

Connecticut Appropriations Committee RBA Template:  
Part II, Program/Agency/System Accountability Summary

**Program/Agency/System: Help Me Grow/Connecticut Children’s Trust Fund**

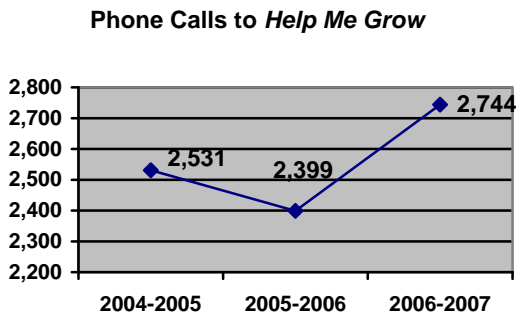
**Quality of Life Result:** Young children in the State of Connecticut will be healthy and ready to learn.

**Program/Agency/System Purpose:** *Help Me Grow* is a prevention program for all children who experience the developmental challenges that go hand-in-hand with growing up. Children who are facing behavioral, learning, and other developmental difficulties are connected to local programs and services. At the core of the program is a group of highly trained care coordinators who use telephone contacts to help families meet their needs. *Help Me Grow* also employs community coordinators who hold face-to-face meetings in the community to train parents and pediatric and other providers to recognize the early signs of developmental problems and to contact *Help Me Grow* when they have a concern.

**Performance Measure 1**

*How much are we doing?*

Phone calls to *Help Me Grow* increased by 16% from last year.



**Story Behind Measure 1**

During the 2006-2007 program year, a total of 2,774 calls were made to *Help Me Grow* by parents, pediatricians, other providers, and families and friends. This is a 16% increase over last year’s total of 2,399 calls.

**Performance Measure 2**

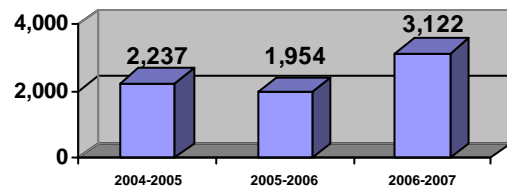
*How well are we doing?*

Number of referrals to community-based programs and services increased by 60% from last year.

**Story Behind Measure 2**

The total number of *Help Me Grow* referrals for service during the 2006-2007 program year is 3,122. This is a 60% increase from the previous year. The overall increase in the number of referrals can be explained by the increase in the number of callers and by the increase in the

**Number of Referrals to Community-Based Programs and Services**



number of service requests and presenting issues per caller.

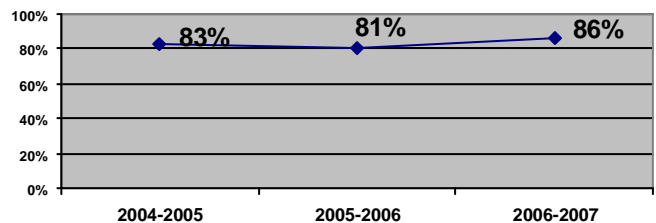
**Performance Measure 3**

*Is anyone better off?*

86% percent of families referred to *Help Me Grow* during the past year were connected to a service.

**Story Behind Measure 3**

**Percentage of Families Who Received Service**



Typically *Help Me Grow* families receive two or more referrals for services and information. Of the 76% of families reached for follow up, 86% were successfully connected to at least one or more services. This represents a 5% increase

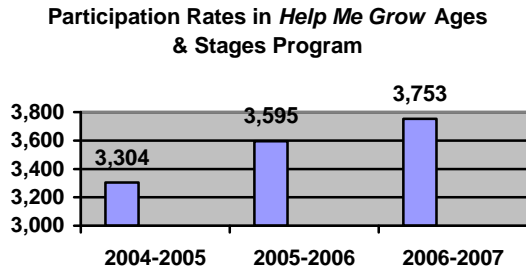
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Part II, Program/Agency/System Accountability Summary

in the rate of successful referrals from the previous year.

**Performance Measure 4**

*Help Me Grow Ages & Stages Program*

Participation rates in the program have steadily increased over the past 2 years.



**Story Behind Measure 4**

A total of 3,763 children participated in the Ages & Stages program during 2006-2007. Participation rates increased by 4% from last year, and this figure is up by 13% from two years ago.

**Turning the Curves: What do you propose to do over the next two years and why?**

- 1) Although the rate of successful referrals increased last year, 14% of *Help Me Grow* callers were not connected to services. Data analysis indicates that where there is the most complex need, for example in urban areas, there is also the largest gap in services. *Help Me Grow* is conducting a pilot study through a Kellogg Foundation grant to develop and implement an outreach model for providing services to these hard-to-reach families.
- 2) *Help Me Grow* is in the process of restructuring the database to make it possible to identify gaps in services throughout the state to better inform the program and legislators regarding places where the needs of children in Connecticut are and are not being met.
- 3) *Help Me Grow* would like to expand the number of child development liaisons (CDLs) so that it can increase outreach and networking activity and connections to community-based

services. CDLs facilitate monthly networking meetings for service providers in cities and towns around the state; they also conduct formal trainings and education to pediatric offices throughout the state. As *Help Me Grow* has grown, the request for these services has outgrown capacity.

**Low Cost-No Cost:**

4) *Help Me Grow* will continue to focus on educating and motivating physicians and other child health providers to conduct developmental surveillance and screening of young children. Research conducted by the Commonwealth Foundation on *Help Me Grow's* pediatric training showed that the number of children referred for services doubled as a result of the training.

5) *Help Me Grow's* education and outreach efforts will focus on promoting *universal monitoring of development* by parents. *Help Me Grow* plans to distribute 10,000 Ages & Stages Child Development Kits for the *four month* well-child visit to pediatric practices statewide. The statewide Ages and Stages program (ASQ) has the potential to provide universal screening for all children in Connecticut at a low cost. The ASQ kits are a tool to help families and health care providers track child development from 4 months through five years.

<b>Key Budget Information</b>	
Total Current Program Year Funding	\$580,041
Funding as Percent of All Funding for Population Result	
Program Funding As Percent of Total Agency Budget	5%
Funding Distribution	
Total Federal Funds	\$43,100
Total State Funds	\$536, 941
Capital Projects Subtotal	
Other Funding	
Percent of Total Current Funding Spent on Direct Service	
Percent of Total Current Funding Contracted to Third Parties	

Connecticut Appropriations Committee RBA Template  
Part II, Program/Agency/System Accountability

**Program/Agency/System:** Help Me Grow, the Children’s Trust Fund

**Program/Agency/System Purpose: What is the purpose of help me grow?**

*Help Me Grow* is a prevention program for all children who experience the developmental challenges that go hand-in-hand with growing up. Children who are facing behavioral, learning, and other developmental difficulties are connected to local programs and services. At the core of the program is a group of highly trained care coordinators who use telephone contacts to help families meet their needs. *Help Me Grow* also employs community coordinators who hold face-to-face meetings in the community to train parents, and pediatric and other providers to recognize the early signs of developmental problems and to contact *Help Me Grow* when they have a concern.

**Contribution to Population**

- Identifying young children with developmental and behavioral concerns ensures that they get connected to needed services, increasing their chances of success in school and beyond.
- Children who are not identified and do not get the help they need are at greater risk for developmental and behavioral problems, health issues and learning disabilities. These children are also at greater risk for child abuse and neglect and poor outcomes in school.
- Help Me Grow ensures that children who do not qualify for Birth to Three or Preschool Special Education due to eligibility requirements are connected to other services. *Without Help Me Grow* many children who are at risk would continue to fall behind and require more intensive and more costly interventions in the future.

<b>.Key Budget Information (<i>Dollars reported in millions</i>)</b>	
Total Current Program Year Budget	\$580,041
<b>Funding as Percent of All Funding for Quality of Life Result</b>	
Program Funding as Percent of Total Agency Budget	5%
<b>Budget Distribution:</b>	
Federal	\$43,100
State	
General Fund	\$536,941
Capital Project Funds	
Other State Funding	
Other Funds (Not Federal or State)	
Percent of Total Current Funding Spent on Direct Service	50%
Percent of Total Current Funding Contracted to Third parties	47%

**Basic Program Facts**

The components of the program include:

- On-site training for pediatricians and other health care providers in the early identification of developmental and behavioral problems.
- A statewide toll free telephone number for accessing the Child Development Infoline (CDI), part of The United Way of Connecticut/211 system.
- Telephone care coordinators (CCs) who manage calls, provide referrals and follow up with families.

Connecticut Appropriations Committee RBA Template  
Part II, Program/Agency/System Accountability

- Partnerships with community-based service and advocacy agencies facilitated by the Help Me Grow child development liaisons (CDLs).

### Performance Measures and Story Behind the Baselines

#### Summary of Story Behind the Baselines:

During the past year *Help Me Grow* has provided information and referrals to 2,744 families, a 16% increase from the previous year. The majority of calls have been about child development programs, questions related to general developmental concerns, or families seeking evaluations for their children. Along with an increase in number of families seeking help, the number of service requests per family also increased in the past year.

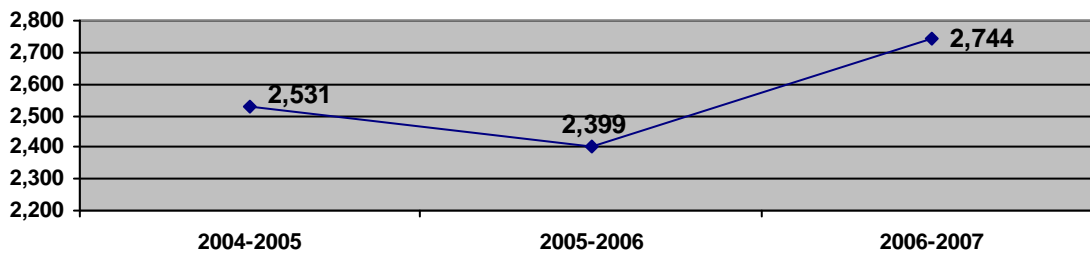
The families were most often referred for educational services, the *Ages & Stages Child Monitoring Program*, 211 Infoline services, disability related services, and parent education. 86% of the families were connected to at least one service during the past year.

*How much are we doing?*

#### Performance Measure 1:

Phone calls to *Help Me Grow* increased by 16% from last year.

Phone Calls to *Help Me Grow*



#### Story Behind Measure 1:

- *Help Me Grow* received 2,774 from parents, pediatricians, other providers, and families and friends during the 2006-2007 program year. This is a 16% increase over last year's total of 2,399 calls.
- 63% of the callers are parents or guardians. Pediatricians make up the second largest group of callers at 17%. The remaining 26% percent of the calls are evenly distributed among social service agencies, child care providers, relatives and friends, and the Department of Children and Families.
- Families call *Help Me Grow* for a variety of reasons. Typically there are two or more service requests and presenting issues per caller.

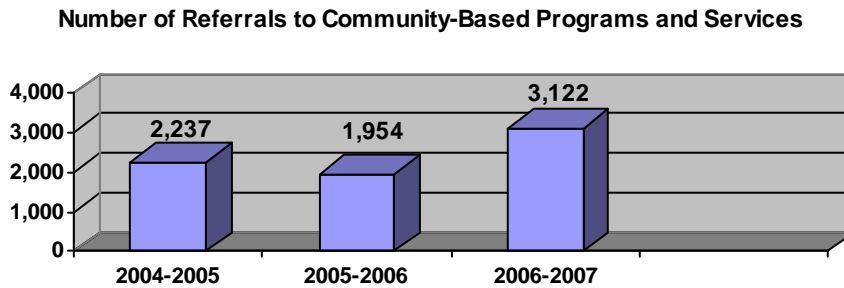
Connecticut Appropriations Committee RBA Template  
Part II, Program/Agency/System Accountability

- For each of the past three years, the majority of calls have been about specific child development programs, questions related to general developmental concerns, or families seeking evaluations for their children.

*How well are we doing?*

**Performance Measure 2**

The number of referrals to community-based programs and services increased by 60% from last year.



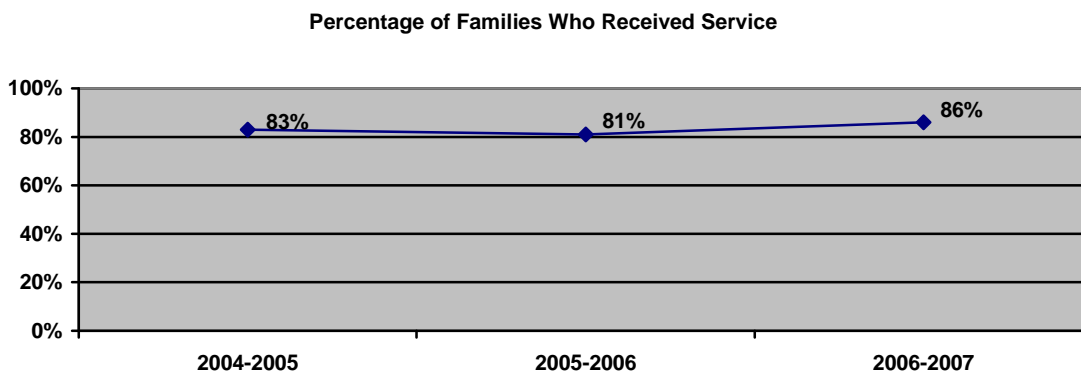
**Story Behind Measure 2**

- For the past three years the top 5 areas for referral were for educational services, (93% of these were for Preschool Special Education), the Ages & Stages Child Monitoring Program, Infoline for basic needs, disability related services, and parent education.
- The total number of *Help Me Grow* referrals for services during the 2006-2007 program year is 3,122. This is a 60% increase in referrals from the previous year. The increase suggests more awareness and utilization of *Help Me Grow* throughout the state.

*Is anyone better off?*

**Performance Measure 3**

86% of families referred to *Help Me Grow* during the past year were connected to services.



Connecticut Appropriations Committee RBA Template  
Part II, Program/Agency/System Accountability

**Story Behind Measure 3**

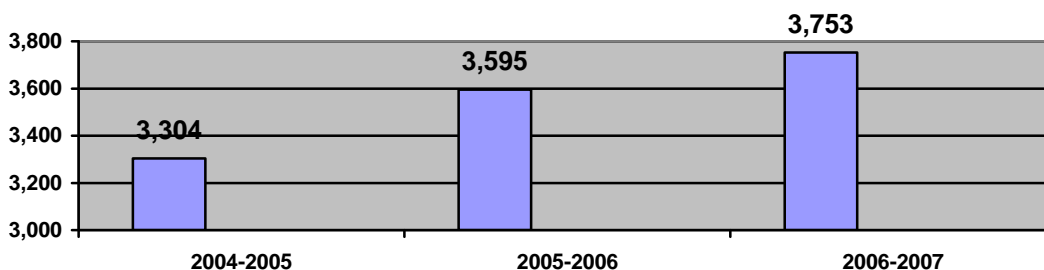
- Of the 76% of families that were reached for follow up, 86% were successfully connected to services. This represents a 5% increase in the rate of successful referrals from the previous year.
- 14% of families who called *Help Me Grow* did not receive services. Data analysis indicates that where there is the most complex need, for example in urban areas, there is also the largest gap in services. Through support from the Kellogg Foundation, *Help Me Grow* is implementing a pilot project with a community-based agency to reach these families.

**Performance Measure 4**

*Help Me Grow Ages & Stages Program*

Participation rates in the program have steadily increased over the past 2 years.

**Participation Rates in *Help Me Grow* Ages & Stages Program**



**Story Behind Measure 4**

- Participation rates in the *Help Me Grow* Ages & Stages Child Monitoring continue to steadily grow. The total number of children participating in the program increased by 4% from last year. This figure is up by 13% from two years ago.

**Partners and Their Roles**

*Help Me Grow* works in collaboration with The United Way of Connecticut/211 (the state’s telephone information and referral service), the Connecticut Department of Disabilities’ Birth to Three System, 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. The programs work in partnership to facilitate coordinated services. It is through this collaboration that *Help Me Grow* contributes to a statewide network for providing triage and referral for those concerned about children’s development.

In addition, through a Memorandum of Agreement (MOA), *Help Me Grow* assisted the Department of Public Health by providing care coordination for the Children and Youth with Special Health Care Needs Program (CYSHCN) for two regions of their system.

Connecticut Appropriations Committee RBA Template  
Part II, Program/Agency/System Accountability

What do you propose to do to improve performance in the next two years and why?

1. Develop and implement an outreach model for providing services to hard-to-reach families. There is a subgroup of *Help Me Grow* families who are unable to sustain contact with telephone care coordinators after making an initial contact due to challenging circumstances. The Kellogg Foundation is supporting *Help Me Grow* to provide a pilot project that will inform service strategies for these hard to reach families.
2. Restructure the database to better inform the program and legislators regarding the needs of children in Connecticut. *Help Me Grow* data can be very useful for informing legislators about family needs and services in Connecticut.
3. Expand the number of child development liaisons (CDLs) to increase outreach and networking activity and connections to community-based services. CDLs serve as the conduit between Connecticut's community-based services and the telephone access point. They provide training and information on *Help Me Grow* to a many programs. They facilitate monthly networking meetings for service providers in Waterbury, Bridgeport, Hamden, New London, Norwalk, Hartford, and Killingly. They also conduct formal training and education for pediatric providers throughout the state. As *Help Me Grow* has grown, the requests for these services has outgrown capacity

*No-cost or low-cost actions, including reallocation of exiting resources:*

4. Continue to focus on educating and motivating physicians and other child health providers to conduct developmental surveillance and screening for young children. It is widely recognized that pediatricians can play a critical role in assessing and monitoring children's development as part of primary health care services. Research on *Help Me Grow's* pediatric outreach, funded by Commonwealth Foundation (2005), showed that providing training in pediatric offices doubled the number of children referred for services.
5. Focus on promoting *universal monitoring of development* by parents by distributing 10,000 Ages & Stages Child Development Kits for the four month well-child visit to pediatric practices statewide.

The statewide Ages and Stages program has the potential to provide universal screening for all children in Connecticut at a low cost. The ASQ kits is a tool to help families and health care providers track development starting at 4 months through five years.

Appendix A, Data Development Agenda

Appendix B, Funding Details

Appendix C, Information and Research Agenda

Appendix D, Partners (Optional)

Appendix E, What Works (Optional)