



CHILD HEALTH NOTES

April 2012

Promoting early identification and partnerships between families, primary health care providers & the community.

Distributed by: CLARK COUNTY PUBLIC HEALTH – Children with Special Health Care Needs

Contributors: Washington State Department of Health and UW – Center on Human Development & Disability

WithinReach and ParentHelp123



Many parents could benefit from referral for a variety of supports for their children, but do not know what is available or how to access services. Most medical providers do not have social workers on their clinical team, so they find it difficult provide this connection for families. WithinReach is a resource that can link families and providers to the many public agencies and private non-profit organizations that can help meet a variety of health information, disease prevention and community resource needs of Washington's families.

WithinReach (<http://withinreachwa.org>) is a private nonprofit organization that has been linking families and providers to health and food programs, resources and information for over 20 years. It serves families and providers across Washington State and has a long-standing partnership with the WA Department of Health and the WA Department of Social and Health Services. Each year, WithinReach helps over 200,000 people connect to the resources and information they need to build healthy families.

Information is available both online (<http://parenthelp123.org> - search for resources by zip code!) **and by toll-free telephone hotlines** (Family Health; Family Food; Apple Health for Kids; ParentHelp123.org Support). **One click or one call can connect you to health and social service programs, such as:**

- Free or low-cost **health insurance**, including Medicaid and CHIP
- **Nutrition resources** including Basic Food (food stamps), the Nutrition Program for Women, Infants and Children (WIC) and local food banks.
- **Family planning services**, such as low-cost birth control through the Take Charge Family Planning Program.
- Low-cost **child care** programs like Working Connections Child Care
- **Free multi-lingual information for professionals** available from the WithinReach website, including pamphlets that can be downloaded

WithinReach ONLINE (in English or Spanish) - ParentHelp123.org is the on-line parent information, state and community resource tool for Washington families that is available 24 hours a day, 365 days a year. Families can screen themselves for eligibility, apply for state benefits and search for local resources on this user-friendly website. Categories include:

- **Information:** Parenting information, developmental milestones, parent support groups, dental health, child care options, and more...
- **Benefit Finder:** Eligibility screening and application tool for State programs such as: Medicaid, WIC, Basic Food (food stamps), TANF, Take Charge, and Working Connections Child Care.
- **Resource finder:** Search for local resources such as free and low cost clinics, food programs, services for developmental screenings, breastfeeding resources, housing and legal assistance.
- **Additional resources**, such as TANF, Working Connections Child Care, free Tax Prep sites, unemployment benefits, utility and housing assistance and legal resources.
- **Professional Section:** Detailed information about State programs, including FAQs. Also includes links for ordering free informational materials for the office.

WithinReach TOLL-FREE TELEPHONE HOTLINES -The Information and Referral Call Center:

Staff availability: Monday-Thursday 8-5:30 and Friday 8-5.

Staff are bilingual in English and Spanish, and other languages are served using the ATT Language line.

- Family Health Hotline (1-800-322-2588, TTY 711)** is Washington's maternal and child health hotline. **This is the number to call if unsure of which hotline is appropriate for your question.** It can connect families to: WIC, Medicaid, free and low-cost immunization clinics, breastfeeding support, child development screening services, family planning resources, and resources for families with children with special health care needs.
- Other hotlines, with separate phone numbers, are also listed on the website. These are directed toward specific issues or groups. However, the same staff at the call center answers all hotlines. These hotlines include: **Family Food Hotline, Apple Health for Kids, Answers for Special Kids (ASK)** and **ParentHelp123.org Support Hotline.**

PROMOTIONAL MATERIALS about both the website and hotlines are available for providers, at no charge, to have in their waiting room, to make it easier for patients to access these services directly (see http://withinreachwa.org/ordermaterials_start)



For more information, or if you would like to schedule a presentation about WithinReach services, contact Jennifer Covert at 206-830-5154 or JenniferC@withinreachwa.org.

SPECIAL NEEDS INFORMATION AND RESOURCES:

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| Local: | Children with Special Health Care Needs | 360-397-8472 referrals 360-397-8000 ex 7400 Connie Callahan, PHN |
| | Oral Health ABCD Program | 360-397-8000 ex 7371 |
| | Health Access | 360-397-8214 |
| Regional: | WithinReach Family Health Hotline | 1-800-322-2588, 1-800-833-6388 TTD www.withinreachwa.org |
| | ParentHelp123.org | www.ParentHelp123.org |
| | Early Support for Infants and Toddlers Program (formerly ITEIP) | http://del.wa.gov/development/esit/ Main number: (360) 725-3500 |
| | Parent to Parent Support Programs of Washington | (800) 821-5927 www.arcwa.org/parent_to_parent.htm |
| | Washington State Medical Home | www.medicalhome.org |
| | Center for Children with Special Needs | http://cshcn.org |
| National/ Internet: | American Academy of Pediatrics | www.aap.org |
| | AAP Developmental and Behavioral Pediatrics | www.dbpeds.org |
| | American Academy of Family Physicians | www.aafp.org |
| | CDC Act Early | www.cdc.gov/ncbddd/actearly/index.html |
| | Family Village (Extensive family resources for CSHCN) | www.familyvillage.wisc.edu |
| | Family Voices (Links to national and state family support networks) | www.familyvoices.org |

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