



Alignment Rockford

Invitation to Participate™

Healthy Starts: Connected Families
Single-Point-of-Entry

Respond by: February 6, 2018

Implementation Dates: March-September, 2018

Project overview:

For all families with children ages 0-5 to have easy access to the resources they need to ensure their children are ready for and able to excel in school.

Description: Alignment Rockford's Healthy Starts team is seeking service providers to serve as Single-Point-Of-Entry (SPOE) for various services outlined below. Identified SPOEs will be listed with key contact information on a referral card/magnet which will be distributed to agencies, locations, and persons in the community who serve families with children 0-5 years old including case managers, clerks, and others.

The SPOE will:

- Have the knowledge, skill, and will to connect the family with the appropriate service, whether that service is provided by the SPOE or another agency.
- Have the capacity to handle an increase in contacts.
- Track the source of contact and report back to Alignment Rockford how many families are referred by the card, and whether those families are successfully enrolled/referred.

The cards will be tested by a select group of case managers and in a controlled environment with a pilot location to begin, and rolled out over time.

The card will direct families to the essential SPOE hubs for:

- Medical care (Physical or Mental)
- Abuse/neglect
- Home visiting (0-3yrs)
- Preschool enrollment
- Developmental screening
- Developmental delays (post screening 0-3yrs)
- Enrichment activities
- Childcare (ongoing and emergency)
- Food
- Employment/job training
- Housing
- Transportation

After the completion of phase one of the pilot, the subcommittee plans to create a website where families can enter their information and be connected to the SPOEs for their particular needs. If you become the SPOE for the phase one pilot, you will be invited to continue to be the SPOE as we scale-up.

Services needed from the community:

Agencies chosen to be an SPOE will agree to the expectations outlined below. Additionally, the Healthy Starts team hopes and expects that the SPOEs will be able to leverage their status as an SPOE, if they have not already, to gain grant funding and other resources over time should the outcomes of this effort result in capacity limitations at SPOE locations. Alignment Rockford will collaborate with identified SPOEs on needed resources and assist in obtaining the resources needed to do this work, if possible. Alignment Rockford recognizes that while many agencies are already serving as an SPOE, for others such a designation may be a step-up, and one Alignment Rockford would like to help support and provide assistance with.

Expectations include the following:

- Serve as SPOE for pilot timeframe — phase one (card) Mid-March 2018 through Sept. 2018.
- Identify a telephone number and mobile-friendly website for the referral card.
- Have up-to-date information for clients needing services in that area.
- Be prepared to help the vast majority of families who contact the SPOE with their needs, and to make appropriate referrals for those whose needs cannot be met within the SPOEs capacity.
- Track where the family heard about the SPOE to track referral card utilization and report to Alignment Rockford.
- Provide data to Alignment Rockford whether families were successfully enrolled or referred.

What to expect from Alignment Rockford and partners:

- Selected agencies will be notified upon acceptance of request to serve as SPOE.
- An orientation will take place prior to the start of the pilot to ensure identified SPOEs understand expectations.
- Alignment Rockford will collaborate with partners such as Transform Rockford, the Rockford Area Case Management Initiative, and other groups to assist SPOEs with volunteers and other needed resources.
- Regular check-ins about how the pilot is going, troubleshooting, and tweaks as necessary will be provided.