



# Family Resource Book Training

Addressing Social Determinants of Health in Pediatric Practices

# Introductions



- Holly Tyrrell, MSSW
  - Research and Grants Manager
- Arvin Garg, MD, MPH, FAAP
  - Principal Investigator
- Annelise Brochier, MPH
  - Research Coordinator

**Questions?** Please contact your team's practice champion or the CORNET WE CARE study team at [hollyce@academicpeds.org](mailto:hollyce@academicpeds.org)

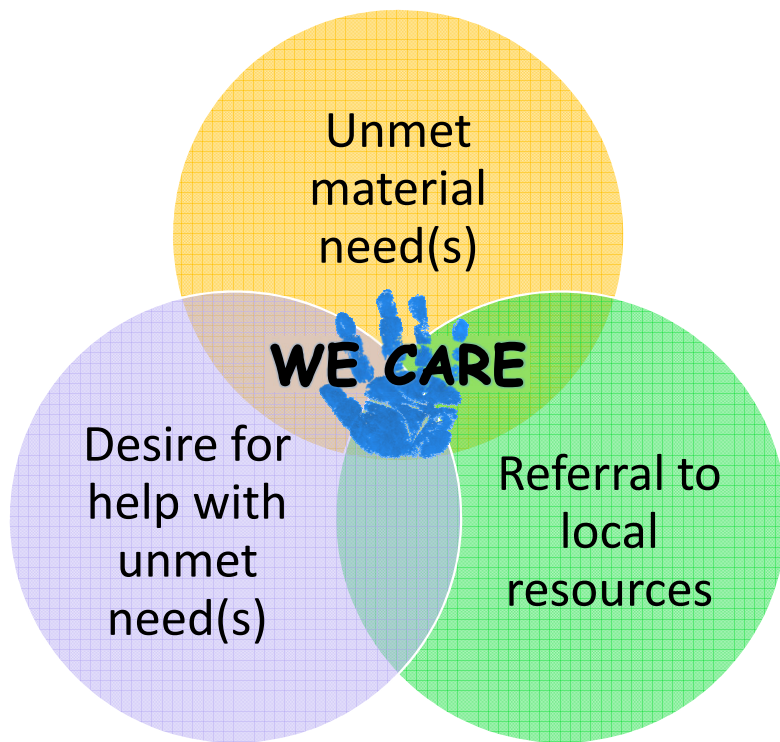
Additionally, this webinar and supplementary training materials will all be available on our website:

<https://www.bmc.org/pediatrics-primary-care/we-care/our-current-studies>

**Thank you!**

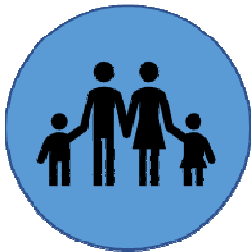


# What is WE CARE?



- Screening families for unmet material needs
- Practice-based identification of community resources and development of resource referral information
- Referral to resources for those who screen positive for unmet material need(s) *and want help meeting identified need(s)*

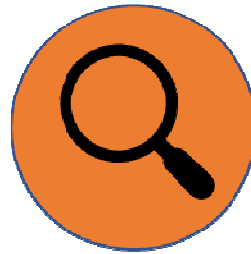
# Today, you will learn one part of the WE CARE Program:



**History of  
WE CARE**



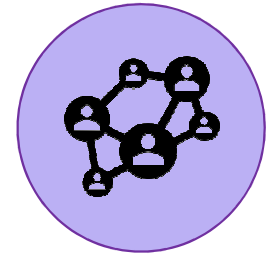
**WE CARE Screener**  
*(and how to use it)*



**Identifying  
Local Resources**  
*For Housing, Childcare,  
Food, Employment,  
Education and Utilities*



**Developing a  
Family Resource  
'Book'**  
*(and how to use it)*









**Establishing your  
WE CARE screening  
and referral  
process**  
*(A workflow that best  
fits your practice)*

# The WE CARE Screener

- Screens for 6 material needs:
  - Childcare
  - Employment
  - Housing
  - Food
  - Education
  - Utilities (heating/cooling, water, electricity)
- *Would you like help...?*
  - Does not presume that those screening positive for a need want help addressing that need
- *Maybe Later*
  - Ensures parents know they can always access resources in future

DECLINED  **WE CARE SCREENER**

We want to make sure that you know about the community resources that are available to you and your family. Many of these resources are free of charge. Please answer each question and hand it to your child's doctor at the beginning of the visit. Thank you!

	<b>Do you need childcare for your child?</b> YES <input type="checkbox"/> NO <input type="checkbox"/> If YES, would you like help finding it? <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe Later <input type="checkbox"/>
	<b>Do you have a full-time job?</b> YES <input type="checkbox"/> NO <input type="checkbox"/> If NO, would you like help finding employment? <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe Later <input type="checkbox"/>
	<b>Do you think you are at risk of becoming homeless?</b> YES <input type="checkbox"/> NO <input type="checkbox"/> If YES, would you like help with this? <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe Later <input type="checkbox"/>
	<b>Do you always have enough food for your family?</b> YES <input type="checkbox"/> NO <input type="checkbox"/> If NO, would you like help with this? <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe Later <input type="checkbox"/>
	<b>Do you have a high school degree?</b> YES <input type="checkbox"/> NO <input type="checkbox"/> If NO, would you like help to get a GED? <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe Later <input type="checkbox"/>
	<b>Do you have trouble paying your heating/cooling, water or electricity bill?</b> YES <input type="checkbox"/> NO <input type="checkbox"/> If YES, would you like help with this? <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe Later <input type="checkbox"/>

\*\*\*\*\*FOR PROVIDER/STAFF USE ONLY\*\*\*\*\*

If a parent has needs and wants help, please give the appropriate WE CARE information sheet(s) from your practice's <i>Family Resource Book</i>	Please check off below if you provided a WE CARE information sheet(s) and/or referral(s) for the following needs: <input type="checkbox"/> Childcare <input type="checkbox"/> Housing <input type="checkbox"/> Education <input type="checkbox"/> Employment <input type="checkbox"/> Food <input type="checkbox"/> Utilities Referral provided by: <input type="checkbox"/> Provider <input type="checkbox"/> MA <input type="checkbox"/> Nurse <input type="checkbox"/> Other
Complete RIGHT-BOTTOM Information. [1 Screener= 1 Family] Store into Patient EMR or chart.	First and Last Name of Child: _____ Child's Date of Birth (mm/dd/yy): ____/____/____ Date of Visit with WE CARE Screener (mm/dd/yy): ____/____/____

# The Family Resource Book\*



- 1-page resource information handouts for each of the six material needs
- Lists a variety of local community resources and their contact information
- Information handouts will be provided to parents that have a need **and want help meeting it**

*\*Not necessarily a physical book!  
Can be incorporated into your EHR system.*

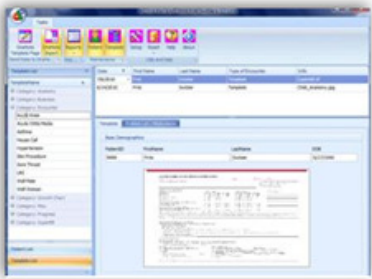


# Creating the Family Resource Book



## Physical Book

- 1"-2" binders for each exam room in your practice
- Label spine and front cover with "WE CARE Family Resource Book"
- Tabs or dividers to separate sections for each material need
- Blank paper to print resource handouts
- Hole punch or folder to put in binder to hold resource handouts



## Integrated into EHR

- Create smart/dot(.) phrases in your EHR system (e.g., .WeCareENChildcare, .WeCareSPHousing, etc.)
- Blank paper to print resource handouts



# The Family Resource Book – Gathering resources

- Use the Family Resource Book template on the WE CARE website as a reference
  - Visit <https://www.bmc.org/pediatrics-primary-care/we-care/our-current-studies>, select “Click here if you are involved in the PROS/CORNET WE CARE Study,” then enter the password: **wecareweb**
- Another helpful resource is AAP’s Child Poverty clinical resources webpage
  - Visit <https://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/poverty/Pages/practice-tips.aspx>, then navigate to the section titled “Connecting Families to Community Resources.” Follow hyperlinks in the template to review national and statewide organizations that provide information on local resources

Connecting Families to Community Resources Basic Needs Referral Resource Template March 2016	
Food Security	
<b>Example Questions</b> <ul style="list-style-type: none"> <li>• Do you ever have a time when you don't have enough food?</li> <li>• Do you have WIC? Do you have Food stamps?</li> <li>• Do you need help in getting food by the end of the month?</li> <li>• In the last year, did the food you bought just not last and you didn't have money to get more?</li> </ul>	
<b>Your Local Resources</b> <i>(add your local resources and helpful notes/comments)</i>	<b>National and State Resources</b>
<a href="#">Project Share</a> (meals for low income and homeless) 1515 Yale SE, Albuquerque 87106; 242-5677	<a href="#">State WIC contacts</a>
<a href="#">East Central Health and Social Services Center</a> (emergency food boxes, also diapers, rent, and utility assistance, referrals to other agencies) 217 San Pablo SE, Albuquerque 87108, 256-2070;	<a href="#">SNAP application and local office locator</a>








# The Family Resource Book – Gathering resources (continued)



- Work with community partners and other service providers to identify local services and resources
- Helpful partners may include:
  - Community resource aggregators like Aunt Bertha – The Social Care Network
  - AAP’s Child Poverty clinical resources page
  - Local public health departments
  - Hospitals, social workers
  - Legal aid organizations
  - Community action agencies
  - Non-profit and faith-based organizations (e.g., Salvation Army)
  - Call 2-1-1 help line
  - Benefits.gov
  - Community Needs Assessments (CNAs)

# The Family Resource Book – Gathering resources (continued)

- What to include:
  - Services
  - Contact information (phone numbers, websites, addresses)
  - Hours of operation
  - Eligibility
  - Payment source
  - Languages spoken
  - Available transportation resources
  - Multiple “levels” of resources for each need
    - Housing: find housing, help paying for housing, housing advice/counseling, maintenance/repair, emergency housing
    - Employment: help finding employment, job training, resume building



**Childcare**

**BOSTON**

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**Department of Transitional Assistance (DTA)**

- Link to available childcare for those **already receiving TAFDC benefits**

**Contact:** Call **617.348.8500** and refer to your DTA case manager  
**Hours:** Monday to Friday 9AM-5PM  
**Eligibility:** Currently receiving TAFDC benefits through the DTA  
**Payment Source:** FREE

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**Department of Early Education and Care (EEC)**

- Waitlist for vouchers now administered through CCCB (see below)
- If you need subsidized childcare but are **NOT currently receiving TAFDC**

**Contact:** 617.348.6677  
51 Sleeper Street, 4<sup>th</sup> Floor, Downtown Boston, MA 02210  
**Hours:** Monday to Friday call between 10AM and 2PM  
**Eligibility:** Low-income families who are **NOT** eligible for TAFDC  
**Payment Source:** FREE

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**Child Care Choices of Boston (CCCB)**

- Provides information to make the best decision for your child care needs
- Extensive database of Boston area child care centers

**Contact:** 617.542.KIDS (5437)  
105 Chauncy Street, 2<sup>nd</sup> Floor, Downtown Boston, MA 02111  
**Hours:** Monday to Friday 9:30AM-3:30PM  
**Eligibility:** Open to all Parents  
**Payment Source:** FREE

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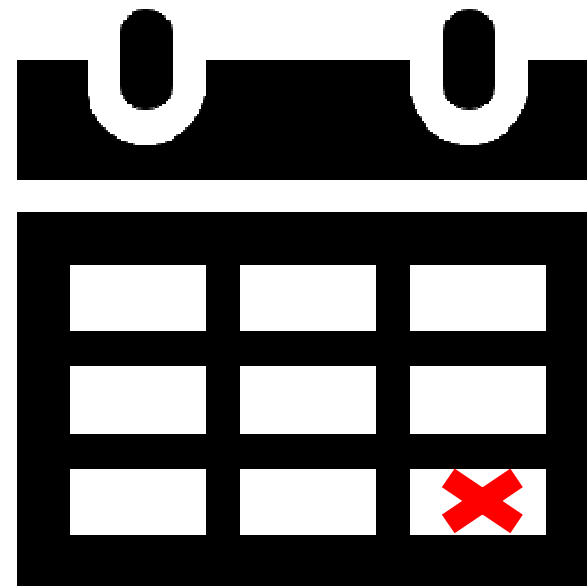
**Early Head Start/Head Start**

- Enhances the development of young children and promotes healthy families
- Free childcare for children under age 3 in **Early Head Start program**
- Free childcare for children ages 3-5 in the regular **Head Start program**

**Contact:** Call **617.348.6272** to be directed to your neighborhood location  
178 Tremont Street, Downtown Boston, MA 02111  
**Hours:** Monday to Friday 9AM-5PM  
**Eligibility:** Meet Annual Household Income Limits (\$22,050 for a family of four)  
**Payment Source:** FREE

# Updating the Family Resource Book

- Update resources about every month (or any time you hear a family has had trouble reaching a resource)
  - Add new resources
  - Confirm existing resources/verify contact information
- Keep an electronic version of your template with hyperlinks to be able to access websites
  - Update as necessary



# Updating the FRB – Lessons we've learned



- Need for more frequent updates
  - Generally, we recommend every six months
  - Lately, we recommend every 2-4 weeks
- Consider using the following to get the latest information
  - Facebook
  - Twitter
  - Instagram
  - Larger, organization-wide websites
  - Local website for location-specific updates

# Steps to WE CARE Rollout

- Participate in Family Resource Book training
- Decide which format to use for your Family Resource Book
- Identify resources and prepare Family Resource Book template
  - BMC team reviews/approves Family Resource Book template
  - Translate Family Resource Book into Spanish
- Create Family Resource Books or embed resource handouts in EHR
- Participate in Core WE CARE program training
- Create practice workflow
- Roll out the WE CARE intervention! Target date: \_\_\_\_\_





Thank you in advance for your  
hard work and support!

Questions? Please contact:



- Holly Tyrrell, MSSW
- Research and Grants manager
  - [hollyce@academicped.org](mailto:hollyce@academicped.org)
  - (703) 556-9222
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