

2013 Program Report Card: *Help Me Grow (Department of Social Services)*

Quality of Life Result: Young children in Connecticut will have quality parental care that meet their needs and will be healthy, developmentally on track, and ready to learn.

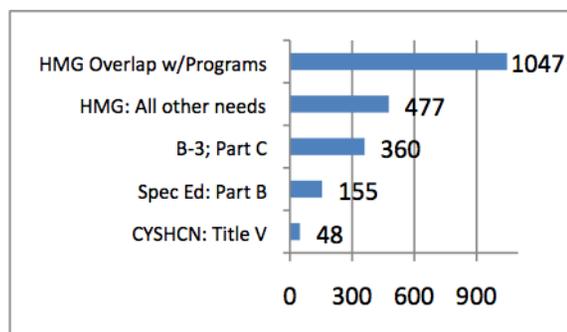
Contribution to the Result: All Connecticut children birth to age 9 grow up in a stable environment, safe, healthy, and ready to succeed.

Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding
Actual FY 12	338,360			338,360
Estimated FY 13	329,901			329,901

Partners: *Help Me Grow* operates at The United Way of Connecticut/211 in collaboration with the Connecticut Department of Developmental Services' Birth to Three System (B-3), the State Department of Education Preschool Special Education Program, and the Department of Public Health's Children and Youth with Special Health Care Needs (CYSHCN) program.

How Much Did We Do?

HMG works across service systems to help all families with multiple needs and likely to "fall through the cracks."



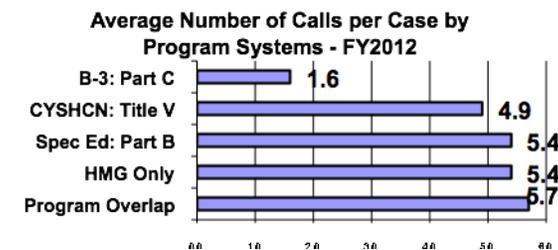
Story behind the baseline:

Over half of callers to Child Developmental Infoline, a specialized call line at 211, were families seeking information about publicly funded services. Approximately half (1,047) met criteria for publicly funded services and also had concerns about their child's health, development, or behavior that did not fit these eligibility services. In 2012, 2% of the calls were directed to Children, Youth and Special Health Care needs (Title V), 7% of the calls were directed to preschool special education (Part B, IDEA), and 17% of the calls were directed to Birth to 3 (PART C of IDEA). A sizeable number of calls (477 or 23%) were about child concerns that did not fit any of these criteria.

Trend: ◀▶

How Well Did We Do It?

Care coordinators are trained on how to build relationships with parent callers. When a parent contacts *HMG* care coordinators ask a series of questions, educate them on how services work, summarize what has happened during the call, clarify follow-up program and referral needs, and connect families to services and other resources.



Story behind the baseline:

Similar to previous years, analysis comparing average number of phone contacts per family (incoming and outgoing) between service systems showed a significant difference between groups ($F=60.87$, $p<.00$). More time and effort is required for those who do not fit eligibility criteria. In 2012, care coordinators made 1.6 calls (incoming and outgoing), on average and on behalf of families inquiring about B-3 services as compared to 5 to 6 calls for families who had unique and/or additional or more complex needs.

Trend: ◀▶

Is Anyone Better Off?

Total number of referrals for program services on behalf of families. Care coordinators typically record two or more service requests. Together, the care coordinator and parent sort out options and plans for connecting families to support and resources within the community. Based on what is discussed and agreed upon, care coordinators connect families to services and other resources.

Number of Referrals to Service Programs

	FY2010	FY 2011	FY 2012
	3,472	3,038	3,225

Story behind the baseline:

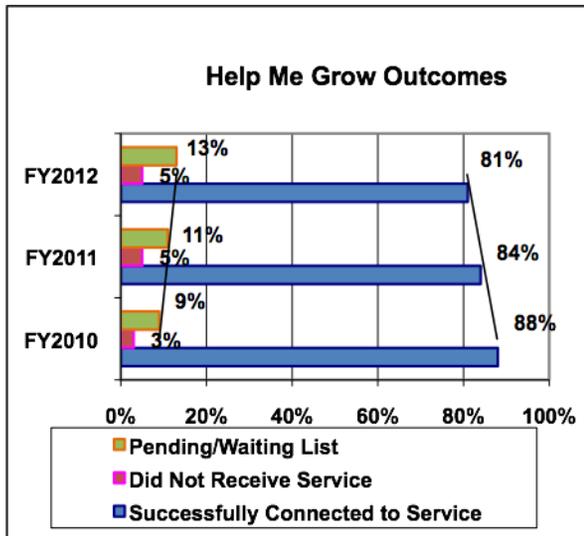
The total number of *Help Me Grow* referrals to service programs for Connecticut families during SFY 2012 year was 3,225, a 6% increase from the previous year but a 7% decrease from SFY 2010. The top service referrals in the past 3 years have been Ages and Stages Child Monitoring Program, education-related services, disability-related services, 211 (basic needs), and parenting education programs.

Trend: ◀▶

Quality of Life Result: Young children in Connecticut will have quality parental care that meet their needs and will be healthy, developmentally on track, and ready to learn.

Is Anyone Better Off?

Outcomes of family referrals for service and information requests. Outcomes of family referrals for service and information requests have over an 80% success rate showing that families are successfully connected to services four out of five times.



Story behind the baseline:

The decrease in successful outcomes, from 88% in FY2010 to 81% in FY2012, is balanced by the increase in outcomes that are pending, from 9% in FY2010 to 13% in FY2012. See respective trend lines in above chart. The percentage of service referrals where families were not connected has increased from 3% in 2010 to 5% in 2011 and 2012. The increase in outcomes that are pending or where the family was not able to connect to a service may be due to reduced capacity issues of community-based agencies given the economic downturn in the past 3 years and related budget constraints.

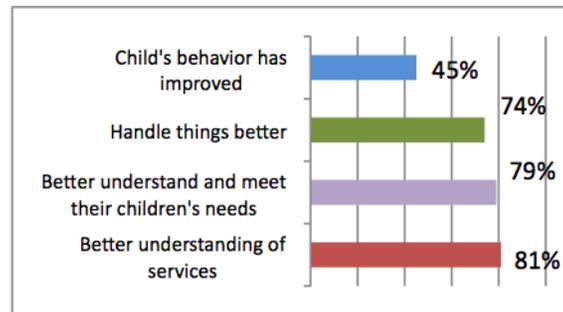
Trend: ▼

Is Anyone Better Off?

The *Help Me Grow* System promotes optimal child development through enhancing protective factors.

The CT *Help Me Grow* is enhancing protective factors including parental resilience, social connections, knowledge of parenting and child development, access to concrete support in times of need, and child social and emotional competence, and facilitating the successful negotiation of risk factors.

Parent responding “Quite A Bit” (3), and “Extremely Agree”(4) to Survey Questions



Story behind the baseline:

The average score for the entire sample (N=85) was 3.27. (Ratings ranged from 1 to 4- from least to most positive. The average scores for each family ranged from .2 to 4). Factor analyses of survey items indicated that as a result of calling *HMG*, and the information and services received, what families found most important was their ability to handle things better, better understand and meet their children’s needs, that their child’s behavior had improved and that they had a better understanding of services for their family and child. These findings indicate that *HMG* support and linkage to program services enhance protective factors.

Trend: ▲

Proposal to Turn the Curve:

The CT *Help Me Grow* is a national program model for early detection of child developmental and behavioral problems. With the recent hiring of the Children’s Trust Fund *Help Me Grow* consultant, a range of promotional efforts are targeted to families, physicians and child care providers. Specifically, an annual statewide campaign is in the planning stages as part of outreach and efforts to raise awareness on the importance of developmental monitoring and the Ages & Stages Child Monitoring program.

Data Development Agenda:

The data on families and children collected through *Help Me Grow* efforts are singular in that they provide an opportunity to compare trends in family and child needs and services across the state. In order to inform promotional and outreach efforts (as outlined above), data analyses will focus on variation in match between family needs and services, gaps and barriers, and outcomes in different parts of the state. In addition, additional data will be collected on *Help Me Grow* network meetings. *Help Me Grow* network meetings, meetings held bimonthly in each of 13 major cities located in every region of the state, provide a unique forum for bringing together front-line and supervisory staff (on a volunteer basis) from a range of community-based programs and as such, have great potential for developing capacity to integrate early childhood services. Quantitative data on these network meetings will be used to examine penetration of training and outreach to pediatricians, childcare providers, and community-based service providers by examining trends in calls in relation to outreach and promotional efforts.