



Family Resource Book Training

Addressing Social Determinants of Health in Pediatric Practices

Introductions



American Academy
of Pediatrics



DEDICATED TO THE HEALTH OF ALL CHILDREN®



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Questions? Please contact your team's practice champion or the PROS WE CARE study team at atorres@aap.org.

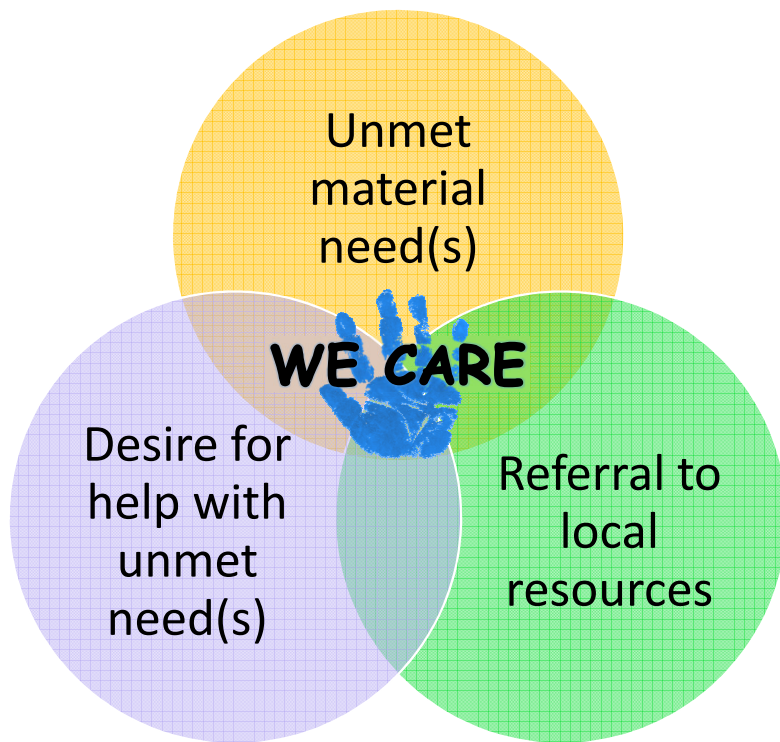
Additionally, this webinar and supplementary training materials will all be available on our website:

<https://www.bmc.org/pediatrics-primary-care/we-care/our-current-studies>

Thank you!

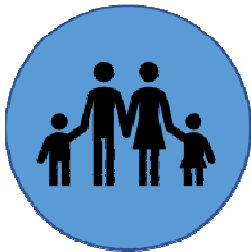


What is WE CARE?



- Screening families for unmet material needs
- Practice-based identification of community resources and development of resource referral information
- Referral to resources for those who screen positive for unmet material need(s) *and want help meeting identified need(s)*

Today, you will learn one part of the WE CARE Program:



**History of
WE CARE**



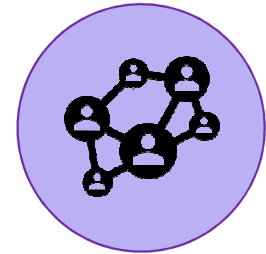
WE CARE Screener
(and how to use it)



**Identifying
Local Resources**
*For Housing, Childcare,
Food, Employment,
Education and Utilities*



**Developing a
Family Resource
'Book'**
(and how to use it)









**Establishing your
WE CARE screening
and referral
process**
*(A workflow that best
fits your practice)*

The WE CARE Screener

- Screens for 6 material needs:
 - Childcare
 - Employment
 - Housing
 - Food
 - Education
 - Utilities (heating/cooling, water, electricity)
- *Would you like help...?*
 - Does not presume that those screening positive for a need want help addressing that need
- *Maybe Later*
 - Ensures parents know they can always access resources in future

DECLINED **WE CARE SCREENER**

We want to make sure that you know about the community resources that are available to you and your family. Many of these resources are free of charge. Please answer each question and hand it to your child's doctor at the beginning of the visit. Thank you!

	Do you need childcare for your child? YES <input type="checkbox"/> NO <input type="checkbox"/> If YES, would you like help finding it? <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe Later <input type="checkbox"/>
	Do you have a full-time job? YES <input type="checkbox"/> NO <input type="checkbox"/> If NO, would you like help finding employment? <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe Later <input type="checkbox"/>
	Do you think you are at risk of becoming homeless? YES <input type="checkbox"/> NO <input type="checkbox"/> If YES, would you like help with this? <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe Later <input type="checkbox"/>
	Do you always have enough food for your family? YES <input type="checkbox"/> NO <input type="checkbox"/> If NO, would you like help with this? <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe Later <input type="checkbox"/>
	Do you have a high school degree? YES <input type="checkbox"/> NO <input type="checkbox"/> If NO, would you like help to get a GED? <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe Later <input type="checkbox"/>
	Do you have trouble paying your heating/cooling, water or electricity bill? YES <input type="checkbox"/> NO <input type="checkbox"/> If YES, would you like help with this? <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe Later <input type="checkbox"/>

*****FOR PROVIDER/STAFF USE ONLY*****

If a parent has needs and wants help, please give the appropriate WE CARE information sheet(s) from your practice's <i>Family Resource Book</i>	Please check off below if you provided a WE CARE information sheet(s) and/or referral(s) for the following needs: <input type="checkbox"/> Childcare <input type="checkbox"/> Housing <input type="checkbox"/> Education <input type="checkbox"/> Employment <input type="checkbox"/> Food <input type="checkbox"/> Utilities Referral provided by: <input type="checkbox"/> Provider <input type="checkbox"/> MA <input type="checkbox"/> Nurse <input type="checkbox"/> Other
Complete RIGHT-BOTTOM Information. [1 Screener= 1 Family] Store into Patient EMR or chart.	First and Last Name of Child: _____ Child's Date of Birth (mm/dd/yy): ____/____/____ Date of Visit with WE CARE Screener (mm/dd/yy): ____/____/____

The Family Resource Book*



- 1-page resource information handouts for each of the six material needs
- Lists a variety of local community resources and their contact information
- Information handouts will be provided to parents that have a need **and want help meeting it**

**Not necessarily a physical book!
Can be incorporated into your EHR system.*

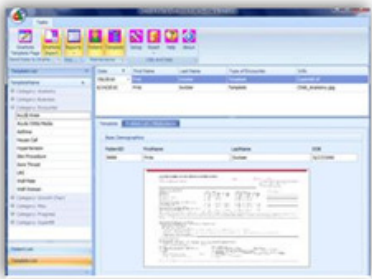


Creating the Family Resource Book



Physical Book

- 1"-2" binders for each exam room in your practice
- Label spine and front cover with "WE CARE Family Resource Book"
- Tabs or dividers to separate sections for each material need
- Blank paper to print resource handouts
- Hole punch or folder to put in binder to hold resource handouts



Integrated into EHR

- Create smart/dot(.) phrases in your EHR system (e.g., .WeCareENChildcare, .WeCareSPHousing, etc.)
- Blank paper to print resource handouts



The Family Resource Book – Gathering resources

- Use the Family Resource Book template on the WE CARE website as a reference
 - Visit <https://www.bmc.org/pediatrics-primary-care/we-care/our-current-studies>, select “Click here if you are involved in the PROS/CORNET WE CARE Study,” then enter the password: **wecareweb**
- Another helpful resource is AAP’s Child Poverty clinical resources webpage
 - Visit <https://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/poverty/Pages/practice-tips.aspx>, then navigate to the section titled “Connecting Families to Community Resources.” Follow hyperlinks in the template to review national and statewide organizations that provide information on local resources

Connecting Families to Community Resources Basic Needs Referral Resource Template March 2016	
Food Security	
Example Questions <ul style="list-style-type: none"> • Do you ever have a time when you don't have enough food? • Do you have WIC? Do you have Food stamps? • Do you need help in getting food by the end of the month? • In the last year, did the food you bought just not last and you didn't have money to get more? 	
Your Local Resources <i>(add your local resources and helpful notes/comments)</i>	National and State Resources
Project Share (meals for low income and homeless) 1515 Yale SE, Albuquerque 87106; 242-5677	State WIC contacts
East Central Health and Social Services Center (emergency food boxes, also diapers, rent, and utility assistance, referrals to other agencies) 217 San Pablo SE, Albuquerque 87108, 256-2070;	SNAP application and local office locator






The Family Resource Book – Gathering resources (continued)



- Work with community partners and other service providers to identify local services and resources
- Helpful partners may include:
 - Community resource aggregators like Aunt Bertha – The Social Care Network
 - AAP’s Child Poverty clinical resources page
 - Local public health departments
 - Hospitals, social workers
 - Legal aid organizations
 - Community action agencies
 - Non-profit and faith-based organizations (e.g., Salvation Army)
 - Call 2-1-1 help line
 - Benefits.gov
 - Community Needs Assessments (CNAs)

The Family Resource Book – Gathering resources (continued)

- What to include:
 - Services
 - Contact information (phone numbers, websites, addresses)
 - Hours of operation
 - Eligibility
 - Payment source
 - Languages spoken
 - Available transportation resources
 - Multiple “levels” of resources for each need
 - Housing: find housing, help paying for housing, housing advice/counseling, maintenance/repair, emergency housing
 - Employment: help finding employment, job training, resume building



Childcare

BOSTON

Department of Transitional Assistance (DTA)

- Link to available childcare for those **already receiving TAFDC benefits**

Contact: Call **617.348.8500** and refer to your DTA case manager
Hours: Monday to Friday 9AM-5PM
Eligibility: Currently receiving TAFDC benefits through the DTA
Payment Source: FREE

Department of Early Education and Care (EEC)

- Waitlist for vouchers now administered through CCCB (see below)
- If you need subsidized childcare but are **NOT currently receiving TAFDC**

Contact: 617.348.6677
51 Sleeper Street, 4th Floor, Downtown Boston, MA 02210
Hours: Monday to Friday call between 10AM and 2PM
Eligibility: Low-income families who are **NOT** eligible for TAFDC
Payment Source: FREE

Child Care Choices of Boston (CCCB)

- Provides information to make the best decision for your child care needs
- Extensive database of Boston area child care centers

Contact: 617.542.KIDS (5437)
105 Chauncy Street, 2nd Floor, Downtown Boston, MA 02111
Hours: Monday to Friday 9:30AM-3:30PM
Eligibility: Open to all Parents
Payment Source: FREE

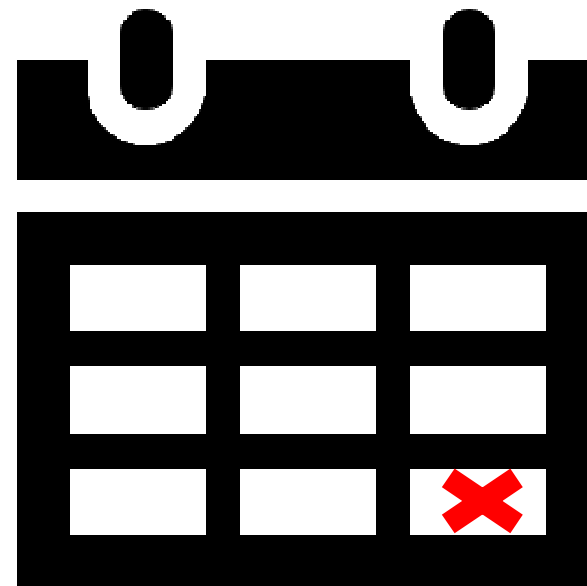
Early Head Start/Head Start

- Enhances the development of young children and promotes healthy families
- Free childcare for children under age 3 in **Early Head Start program**
- Free childcare for children ages 3-5 in the regular **Head Start program**

Contact: Call **617.348.6272** to be directed to your neighborhood location
178 Tremont Street, Downtown Boston, MA 02111
Hours: Monday to Friday 9AM-5PM
Eligibility: Meet Annual Household Income Limits (\$22,050 for a family of four)
Payment Source: FREE

Updating the Family Resource Book

- Update resources about every month (or any time you hear a family has had trouble reaching a resource)
 - Add new resources
 - Confirm existing resources/verify contact information
- Keep an electronic version of your template with hyperlinks to be able to access websites
 - Update as necessary



Updating the FRB – Lessons we've learned



- Need for more frequent updates
 - Generally, we recommend every six months
 - Lately, we recommend every 2-4 weeks
- Consider using the following to get the latest information
 - Facebook
 - Twitter
 - Instagram
 - Larger, organization-wide websites
 - Local website for location-specific updates

Steps to WE CARE Rollout

- Participate in Family Resource Book training
- Decide which format to use for your Family Resource Book
- Identify resources and prepare Family Resource Book template
 - BMC team reviews/approves Family Resource Book template
 - Translate Family Resource Book into Spanish
- Create Family Resource Books or embed resource handouts in EHR
- Participate in Core WE CARE program training
- Create practice workflow
- Roll out the WE CARE intervention!





Thank you in advance for your
hard work and support!

Questions? Please contact:



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