



**ECPAC**  
EARLY CHILDHOOD  
PARTNERSHIP  
OF ADAMS COUNTY

## STORIES OF IMPACT: *Connection to Services*

*Stories of Impact* was developed to discover and share the results of early childhood efforts in Adams County. This edition explores how families find and access support through .... connection to services.

### What it is ...



When children and families are connected to the services they need early, it is **more likely that children will reach individually appropriate developmental milestones, be healthy and enter kindergarten more prepared for school success.**

With funding from Project LAUNCH, ECPAC has funded care navigator positions within organizations to help children and their families get connected to services and address any identified barriers to following through with a referral.

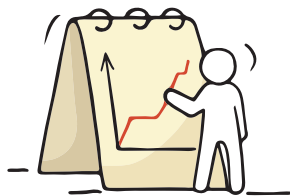
*“Our care navigators have become an integral part of our team ... The role supports the providers’ ability to work at the top of their licensure, and the team functioning supports the fulfillment of many organizational [and] contractual requirements” — Lori Cohn, Every Child Pediatrics*

### What is involved ...

#### PARTNERING WITH FAMILIES AND SERVICE PROVIDERS

- Helping **identify appropriate services** within the community
- **Explaining what referrals for services are**, how they are helpful, and why it is important to follow through and receive intervention
- **Problem-solving** a range of barriers faced by the family at the personal, organizational and systemic levels
- Supporting families in making an informed decision and **empowering them to navigate the system**
- Providing **support to families throughout** the screening and referral process
- Incorporating a **social-emotional component to screening**-for-service protocols
- **Ensuring attendance** at well child checkups

### What the numbers show...

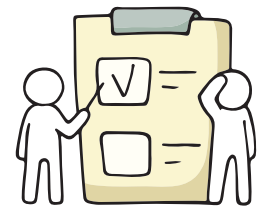


Among health clinics that receive ECPAC support, referral follow-through rates have increased from 52% (2012) to 66% (2018) for early intervention services (0–3 years of age). One clinic that employs a care navigator has seen consistent follow-through rates **over 70% and up to 90%**. Also, the rate of multiple “no shows” for well-child checks has decreased dramatically as a result of the support of a care navigator.

Supported by care navigators, **8,938 developmental screenings for children** ages 0–8 and **576 depression screenings for pregnant and postpartum mothers** were completed during FY2016–2017.



Approximately **90% of participating families** said that they would **very likely recommend care navigation services to other families.**



*“Finding people like [my Care Navigator] makes the load a bit lighter.”*

—ELIZABET MUÑOZ, MOTHER OF THREE



## What people are saying...

Elizabet, a mother of three, puts it this way: “I don’t feel as lost as I once did. **I feel more confident**, especially because I know [my care navigator] is there. I can call her and she is there. **I feel supported**. I know I can count on her whenever any issues come up. She is willing to help me.”

ECPAC funds care navigators at Mountainland Pediatrics, Clinica Family Health and Every Child Pediatrics, as well as Community Reach Center and North Metro Community Services through funding from Project LAUNCH.

Clinica Family Health notes that having the care navigator position has provided the opportunity to work on **process improvement** and has **paved the way for its future care management structure**. Piloting care navigation activities will now be spread to all care teams. Additionally, staff now have greater awareness and “know the importance of developing screening and connections,” thus **raising the total level of care** provided to families.

Furthermore, the care navigation system has also created the opportunity to collect better data. Reporting systems are now built into the care provision, which allows for **better tracking of outcomes and screening** and leads to more follow-up and identification of opportunities for improvement. Connecting children to services earlier helps to save costs down the line and ensures children are best prepared for school success. When families are connected to needed resources, they are less likely to experience crises that can lead to costly interventions and **lifelong health impacts**.



Families with more complex needs can require a higher level of support in navigating systems, self-advocating and overcoming barriers to follow-through on referrals. Care navigation has provided this needed support. **“With the connections made, patients are able to access the care they need,”** shares Mountainland Pediatrics.

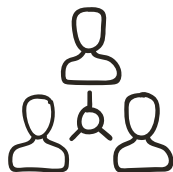
Clinica summarizes, **“It’s all about trust and relationship building**. Patients before were not calling or were not connected. Now, [parents] are calling because they know exactly who to talk to.... I have seen a change from a family not being open to the referral, to them following through, to accepting supports, to coming back and saying **‘I can’t believe I wasn’t open to this before.’**”

## THE BIG TAKEAWAY



**Families not only feel supported and more confident when engaging with services with assistance from their care navigator, they also experience better outcomes and are more likely to reengage when needed.**

*How you can get involved...*



### —SHARE—

If you know someone who could benefit from ECPAC’s services, or would be interested in learning more, pass it on!



### —GIVE—

Help ECPAC continue to be able to provide Adams County with quality early childhood services and resources.