

Help Me Grow[®]

NATIONAL FORUM 2016

Greenville, South Carolina

MISSOURI

PLANNING & IMPLEMENTATION STATUS

Our first year was spent in the development phase. ParentLink, our statewide free source of parenting information and problem-solving support, extensively reshaped and refined our efforts to maximize services to high-need families. We expanded our WarmLine (call center) hours and hired additional staff. In addition, we enhanced our referral model, adding client-centered and resource databases. ParentLink is developing our ASQ and ASQ-SE screening opportunities through becoming trained and adding the online enterprise system. Qualitative data indicates that we are impacting families in a positive way.

OUR HMG SYSTEM

HELP ME GROW CORE COMPONENTS

- Child Health Provider Outreach** We've continued to build our child health physician partnerships, slowly but surely, in order to build trusting relationships. With Project LAUNCH, we will co-sponsor the American Academy of Pediatrics-MO training in September 2016. This event will inform attendees about the critical importance of child health physicians taking on the responsibility of screenings and referrals.
- Family and Community Outreach** ParentLink hired four Community Liaisons for our six targeted communities that host quarterly "family fun fests," as well as quarterly provider networking meetings to talk about HMG and learn about community resources we can share with others.
- Centralized Phone Access Point** We hired additional staff to expand WarmLine hours into evenings and weekends. We also adopted a new value-added referral model to ensure that clients get connected to the services they need.
- Data Collection & Analysis** We've implemented the System for Tracking Access to Referrals (STAR) database and are now able to follow up with clients to ensure successful connection as well as to learn of barriers connecting to needed services and pulling reports from this data. We also began using the iCarol database to house resource information to share with families contacting our call center.

IMPLEMENTATION OF HMG

ParentLink is a statewide organization and our WarmLine has been statewide for 25 years. With our database enhancements through HMG implementation, we now have a complete coordination of care system in place.



FAST FACTS

AFFILIATE SINCE

2015

PROGRAM MANAGER

Catherine Miller

millercat@missouri.edu

573-268-7789

DIRECTOR

Carol Mertensmeyer

mertensmeyerc@missouri.edu

573-268-7746

ORGANIZING ENTITY / LEAD AGENCY

ParentLink, College of Education,
University of Missouri

WEBSITE

parentlink.missouri.edu

HMG CALL CENTER

800-552-8522 | 573-882-7323

FUNDING SOURCES

ParentLink's funding comes from multiple sources and currently includes Maternal Infant and Early Childhood Home Visiting (MIECHV) via MO Department of Health and Senior Services; MO Department of Social Services; MO Children's Trust Fund; University of Missouri; and gifts.

ADVANCING

Developmental Promotion, Early Detection & Linkage to Services