

# Social Determinants of Health Screening and Referral Project Monthly Meeting Cohort 3

December 19, 2023

3-4 pm



# Welcome, Introductions, and Roll Call

**Meg Parker, MD, MPH**  
Academic Chief of Neonatology  
UMass Memorial Medical Center



# Welcome!

Please chat your name and hospital into the chat box

Zoom Group Chat

From Me to [Everyone](#):  
Aviel Peaceman, Boston Medical Center

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To: [Everyone](#) ▼ ⋮

Type message here...

# Agenda

Time	Topic
2:00	Welcome and Introductions
2:05	Project Updates
2:15	Team Check In
2:35	Building a Resource Guide
2:55	Wrap Up and Next Steps

# Project Updates

Meg Parker, MD, MPH

Aviel Peaceman, MPH



# REDCap Data Entry Training

- We will schedule a data entry training for teams in early January
  - Please identify who will enter data for your team so that they can attend the training
- After the training, you can start to enter baseline data for patients dating back to January 1, 2024.

# Homework Forms

- The first monthly homework form went out this week
  - It is a brief form that should only take a few minutes to fill out
  - This is where you will submit PDSA forms for feedback
- We will send it to one team lead per team to fill out with/on behalf of the whole team

# Team Check Ins

Meg Parker, MD, MPH



# How is it going?

- Have you adapted your tool for the NICU setting?
- Have you started to work on EHR integration? How is that going?

# Building a Resource Guide

Meg Parker, MD, MPH



# Why is it important to build a high-quality resource guide?



**Low-touch, low cost intervention to address families' unmet social needs**



**Quality resources foster trust and ensure therapeutic alliance with families**

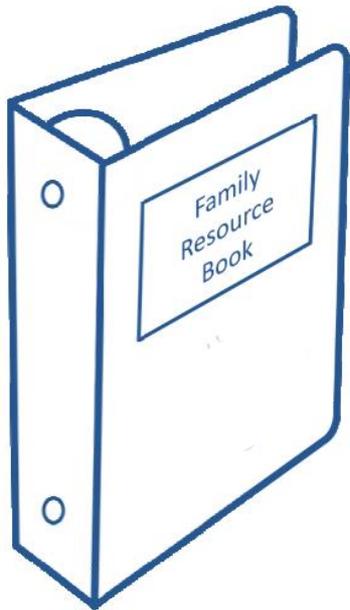


**Augments other social services provided by NICU team**



**Can be shared by caregiver with other family members or used by caregiver at a later time**

# What is a resource guide?



- 1-page resource information handout for each screening domain or 1-page resource guide for multiple domains
- Lists a variety of local community resources and their contact information
- Information handouts are provided to families that have a need and want help meeting it
- Can be a physical book or electronic

# How to develop a resource guide in 6 steps

- Step 1** Leverage any existing resources
- Step 2** Use search engines to look up any new resources
- Step 3** Call community resources to assess fit for NICU families and build partnerships
- Step 4** Make choices about optimal community resources
- Step 5** Develop information sheets and translate into multiple languages
- Step 6** Iteration and maintenance

# Step 1: Leverage existing resources



You don't have to reinvent  
the wheel.

- ❑ Inquire about existing resources and current referral processes from NICU social work team
- ❑ Find out whether out-patient providers already have an up to date community resource guide and adapt as needed for your NICU

## Step 2. Use search engines to look for more resources

- Community resource aggregators
  - Find Help: <https://www.findhelp.org/>
  - AAFP Neighborhood Navigator: <https://navigator.aafp.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)
- 2-1-1 help line (availability varies by state)
- Benefits.gov

# Example resource aggregator

The screenshot shows the homepage of findhelp.org. At the top left is the logo "findhelp.org". On the top right are links for "Support", "Sign Up", and "Log In". Below the logo is a search bar with the placeholder text "ZIP or keyword or program name" and a magnifying glass icon. To the left of the search bar is a "Select Language" dropdown menu. To the right of the search bar is the text "Search and connect to support. Financial assistance, food pantries, medical care, and other free or reduced-cost help starts here:". Below this is a horizontal row of ten category icons with labels: FOOD (apple), HOUSING (house), GOODS (lamp), TRANSIT (bus), HEALTH (heart with pulse), MONEY (bill), CARE (two people), EDUCATION (book), WORK (briefcase), and LEGAL (scales). In the center of the page, a large upward-pointing arrow is positioned above the text "3,381 programs" in a large, bold font. Below this, in a smaller font, is "in the boston, ma 02118 area". A horizontal line is drawn below this text, and underneath it is the text "Choose from the categories above and browse local programs".

findhelp.org

Support Sign Up Log In

ZIP or keyword or program name

Select Language

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

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

# Example community action agency

## ALL PROGRAMS

Need help staying warm in winter? Finding a summer job? Becoming a U.S. citizen? Training for a promising career? You may be interested in one program and find others that can help you transition from poverty to stability and from stability to success. ABCD is here for you in many ways.

*CAREER DEVELOPMENT* ▶

*CHILDREN* ▶

*EDUCATION* ▶

*ELDERS* ▶

*ENERGY* ▶

*ESSENTIALS* ▶

*FINANCIAL* ▶

*FOOD* ▶

*HEALTH* ▶

*HOUSING* ▶

*IMMIGRATION* ▶

*YOUTH* ▶



# Step 3. Call community resources to assess fit for NICU families and build partnerships

- Check out agency's website and call them to understand their capabilities to serve NICU families and willingness to collaborate
  - You'll experience yourself wait times, and front-line agency staff's approaches to assistance
  - Explain you're building a program to connect NICU families to helpful resources
    - Ask about resources/programs offered, eligibility, requirements, waitlists, language assistance
    - Inquire about any agency representatives' contact information to discuss potential partnership.



# Step 4. Make choices about optimal resources for NICU

- Consider catchment area. You may need different resources for different geographic areas served.



- Consider ease of use, fit for NICU families
  - A few vetted, high-yield resources (1-2) per domain is preferred
  - “Wrap around” services can be preferred for families with multiple needs
  - Bilingual staff/interpreter services available

# Step 5. Develop information sheets



- May develop one sheet per domain (e.g. food access resources) or one sheet for multiple domains.
- Key information to include:
  - Services
  - Contact information (phone numbers, websites, addresses)
  - Hours of operation
  - Eligibility
  - Payment Source (e.g. free, low cost)
  - Languages spoken

# Step 5. Develop information sheets



- If able to partner with agency, you may include:
  - Direct contacts from agency partners
  - QR codes to fill out applications or book appointments
- Other information to consider:
  - Tips for how to use the guide
  - Additional helpful resources (e.g. websites to patient-facing resource aggregators, help lines)
  - Resources beyond those included in your screening (e.g. substance abuse)

# Example: Single domain food assistance

  
**Food Support Services**

**Supplemental Nutrition Assistance Program**

- Supplemental Nutrition Assistance Program (SNAP) provides an Electronic Benefits Transfer (EBT) card to be used for food.
  - Contact:
    - Call (413) 858-1000 (Springfield Center DTA Office) 243 Cottage Street, Springfield, MA, 01104
    - Call (413) 552-5400 (Holyoke DTA Office) 72-100 Front Street, Holyoke, MA 01040
    - Apply online at DTACconnect.com
  - Hours: Monday- Friday 8am-5pm
  - Eligibility: Meet monthly income limits
  - Payment source: free

**Women, Infants & Children Nutrition Program**

- Women, Infants & Children (WIC) Nutrition Program provides funds on your WIC card to buy healthy food for you and your children. There are three organizations responsible for managing WIC in Hampden County: Tapestry Health, Caring Health, and Valley Opportunity Council, Inc.
  - Contact:
    - Call 413-534-2460 (Holyoke WIC Office) 300 High Street, 1<sup>st</sup> floor, Holyoke, MA 01040
    - Call 413-612-0214 (Chicopee WIC Office) 35 Mt. Carmel Avenue, 2<sup>nd</sup> floor, Chicopee, MA
    - Call 413-589-1551 (Mid America Properties WIC Office) 14 Chestnut Place, Ludlow, MA
    - Call 413-568-1007 (Westfield WIC Office) 94 N. Elm Street, Suite 207, Westfield, MA
    - Call 413-734-1381 (West Springfield WIC Office) 425 Union Street, Level D, West Springfield, MA (Monday-Tuesday 8:30am-5pm)
    - Call 413-737-8868 (Springfield North WIC Office) 1985 Main Street, Suite K, Springfield, MA (Monday-Friday 9am-5pm)
    - Call 413-734-3133 (Mason Square WIC Office) 11 Wilbraham Road, 2<sup>nd</sup> floor, Springfield, MA (Monday-Friday 9am-5pm)
    - Call 413-693-1029 ext. 1 (Springfield South WIC Office) 836 Main Street, Springfield, MA (Monday 10:30am-7pm, Tuesday-Friday 8:30am-5pm)
    - Call 413-693-1029 ext. 3 (Boston Rd. Springfield WIC Office) 1771 Boston Road, Springfield, MA (Monday-Tuesday, Thursday-Friday 8:30am-5pm)

Including WIC offices in all zip codes served by the NICU

# Example: Single domain housing

## Boston Medical Center HEALTH SYSTEM

### THRIVE Housing Resources

Please be aware that after you submit an application for resources, there will be a wait time before you hear back.

#### Metro Housing Boston Residential Assistance for Families in Transition (RAFT)

☎ Phone: 617-859-0400

✉ [info@metrohousingboston.org](mailto:info@metrohousingboston.org)

🔗 [bit.ly link](#)

**Location & Hours:** 1411 Tremont Street, Boston, MA 02120-3401; M – F, 8:45 a.m. – 5 p.m.

**Eligibility:** A household's income must be at or below 50 percent area median income (AMI) and must currently be experiencing a housing crisis. Households are made up of any of the following: individuals, families with older children, couples without children, unaccompanied youth, and households of any size.

#### Boston Medical Center (BMC) Living Well at Home

☎ Phone: 617-414-1642

✉ [Kip.Langello@bmc.org](mailto:Kip.Langello@bmc.org)

🔗 [bit.ly link](#)

**Location & Hours:** 850 Harrison Avenue, Boston, MA 02118 4th Floor, Room 45-18, Yawkey Center; M – F, 8 a.m. – 5 p.m.

**Eligibility:** Must be at risk of losing housing.

#### HomeStart Eviction Prevention

☎ Phone: 857-415-2900

✉ [homestart@homestart.org](mailto:homestart@homestart.org)

🔗 [bit.ly link](#)

**Location & Hours:** 105 Chauncy Street, Suite 502, Boston, MA 02111; M – F, 9 a.m. – 12 p.m. & 1 p.m. – 4:45 p.m.

**Eligibility:** Must be at risk of losing housing.

Place  
holder for  
QR code

How to use this guide  
section

### How to Use This Guide

You're getting this guide because you recently completed the THRIVE screening about needs that can affect how you live and stay healthy.

#### Tips for Using This Guide to Get Help in Your Community

- 🔍 Look through the guide to find resources related to the area where you need assistance.
- 📄 Check the contact info of the places you decided to reach out to.
- 🗣️ Speak up and share your thoughts; it's okay to ask for help when you need it.
- 📧 Keep any letters or communication you receive and be aware of deadlines.
- 🔄 Keep trying — sometimes it takes multiple tries to find the right help.

We want to make sure you can find support for your needs by using this guide. You are not alone. If you have any questions or need more help, your healthcare team is here for you and trusts you to live a good life!

#### Additional Helpful Resources

- Call 2-1-1 to get connected to resources available in your community.
- Search [Massthive.org](https://www.massthive.org) to find free or low-cost services in your area.
- For help related to violence or abuse call Domestic Violence Hotline 1-800-799-7233 ([thehotline.org](https://thehotline.org)) or contact Massachusetts Office for Victim Assistance (MOVA) 1-844-878-6682 ([mass.gov/orgs/askmova](https://mass.gov/orgs/askmova))
- Contact BMC Patient Financial services at 617-414-6165 for questions about health insurance or medical bills.

Getting certain types of benefits could impact your current benefits or eligibility for future benefits. When applying for benefits, always ask about what the impact might be; there is no risk to you for asking.

# Example: Single domain housing

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Additional helpful  
resources

# Example: Multi-domain

## BOSTON MEDICAL CENTER NICU- COMMUNITY RESOURCE GUIDE

	<p><b>MASSTRIVE</b> 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 &gt;100 different languages on your phone, tablet or computer. <a href="https://masstrive.org/">https://masstrive.org/</a></p> <p><b>Massachusetts 211</b> Need Help Fast? Get the answers you need through this free, confidential, multilingual state resource by phone or online. <b>Dial 2-1-1</b> <a href="https://mass211.org/">https://mass211.org/</a></p> <p><b>ABCD Boston</b> 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 <b>617-348-6329</b> <a href="http://www.bostonabcd.org">www.bostonabcd.org</a>                  For direct assistance call <b>[name and contact] (Mon-Fri 9am-5pm)</b> and please say you were referred by the BMC NICU.</p>
	<p><b>HomeStart, Inc.</b> Works to end homelessness by assisting individuals with preventing homelessness, housing searches, finding housing resources, and stabilization. <b>Main Line 617-542-0330, Eviction Prevention Hotline 857-415-2900</b> <a href="https://www.homestart.org/">https://www.homestart.org/</a></p> <p><b>Metro Housing Boston</b> 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. <b>617-859-0400</b></p> <p><b>Housing and Community Development</b> Department of Housing and Community Development (DHCD) provides affordable housing options, financial assistance, and other support to MA communities. <b>617-573-1100 TTY 617-573-1140</b> <a href="https://www.mass.gov/orgs/housing-and-community-development">https://www.mass.gov/orgs/housing-and-community-development</a></p> <p><b>Project Bread Food Source Hotline</b> 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. <b>1-800-645-8333</b> available Monday-Friday 8:00am to 7:00pm, Saturday 10:00am to 2:00pm</p> <p><b>Health Care Transportation</b> 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.</p>
	<p><b>JVS Boston</b> 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 &amp; Refugee Center.</p> <p><b>Immigrant &amp; Refugee Center</b> <a href="http://jvs-boston.org">jvs-boston.org</a> <b>617-399-3131</b></p> <p>To book an appointment fill out this brief questionnaire and learn about the programs you may be eligible for!</p>
	<p><b>MA Substance Use HelpLine</b> The Helpline provides free and confidential statewide, public resource for finding substance use treatment and recovery. Caring trained specialists will help you understand your options for treatment. <b>800-327-5050</b> <a href="https://helplinema.org/">https://helplinema.org/</a></p> <p><b>Domestic Violence Hotline</b> 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. <b>800-799-7233</b> <a href="https://www.thehotline.org/">https://www.thehotline.org/</a></p>

Place holder for QR code

“Wrap around” resources

Warm hand-offs (from CBO partners)

Resources beyond screening

# Step 6: Iteration and maintenance of the guide



- ❑ Services' capacity (e.g. seasonal program, agency funding) changes often.
- ❑ Resources must be confirmed/ updated resources regularly (at least every 3-6 months)
- ❑ Gather family feedback on resources

# Special considerations: EHR-based referrals



Referrals placed through resource aggregators embedded in the EHR

## **Advantages:**

- Expanded search of resources by zip code
- ★ Staff can create preference lists for commonly used resources
- Referrals can be tracked

## **Disadvantages:**

- Staff needs training in using platform
- Some resource info may not be up to date

# EHR-based referrals

Helping someone?

[Search by Patient Drivers](#)

Search for free or reduced cost services like medical care, food, job training, and more.

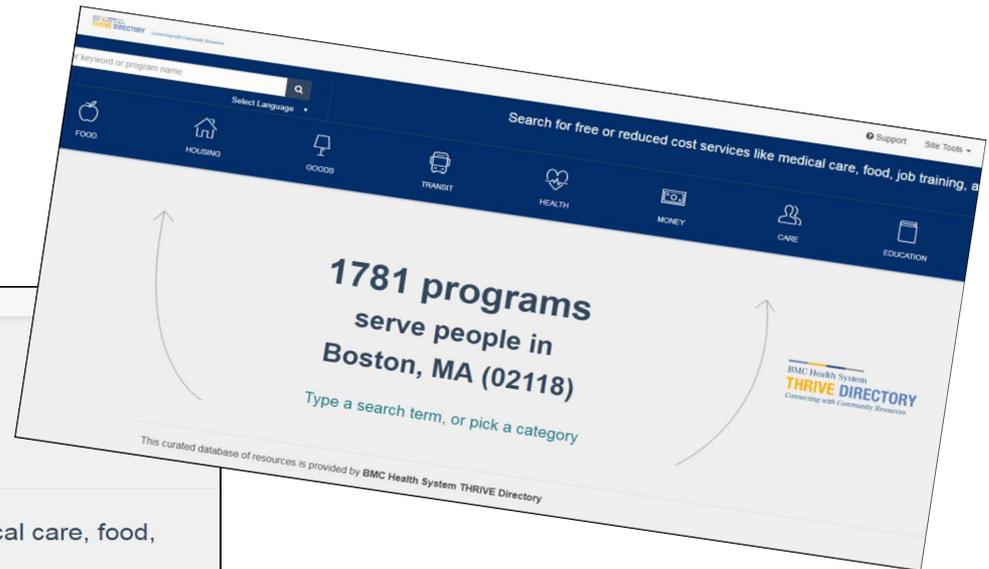
Find: (Optional)

Available in:

[Q Search](#)



BMC Health System  
**THRIVE DIRECTORY**  
Connecting with Community Resources



Keyword or program name:

Select Language

Search for free or reduced cost services like medical care, food, job training, and more.

FOOD HOUSING GOODS TRANSIT HEALTH MONEY CARE EDUCATION

1781 programs serve people in Boston, MA (02118)

Type a search term, or pick a category

BMC Health System  
**THRIVE DIRECTORY**  
Connecting with Community Resources

This curated database of resources is provided by BMC Health System THRIVE Directory

# The unique opportunity we have in the NICU to follow through for families

The NICU hospitalization may last weeks to months providing multiple opportunities to follow through on referrals and troubleshoot barriers to connection with resources

Encourage families to share feedback on both helpful and unhelpful resources and use this information to iteratively improve your guide!

# Practical considerations: lessons from our teams...



**Completion of resources guides took 1-3 months**



**Social workers led the resource guide creation in most units**



**Resources needed updates at least every 6 months. This role must be assigned.**



**Teams may choose to include additional resources beyond those screened for (e.g. immigrant assistance, substance use hotlines)**

# Take home points

Resources guides are low-touch, low-cost, effective ways to address families' needs.

It is feasible to create guides within a few months but information must be updated regularly.

Encourage families to provide feedback on helpful and unhelpful resources and continue to iteratively improve your guide!

# Wrap Up and Next Steps

**Aviel Peaceman, MPH**

# Next Steps for Hospital Teams

- Keep working on tool adaptation and integration into your EMR
- Start planning the steps for building your local resource guide
- Identify who will enter data for your team, and have them attend the training in January

# Any Comments, Reflections, or Questions?



**Thank you!**  
**We look forward to seeing you again**  
**on the next webinar!**

