

Help Me Grow System Building Benchmarks & Timeline- Years 1-3

Shaded areas on the chart indicate the recommended timeframe for accomplishing benchmark activities.
Use this document as a resource to plan your activities and track your progress.

I. Year 1

Structural Requirement: Organizing Entity	Planning Phase - Year 1 Activities											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
• Designate program manager to serve as staff convener/facilitator of planning												
• Identify members to create a leadership team												
○ Review and evaluate leadership team to determine if changes are needed in membership and/or structure												
• Hold leadership team meetings												
○ Use team meetings to develop core principles and establish an administrative structure (public, private or combination)												
○ Define parameters of leadership team members (e.g., roles and responsibilities, meeting frequency, workgroups and subcommittees, system for communication)												
• Conduct an initial identification of potential partners with mutual interests and goals for creating a <i>Help Me Grow</i> system												
○ Develop a mechanism for ongoing identification of potential partners												
• Recruit partners initially identified to join leadership team												
○ Review number and organizations/services represented by partners to determine if additions and/or changes are needed.												
○ Recruit new members as needed												

Structural Requirement: Statewide Strategy	Planning Phase - Year 1 Activities											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<ul style="list-style-type: none"> • Ensure that the leadership team has a statewide champion from key state agencies (e.g., Birth to Three, ECCS) 												
<ul style="list-style-type: none"> • The leadership team creates a plan/timeline to expand the program statewide 												

Core Component: Centralized Telephone Access Point	Planning Phase - Year 1 Activities											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Develop a process to assess <i>Help Me Grow</i> call center options (e.g., convene a work group)												
Identify entity to serve as the call center												
Determine the needs of the identified entity in order to serve as the system's call center, including but not limited to:												
<ul style="list-style-type: none"> A call center budget which reflects the items listed below 												
<ul style="list-style-type: none"> The telephone system needed (Does the entity already have an adequate phone system or are enhancements needed?) 												
<ul style="list-style-type: none"> Identify the call center staff – the care coordinators, administrator, supervisor, support staff, others relevant to the needs of each call center 												
<ul style="list-style-type: none"> Develop job descriptions for the care coordinators 												
<ul style="list-style-type: none"> Identify the care coordinators (Are they already employed at the call center? Are more staff needed? How will they be recruited and retained?) 												
<ul style="list-style-type: none"> Develop training curriculum – both for orientation and on an ongoing basis. Who will train the care coordinators? 												
<ul style="list-style-type: none"> Develop HMG call center policies and procedures, including MOAs where needed 												
<ul style="list-style-type: none"> Develop a process for the collection and timely maintenance of resource information 												
<ul style="list-style-type: none"> Determine what is needed to establish and maintain an automated client tracking system 												

Core Component: Community Outreach	Planning Phase - Year 1 Activities											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Identify entity that will assume responsibility for managing and coordinating HMG community outreach efforts												
Determine the needs of the identified entity in order to manage and coordinate HMG community efforts including, but not limited to:												
<ul style="list-style-type: none"> A community outreach budget, which reflects the items listed below 												
<ul style="list-style-type: none"> Community outreach and related staff, such as administrator, supervisor, support staff, others relevant to the needs of community outreach efforts 												
<ul style="list-style-type: none"> Develop job descriptions for the community outreach staff 												
<ul style="list-style-type: none"> Identify the community outreach staff. (Are they already employed at the entity responsible for community outreach? Are more staff needed? How will they be recruited and retained?) 												
<ul style="list-style-type: none"> Develop a training curriculum – both initially and on an ongoing basis. Who will train and provide an orientation to the communities covered? 												
<ul style="list-style-type: none"> Development a process(es) for Identifying organizations in the community that provide services and supports for young children 												
<ul style="list-style-type: none"> Develop HMG community outreach policies and procedures, including MOAs [with community based agencies (CBAs)] where needed 												

Core Component: Child Health Care Provider Outreach	Planning Phase - Year 1 Activities											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Identify a physician champion who will support and promote the program within the local medical community												
Establish a relationship with the local chapter of the American Academy of Pediatrics												
Identify entity that will assume responsibility for managing and coordinating the Child Health Care Provider outreach efforts												
Determine the needs of the identified entity in order to manage and coordinate HMG child health care provider outreach including, but not limited to:												
<ul style="list-style-type: none"> • A provider outreach budget , which reflects the items listed below. 												
<ul style="list-style-type: none"> • Provider outreach and related staff, such as administrator, supervisor, support staff, others relevant to the needs of provider outreach efforts. 												
<ul style="list-style-type: none"> • Develop job descriptions for pediatric outreach staff 												
<ul style="list-style-type: none"> • Identify the pediatric outreach staff. (Are they already employed at the entity responsible for pediatric outreach? Are more staff needed? How will they be recruited and retained? Can the same staff conduct community and provider outreach and marketing?) 												
<ul style="list-style-type: none"> • Develop a training curriculum – both initially and on an ongoing basis. Who will train and provide an orientation to child health care providers? 												
Identify, meet and collaborate with groups currently providing training in developmental surveillance and screening												

Help Me Grow System Building Benchmarks & Timeline

II. Year 2

Structural Requirement: Organizing Entity	Planning Phase - Year 2 Activities											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
• Hold leadership team meetings												
○ Use team meetings to develop core principles and establish an administrative structure (public, private or combination)												
○ Define parameters of leadership team members (e.g., roles and responsibilities, meeting frequency, workgroups and subcommittees, system for communication)												
• Ongoing identification of potential partners with mutual interests and goals for creating a <i>Help Me Grow</i> system												
• Recruit partners <i>initially</i> identified to join leadership team												
○ Review number and organizations/services represented by partners to determine if additions and/or changes are needed												
○ Recruit new members as needed												
• Create a strategic plan to carry out goals and objectives												
• Evaluate and monitor progress toward the creation of a successful <i>Help Me Grow</i> system												
• Evolve leadership team into steering committee to advise and support ongoing operations												

Structural Requirement: Statewide Strategy	Planning Phase - Year 2 Activities											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<ul style="list-style-type: none"> Ensure that the leadership team has a statewide champion from key state agencies (e.g., Early Intervention, ECCS) 												
<ul style="list-style-type: none"> The leadership team creates a plan/timeline to expand the program statewide 												
<ul style="list-style-type: none"> Market the program in target areas 												
<ul style="list-style-type: none"> Market the program to key state agencies 												

Core Component: Centralized Telephone Access Point	Planning Phase - Year 2 Activities											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Identify entity to serve as the call center												
Determine the needs of the identified entity in order to serve as the system's call center, including but not limited to:												
<ul style="list-style-type: none"> A call center budget which reflects the items listed below 												
<ul style="list-style-type: none"> The telephone system needed (Does the entity already have an adequate phone system or are enhancements needed?) 												
<ul style="list-style-type: none"> Identify the call center staff – the care coordinators, administrator, supervisor, support staff, others relevant to the needs of each call center 												
<ul style="list-style-type: none"> Develop job descriptions for the care coordinators 												
<ul style="list-style-type: none"> Identify the care coordinators (Are they already employed at the call center? Are more staff needed? How will they be recruited and retained?) 												
<ul style="list-style-type: none"> Develop training curriculum – both for orientation and on an ongoing basis. Who will train the care coordinators? 												
<ul style="list-style-type: none"> Develop HMG call center policies and procedures, including MOAs where needed 												
<ul style="list-style-type: none"> Develop a process for the collection and timely maintenance of resource information 												
<ul style="list-style-type: none"> Determine what is needed to establish and maintain an automated client tracking system 												
<ul style="list-style-type: none"> Implement the use of an automated client tracking system 												
<ul style="list-style-type: none"> Have the capacity to generate reports based on callers accessing the call center 												
<ul style="list-style-type: none"> The HMG call center goes live 												

Core Component: Community Outreach	Planning Phase - Year 2 Activities
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	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Identify entity that will assume responsibility for managing and coordinating HMG community outreach efforts												
Determine the needs of the identified entity in order to manage and coordinate HMG community efforts including, but not limited to:												
<ul style="list-style-type: none"> A community outreach budget, which reflects the items listed below 												
<ul style="list-style-type: none"> Community outreach and related staff, such as administrator, supervisor, support staff, others relevant to the needs of community outreach efforts 												
<ul style="list-style-type: none"> Develop job descriptions for the community outreach staff 												
<ul style="list-style-type: none"> Identify the community outreach staff. (Are they already employed at the entity responsible for community outreach? Are more staff needed? How will they be recruited and retained?) 												
<ul style="list-style-type: none"> Develop a training curriculum – both initially and on an ongoing basis. (Who will train and provide an orientation to the communities covered?) 												
<ul style="list-style-type: none"> Development a process(es) for Identifying organizations in the community that provide services and supports for young children 												
<ul style="list-style-type: none"> Develop HMG community outreach policies and procedures, including MOAs (with community based agencies [CBAs]) where needed 												

Core Component: Child Health Care Provider Outreach	Planning Phase - Year 2 Activities											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Identify entity that will assume responsibility for managing and coordinating the Child Health Care Provider outreach efforts												
Determine the needs of the identified entity in order to manage and coordinate HMG child health care provider outreach including, but not limited to:												
<ul style="list-style-type: none"> A provider outreach budget, which reflects the items listed below 												
<ul style="list-style-type: none"> Provider outreach and related staff, such as administrator, supervisor, support staff, others relevant to the needs of provider outreach efforts 												
<ul style="list-style-type: none"> Develop job descriptions for pediatric outreach staff 												
<ul style="list-style-type: none"> Identify the pediatric outreach staff. (Are they already employed at the entity responsible for pediatric outreach? Are more staff needed? How will they be recruited and retained? Can the same staff conduct community and provider outreach and marketing?) 												
<ul style="list-style-type: none"> Develop a training curriculum – both initially and on an ongoing basis. Who will train and provide an orientation to child health care providers? 												
Identify, meet and collaborate with groups currently providing training in developmental surveillance and screening												
Create materials for presentations/trainings with child health providers												
<ul style="list-style-type: none"> Conduct office-based training in effective developmental surveillance and screening 												
Develop tools to measure impact of presentations/trainings, including impact, if any, on call center (e.g., a feedback form for evaluation of visits)												

Help Me Grow System Building Benchmarks & Timeline

III. Year 3

Structural Requirement: Organizing Entity	System Implementation - Year 3 Activities											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<ul style="list-style-type: none"> Evolve leadership team into steering committee to advise and support ongoing operations 												

Structural Requirement: Statewide Strategy	System Implementation - Year 3 Activities											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
• Market the program in target areas	■		■		■		■		■	■	■	
• Market the program to key state agencies	■		■		■		■		■	■	■	
• Implement a statewide strategy, if applicable	■	■	■	■	■	■	■	■	■	■	■	■

Core Component: Centralized Telephone Access Point	System Implementation - Year 3 Activities											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
• Train and support call center staff												
○ Implement and evaluate the training curriculum – both for orientation and on an ongoing basis												
• Create and maintain a data collection system for calls												
○ Develop a process for the collection and timely maintenance of resource information												
○ Determine what is needed to establish and maintain an automated client tracking system												
• Collect data (ongoing)												
• Implement the use of an automated client tracking system												
• Have the capacity to generate reports based on callers accessing the call center												
• The HMG call center goes live												

Core Component: Community Outreach	System Implementation - Year 3 Activities											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Organize and facilitate regional community networking meetings												
Provide training to community providers, physicians, and families to increase awareness of <i>Help Me Grow</i>												
Conduct office-based training in effective developmental surveillance and screening												
Support telephone care coordinators by providing timely information on community supports and services												

Core Component: Child Health Care Provider Outreach	System Implementation - Year 3 Activities											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Create materials for presentations/trainings with child health providers												
Conduct office-based training in effective developmental surveillance and screening												
Measure impact of presentations/trainings, including impact, if any, on call center (e.g., a feedback form for evaluation of visits)												