

CONNECTING FAMILIES WITH COMMUNITY RESOURCES

A CASE MANAGEMENT APPROACH

Research Resources

Welfare

- Cash aid (CalWORKs)
- Food Stamps

Health

- Health insurance
- Medical home
- Physical, dental, vision, mental health

Developmental Delays/Disabilities

- Early Start/Regional Center
- SELPA/School District
- Other

Enrichment/Recreation

- Public Library
- Local Parks

Family Support

- Counseling
- Parent Education
- Substance Abuse
- Domestic Violence
- Legal Services

Identify Needs

Basic Needs, i.e. food, clothing, housing, transportation, financial

Health, i.e. medical, dental, vision

Special Needs, i.e. developmental screening/assessment, treatment

Family Life, i.e. recreation and enrichment, parent education

Family Support, i.e. counseling, domestic violence, legal, parent education, substance abuse

Navigate Systems

Establish liaisons with local CBOs, school districts, Regional Centers and more

Consult with liaison as needed on potential child/family needs

Provide family with step by step instructions on how to request services, document their efforts, maintain important documents (birth certificates, social security cards, legal documents, school records, etc.)

Support family as navigate resource(s)

Provide Ongoing Support and Linkages

Help family build portfolio of important records

Check in with family on progress accessing service

Ensure family replies to requests for information in timely manner, has documentation needed, and is prepared for the appointment with questions

Support family through process, provide ongoing encouragement in their participation with the program, and ensure they are linked to services



CONNECTING FAMILIES WITH COMMUNITY RESOURCES

A CASE MANAGEMENT APPROACH – SPECIAL NEEDS

Research Resources

Brochures/fact sheets on brain development, child development, developmental milestones

- Local Early Start/ Regional Centers
- Local SELPA/ School District

Local orgs serving children with low incidence disabilities (hearing, vision, orthopedic), special education

Local/countywide public interest law offices

- California Children's Services
- Child Health and Disability Prevention Providers

- Family Resource Centers
- FAPE
- TASK

Identify Needs

Information on child development/ developmental milestones

At risk for developmental delay, disability or other special need

Early intervention services

Legal/advocacy assistance to help access/navigate services

Medical and/or mental health services

Parent/family supports

Navigate Systems

Establish liaisons with local CBOs, school districts, Regional Centers and more

Consult with liaisons as needed on potential child/family needs

Provide family with step by step instructions on how to request services, document their efforts, maintain important documents (birth certificates, social security cards, legal documents, school records, etc.)

Support family as navigate resource(s)

Provide Ongoing Support and Linkages

Help family build portfolio of important records

Check in with family on progress accessing service

Ensure family replies to requests for information in timely manner, has documentation needed, and is prepared for the appointment with questions

Support family through process, provide ongoing encouragement in their participation with the program, and ensure linkages to services



CONNECTING FAMILIES WITH COMMUNITY RESOURCES
Identifying Need for Concrete Supports

Purpose: Staff of child care and development programs build trusting relationships with the families of the children enrolled in their programs. As a result, they are often in a unique position to identify when a family's needs require helping them make meaningful connections with community resources. This form is intended as a tool for identifying the needs of each enrolled child and family as appropriate and maintained in the child's file. This form also serves as documentation for Area 6, Section D of STEP.

Section 1. Family Information

Child's Last Name	Child's First Name	Child's Middle Initial
Mother's Last Name	Mother's First Name	Mother's Middle Initial
Father's Last Name	Father's First Name	Father's Middle Initial

Section 2. Identifying Needs for Concrete Supports

Basic Needs <input type="checkbox"/> Food <input type="checkbox"/> Housing <input type="checkbox"/> Clothing <input type="checkbox"/> Transportation	Health Care <input type="checkbox"/> Health Insurance (Children) <input type="checkbox"/> Health Insurance (Adults) <input type="checkbox"/> Physical Health <input type="checkbox"/> Pregnancy/Prenatal Care <input type="checkbox"/> Dental <input type="checkbox"/> Vision <input type="checkbox"/> Mental Health	Prevention and Early Intervention – Disabilities and Other Special Needs <input type="checkbox"/> Developmental Screenings and Assessments <input type="checkbox"/> Assessment for Individual Family Service Plan (IFSP) - birth to 36 months old <input type="checkbox"/> Assessment for Individual Education Plan (IEP) – three years old and up
Financial Assistance <input type="checkbox"/> Cash Aid (CalWORKs, etc.) <input type="checkbox"/> Food Assistance (CalFresh, WIC, etc.) <input type="checkbox"/> Rental Assistance <input type="checkbox"/> Child Support <input type="checkbox"/> Tax Preparation	Family Supports <input type="checkbox"/> Family/Individual Counseling <input type="checkbox"/> Domestic Violence Support <input type="checkbox"/> Substance Abuse Treatment <input type="checkbox"/> Child Abuse Prevention	Education/Job Training <input type="checkbox"/> English as a Second Language (ESL) <input type="checkbox"/> Vocational Training <input type="checkbox"/> High School Diploma/GED <input type="checkbox"/> Tutoring/Homework Assistance
Recreation/Enrichment <input type="checkbox"/> Library <input type="checkbox"/> Local Park <input type="checkbox"/> Parent and Me <input type="checkbox"/> School Age Programs <input type="checkbox"/> Volunteer Opportunities	Other Services <input type="checkbox"/> Legal Services/Advocacy <input type="checkbox"/> Legal Services/Immigration <input type="checkbox"/> Legal Services/Other <input type="checkbox"/> Translation Services	Parenting <input type="checkbox"/> Parent Support <input type="checkbox"/> Parent Education <input type="checkbox"/> Lactation/Breastfeeding
Notes		Other <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____

This page intentionally blank

- Original to family
- Copy to child's file

CONNECTING FAMILIES WITH COMMUNITY RESOURCES
Referral Form

Section 1. Family Background

Child's Last Name		Child's First Name		Child's Middle Initial	
Mother's Last Name		Mother's First Name		Mother's Middle Initial	
Father's Last Name		Father's First Name		Father's Middle Initial	
Child's Primary Home Street Address or P.O. Box			Apt. #	City	Zip Code
Home Telephone Number ()	Work Telephone Number ()	Cell Telephone Number ()		E-mail Address	

Child Lives with: Mother only Father only Both Parents Other _____

Number of Family Members in the Home:

1. Age: _____ <input type="checkbox"/> Male <input type="checkbox"/> Female	2. Age: _____ <input type="checkbox"/> Male <input type="checkbox"/> Female	3. Age: _____ <input type="checkbox"/> Male <input type="checkbox"/> Female	4. Age: _____ <input type="checkbox"/> Male <input type="checkbox"/> Female	5. Age: _____ <input type="checkbox"/> Male <input type="checkbox"/> Female	6. Age: _____ <input type="checkbox"/> Male <input type="checkbox"/> Female
---	---	---	---	---	---

Primary Language:

<input type="checkbox"/> Armenian	<input type="checkbox"/> Khmer (Cambodian)	<input type="checkbox"/> Russian
<input type="checkbox"/> Cantonese	<input type="checkbox"/> Korean	<input type="checkbox"/> Spanish
<input type="checkbox"/> English	<input type="checkbox"/> Mandarin	<input type="checkbox"/> Vietnamese

Section 2. Referral

Name of Agency	Agency Address
Agency Contact	Agency Hours
Telephone Number ()	

Appointment Date and Time

Nearest Cross Streets

Reason for the Appointment

Documents Required for Appointment

<input type="checkbox"/> Copies of Birth Certificates	<input type="checkbox"/> Employment Verification	<input type="checkbox"/> Income Verification - Other Sources (i.e. Social Security Income (SSI), Workers Compensation, Child Support, etc.)
<input type="checkbox"/> Copies of Immunization Records	<input type="checkbox"/> Proof of Income from Employment (i.e. payroll stubs)	
<input type="checkbox"/> Social Security Numbers	<input type="checkbox"/> Employer Contact Information	
<input type="checkbox"/> Current Address Verification (i.e. utility bill, rent receipt)	<input type="checkbox"/> Emergency Contact Information	



Section 3. Referring Organization

Name of Agency	Agency Address
-----------------------	-----------------------

Agency Contact	E-mail address
-----------------------	-----------------------

Telephone Number ()

Section 4. Parents Notes

I spoke with	My appointment date/time	Documents needed
---------------------	---------------------------------	-------------------------

Telephone number

Additional Notes:

Section 5. Follow-up and Next Steps

Briefly describe the outcome of the referral and list next steps.

- Family kept appointment.
- Family cancelled appointment; rescheduled for a later date and time.
- Family did not keep appointment and did not reschedule.
- Family has a follow up appointment: _____
Date Time

Briefly describe whether the child/family will receive services and the scope of the services the child/family will receive. List next steps (add additional pages as needed).

Additional Notes:

CONNECTING FAMILIES WITH COMMUNITY RESOURCES

The following is a brief list of organizations that provide information and referral to an array of resources that assist families with a variety of needs. This list is intended only as a beginning point to help guide you to additional resources. Ultimately, you are encouraged to cultivate relationships with local organizations (even better, individual staff members) that provide assistance to families, such as regional centers, schools, libraries, health clinics, legal service organizations, and more and provide ongoing support to families as they attempt to navigate these systems. With your support and guidance, families are more likely to follow-up with referrals and successfully access the resources they need.

211 LA County: Dedicated to providing guidance, advocacy, and 24 hour seven days per week access to a range of human services to the people of Los Angeles County. For more information or to access their services, visit www.infoline-la.org or call 211.

California Map to Inclusive Child Care: Funded by the California Department of Education, Child Development Division and administered by the WestEd Center for Child and Family Studies, committed to improving the delivery of quality child care services to children with disabilities and other special needs in inclusive settings. The website hosts a comprehensive listing of inclusive child care resources, website links, and California information. For additional information, visit www.CAInclusiveChildCare.org

First 5 LA Parent Helpline: Provides information, support and assistance to expectant parents and parents/caregivers of children up to age five with questions and concerns about health, education and safety. Call 1-888-First5LA (1-888-347-7855).

LACountyHelps!: An easy-to-use website that confidentially can tell families whether they are able to get help from health and human services programs: CalWORKs, Cash Assistance Program for Immigrants (CAPI), Child Health and Disability Prevention Program (CHDP), Child Support Services, Community and Senior Services, Family Preservation Program, Food Stamps, General Relief, In-home Supportive Services (IHSS), Medi-Cal, Healthy Families and Healthy Kids, Supplemental Security Income, Women, Infants, and Children Services (WIC), and more. Visit www.LACountyHelps.org.

Los Angeles Coalition to End Hunger and Homelessness: Publishes *The People's Guide to Welfare, Health and Other Services*, which provides practical information about how to get food, money and other help from government programs and community services. *The People's Guide* also gives advice on what to do if treated unfairly or services to which the person is entitled by law are denied. To access The People's Guide, visit www.lacehh.org/the-people-s-guide.html.

Office of Child Care Web Site: The Los Angeles County Office of Child Care – within the Service Integration Branch of the Chief Executive Office – maintains a website that contains information on and links to an array of resources for children and families and the organizations that serve them. Visit www.childcare.lacounty and from the menu on the left of the page, click on “Children with Special Needs”, “Helpful Links and Resources” or any of the other topic buttons. Call (213) 974-5187 if help is needed navigating the website.