

## **SCOPE OF WORK TO BE PERFORMED BY Family Specialist**

### **Background**

Screening for social determinants of health and connecting families to community resources in well child visits is an essential part of the *Bright Futures* 4th edition guidelines. To that end, the Center for the Study of Social Policy (CSSP) designed the Developmental Understanding and Legal Collaboration for Everyone (DULCE approach, an evidence-based program based in the pediatric care setting. DULCE screens for 10 health-related social needs and proactively addresses social determinants of health, refers to community-based services and supports, promotes the healthy development of infants, and provides support to their parents during the critical first six months of life. A key feature of the DULCE intervention is a Family Specialist, a Parent Child Center (PCC) employee and a member of the pediatric team who connects families to resources based on parents' needs and priorities. Family Specialists are trained in child development, relational practice, and concrete support problem solving. They attend well-child visits with families and providers, build trusting relationships, provide peer support, and then work with the DULCE Interdisciplinary Team to connect families with resources and support.

Vermont's DULCE program is overseen by the Vermont Department of Health/Division of Family and Child Health with the approach's required Continuous Quality Improvement (CQI) led by Vermont Child Health Improvement Program (VCHIP) at the University of Vermont.

The funding in this agreement covers salary and benefits for the Family Specialist. Additional funding for other components of the DULCE approach is managed under separate agreements between the Parent Child Center and Family and Child Health at the Vermont Department of Health (VDH) in partnership with Blueprint.

While the funding in this agreement is specifically for Family Specialist salary and benefits, the success of DULCE requires an interdisciplinary team approach including the pediatric medical team, the legal partner, early childhood sector (PCC), mental health lead, VCHIP, and VDH. Subrecipient recognizes that teaming is integral to DULCE's success.

### **Required Activities, Tasks, and Services**

Blueprint Administrative entity will engage X Parent Child Center and fund salary and benefits for 1 FTE Family Specialist.

The PCC in collaboration with Blueprint Program Manager and DULCE practice will identify and/or recruit for and train 1.0 FTE Family Specialist in partnership with the DULCE medical practice.

Subrecipient will work with the state and other DULCE sites to develop a Vermont State Level DULCE Site Agreement template between the individual DULCE PCCs and VDH outlining roles and responsibilities for DULCE sites and the state as the DULCE backbone entity. Upon mutual agreement, sites and the state will sign their DULCE Site Agreement.

Subrecipient will implement the DULCE approach to fidelity as described below for infants 0-6 months in accordance with the DULCE key driver diagram (attached) and screening guidance (attached).

Family Specialists will support the needs of patients 0-6 months to fidelity of the model. In addition, Family Specialists will accept referrals and provide individual, and family supports for patients and families 6 months to 5 years as caseload permits.

The PRACTICE NAME DULCE clinic site aims for a caseload of 60-70 families, serving approximately 120-140 children per year. The DULCE Family Specialist will attend CSSP required training in the Brazelton Touchpoints approach and the Brazelton Newborn Behavioral Observation assessment including training follow up, consultation, and reflective supervision as required by the training and DULCE.

Implement screening activities per the DULCE model guidance requirements (see attached screening document) including:

Employment security Food security

Intimate partner violence (IPV)

Financial supports

Transportation

Mental health/caregiver depression

Housing stability

Housing health & safety

Utilities

Substance use disorder (Vermont specific)

The Family Specialist will attend: Reflective supervision on a weekly basis for one hour (4 hours per month)

Weekly case review with the DULCE Interdisciplinary Team

Ad hoc meetings with members of or the entire DULCE Interdisciplinary Team regarding family needs, problem solving, and ongoing collaboration/consultation Monthly or semi-monthly Family Specialist cross-site meetings with the DULCE Program Manager at VDH and/or VCHIP.

CQI meetings: quarterly for established sites and monthly for newly implementing sites.

DULCE onboarding meetings for new sites and/or new Family Specialists Quarterly DULCE National Learning Calls

The annual DULCE National Forum either virtually or in person (if this is in person and the Family Specialist is invited by FCH/VDH to attend in person, the costs to attend the training are covered by the VDH funding) Other related DULCE calls with FCH/VDH and VCHIP

Develop, refine, and implement a DULCE parent engagement strategy in collaboration with VCHIP and VDH, and report upon this in narrative reporting.

Notify **Blueprint Program Manager** of any transition and hiring of any DULCE staff in a timely manner as well as other program implementation concerns and/or challenges.

Ensure that the DULCE Family Specialist has continued opportunities to learn about the array of parent and early childhood services, supports, and opportunities available throughout the community and is integrated as a member of the pediatric care team at the practice.

#### Data and Reporting:

DULCE sites participate in monthly or quarterly continuous quality improvement (CQI) meetings. New sites participate monthly and must send their data in advance of the meeting. Established sites participate in quarterly CQI meetings but must still send monthly data to VCHIP and VDH. CQI meetings are held with the DULCE Interdisciplinary Team and are facilitated by VCHIP for the purpose of reviewing data and conducting quality improvement activities.

The DULCE Family Specialist collects and inputs data into DULCE data system within 3-5 calendar days of client contact.

The Family Specialist will support the practice in reporting CHT patient counts to Blueprint Program Manager quarterly.

The Family Specialist works with the PCC to provide semiannual reporting to VDH, CSSP, and VCHIP on the following schedule:

6-month interim report: Jan-June (due 7/15) to VDH and VCHIP

Annual report: Jan-Dec (due 1/15) to VDH and VCHIP

Please reach out to VDH if more time is needed.

The Family Specialist will support the development of a Vermont DULCE database managed by VCHIP which will centralize, streamline, and make reporting nimbler through activities such as but not limited to meetings, piloting the new database, and providing feedback and change requests.