



Help Me Grow[®]
Pierce County



2021 Annual Report

Implementation Year 2: July 2020 - June 2021

Table of Contents

Background.....3

Action Teams.....4

 Coordinated Access.....4

 Family & Community Outreach.....10

 Health Provider Outreach.....11

 Data & Evaluation.....12

Background

Help Me Grow Pierce County (HMG-PC) is a pilot program with a mission to promote the healthy development of all children from pregnancy through age 5 through the following actions:

1. Connecting families to information, activities, and community-based resources
2. Nurturing family relationships and offering individualized support
3. Partnering with families and communities to improve the availability and quality of services

This system of support for families is implemented through a collaboration of multiple organizations and individuals throughout Pierce County, led by the organizations below:

2021 Leadership & Staffing



 <p>CHILD HEALTH CARE PROVIDER OUTREACH</p> 	 <p>FAMILY & COMMUNITY OUTREACH</p> 	 <p>COORDINATED ACCESS POINT</p> 	 <p>DATA COLLECTION & ANALYSIS</p> 	 <p>EQUITY</p> 	 <p>ADVOCACY</p>  
---	---	--	--	--	---



First 5 FUNdamentals supports the entire HMG Pierce County structure

This annual report provides a summary of accomplishments during our 2nd year of implementation, and goals for year 3.

Action Teams

HMG-PC has engaged action teams working together around the 4 components of the national Help Me Grow model: **Coordinated Access, Family & Community Outreach, Health Provider Outreach, and Data & Evaluation.**

Action Team Meetings this year:

	Coordinated Access	Health Provider Outreach	Family & Community Outreach	Data & Evaluation
Total Meetings Held	9	10	22	10
Average # of Attendees (Mean)	12	18	25	10
Total Team Members (on e-mail list) as of 6/30/2021	27	52	79	23

Coordinated Access

Family Resource Navigators

The first Family Resource Navigators (FRNs) for HMG-PC began at South Sound 2-1-1 in January 2020. FRNs are fully integrated with 2-1-1 staff, and are cross-trained to help with any caller needs including housing, food, transportation, etc. In February 2021, a 3rd FRN was added to the team to increase capacity to serve callers.

CALL VOLUME	TOTAL	Monthly Average
# of Total Pierce County Calls to South Sound 2-1-1	22,773	1,898
# of calls with Children in the home	9,820	818
# of calls with Children ages 0-5	5,851	488
# of HMG FRN calls (Pierce County only)	2,501	208

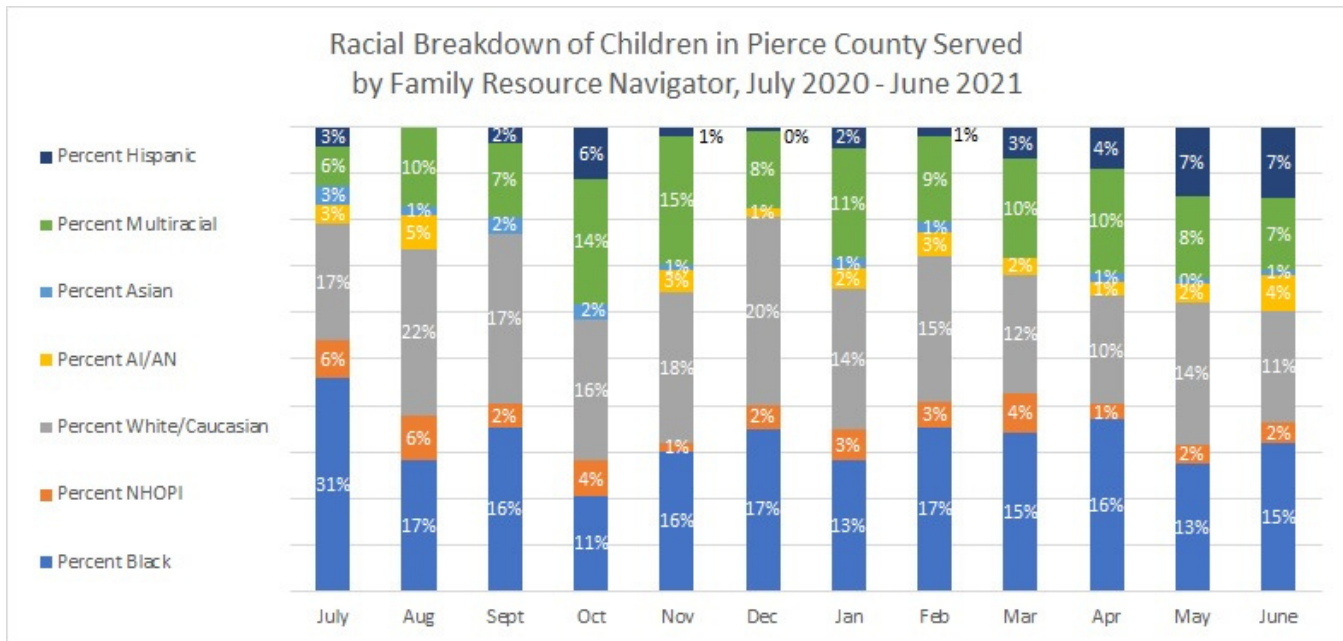
The following data reflects the 2-1-1 callers with children from pregnancy through age 5 in Pierce County who worked with a Family Resource Navigator this year.

Callers Connected to Services	
Yes	2,471
No	30

Family Resource Navigators (continued)

Caller Primary Language	Total	Percent
English	2,451	98%
Spanish	47	2%
Chuukese	3	0%

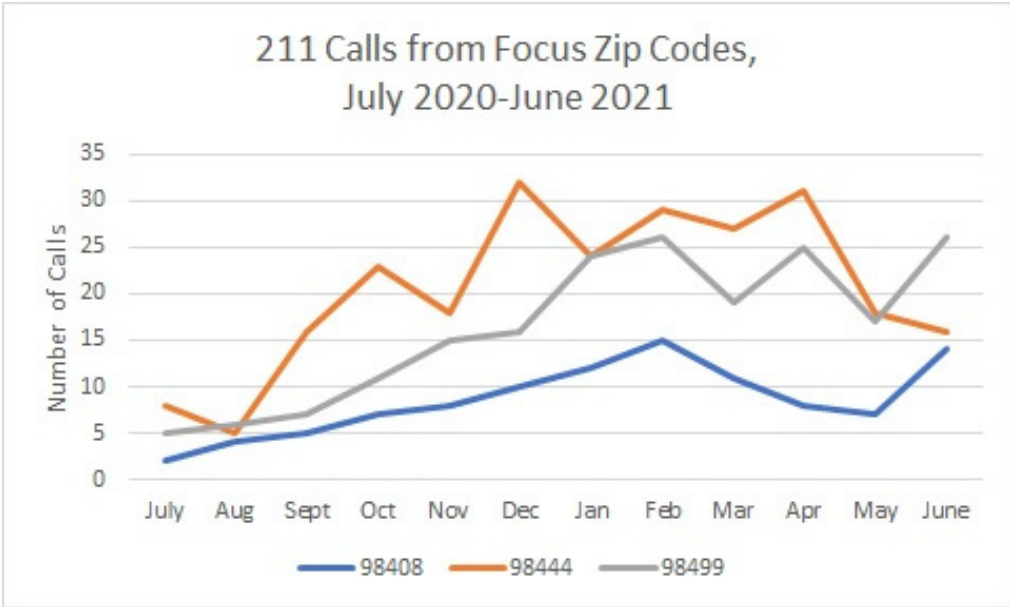
Race of Child		
	TOTAL	Percent
American Indian	46	2%
Asian	18	1%
Black or African-American	388	16%
Latino or Hispanic	66	3%
Multiracial	243	10%
Native Hawaiian or Pacific Islander	68	3%
Other	70	3%
Unknown	255	10%
White	365	15%
Decline to Answer	5	0%
Blank	977	39%



Family Resource Navigators (continued)

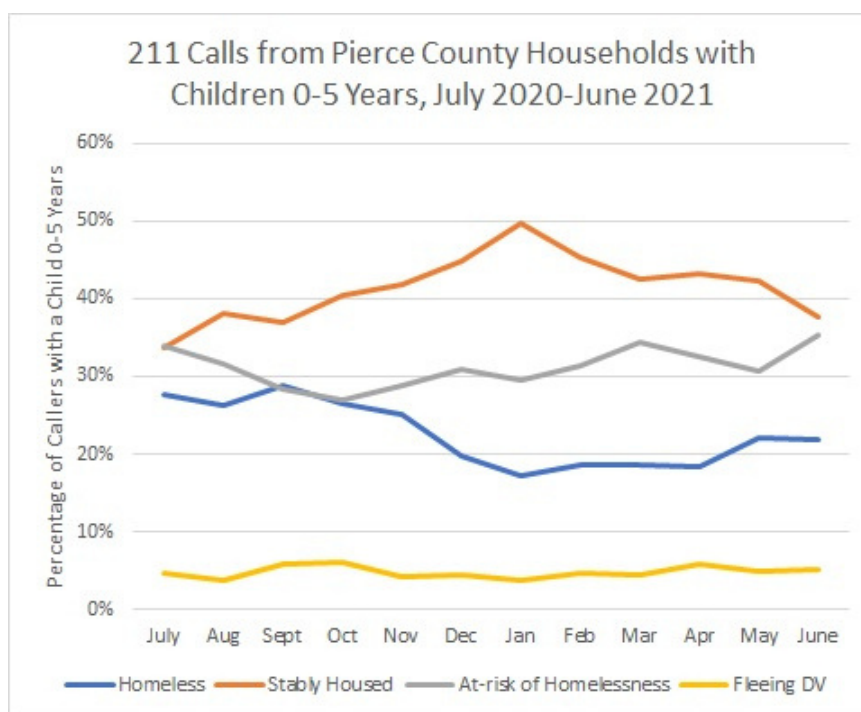
Top 10 Caller Zip Codes	
98499 (Lakewood)*	197
98498	116
98444 (Parkland)*	247
98424	68
98409 (South Tacoma)	226
98408 (South Tacoma)*	103
98406	64
98405 (Hilltop, Tacoma)	259
98404 (Eastside Tacoma)	231
98387	117

**Indicates a focus zip code for HMG-PC*



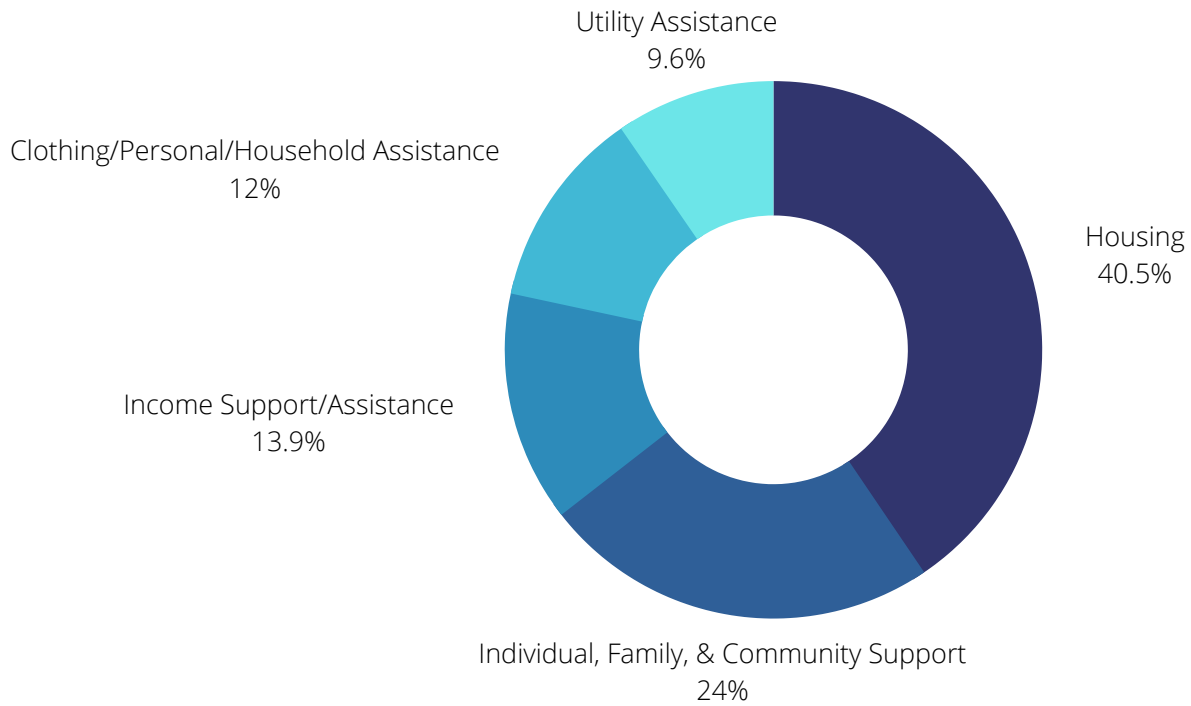
Family Resource Navigators (continued)

Housing Status of Client	Total	Percentage
At-risk of homelessness	718	29%
Did not ask	117	5%
Fleeing DV	114	5%
Homeless	564	23%
Stably Housed	927	37%
Blank	56	2%



Family Resource Navigators (continued)

Top 5 Caller Concerns



Top 10 Referral Types	Number of Referrals
Low Income/Subsidized Private Rental Housing	2,090
Rent Payment Assistance	1,047
Electric Service Payment Assistance	804
Diapers	475
Home Rental Listings	419
Community Shelters	400
Undesignated Temporary Financial Assistance	209
Transitional Housing/Shelter	164
Food Pantries	150
Domestic Violence Shelters	115

Provider Referral Form Pilot

In June 2020 the HMG Coordinated Access Point and three providers (Pediatrics Northwest, Step by Step Family Support, and Answers Counseling) launched a provider referral form pilot. These referrals are sent directly to the Family Resource Navigators via secure e-mail. The navigator then agrees to follow up with the family within 48 business hours, and close the feedback loop with the provider if the family consents. In May 2021, this form was launched on-line and available to all Pierce County providers. Through this referral form, families referred by their medical provider has grown to become the second most common referral source.

Top 10 Referral Sources to Help Me Grow - Pierce County

	TOTAL	Percent
Word of Mouth	876	35%
Medical Provider	360	14%
Other	202	8%
DSHS Office	176	7%
Non-profit agencies or churches	173	7%
Unknown	167	7%
Blanks	115	5%
Internet Search	90	4%
Housing Authority / Housing Intake	69	3%
Landlord	52	2%
School Counselor / Staff	50	2%

Family & Community Outreach

The Family & Community Outreach component is implemented in Pierce County by HopeSparks and the Multicultural Child & Family Hope Center (MCFHC). The role of Family Outreach staff is to inform parents and community providers about the Family Resource Navigators available at 2-1-1, to connect families directly with community services, to inform 2-1-1 of service changes to ensure consistent updates to the resource directory, and to participate on the Family & Community Outreach Team to share resources and network with other providers. When the COVID-19 pandemic hit, community partners also worked together to launch diaper banks throughout Pierce County in response to identified family need.

Impact Indicators: Totals for July 2020 – June 2021	
Number of Families Reached through Outreach	16,178
Number of Community Partners Reached through Outreach	1,489
Number of Partners Trained on Referral through HMG-PC	263

Common Indicators: Totals for July 2020 – June 2021	
Resource Directory Changes	37
Community Events Attended by HMG-PC Staff	376

DIAPER BANK NETWORK	
Locations open to Pierce County families as of 6/30/2021	10
Families Served	5,258
Children Served	9,345
Diapers Distributed	249,074
Packs of Wipes Distributed	5,432

Health Provider Outreach

Health Provider Outreach efforts are led by the Tacoma-Pierce County Health Department. The Health Care Liaison started in March 2020, and continues to provide community presentations on Help Me Grow and linkage to resources. Topic focus areas in addition to connection to resources include perinatal mental health, and child developmental screening. The Health Care Liaison also co-chairs the Social Determinants of Health workgroup in partnership with Elevate Health, and the Perinatal Emotional Health Committee – a sub-committee of the Perinatal Collaborative of Pierce County.

Impact Indicators: Totals for July 2019 – June 2020	
Number of Developmental Screening and Surveillance Trainings	2
Total attendees	85
Number of Help Me Grow Overview Trainings	73
Total attendees	906

Common Indicators: Totals for July 2019 – June 2020	
Medical Staff Reached	1,028
Families Reached as a result of health provider outreach efforts	350

Additional Indicators for Help Me Grow Pierce County	
Number of Perinatal Mental Health Trainings	2

Data & Evaluation

Continuous Quality Improvement Recommendations

The following quality improvement recommendations for the Coordinated Access Point were determined by the HMG-PC Data Team, led by the Tacoma-Pierce County Health Department:

1. Decrease the amount of missing data

- a. Age
- b. Race
- c. Ethnicity
- d. Gender

2. Increase involvement between families with children 0-5 years and Family Resource Navigators

3. Conduct follow-up on unmet needs

4. Conduct evaluation on referrals

- a. Did client receive resources?
- b. Were resources/organizations culturally competent?

5. Medical provider referrals

- a. How many families with children 0-5 years are being seen by medical providers vs how many are being referred to 2-1-1 (denominator)

6. Include additional indicators

- a. Housing status
- b. COVID vaccination status

7. Create/use internal tracking referral type that is not used for other purposes

Data & Evaluation (*continued*)

Future actions identified based on data trends:

- Continued trend of callers disproportionately identifying as Black or African-American, as compared to the general county population. There is interest in exploring whether this is due to increased need, or increased awareness of 2-1-1 as a resource.
- Since 98% of callers report that their primary language is English, outreach needs to be done to ensure that families who speak other languages are aware of 2-1-1 as a resource that can incorporate a language line for translation, or ensure that families have more opportunities to connect with a bilingual Family Support Worker in the community to assist them in calling.
- Housing continues to be the most common need, but this could also be what a majority of families are familiar with 2-1-1 as a resource to call for. FRNs are skilled at providing a comprehensive assessment of family needs, to ensure that families are receiving resource connection for the range of needs they may have.



2021 Annual Report

www.HelpMeGrowPierce.org