FAMILY TIES
of Massachusetts
800-905-TIES (8437)
www.massfamilyties.org
Together In Enhancing Support

1-800-905-TIES (8437) www.massfamilyties.org

What is Family TIES?

Family TIES is a project of the Federation for Children with Special Needs, funded by and in collaboration with the MA Department of Public Health, Bureau of Family Health & Nutrition, Division for Children & Youth with Special Health Needs.

Who We Are …

Family TIES of Massachusetts is a statewide information, referral and parent-to-parent matching program for families of children with special health needs, chronic illness or disability and their professional partners.

FEDERATION FOR CHILDREN WITH SPECIAL NEEDS

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FEDERATION FOR CHILDREN WITH SPECIAL NEEDS

The Federation for Children with Special Needs (FCSN) provides information about services for children and youth (ages birth-22) with special needs, including education and health services.

PHONE: 800-331-0688 or 617-236-7210
WEBSITE: www.fcsn.org

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Massachusetts Department of Public Health, Division for Children and Youth with Special Health Needs (DCYSHN) offers health-related assistance to families and professionals.

COMMUNITY SUPPORT LINE: 800-882-1435

WEBSITE: https://www.mass.gov/orgs/division-for-children-youth-with-special-health-needs

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What Family TIES Does…

- Regional Coordinators provide information, emotional support, resources and referrals
- Maintain the statewide Central Directory of Early Intervention (EI) programs
- Offer emotional support through the Parent-to-Parent Program
- Publish a Directory of Resources for Families of CYSHN
- Maintain regional parent support group lists
- Offer skill-building workshops
- Recruit parents for *Share Your Voice!*

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Who We Are

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Making a referral to EI

For children birth to 3

If the child's developmental screen indicates a delay, or the family presents with risk factors, there are several ways you can refer a family to Early Intervention (EI):

- Call Family TIES at 800-905-8437
- Go to our website at www.massfamilyties.org, Find Your Early Intervention Program, and search by family's town
- Contact Family TIES Regional Coordinator

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Making a referral to Special Ed

For children ages 3 to 5yrs

If the child's developmental screen indicates a delay or disability, there are several ways you can refer a family to Early Childhood Special Education:

- Call Family TIES at 800-905-8437
- Contact Family TIES Regional Coordinator
- Contact the local school department's Special Education department in the family's town to refer a child for an assessment

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Family TIES Resource Directory

- Accessibility
- Advocacy
- Assistive Technology
- Community support programs
- Education
- Health care
- Housing assistance
- Independent living
- Legal Services
- Recreation/Arts
- Respite, Family Support, Nursing
- Service animals
- Specific conditions and disabilities
- Transition to adulthood
- Travel assistance

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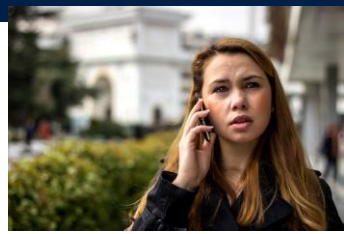

Parent-to-Parent (P2P)

The **Parent-to-Parent Program** offers one-to-one phone connections for parents looking for an opportunity to talk about their child and family.

- Matches are based on diagnosis or similarity of special need, age of child or region of state
- Brings together parents who face similar challenges
- Parents gain strength and support through these connections

For more information www.massfamilyties.org

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Share Your Voice! Family Advisor Program

Parents are invited to share their experience and expertise in caring for a child with special health needs with the Department of Public Health (DPH).

Examples of ways Family Advisors contribute:

- Attend focus groups
- Participate in phone or written surveys
- Serve on an advisory board or committee
- Review educational materials or grants

Families can call the 800 line to request an enrollment form or download from http://massfamilyties.org

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What Is Medical Home?

Medical Home is not a place – It is an approach to deliver health care that is:

- Community-based
- Comprehensive and Coordinated
- Continuous
- Accessible
- Family-Centered
- Culturally Competent

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Benefits of Medical Home

Family-Centered Medical Home for Children and Youth with Special Health Needs:

- Identifies CYSHN among its patients
- Partners with families
  - Honors their experience, culture & preferences
  - Provides care coordination
  - Links families to resources
- Continuously works on quality improvement

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For Information, Workshops and Support

Contact Family TIES!

1-800-905-TIES (8437)

or visit our website

www.massfamilyties.org

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FEDERATION FOR CHILDREN WITH SPECIAL NEEDS

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Help Me Grow Missouri

Partnership & Referral System for WIC Participants

Presentation for The ASPHN Council

WIC Developmental Monitoring Project~Training, July 27, 2022

Mendy Ditto, Early Childhood & Family Support Specialist, ParentLink

Stacey Harlow, Statewide Access Navigator, ParentLink

Donna Garcia, Associate Director of Operations, ParentLink

Morgan Leach, RN, Coordinator, WIC-Butler County, MO.

ABOUT PARENTLINK

Our organization has been serving Missouri families since 1989!

Our **mission** is to effectively engage families in reducing adverse childhood experiences and to promote optimal development.

Help Me Grow Missouri

We are:

- Dedicated to serving Missouri's families by linking parents and professionals to quality parenting information and state and local resources.
- Missouri's statewide affiliate of the Help Me Grow National Center since 2015 and member of Zero to Three.
- Located in the University of Missouri, Office of Outreach and Engagement, College of Education & Human Development.

Statewide Call Lines & Other Services and Supports for Families

Support For The Whole Family

WarmLine
1-800-552-8522
or text 585-FAMILY1

Kin-4-Kid Line
1-833-546-4543

TEL-LINK
Maternal & Child Health
(Funded by DHSS)
1-800-835-5465

ParentLink Resources and Loan Library

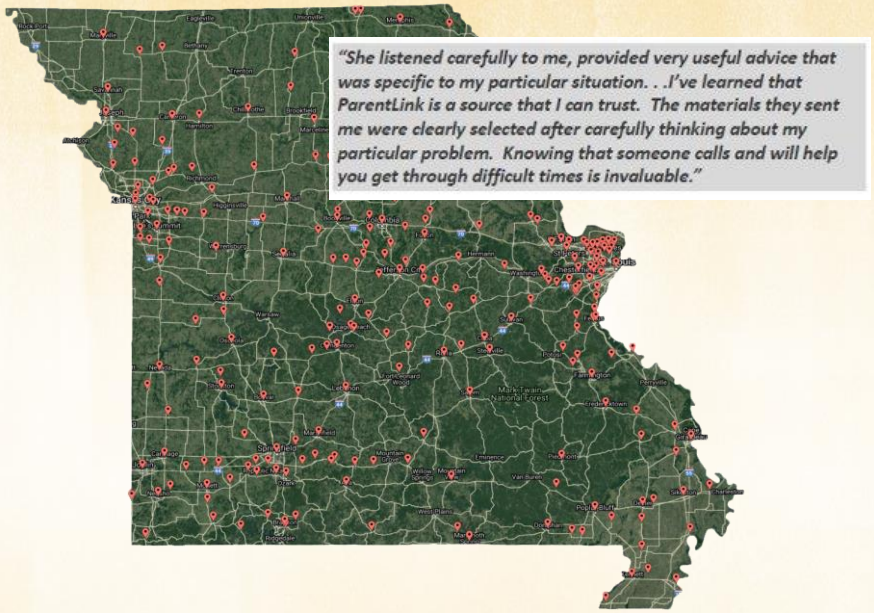
Displays located in all MO Department of Correction Facilities Offering Supports and Materials on Parenting Topics

PARENTLINK: A STATEWIDE HMG AFFILIATE SINCE 2015

SHOW-ME MISSOURI

- 114 Counties; 99 are rural
- Missouri ranks 30th in poverty rate at 14.6%
  - 12.1% of White residents live in poverty
  - 26.7% of Black residents live in poverty
  - 24.2% of Hispanic residents live in poverty
  - 16.4% of Asian residents live in poverty
- Children Under 6 in Missouri have a Poverty Rate of 22.7%
- Highest infant mortality rates are in St. Louis and in the southeast region of Missouri

Source (2021): https://oseda.missouri.edu/countypage/



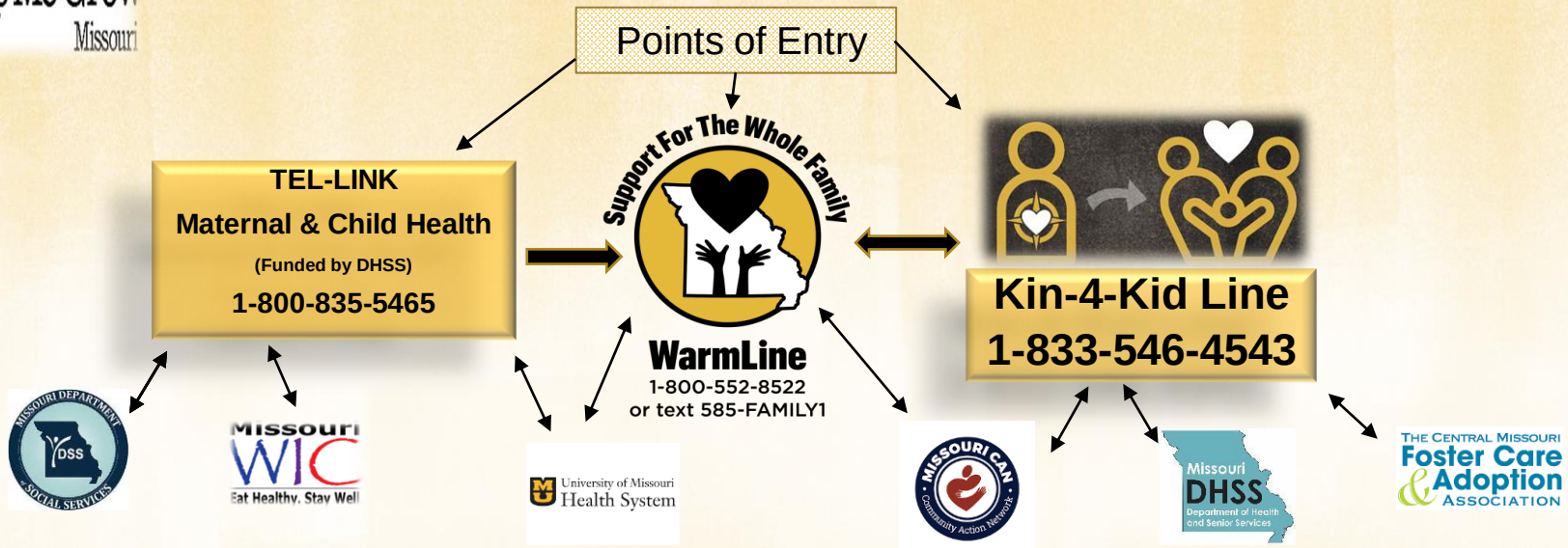
- **Statewide Access & MCH Navigators (from regional) as of February 2022.**
- **In last two years: ParentLink has served all but 3 counties in our state.**

System Components of ParentLink HMG-MO

HMG-National Center System Model

- Using the components of the HMG system model, callers connect with our HMG-MO affiliate through our **Central Access Point** (CAP), also known has our **WarmLine.**
- **Family & Community Outreach** is central to this work, and it is vital for HMG-MO to collaborate with our WIC partners, and all other organizations with similar goals of supporting optimal growth and development of young children.
- ParentLinks HMG-MO affiliate works closely with its **MU partners** including **child health**, social work, extension, and other faculty to support families.
- Referral process is only complete when **data is collected, analyzed, and linkage** to resources and referral “loops” have full closure.

Referral Process, Flow, & Benefits to System



Examples of partner referral sources:

- WIC, Community Action Agencies, Home Visitors (PAT Educators, Nurses for Newborns, and other DHSS partners), DSS-Children's Division, MU child health and other departments, schools, legal system, foster care adoption agencies, and more.
- Warm Hand-Off Referrals—examples include to/from HMG-MO to MU Healthcare System, WIC, mental health professionals, legal system, and more.

Benefits to WIC participants and other individuals/families:

- Faster connection and access to vital services, problem solving & social-emotional supports from caring staff during tough times, increase in protective factors so families can thrive and children can achieve optimal developmental outcomes.

ParentLink's Early Childhood Program

How our ASQ Developmental Screening & Referral program serves families:

- **Offers:** Promotion of CDC's LTSAE tools in partnership with WIC, and FREE ASQ screenings, referral linkage, and follow-up supports.
- **For:** All parents and caregivers of children (0-5) in Missouri.
- **Staff:** Early Childhood Sr. Coordinator and Early Childhood Specialist.
- **Provides:** Equitable access and incentives to screenings no matter where families reside within the state.
- **Coordinates:** Referral linkage in tandem with WarmLine, Access Navigator staff, and ParentLink partners to ensure children are receiving the appropriate interventions and supports each child needs for optimal development.

Early Childhood Team

Help Me Grow Missouri

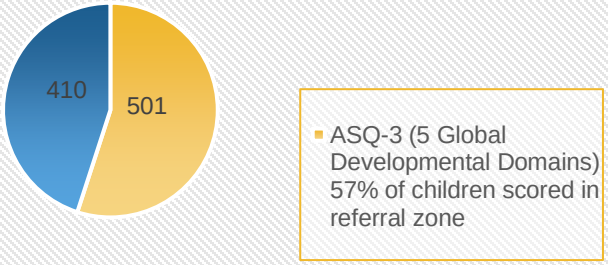
April Anderson Ravert,
Early Childhood Sr. Coordinator
& Family Support Specialist

Mendy Ditto, Early Childhood
& Family Support Specialist

Other services offered in addition to developmental screenings:

- Parenting Coaching Sessions
- Positive Behavioral Supports

ParentLink Developmental Screenings to Date (as of January 2019)



Improving Lives and Communities / Enhancing Access to Resources

ACCESS NAVIGATORS

Frequently Required Expertise

- Medicaid
- SNAP (Food Stamps)
- Childcare subsidy
- TA (Temporary assistance)

MISSOURI DEPARTMENT OF SOCIAL SERVICES
FAMILY SUPPORT DIVISION
APPOINTING AN AUTHORIZED REPRESENTATIVE

Use this form if you would like an authorized representative to help you apply for MO HealthNet coverage, Temporary Assistance, Food Stamps, Child Care Subsidy, and/or act on your behalf if you get MO HealthNet coverage, Temporary Assistance, and/or Food Stamps.
If you are a resident of a Drug and Alcohol treatment and rehabilitation program and you want to apply for Food Stamp benefits, you must appoint an authorized representative who is employed by the treatment facility to apply and access benefits for you.
If you reside in a group home and are eligible for Food Stamp benefits on your own, you do not need to sign this form to apply for or receive Food Stamp benefits.
You can choose to have an authorized representative or you can act on your own behalf. If you already have a guardian, conservator, or attorney-in-fact appointed by a valid Power of Attorney under Missouri law, they must appoint an authorized representative for you. Even if you choose to have an authorized representative, the FSD may sometimes need to contact you directly.

Instructions:
1. Fill out and sign your name(s) in Sections 1 and 2. Only one (1) form is necessary if the same authorized representative is being appointed for both members of a married couple or yourself and a second parent.
2. Have the person, facility, or organization you're appointing fill out and sign their name in Section 3 to verify they accept the responsibilities listed below.
3. Return your completed form to the FSD **within 30 days** of the date(s) you and your authorized representative sign and date the form.

SECTION 1: YOUR INFORMATION AND AUTHORIZATION TO BE REPRESENTED

YOUR NAME(S) | TELEPHONE NUMBER
HOME ADDRESS | MAILING ADDRESS
DATE OF BIRTH OR DCN (CASE NUMBER)

I APPOINT AS MY/OUR AUTHORIZED REPRESENTATIVE:

NAME

MY AUTHORIZED REPRESENTATIVE IS ONE OR MORE OF THE FOLLOWING (CHECK ALL THAT APPLY):
☐ Spouse ☐ Legal Guardian ☐ Attorney ☐ Public Administrator
☐ Department of Mental Health ☐ Conservator ☐ Power of Attorney ☐ None of these

By appointing an authorized representative, you are consenting to allow FSD to send letters and notices to your authorized representative.

For Food Stamps, I/we authorize this person or organization to be responsible for (check one or more boxes):
☐ Helping me/us apply for Food Stamp benefits, including annual reviews, reporting changes, and receive notices.
☐ Access my benefits (EBT card)
☐ Access FSD account online communications
☐ Access FSD account online communications only after I am deceased

For Temporary Assistance (TA), I/we authorize this person to be responsible for (check one or more boxes):
☐ Helping me/us apply for TA benefits which includes acting on my/our behalf if I/we are approved for TA benefits, including annual reviews, reporting changes, and receiving notices.
☐ Access FSD account online communications
☐ Access FSD account online communications only after I am deceased

MO HealthNet, if your authorized representative helps you apply, your authorization will last until FSD makes a final decision on your application, or you can end it sooner if you notify FSD in writing. If your authorized representative acts on your behalf, your authorization will last until you end it by notifying FSD in writing.

I/we authorize this person or organization to be responsible for (check one or more boxes):
☐ Helping me/us apply for MO HealthNet coverage
☐ Acting on my/our behalf if I/we get MO HealthNet coverage, including annual reviews, and reporting changes.
☐ Access FSD account online communications
☐ Access FSD account online communications only after I am deceased.

For Child Care Subsidy, I/we authorize this person or organization to be responsible for:
☐ Helping me/us apply for Child Care Subsidy benefits

The person or organization I/we have appointed is age 18 or older and knows my/our situation well enough that they can complete my/our application and act on my/our behalf. They will not knowingly make a false or misleading statement, hide information, or fail to report any fact or event that is required to be reported by any law, regulation, or rule of this State or the United States.

NOTE: Organizations may not be appointed for Temporary Assistance applicants or recipients.

I/we understand that I/we am responsible for the information given by my/our authorized representative, including any information that may be incorrect.

YOUR (APPLICANT/PARTICIPANT) SIGNATURE | DATE
YOUR SPOUSE'S OR SECOND PARENT SIGNATURE

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IM-6AR

Improving Lives and Communities / Enhancing Access to Resources

College of Education & Human Development
University of Missouri

College of Education & Human Development
University of Missouri

Statewide MCH Navigators

Yvette Chambers, Kinship

Nan Macklin, Kinship

Stacey Harlow, Access

NOTE: Typical CHW programs involve local, face-to-face CHW's who are community members.

KEYS TO SUCCESS:

- CHW credentials and experience
- Diversity in cultural backgrounds and lived experience
- Close connection to community-based organizations

PRIMARY TASKS:

- Identify barriers (risk factors) to good health outcomes across SODH
- Create pathways to eliminate/mitigate the risk and better connect with needed services

Improving Lives and Communities / Enhancing Access to Resources

Testimonials & Success Stories

- Ripley County Mom: Called WarmLine because her SNAP benefits, EBT needed renewal; paperwork was submitted, but benefits were deactivated; April worked w/her on getting specialty Similac formula and referred her to Stacey to solve the SNAP benefit issue.
- Cooper County Grandma: Was referred to our Kin-4-Kid line by DSS-Children's Division for supports to care for her newly placed grandchildren (ages 2 & 4), across state line from Ohio DSS. The two- year-old has significant health conditions and developmental delays and had a grand mal seizure within 24 hours of placement. Family lives over an hour away from MU-Children's hospital and was taken by ambulance. Medication needed to treat child was overall $1,000 per month. The emergency Medicaid application from MO-Children's Division was still showing "inactive status" so hospital was now charging Grandma out of pocket for all medical care and pharmacy, totaling over $20,000. ParentLink WarmLine team worked in tandem with our Kinship team to solve the Medicaid issue by working with Children's Division (turned out to be a coding error on application), and provide this family with basic essentials for young children and assistance for all other state applications to help offset financial strains on household. Grandma was also invited to our Kinship virtual support group.
- Cooper County Children's Division: From case above, case worker then reached out when she learned about all the supports we are able to provide both families and the professionals who serve them in the state of MO. From here, our whole team was invited to present to Children's Division team in this 2-county area, and provide them resource bags for their 20 field staff.

HOW TO CONTACT:

Mendy Ditto, Early Childhood & Family Support Specialist
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Stacey Harlow, Statewide Access Navigator
sharlow@missouri.edu
573-825-3371

Parentlink.Missouri.edu

Morgan Leach, RN & WIC Coordinator
Butler County Health Department
Morgan.Leach@lpha.mo.gov
573-785-7044

Missouri WIC
Eat Healthy. Stay Well

Help Me Grow Missouri

ParentLink-Home-Facebook