6-COUNTY PILOT PROGRAM EXPANSION

211 LA DEVELOPMENTAL SCREENING AND CARE COORDINATION

PROGRAM OVERVIEW

From April 2015 - June 2015, 211 LA County (211 LA) led and coordinated a statewide pilot funded by WestEd through a sub-contract with the State Department of Developmental Services to expand the reach of the 211 LA Developmental Screening and Care Coordination (DSCC) program to five additional counties.

The pilot included the following 211 partners: Alameda, Kern, Los Angeles, Riverside, San Bernardino and Sonoma Counties. The network of 211s identified eligible children whose parents agreed to participate in the screening and care coordination program.

The 211 LA DSCC program model utilized the existing 211 service network to identify parents/caregivers with children birth to 5 years of age struggling to make ends meet and seeking assistance with basic needs. I&R Specialists offered the developmental screening once service needs for a parent/caregivers were met, describing it as a free parent questionnaire to help understand how their child(ren) are doing for their age and to identify early childhood programs in the community. I&R Specialists warm transferred callers to trained Care Coordinators knowledgeable in navigating early childhood and intervention programs with a focus on a family strength-based model.

The pilot program used PEDS Online, an evidence-based screening tool complying with American Academy of Pediatrics recommendations for:

A. Detecting and addressing parents’ concerns;
B. Measuring children’s milestones in all domains including social-emotional skills
C. Periodic use of a screen for autism spectrum disorder

The three screens are highly accurate, valid measures, and include Parents’ Evaluation of Developmental Status (PEDS), the PEDS: Developmental Milestones (PEDS: DM) and the Modified Checklist for Autism in Toddlers – Revised (M-CHAT-R). Unlike other, longer screening tools (such as the Ages and Stages Questionnaires), the PEDS Online is real time screening that can be deployed swiftly over the telephone by a 211 Care Coordinator Specialist.

211 LA worked with 211 partners to centralize early childhood and intervention services into one database, and increase cross-sector collaboration and service integration. Resources included:

- Early care and Education Providers
- Intervention Services such as primary care health providers,
- Head Start/Early Start, Early Intervention (Part C), Special Education (Part B)
- Home Visiting and Other Public Health Programs
- Safety-net assistance programs for families living in poverty, struggling with homelessness, domestic violence and/or involved with the child welfare system
211 LA’s Developmental Screening and Care Coordination model was rapidly and successfully expanded in the 3 month pilot to five other counties – seamless connections to Care Coordinators stationed at 211 LA – while the initial caller experience is managed by local 211 staff.

Replication of the 211 LA model in other counties confirms similar findings to those of the five year program at 211 LA. Highly vulnerable families in the six counties participating in the pilot were found to have similarly high rates of risk (69% screened with risk requiring care coordination services) and, once identified, were enrolled via 211 LA’s model of real-time screening and on-the-spot advocacy. Follow-up for these families was provided until it was confirmed that services were being received.

### Developmental screening results (PEDS)

<table>
<thead>
<tr>
<th>Risk</th>
<th>Number of Clients</th>
<th>Percent</th>
<th>National Standardization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Path A: High Risk</td>
<td>94</td>
<td>20</td>
<td>11%</td>
</tr>
<tr>
<td>Path B: Moderate Risk</td>
<td>139</td>
<td>29</td>
<td>26%</td>
</tr>
<tr>
<td>Path C: Elevated Risk for Social/Emotional and Behav-</td>
<td>94</td>
<td>20</td>
<td>20%</td>
</tr>
<tr>
<td>ioral Problems—Need Behavioral Guidance</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Path E: Low Risk</td>
<td>145</td>
<td>31</td>
<td>43%</td>
</tr>
<tr>
<td><strong>Total Percent of Children with Risk</strong></td>
<td><strong>472</strong></td>
<td><strong>69</strong></td>
<td></td>
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Among children screened from April 1, 2015 through June 30, 2015:
- **20%** of children were identified at the highest risk level (Path A)
- **29%** of children were at moderate risk (Path B)
- **20%** of children screened as having low risk for a developmental delay but elevated risk for behavioral/mental health problems (Path C)
- **31%** children screened as low risk (Path E)

Among 312 children eligible for screening using the Modified Checklist for Autism in Toddlers (M-CHAT), 14.4% of children failed the Autism Screening—higher than the expected rate of 9.7% based on studies in the general U.S. population.

### RACE/ETHNICITY: PARENTS/GUARDIANS OF CHILDREN SCREENED

- Latino/Hispanic, 70%
- Black/African American, 18%
- White/Caucasian, 6%
- Other, 6%

### Autism screening results (M-CHAT)

<table>
<thead>
<tr>
<th>Result</th>
<th>Number of Clients</th>
<th>Percent with Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive screen (failed M-CHAT)</td>
<td>45</td>
<td>14.4</td>
</tr>
<tr>
<td>Negative screen (passed M-CHAT)</td>
<td>268</td>
<td>85.6</td>
</tr>
<tr>
<td><strong>Total M-CHAT Screens</strong></td>
<td><strong>312</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>

158 children did not meet age criteria for M-CHAT screening 16–48 months

### FURTHER FINDINGS

211 is a service that is highly recognized in local communities. Because families reach out to and receive assistance from 211, they are more open to offers of additional information or service opportunities, such as the screening for developmental delays and autism.

The higher risk levels found in families calling 211 for basic needs is significant because these are the low-income African-American and Latino families that are not being found by other means of traditional screening.

A total of 372 children screened received care coordination services to connect and obtain identified intervention services. Care Coordinators confirmed that 62% of children screened during the project received services.

211 LA’s approach to early detection and referral coordination is a cost-effective model that provides real time assistance to families that are in most need of these type of service and provides a model that is easily replicable in other areas where 211 services are provided.