



# Enhancing ACE Screening through HMG Care Coordination

*Redwood Community Health Coalition  
Promising Practice*

## PROMISING PRACTICE OVERVIEW

First 5 Contra Costa contracted with the Contra Costa Crisis Center in 2014 to serve as the Help Me Grow (HMG) Call Center via 211. Health care providers can refer children ages 0-5 to First 5's HMG program for additional community services that address the needs identified by screens for child developmental concerns (i.e., ASQ-3 and MCHAT). The Crisis Center's experience in grassroots community resource connection made it the ideal organization to hold the HMG central access point for care coordination and an up-to-date, robust resource directory. As knowledge grew around the impact of Adverse Childhood Experiences (ACEs) on child development, First 5, the Crisis Center, and La Clinica de la Raza came together to develop a pilot to integrate ACE screening and response workflows utilizing the existing HMG model. This Promising Practice summarizes how First 5 and the Crisis Center partnered with La Clinica to pilot a closed-loop system of care where providers efficiently send referrals for care coordination services for children. Through California's ACEs Aware funding, the partners developed and deployed the customization needed to support a more integrated closed-loop system. Although pilot funding has ended, the infrastructure for the system continues to thrive and expand.

## AIM

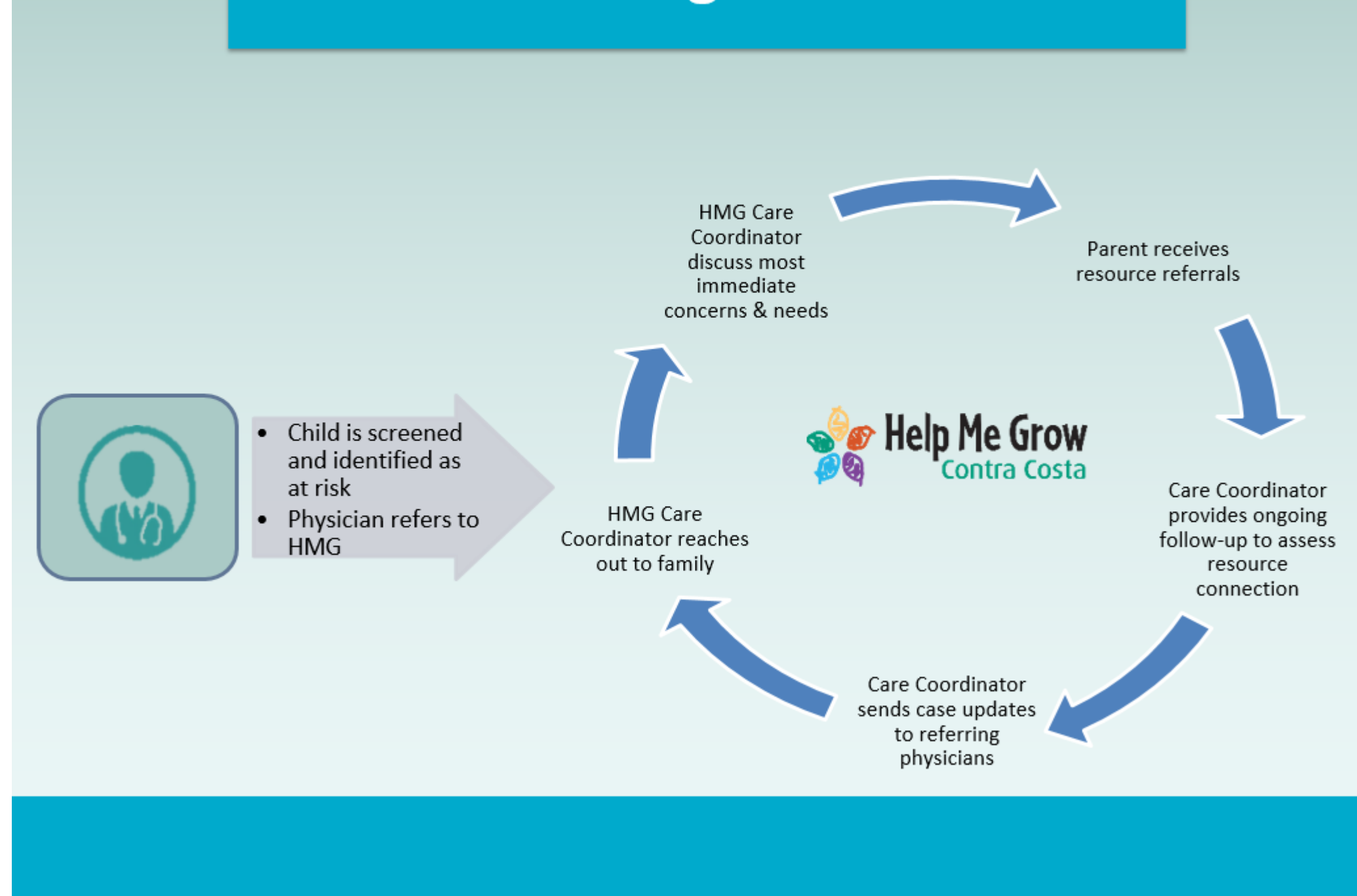
To increase collaboration and system integration between healthcare and community-based organizations; to respond to needs identified for children and caregivers; to improve service access via Help Me Grow; to empower parents and improve child-centered care.

## MEASURES

- # of screens completed over time
- Provider feedback/self-reports
- Linkage rate

## WORKFLOW

### Referring to HMG



## ACTIONS TAKEN

- Identified key pilot project partners with aligned goals and developed working agreements.
- Applied for and awarded funding.
- All partners received customized training and role-specific coaching to support implementation of trauma-informed practices.
- Determined workflow process for triggering referrals.
- Healthcare provider team worked with IT support to create SmartPhrases, customized reports, and secure data export.
- Care team at La Clinica determined which patients need ACE screening and completed screening.
- Secure imports of referrals received via ServicePoint and filtered into system for Help Me Grow Care Coordinators at Crisis Center.
- Help Me Grow Care Coordinators reach out to referred families within 48 hours. Upon contact with parent/caregiver, Help Me Grow Care Coordinators provide individualized resource referrals and customized materials (i.e. home activity handouts, parenting information).
- Help Me Grow Care Coordinators document patient outcomes and provider has access to such documentation via ServicePoint platform and can view live updates for their clients, therefore closing the loop. Some sites utilized morning huddle to review referral results.

## RESULTS TO DATE

- Physicians increased ACE screening rates
- Improved clinic staff comfort level with ACE screening
- Increased and improved connection between healthcare and community resources
- Deepened knowledge among partners of each other's systems
- Increased family comfort level with ACE screening
- Increased family access to resources and to a seamless resource navigation system

## LESSONS LEARNED

- System integration work requires commitment, time, and funding.
- System integration work requires trust, deep relationships, and an openness to learning about partner agencies' cultures and workflows.
- Investment in information technology is critical to streamline and automate referral processes for healthcare providers.
- Implementing an automated closed-loop feedback process increases providers' trust in the referral system.
- Training is needed for every level of clinic staff to establish and maintain comfort with ACE screening and response workflows. In particular, medical assistant (MA) and front desk staff roles were critical to the success of this pilot.
- Leverage and braid funding streams for sustainability by identifying partners or initiatives with common goals.
- Consider how to measure family-level outcomes early in the implementation process.