

Screening for adverse SDH in the NICU

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What we'll cover today

- Teams' update on tool selection/adaptation
- Teams' update on conversations with IT
- The role of family partners
- Resource guide development

Tool selection/adaptation

Conversations with IT

The role of family partners

Considerations

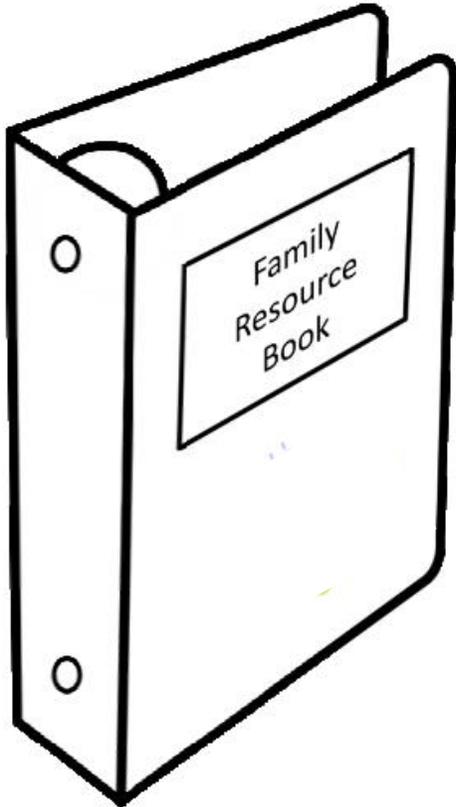
- Different types of providers (e.g. nurses, SW) will administer the screener in different units
 - Different workflows and levels of training and comfort with discussions around unmet needs.
 - Regardless, families can give valuable input on when (on admission, first family meeting, first SW consult, more than once?) and how (paper to fill out, tablet, verbal?) to present the screener

Considerations

- Families' characteristics and expected time commitment
 - Families already discharged from the NICU
 - Ideally two families (w/ and w/o experience of unmet basic needs)
 - They do not need to attend these trainings
 - 1-2 zoom or in person meetings to review tool and processes for screening and referral
 - Compensation \$\$ for their time
 - Show the tool around in the NICU for additional feedback

Building a resource guide

Resource guide format



1-page resource information handout for each screening domain

Lists a variety of local community resources and their contact information

Information sheets are provided to families that have a need and want help meeting it

*Not necessarily a physical book! Can be incorporated into the EHR

Resource guide format

What to include:

Services

Contact information (phone numbers, websites, addresses)

Hours of operation

Eligibility

Payment Source

Languages spoken

Available transportation resources



BOSTON

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

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, 4th 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

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, 2nd Floor, Downtown Boston, MA 02111
Hours: Monday to Friday 9:30AM-3:30PM
Eligibility: Open to all Parents
Payment Source: FREE

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

Resource guide format

BOSTON MEDICAL CENTER NICU– COMMUNITY RESOURCE GUIDE

	MASSTHRIVE	The MA Community Resource Directory allows you to quickly find services in your neighborhood to help with housing, health, food, goods, transit, financial supports, childcare, social supports, education, work, and legal supports. You can search the site in >100 different languages on your phone, tablet or computer. https://massthive.org/	
	Massachusetts 211	Need Help Fast? Get the answers you need through this free, confidential, multilingual state resource by phone or online.  Dial 2-1-1  https://mass211.org/	
	ABCD Boston	Action Boston Community Development has multiple programs to support community members with housing, rent, food, utilities, childcare, education, employment, essentials, immigration, financial and tax assistance.  617-348-6329  www.bostonabcd.org For direct assistance call [name and contact] (Mon-Fri 9am-5pm) and please say you were referred by the BMC NICU.	
	HomeStart, Inc.	Works to end homelessness by assisting individuals with preventing homelessness, housing searches, finding housing resources, and stabilization.  Main Line 617-542-0338; Eviction Prevention Hotline 857-415-2900  https://www.homestart.org/	
	Metro Housing Boston	Provides up-to-date information on affordable open listings and offers housing search advice and workshops. They also provide homelessness / eviction prevention services and housing vouchers application support.  617-859-0400	
	Housing and Community Development	Department of Housing and Community Development (DHCD) provides affordable housing options, financial assistance, and other support to MA communities.  617-573-1100 TTY 617-573-1140  https://www.mass.gov/orgs/housing-and-community-development	
	Project Bread FoodSource Hotline	Hotline counselors refer callers to food resources in their community as well as provides information about school meals, summer meal sites for kids, elder meals programs, and the Supplemental Nutrition Assistance Program (SNAP) application support.  1-800-645-8333 available Monday-Friday 8:00am to 7:00pm, Saturday 10:00am to 2:00pm	
	Health Care Transportation	Ask your nurse about the parking program and the Uber Health Program in the BMC NICU. If you live in East Boston, ask about the shuttle service to and from East Boston.	
	JVS Boston Immigrant & Refugee Center	Free career advancement and job center that offers flexible programs for obtaining high school diploma, English as a second language, preparation for college, job search assistance, career counseling, resume building and more. It also offers special services for immigrant families through their Immigrant & Refugee Center.  jvs-boston.org  617-399-3131 BMC also has an Immigrant and Refugee Health Center with many programs for medical, mental health and social services for families.  617-414-1994	To book an appointment fill out this brief questionnaire and learn about the programs you may be eligible for! 
	MA Substance Use HelpLine	The Helpline provides free and confidential statewide, public resource for finding substance use treatment and recovery services. Caring trained specialists will help you understand your options for treatment.  800-327-5050  https://helplinema.org/	
	Domestic Violence Hotline	The Domestic Violence Hotline has highly trained expert advocates available 24/7 for anyone experiencing domestic violence or seeking resources or information for themselves or a loved one.  800-799-7233  https://www.thehotline.org/	

Update, update, update!



Update resources at least every 6 months (or any time you learn a family has had trouble reaching a resource) You won't know unless you ask.

- Add new resources
- Confirm existing resources/verify contact information

Replenish information sheets as needed

Catchment area



NICUs serving large geographic areas may need to develop multiple resource guides

Gathering resources

AAP's Child Poverty Website: <https://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/poverty/Pages/practice-tips.aspx>

Helpful partners may include:

Community resource aggregators like Find Help – The Social Care Network (<https://www.findhelp.org/>)

Local public health departments

Hospital social workers/family navigators

Community action agencies (<https://communityactionpartnership.com/find-a-cap/>)

Non-profit and faith-based organizations (e.g., Catholic Charities)

Call 2-1-1 help line (availability varies by state)

Benefits.gov

ZIP or keyword or program name



Search and connect to support. Financial assistance, food pantries, medical care, and other free or reduced-cost help starts here:

Select Language 



FOOD



HOUSING



GOODS



TRANSIT



HEALTH



MONEY



CARE



EDUCATION



WORK



LEGAL



3,381 programs

in the boston, ma 02118 area

Choose from the categories above and browse local programs

Gathering resources

Affordable connectivity program <https://www.fcc.gov/acp>
(\$30/month off internet bill)

Lifeline (nv.fcc.gov) Free phone with data, text, and minutes

How to apply video

<https://www.lifelinesupport.org/video/community-education/how-to-apply-for-lifeline-online/index.html>

DPH resources

Many “Cadillac” programs for children’s with special healthcare needs (insurance, care coordination, financial assistance, EI, etc).

- **The Community Support Line (DPH):** Information about resources for children with special health needs and their families including Early Intervention, financial programs, public benefits, family-to-family support, and more. 1-800-882-1435. Mon-Fri 9 AM-5 PM. Free, statewide. Spanish, Arabic, Portuguese, Cape Verde Kriolu spoken. Interpretation provided. [Program detail.](#)

Mass Family Voices

(800) 331-0688 – (617) 399-8304 <https://fcsn.org/mfv/>

Parent run network of families, friends and professional partners brought together by the common concern for children and youth with special health care needs Information center, online listserv, topical conference calls, workshops and conferences, get technical assistance related to Mass Health, health care financing and services, improving access to care, and more.

Catastrophic Illness in Children Relief Fund

(800) 882-1435 (617) 624-5992 (TTY)

<https://www.mass.gov/catastrophic-illness-in-children-relief-fund-cicrf>

Financial assistance for families who have extraordinary out-of-pocket expenses relating to their child’s special health care needs.