In 2015, Learn the Signs. Act Early., (USC UCEDD), 211 LA County (211 LA) Developmental Screening and Care Coordination Program and the Pasadena WIC program began a collaborative relationship. This pilot braids customized LTSAE materials with a unique phone based developmental screening program and WIC’s easy access to underserved children with the most needs.

211 LA is one of the nation’s largest information and referral services serving annually ½ million calls. In 2009, 211 LA launched phone-based developmental behavioral screening for children under the age of 5. Parents/caregivers contacting 211 LA for any reason are asked if they have a child under the age of 5 and if so, would they be interested in a free parent questionnaire (developmental screening). Parents who accepted were asked questions from the PEDS, PEDS: DM or M-CHAT. Children who did not pass the evidence-base developmental screening were referred to their local regional center (Part C agency) and other early childhood programs. 211 LA Care Coordinator Specialists provided follow up to assure that the family did not encounter any barriers to assessment. This program has been highly successful; over 11,000 children have been screened with over 50% identified as at risk for a developmental delay and received care coordination services through 211 LA.

WIC staff have developmental checklists that have customized with a direct phone number for the 211 LA. WIC staff review the age appropriate checklist with the parent and ask if they would be interested in participating in a parent questionnaire (developmental screening) over the phone with 211 LA. Parents were directed to call the number on the checklist either at the WIC office or at their leisure.

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