Enter timeframe in "Event Date" fields
       - Select outreach category: select Families/Caregiver/Community
       - Select outreach Type: event specified for parents and caregivers (HMG led events)

- Obtain total # of caregivers/parents
- Repeat report for each HMG led event for parents/caregivers
- Add total for all parents/caregivers for all events
  - Enter the total from #1 above <u>and</u> total for parent/caregiver outreach (add together)
- Mothers (9 B)
  - STAR Report: Relationship to Child Report
  - Enter timeframe in "Date of Intake"
  - Enter total # of Mothers found in report table

2. **Insurance Type – Children Column**
   - Medicaid/CHIP (15 B)
   - Commercial insurance (16 B)
   - Other Insurance Type (17 B)
     - STAR report for above: Child Insurance Type
     - Enter timeframe in "Date of Intake" fields
     - Obtain totals for each insurance type from report table
   - Uninsured (18 B)
     - STAR: Child Insurance
     - Enter timeframe in "Date of Intake"
     - Enter the total with NO response
   - Unknown in insurance type (20 B)
     - From above add together (Medicaid/CHIP + Commercial Insurance + Other Insurance Type + Uninsured)
     - Subtract total (Medicaid/CHIP + Commercial Insurance + Other Insurance Type + Uninsured) from Total Children Served (7 B)
     - Enter the above answer in 20 B

3. **Insurance Type – Adults and Mothers Columns**
   STAR does no collect insurance status of the adults
   NOTE: If health insurance status is not collected for adults/mothers, affiliates may use state-specific health insurance coverage breakdowns for adults with dependent children, available from Kaiser Family Foundation's State Health Facts here:
   https://www.kff.org/other/state-indicator/nonelderly-adults-with-dependents/

Diversion

4. **Diversion from Unnecessary Developmental or Behavioral Assessments** (8 B)
   - To find this count utilize two reports – Child Concern and Referral Category
   - STAR Report: Child Concern
     - Enter timeframe in "Date of Intake" fields

- Use "Age at Intake in Months" filter. Find children who are 34 months and older by entering 34 months in first box and leaving second box blank **(**referrals to Part C not sent when child is 2.10 years or older).
- Add together concerns that may warrant a referral for assessment. Included Behavior + Social Interactions + Dev. Concerns + Diagnosis + Cognitive. This is total for possible referrals for assessment.
- STAR Report: Referral Category
  - Enter timeframe in "Date of Intake" fields
  - Use "Age at Intake in Months" filter. Find children who are 34 months and older by entering 34 months in first box and leaving second box blank
  - Add together referrals for assessment which includes these categories - Behavior Services + Health Subspecialists + Neuro Specialists + Psycho Ed Testing. This is the total # of children given referrals for assessment.
- Subtract total Child Concern # above from Total Referral Category # above.
- Enter the answer in 8 B

5. **Diversion from Unnecessary Early Intervention (IDEA Part C) Evaluations** (21 B)
   - To find this count utilize two reports – Child Concern and Referral Category
   - STAR Report: Child Concern
     - Enter timeframe in "Date of Intake" fields
     - Use "Age at Intake in Months" filter. Find children who are 34 months and younger by entering 0 (zero) in first box and 34 months in the second box **(**referrals to Part C are sent when child is 2 years 10 months or younger).
     - Add together concerns that may warrant a referral to Part C including Communication + Developmental Concerns + Fine and Gross Motor. This is the total for possible referrals to Part C.
   - STAR Report: Referral Category
     - Enter timeframe in "Date of Intake" fields
     - Use "Age at Intake in Months" filter. Find children who are 34 months and younger by entering 0 (zero) in first box and 34 months in the second box
     - Find in report table the # of referrals to Part C
   - Subtract the Referral Category # (referrals to Part C) from the Child Concern Category (possible referrals to Part C)
   - Enter the answer in 21 B

6. **Referral to Head Start/Preschool Programs (8B)**
   - STAR Report: Child Referral Outcomes
     - Enter timeframe in "Date of Intake" fields
     - Run report and open download Excel (separate from usual reports)
     - Find "Child Care" concerns by sorting column G from A to Z (alphabetize)
     - Separate Child Care only concerns

- Review column F and count Programs/Agencies that coincide with Head Start, Early Head Start, and other preschool programs
- Enter this total in 8B

7. **Referral to Early Intervention - IDEA Part C (16 B)**
   - STAR Report: Referral Category
     - Enter timeframe in "Date of Intake" fields
     - Use "Age at Intake in Months" filter. Find children who are 34 months and younger by entering 0 months in first box and 34 months in second box (can consider 36 moths of your Part C accepts referrals to that age)
     - Find # of Part C referrals in report table
     - Enter this # in 16 B

<div style="background-color:orange;">**Positive Parenting**</div>

8. **Referral to Home Visiting Program**
   - Number of families who are referred to a home visiting program (8 B)
     - STAR Report: Child Referral Outcomes
     - Enter timeframe in "Date of Intake" fields
     - Run report and open download Excel (separate from usual reports)
     - Review column F and count Programs/Agencies that coincide with Home Visiting programs
     - Enter this total in 8B
   - Number of families who are referred to a home visiting program who are successfully connected and receive services (10 B)
     - STAR Report: Child Referral Outcomes (Found in the Ticklers, Referrals and Time Reporting Section of the report menu)
     - Enter timeframe in "Date of Intake" fields
     - Run report and open download for Excel (separate from usual reports)
     - In column F separate Programs/Agencies that coincide with Home Visiting programs (hide/remove others)
     - Review column N – Referral Outcome - and sort from A to Z (alphabetize)
     - Count the outcomes identified as 1) Provided service, 2) Pending start, and 3) Appointment Scheduled
     - Enter this total in 10 B
   - Number of families who receive home visiting services who would not otherwise have been connected to these services (12 B)
     - Same as above – enter same number in 12 B

9. **Other Parenting Supports/Services (17B)**
   - STAR Report: Outcomes: Connected versus Not Connected
   - Enter timeframe in "Date of Intake" fields
   - Utilize Referral Category filter
   - Run the report two times (or use the Series 1 and Series 2 at the same time)

1. Select "Parent/Caregiver Support" from Referral Category dropdown
   - Run report and find "Cases Connected/Not Connected" column (1st column)
   - Add together Connected and Pending to get # of cases/families receiving positive parent support under this referral category
2. Select "Parenting / Education" from Referral Category dropdown
   - Run report and find "Cases Connected/Not Connected" column (1st column)
   - Add together Connected and Pending to get # of cases/families receiving positive parent support under this referral category
- Add together #1 and #2 above.
- Enter this total in 17B

Food Insecurity

10. Savings from Improved Food Security Among Adults Referred to SNAP/WIC (8 B)
   - STAR Report: Child Referral Outcomes
   - Enter timeframe in "Date of Intake" fields
   - Run report and open download for Excel (separate from usual reports)
   - Review column F and count # of referrals to SNAP and WIC
   - Enter this total in 8B

Maternal Depression

11. Medicaid Expansion State? If Yes – compete the box 8 B

12. Calculation: Number of mothers with a child <1 year of age identified through screening and/or surveillance for maternal depression referred for services (8B)
   - STAR Report: Child Referral Outcomes
   - Enter timeframe in "Date of Intake" fields
   - Use "Age at Intake in Months" filter and enter 0 – 11 months
   - Run report and open download for Excel (separate from usual reports)
   - Review column F and count # of referrals to Program/Agency that provide services for maternal depression
   - Enter the total in 8 B

Preventative Dental Care

13. Are dental services or referrals provided by this HMG affiliate? If Yes – compete the box 8 B

14. Calculation: Number of children receiving dental services (8B)
- Select Child Referral Outcomes Report
- Enter timeframe in "Date of Intake" fields
- Run report and open download for Excel (separate from usual reports)
- In column F separate Programs/Agencies that coincide with Dental Services (hide/remove others)
- Review column N – Referral Outcome - and sort from A to Z (alphabetize)
- Count the outcomes identified as 1) Provided service, 2) Pending start, and 3) Appointment Scheduled
- Enter the total in 8B

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