

## *What does goal concordant care mean for Help Me Grow?*

Goal concordant care is a strength-based approach to eliciting parents' goals for their child's well-being that ensures parents' goals drive the process of developmental promotion, early identification of concern and need, referral and linkage.

Goal concordant care offers the opportunity for HMG to advance a paradigm shift where parents and caregivers are partners in decision-making, and resources provided are in concordance with the goals, aspirations, and values of the family.

---

## **A Framework for Advancing Goal Concordant Care through Help Me Grow**

This framework is intended as a resource to support HMG affiliates in efforts leverage existing HMG infrastructure in order to effectively elicit parents' goals for their child's well-being and ensure those goals drive resource allocation, decisions, referrals and priorities for service delivery by all community-based providers working with a given family.

### **PILLARS OF GOAL CONCORDANT CARE FOR HELP ME GROW**

---

**Trust:** Respect parents' expertise of their child's development and utilize their goals for their family in prioritizing resources and referral.

**Agency:** Parents' knowledge, skills, and resources are equal inputs into the goal identification and prioritization process.

**Partnership:** A shared approach among multiple child-serving sectors that elicits and values parents' goals as a key driver for resource identification and allocation.

**Communication:** Parents' goals are shared among partners when closing the feedback loop and in linking to community-based resources and services.

## **PRACTICES OF GOAL CONCORDANT CARE FOR HELP ME GROW**

---

### **Individual**

- Elicit parent goals at the onset of engagement.
- Validate parent goals.
- Negotiate and align parent goals with provider priorities, if needed.
- Document parent goals and next steps.
- Communicate parent goals when making referrals and closing the feedback loop.
- Monitor and ensure resources and linkage are aligned with parent goals and provider priorities.

### **Organizational**

- Systematize individual approaches to goal concordant care through training, policies, and quality improvement.
- Engage team members in capacity building activities, such as training, coaching, and mentorship, to enhance their ability and skills to implement GCC practices and document their efforts.
- Provide the infrastructure necessary, such as data collection systems, to support implementation of GCC practices.

### **System-Level**

- Maintain a coalition that champions parents' goals and needs to guide developmental promotion, early identification, referral and linkage to community based services.
- Document parents' goals and share in aggregate.
- Ensure universal and equitable access to early childhood services and resources that address parents' goals.
- Set community early childhood goals that are reflective of families' priorities and needs.





# ENHANCING HELP ME GROW CORE COMPONENTS AND KEY ACTIVITIES TO ADVANCE GOAL CONCORDANT CARE

---

## Core Component: Centralized Access Point

The HMG Centralized Access Point assists families and professionals in connecting children to the network of community resources to help them thrive.

### Key Activities

FIDELITY TO THE CENTRALIZED ACCESS POINT	
 <b>Specialized Child Development Line</b> A specialized child development line distinct from a general call line which can be directly accessed by families and providers	 <b>Linkage and Follow-up</b> The capacity of the call line to facilitate connection to a variety of early childhood services and follow-up with families to ensure linkage to services
 <b>Researching Resources</b> A systematic process to research available resources in the community	 <b>Real Time Directory Maintenance</b> An early childhood resource directory that has the capacity to be maintained and updated at least quarterly

### Proposed Goal Concordant Care Enhancements to the HMG Centralized Access Point



1. Establishment of a specialized child development line that utilizes a strength-based approach to eliciting parent’s goals for their child’s well-being.
2. Linkage to services & follow-up with callers and providers includes the sharing of parent’s goals.

---

## Family & Community Outreach

HMG Family & Community Outreach builds parent and provider understanding of healthy child development, supportive services available to families in their community and how both are important to improving children’s well-being.

### Key Activities

FIDELITY TO THE FAMILY & COMMUNITY OUTREACH CORE COMPONENT	
 <b>Utilize Community Partners</b> Identify partners for HMG Family & Community Outreach using criteria established by the HMG National Center	 <b>Networking</b> Facilitate at least two HMG meetings to support networking among programs and agencies
 <b>Community Events &amp; Trainings</b> Provide outreach to increase awareness of HMG at least twice a year	 <b>Marketing</b> Utilize marketing opportunities including social media to promote HMG



### Proposed Goal Concordant Care Enhancements to HMG Family & Community Outreach

1. Support networking events and trainings for providers that are focused on the importance of eliciting, and attending to, parents’ goals.
2. Conduct family events that encourages and validates parents’ communication of their goals.
3. Market HMG as a system that embraces parents’ goals when navigating resources and services.

## Child Health Care Provider Outreach

When potential concerns are spotted early on, they can be easier to address. HMG Child Health Care Provider Outreach supports early detection and intervention efforts and connects medical providers to the network of community resources to best support families.

### Key Activities

FIDELITY TO THE CHILD HEALTH CARE PROVIDER OUTREACH CORE COMPONENT	
 <b>Physician Champion</b> Identification of a physician that advocates for HMG in the broader medical community	 <b>Surveillance and Screening</b> HMG staff conduct targeted outreach to child health care providers through education, trainings, or workshops on effective developmental surveillance and screening
 <b>Physician Training</b> HMG staff conduct targeted outreach to child health care providers through education, trainings, or workshops on referral and linkage through HMG	 <b>Feedback Loop</b> HMG Care Coordinators close the feedback loop by sharing information about screening and/or referral outcomes with referring child health care providers in at least 75% of instances





### Proposed Goal Concordant Care Enhancements to HMG Child Health Provider Outreach

1. Targeted outreach to child health care providers on eliciting and attending to parent’s goals as a key element in developmental surveillance.
2. Ensuring the inclusion of parent’s goals when closing the feedback loop with child health care providers on referral and linkage.

## Data Collection & Analysis

HMG Data Collection & Analysis supports evaluation, helps identify systemic gaps, bolsters advocacy efforts, and guides quality improvement activities.

### Key Activities

FIDELITY TO THE DATA COLLECTION AND ANALYSIS CORE COMPONENT	
 <b>Reporting</b> Submit Impact Indicators and local use reports to the HMG National Center	 <b>Sharing Data Across Partners</b> Share HMG-specific data across partners, such as through regular reporting, ad hoc requests, or targeted evaluation projects
 <b>Continuous System Improvement</b> Identify opportunities to conduct quality improvement projects using HMG-specific data	 <b>Community Change Through Data</b> Leverage HMG-specific data, such as identification of systemic barriers, to generate community change

### Proposed Goal Concordant Care Enhancements to HMG Data Collection & Analysis

1. Data sharing, inclusive of parent’s goals across a minimum of two child-serving sectors.
2. Continuous System Improvement efforts are guided by data inclusive of providers’ and parents’ goals.