

## Help Me Grow National Center

Updated Guidelines for Data Collection and Reporting  
for the HMG Mini Assessment



Updated: February 2022

## Measuring HMG Impact

To inform national understanding of Help Me Grow and its efficacy in advancing comprehensive early childhood system building, the Help Me Grow National Center collects data from each system across the HMG National Affiliate Network. Data collected in the HMG Fidelity Assessment enables the National Center to monitor system-level progress of Model implementation, share lessons learned across the network, and advocate for change.

### HMG FIDELITY ASSESSMENT

The HMG Fidelity Assessment is administered annually to measure implementation of the HMG Model within each HMG system in the National Affiliate Network. In addition to measuring implementation progress, the full Fidelity Assessment captures impact indicators that help to determine penetration of the model within a given community and assist in developing projections of the future impact the HMG Model will establish at the local, state, and national level.

#### THERE ARE TWO VERSIONS OF THE HMG FIDELITY ASSESSMENT:

1. **Fidelity Assessment** - for HMG systems classified as being in Exploration or Installation phases of HMG in the previous year's full Fidelity Assessment, as well as for systems completing the Assessment for the first time.
2. **Sustainability Assessment** - for HMG systems classified in Full Implementation of HMG in the previous year's full Fidelity Assessment.

### HMG MINI ASSESSMENT

The HMG Mini Assessment collects a specific subset of impact indicators typically captured within the Full Fidelity Assessment. This subset of indicators is reported more frequently to allow for more readily available system-level data representing the impact of the HMG Model nationally. The HMG Mini Assessment is not designed to measure model implementation. All HMG systems, regardless of their classified implementation status from the previous year's Fidelity Assessment, complete the HMG Mini Assessment.

## Help Me Grow Model

### Core Components and Key Activities

Centralized Access Point	
Key Activity	Indicators
Specialized child development line	An entity has been identified to serve as the centralized access point.
	A specialized HMG call line is currently accepting calls.
	The HMG centralized access point is intended to serve a specific subgroup of families of young children between prenatal and 8 years of age.
	The HMG call center is accessible to families/caregivers, health care providers, and community agencies.
Linkage to service & follow-up	HMG telephone care coordinators provide follow-up to the initial caller regarding the referral at least 75% of the time (if parent permission is received).
Researching resources for families	HMG telephone care coordinators use a defined protocol to research available resources and connect children/families to community-based services and programs.
Real time directory maintenance	The Centralized Access Point utilizes a computerized resource directory that can be efficiently updated and modified (e.g. 2-1-1 resource database, self-developed database, etc.).
	A process is in place to update the resource directory at least quarterly.
Family Community Outreach	
Utilize community partners	Partners for HMG family and community outreach have been identified and partnership extends beyond inclusion within the HMG resource directory.
Networking	At least 2 HMG networking meetings were held the prior calendar year.
Community events & trainings	HMG provides outreach to increase awareness of Help Me Grow at least twice a year such as presentations, events, and/or meetings
Marketing	Marketing/social media activities are used to promote HMG.
Child Healthcare Provider Outreach	
Physician champion	HMG has identified at least one physician champion. Physician Champion serves on the HMG Leadership team, provides consultation, and/or aids in connecting HMG to other practices.
Screening and surveillance	HMG staff conduct at least 1 targeted outreach to child health care providers through office-based education, trainings, and/or workshops on effective developmental screening and surveillance.
Physician training	HMG staff conduct at least 1 targeted outreach to child health care providers through office-based education, trainings, and/or workshops on linkage and referral through the HMG system.
	Strategies are used to engage child health providers with HMG.
Feedback loop	HMG closes the feedback loop with physicians by sharing information about the outcome of a particular child/family at least 75% of the time (if consented by family).
Data Collection and Analysis	
Reporting	Impact Indicators are submitted to the National Center.
Sharing data across partners	Data are shared among HMG stakeholders and partners.
Continuous System Improvement	Data are used to inform Continuous System Improvement efforts.
Community change through data	A methodology exists to identify program/services needs in the community.

## IMPACT INDICATOR: Served (S)

**Served (S):** Activities conducted by HMG CAP intended to support developmental promotion, early identification, referral and linkage, inclusive of basic need and family supports.

- ❖ **Total number of families served (FS)** through the Help Me Grow Centralized Access Point with activities intended to support developmental promotion, early identification, referral and linkage, inclusive of basic need and family supports for families with children prenatal through eight years of age (i.e. Up until their 9<sup>th</sup> birthday). This includes any information and education provided, screening conducted, and follow up conducted by HMG.
  - *This number doesn't need to be unique (families that have returned more than once to HMG for assistance can be counted more than once).*
- ❖ **Total number of children served (CS)** through the Help Me Grow CAP with activities intended to support developmental promotion, early identification, referral and linkage, inclusive of basic need and family supports for children through eight years of age (i.e. Up until their 9<sup>th</sup> birthday). This includes any information and education provided, screening conducted, and follow up conducted by HMG.
  - *This number doesn't need to be unique (children that have returned to HMG more than once for assistance can be counted more than once).*
- ❖ **Families served that resulted in sharing information or education only (EO):** Number of families for which there were activities intended to support developmental promotion, early identification, inclusive of basic needs and family supports that resulted in the HMG CAP sharing information or educational materials only (no referrals given).
- ❖ **Families served that resulted in a referral (R):** Number of families for which there were activities intended to support developmental promotion, early identification, referral and linkage, inclusive of basic need and family supports that resulted in a referral to a service or program to support the child or family's needs.
- ❖ **Families served that received HMG follow-Up (RF):** Number of families that were contacted to assess an outcome with a service or program to which a child or family was referred through the HMG CAP.

*Responses in this section should be whole numbers when responding to the Mini Assessment.*

## IMPACT INDICATOR: Served P-36 Months (SP36):

Total number of children served through the HMG Centralized Access Point needing prenatal services or have children aged 0 to 35 months and 30 days (up to their 3<sup>rd</sup> birthday) in support of developmental promotion, early identification, referral and linkage, inclusive of basic need and family supports. This is a subset of the number reported in total children served (CS).

*Responses in this section should be whole numbers when responding to the Mini Assessment.*

## IMPACT INDICATOR: Total CAP Activities (TCA)

The HMG Centralized Access Point (CAP) serves children and their families in a variety of different ways which may include information, screening, coaching, consultation, education, referral and linkage. Some of these activities may take place over the phone, web, text, email, or postal mail. The Impact Indicator TCA is designed to capture the full breadth of the services being provided by the HMG CAP to or for children and their families. The relationship between the HMG CAP and a family often includes multiple activities to support the family's stated goals and needs.

Total CAP Activities encompasses every activity with or for a child and family in service of their stated goals and contribute towards the process of developmental promotion, early identification, referral and linkage and occurred in support of HMG care coordination inclusive of basic needs and family supports. Activities inclusive of calls, text, web, in person and etc. should be captured in Total CAP Activities (TCA).

Any combination of the care coordination activities below can and should be included in the impact indicator Total CAP Activities (TCA). For example, 1 family served (S) might have 10 Total CAP Activities (TCA) because of phone calls, follow up texts, and screening activities. **The list below includes some examples of activities that may take place as part of HMG CAP services in support of a family's goals and needs:**

- Performed an intake either to HMG
- Assisted a family with service enrollment
- Mailed screening tool (can include sending the ASQ Online link)
- Mailed results of screening tool
- Emailed screening tool
- Emailed results of screening tool
- Conducted a follow up call and spoke to family
- Received call and spoke to family
- Sent a follow up text
- Sent a follow up email
- Received a follow-up text or email with additional information related to the child/family
- Mailed a follow up notice/survey/etc.
- Called to share and/or discuss results of a screening
- Conducted or assisted with a developmental screening
- Provided child development information/education
- Connected family to additional resources
- Any other activity contributing to promotion, early identification, referral and linkage, inclusive of basic needs support for the family

*Responses in this section should be whole numbers. Please round to the nearest whole number when responding to the Mini Assessment.*

## IMPACT INDICATOR: NEEDS MET (NM)

The Impact Indicator Needs Met (NM) measures a family's experience with HMG CAP offerings, products, services.

The question to assess Needs Met is: ***Would you say Help Me Grow met your needs today?***

This question is asked at the same time at which a referral or information only is initially provided to a family.

- Recommended answer options include: No, Yes, or Prefer Not to Answer.
- This question is asked only once per family, at the same time at which a referral or information only is initially provided to a family.
- If a family calls back at a subsequent point in time with a new concern, the Needs Met question would be posed a second time. Therefore, this number doesn't need to be unique (families that have returned to HMG for assistance more than once, can be counted more than once.)

### How to calculate Needs Met (NM):

$$\text{Needs Met} = \text{NM} \div \text{FS} \times 100$$

$$\frac{\text{\# of families indicating their needs were met (NM)}}{\text{\# of families served that responded to the question}} \times 100$$

*Responses in this section are a percent. The response should be a whole number between 0-100. Please round to the nearest whole number when responding to the Mini Assessment. No percent sign is need in the survey.*

## IMPACT INDICATOR: Linkage (L)

**Linkage (L):** The proportion of families that report successful connection (SC) to a service or program provided through the HMG CAP.

**Successful Connection (SC):** Child or family is registered for, has an appointment for, or is receiving at **least one** service. If a family received multiple referrals, only one must be successfully connected according to this definition in order to report that the family received Successful Connection (SC).

**Known Outcome (KO):** Reported status shared by family or partner on a referral to a service or program made through the HMG CAP.

*Responses in this section are a percent. The response should be a whole number between 0-100. Please round to the nearest whole number when responding to the Mini Assessment. No percent sign is need in the survey.*

### How to calculate Linkage (L):

$$\text{Linkage} = \text{SC} \div \text{KO} \times 100$$

<u># of Successful Connection (SC)</u>	×	100
# of Known Outcomes (KO)		

# Help Me Grow Mini Assessment Impact

The following is a visual representation depicting the metrics reported in the Help Me Grow Mini Assessment

