**Outcomes**

**12,293: Number of children screened by 211 LA to date**

Note: Most caretakers (86%) accept 211 LA’s offer to complete the parent questionnaire (developmental screening), at which point calls are
transferred from a front-line Information & Referral Specialist to a 211 LA Care Coordinator Specialist.

## Background

**2-1-1** is a national network serving those with non-emergent crises.

**211 LA** serves greater Los Angeles, with 1/2 million
callers per year.

**80,000 calls per year have children under age 5.**

Of these, 85% earn less than $2,000 a month.

Families in crisis, such as those who call 211 seeking resources, have children at extremely high risk for developmental-behavioral problems and autism.

### Discussion

211 LA referred 100% of children who screened at-risk for delays, developmental disabilities and social-emotional behavioral concerns and autism.

60% of the children referred received services from at least one of the following: Regional Center, Local School District Special Education, Early Childhood Mental Health provider, Head Start, Early Head Start, etc.

# How our outcomes compare

### Outcomes for 12,293 Children Screened by 211 LA

- 0% 43% 11% 20% 26% 54% 182% of National Sample
- 0% 40% 60% 80% 100% 40% 70% 90% 100% 80%

### Follow-up Outcomes for 7,066 Children who Received Care Coordination

- 0% 40% 60% 80% 100% 40% 70% 90% 100% 80%

### Risk for Developmental Delay

- 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

### Risk for Autism

- 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

### Positive Screen (Fail)

- 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

### Negative Screen (Pass)

- 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

**REFERENCES**


Prepared for the UCLA Kaiser Permanente Center for Health Equity, 17th Annual Health Equity Symposium, November 2, 2016

# 211 LA County Developmental Screening

and Care Coordination Program (DSCC)

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# TURNING DISPARITY INTO EQUITY

Improving Access to Early Identification and Intervention for LA’s Most Vulnerable Children

**The good news . . .**

Early Interventions during early childhood have been shown to improve long-term developmental, social, educational, and health outcomes.2

**but,**

Children from low-income families experience disproportionately high rates of social, emotional, and behavioral problems.

and,

Latino and African-American children with ASD have, on average, substantially later ages of diagnosis than their white, non-Hispanic counterparts and less access to early intervention services.3

These inequities, combined with lower rates of health insurance coverage and less access to medical homes, make some populations of children particularly vulnerable to worse developmental and educational outcomes – which are, in turn, associated with worse long-term health outcomes.4

**So,**

In 2009, 211 LA initiated screening for risk of possible developmental and behavioral issues by inviting callers with children birth through five years of age to talk about their children by completing a free parent questionnaire (evidence-based developmental screening).
**Objectives**

(a) combat the disparities of identification and intervention for low-income African American and Latino children  
(b) decrease the age of identification of children at-risk for developmental delays, behavioral concerns, and autism  
(c) enroll and confirm early intervention services received for those children identified with risk  

**Method**

**Setting**

211 LA Call Center - Engagement of parents/caregivers calling for basic needs  

**Procedure**

1) Parents’ initial reason for calling 211 is addressed first;  
2) Next, parents are asked if they would like to participate in a free parent questionnaire (developmental screening) to learn how their child is doing for his/her age;  
3) If parents agree to participate, they are administered evidence-based developmental-behavioral screening tests by interview using an online screening service, PEDS Online, providing real-time results from a range of screening tools;  
4) If screening test results indicates child is at-risk, 211 LA provides the needed hands-on family-centered care coordination to ensure enrollment in intervention services (e.g., Regional Center, Special Education, Early Childhood Mental Health Program, Head Start, Early Head Start, etc.)  

**Measurement**

1) Parents’ Evaluation of Developmental Status (PEDS);  
2) Modified Checklist of Autism in Toddlers (M-CHAT-R);  
3) PEDS: Developmental Milestones (PEDS:DM)  

**Data Acquisition**

1) All screening results were captured by the PEDS Online database and then transferred to 211 LA’s electronic health record;  
2) Demographic data, the status of referrals and whether a referral resulted in a delivery of services were tracked in 211 LA’s database.  

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