

WHERE THE RUBBER MEETS THE ROAD: LINKING FAMILIES TO RESOURCES TO MITIGATE SOCIAL RISK

OLGA C. ROSA, MD FAAP

ASSOCIATE PROFESSOR OF CLINICAL PEDIATRICS

UofSC SCHOOL OF MEDICINE, CHILD ABUSE PEDIATRICS

DIRECTOR, SOUTH CAROLINA CHILDREN'S ADVOCACY MEDICAL RESPONSE SYSTEM (SCCAMRS)

QTIP LEARNING COLLABORATIVE

DISCLOSURE STATEMENT

In accordance with ACGME guidelines, I have no relevant financial relationship or commercial support that could possibly create or be perceived as a conflict of interest or influence this educational activity.

OBJECTIVES

- ▶ Overview of the bio-ecological model of child development and the influence of social determinants of health (SDOH)
- ▶ Discuss the backdrop of the current medico-social well being of SC children to identify key social needs and risks
- ▶ Consider strategies to identify and address social needs in the pediatric setting

BIOECOLOGICAL MODEL OF CHILD DEVELOPMENT¹

Health... “A state of complete physical, mental and social well-being and not merely the absence of disease or infirmity”

World Health Organization

Social and health systems, policies, laws, cultural values and beliefs

Social, economic and cultural contexts and policies

Neighborhood safety and resources, school district, mass media

Neighborhoods and communities

Parent workplace and policies, skilled educators and providers

Supportive school, family, and religious settings

Home environment, parent mental health, parenting, family relationships

Parent & family well-being

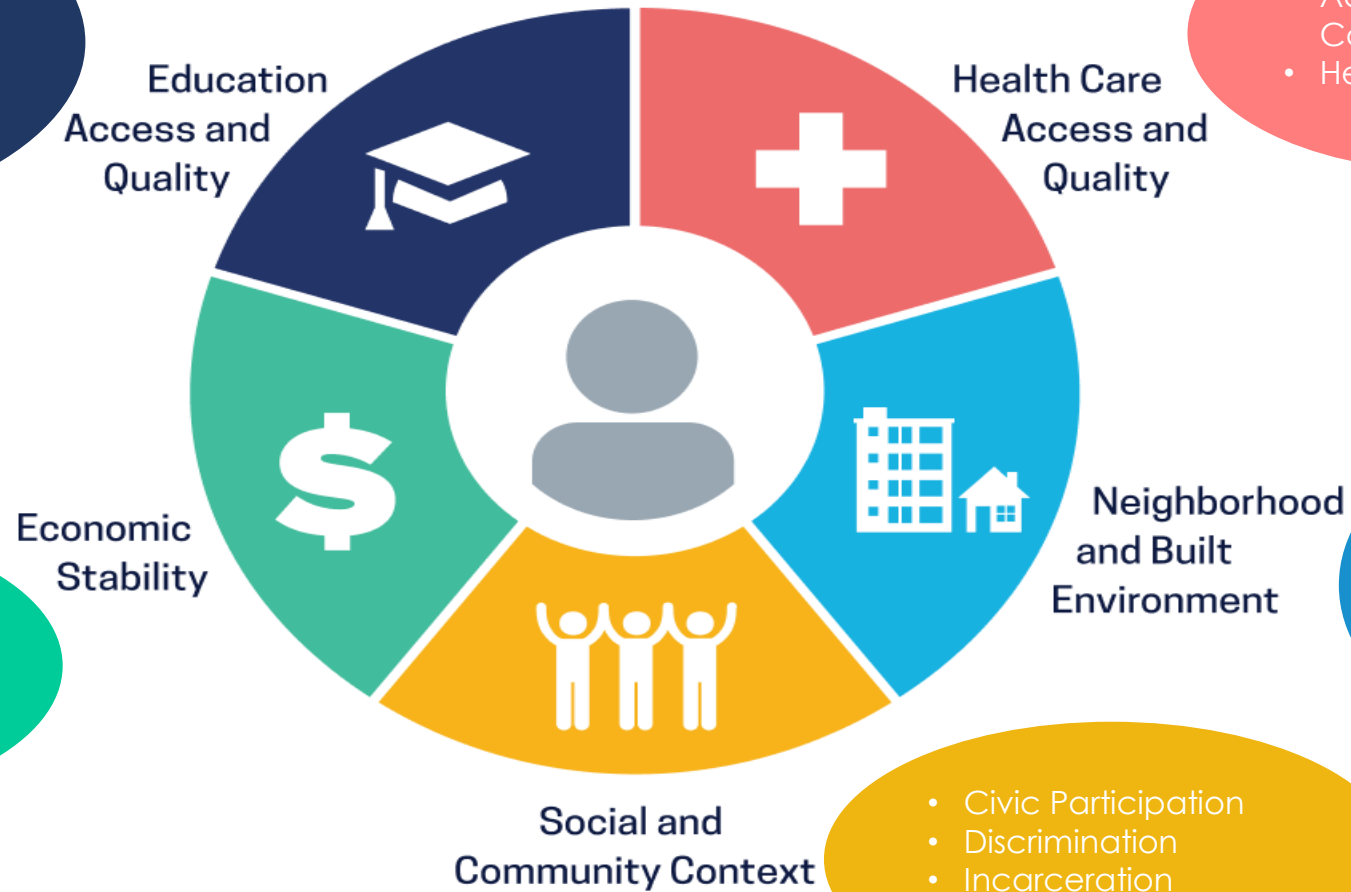
Child & youth well-being and resilience

2020 COVID-19 PANDEMIC

SOCIAL DETERMINANTS OF HEALTH (SDOH)²

- Early Childhood Education & Development
- Enrollment in Higher Education
- High School Graduation
- Language and Literacy

- Access to Health Care/Primary Care
- Health Literacy



- Employment
- Food Insecurity
- Housing Instability
- Poverty

- Access to Foods that Support Healthy Eating Patterns
- Crime and Violence
- Quality of Housing

- Civic Participation
- Discrimination
- Incarceration
- Social Cohesion

SOUTH CAROLINA 2020...BY THE NUMBERS^{3,4,5}

- ▶ 1 in 5 children under the age of 5 live in poverty
- ▶ 2 out of 5 children are in single parent families
- ▶ 2 out of 7 children live with parents who lack secure employment
- ▶ For every 12 children, 1 child is uninsured
- ▶ 1 out of 8 households with children do not have enough to eat
- ▶ For 1 out of 10 households with children, the caregiver is not confident in their ability to make the next house or rent payment

ADVERSE CHILDHOOD EXPERIENCES... SC CHILD WELFARE 2020^{6,7}

A Spectrum of Adversity

Bullying
Poverty
Homelessness
Neighborhood violence
Racism

- ▶ 1 out of 5 children have 2 or more adverse childhood experiences (ACEs)
 - ▶ 1 out of 2 victims of maltreatment were children 5 years of age and younger
 - ▶ Physical neglect (43%) was the most common type of maltreatment identified
 - ▶ Two-fold increase in injuries from excessive corporal punishment, when compared to 2019
 - ▶ For every 20 children, 1 have witnessed IPV/DV
 - ▶ 1 out of 12 children lived with a caregiver with mental illness or substance use disorder

The three types of ACEs include

ABUSE



Physical



Emotional



Sexual

NEGLECT



Physical



Emotional

HOUSEHOLD DYSFUNCTION



Mental Illness



Mother treated violently



Divorce



Incarcerated Relative



Substance Abuse

Robert Wood
Johnson
Foundation
www.rwjf.org/aces

PARENTAL VIEWS ON SCREENING FOR SOCIAL NEEDS (SDOH) IN THE MEDICAL SETTING – TIME TO UNBOX THE PANDORA’S BOX

- ▶ Using the National Survey of Early Childhood Health, Kogan MD, et al. (2004)⁸ found that 70% of parents considered appropriate to be asked about their ability to pay for their child’s basic needs, parent’s emotional support, alcohol/drug use in the household and the parent’s own health during well child visits
 - ▶ However, less than half of the parents were asked
 - ▶ Of interest, when the inquiries were made, parents of minority children, with public insurance and with young children were more likely to be asked
- ▶ Garg A, et al. (2009)⁹ found that 2/3 of surveyed parents agreed that they could ask their child’s doctor for assistance with social issues and receive it

An ounce of prevention...worth a pound of cure

STRATEGIES TO IDENTIFY AND ADDRESS SOCIAL RISK IN THE PEDIATRIC SETTING

THE TAG TEAM OF SURVEILLANCE AND SCREENING

Before considering surveillance and/or screening for social needs...

- ▶ Any strategy you implement should be self-sufficient and sustainable over the long term
- ▶ Efforts should be aimed at goals that can be accomplished in your clinical practice with the resources at hand
- ▶ Assess family's social needs/risks as well as their strengths and assets (protective factors)
- ▶ Make it a standard clinical protocol in your practice
- ▶ Keep in mind...family needs change overtime, hence a longitudinal and continuous process

- ▶ Consider the willingness of the parent to discuss SDOH topics and address their concerns for confidentiality - Choose the right moment
 - ▶ Do not underestimate a parent's possible sense of shame or embarrassment when discussing sensitive topics or a parent minimizing the need/concern due to social desirability bias
 - ▶ **Normalizing**
 - ▶ Ask: Check out Casey family Programs' Community Map <https://www.casey.org/community-opportunity-map/>
- ▶ Be ready to respond to the parent's needs
 - ▶ <https://caseyfamily.caimaps.info/cailive?zip=29203&tab=family&searchType=zip> Community Map example for zip code 29203
 - ▶ Use basic strategies to link families to relevant resources and organize strategies to link families to relevant resources

SURVEILLANCE

- ▶ Can we institute a simple general question during pediatric visits for universal surveillance of social needs?
 - ▶ Taking the social temperature or snapshot of the family
- ▶ Opening the door
 - ▶ Do you or your family have any needs with which I can help you?
 - ▶ Do you have any concerns about having enough support or resources to care for your child?
 - ▶ What are your family concerns and needs? How can I help you?
- ▶ Keeping the door opened - Have there been any changes with your or your family's needs since our last visit?

SCREENING

- ▶ Use evidence supported tools for SDOH at new patient visit, well-child visits and when surveillance elicits concerns
- ▶ Choose a screening tool that can be integrated into your clinical workflow with minimal disruption - Consider what you are already screening for
 - ▶ Provide to parent upon registration and while in the waiting room – paper or electronic format; OR
 - ▶ Provide prior to visit through an EMR portal; OR
 - ▶ Face to face screening – who will be the screener? Medical assistant, nurse, physician, social worker, health educator?
 - ▶ Who will score the screening tool?

- ▶ What to screen for?
 - ▶ Social Need/Risk Core Domains
 - ▶ Family financial support - Food security, housing stability, utilities, employment, transportation
 - ▶ Maternal depression/family mental illness
 - ▶ Parental/household substance abuse
 - ▶ Intimate partner violence
 - ▶ Parental health literacy

CHOOSING THE RIGHT SDOH SCREENING TOOLS FOR YOUR PRACTICE

- ▶ STAR Center (Screening Technical Assistance & Resource Center)
<https://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/Screening/Pages/About-the-Initiative.aspx>
 - ▶ SEEK PQ-R (Safe Environment for Every Kid)
 - ▶ WE CARE
 - ▶ Hunger Vital Sign
 - ▶ Health Leads
 - ▶ CMS Accountable Health Communities (AHC) Health-Related Social Needs (HRSN) Screening Tool
 - ▶ PRAPARE (Protocol for Responding to and Assessing Patients' Assets, Risks and Experiences)

SCREEN COMPLETED, NEED IDENTIFIED...SO WHAT NOW?^{18,19,20}
BUILDING A “HEALTH NEIGHBORHOOD”



IDENTIFYING AND BUILDING YOUR RESOURCES TOOLKIT

A SOCIAL CARE NETWORK

1. REFERRAL PLATFORMS OF COMMUNITY RESOURCES
2. MENTAL HEALTH RESOURCES
3. RESOURCES TO ADDRESS CHILD MALTREATMENT

REFERRAL
PLATFORMS
OF
COMMUNITY
RESOURCES



Solutions. Support. Hope.



Call 211 or Visit [SC211.org](https://sc211.org) to find help with:

Child Care
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Financial
Counseling

Food
Healthcare
Housing
Prescription
Assistance

Utility Bills
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211 app to get started now.

DOWNLOAD THE SC211 APP AT THE IOS APP STORE OR GOOGLE PLAY



<https://sc211.org/>



Helping families every day

Organizations across South Carolina are ready to help families with their challenges – big and small. Find your help today.

Search

<https://scparents.org/>

(Powered by Aunt Bertha™ platform; <https://www.findhelp.org/>)

ZIP or keyword or program name



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

Select Language



FOOD



HOUSING



GOODS



TRANSIT



HEALTH



MONEY



CARE



EDUCATION



WORK



LEGAL

Affected by Tropical Storm/Hurricane Elsa? Click here for a list of federal and state resources. We recommend also searching below for resources available in your local area.



1,643 programs

serve people in Columbia, SC 29203

Type a search term, or pick a category



This curated database of resources is provided by South Carolina Parents

The EveryONE Project

Neighborhood Navigator

The EveryONE Project™
Advancing health equity in every community



neighborhood
navigator

The EveryONE Project offers you screening tools to identify patients' social needs and address health equity in your practice. The Neighborhood Navigator is the next step for you to improve social determinants of health among your patients.

Use this interactive tool at the point of care to connect patients with supportive resources in their neighborhoods. It lists more than 40,000 social services by zip code.

- Food
- Housing
- Transportation
- Employment aid
- Legal aid
- Financial

Want to see how the Neighborhood Navigator tool works?

Watch the [training videos](#) now.

Find Services in Your Community

Help Patients Find Services

Your patients can find the resources they need on their own with the [Neighborhood Navigator](#) on familydoctor.org.



The EveryONE Project's Neighborhood Navigator is supported in part by a grant from the AAFP Foundation.

Live Chat

American Academy of Family Physicians The EveryONE Project Neighborhood Navigator

<https://www.aafp.org/family-physician/patient-care/the-everyone-project/neighborhood-navigator.html>

OTHER PLATFORMS –

1. NowPow <https://nowpow.com/> - currently used by Prisma Health System

2. Healthify <https://www.healthify.us/>

Child Care Resources

Stay up-to-date on the latest parent and child care provider recommendations regarding COVID-19. [View Announcements](#)



[Departments](#) [Helpful Resources](#) [Library](#) [Translate](#) [Search Site](#)

[Help for Parents](#) ▼

[Help for Providers](#) ▼

[Contact Us](#)

Search For Child Care Providers

Zip Code or Facility Name

Search

[Click here to search by Registered, Licensed, or other search options](#)

Registered or Licensed

[What's the difference?](#)

- ▶ A parent needing help to find available child care - Contact Child Care Resource & Referral Network at 1 (888) 335-1002 or go to www.sc-ccrr.org and submit a web referral indicating their need
- ▶ Or they can perform a search on their own at <https://www.scchildcare.org/>
- ▶ Vouchers and financial assistance for child care is available for working families or parents who are attending school, in a training program, or have a verified disability and an income at or below 300% of the federal poverty level

MENTAL HEALTH RESOURCES

SC Dept of Mental Health Mobile Crisis Program

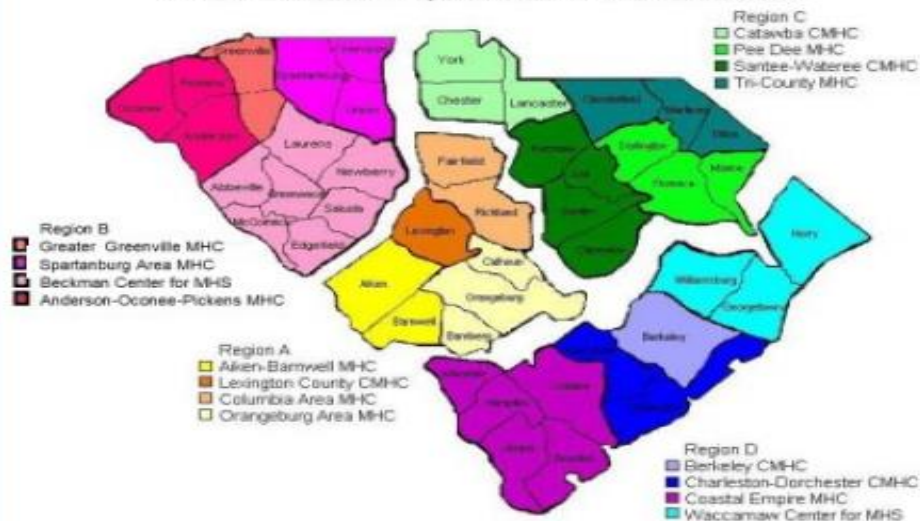
What we do...

Our team of crisis clinicians provide adult and children with clinical screening in person at the location of the crisis, at the community mental health center, over the phone and via Telehealth Communication Software.

Our goal is to de-escalate the crisis and provide individuals and families with ongoing mental health treatment and other helpful resources.

Crisis Hotline
833-364-2274

South Carolina Department of Mental Health



Why we do it...

To provide patients throughout South Carolina with immediate access to crisis services and the most appropriate level of care. As a diversionary program, we strive to divert individuals from unnecessary hospitalizations and incarcerations, develop plans of safety and assist individuals in crisis with continued mental health care.

Our fully qualified, masters level clinicians work directly with local mental health centers, law enforcement, Probate, and community providers to deliver solution-focused interventions and stabilization to individuals experiencing a mental health crisis.

"To support the recovery of people with mental illnesses."



REGION A: Midlands

REGION B: Upstate

REGION C: Pee-Dee

REGION D: Coastal

We provide adults and children with clinical screening:

In Person at the location Of the crisis



In person at a CMHC clinic



Via phone



Via Telehealth communication software



In partnership with SC Dept. of Health and Human Services



[] Emergency Contacts

[National Suicide Prevention Lifeline](#)
800-273-TALK (8255)

[Veterans Crisis Line](#)
800-273-TALK (8255) Press 1 or Text 838255

[Crisis Text Line](#)
Text "HOPE4SC" to 741741

[Mobile Crisis](#)
1-833-DMH-CCRI (364-2274)

[SC HOPES](#)
1-844-SC-HOPES (724-6737)

[SAMHSA's Disaster Helpline](#)
1-800-985-5990

[The Trevor Project Lifeline](#)
1-866-488-7386 or Text "START" to 678678

[National Sexual Assault Hotline](#)
1-800-656-4673

[National Domestic Violence Hotline](#)
1-800-799-7233

Welcome!

No matter how challenging the times, you are not alone in South Carolina. The South Carolina Department of Mental Health (SCDMH) and the South Carolina Department of Alcohol and Other Drug Abuse Services (DAODAS) have teamed up to offer this safe and easy service that allows you to *anonymously* take a Self-Check Questionnaire and connect with a professional counselor who can offer guidance, support, and resources to help connect you with mental health and addiction services.

Using this service is completely voluntary and confidential.

This is not an emergency response system or crisis intervention service. If you are in crisis or contemplating suicide, please call the National Suicide Prevention Lifeline at 1-800-273-TALK (8255) or SCDMH's mobile crisis line at 1-833-364-2274.

We are ready to help if you are overwhelmed by COVID-19 challenges, feeling overly stressed or anxious, coping with a natural disaster, struggling with addiction, feeling depressed and don't know where to turn. We hope you'll take advantage of this safe and easy service.

Take 3 Easy Steps

1. Click the "Sign-Up" button below;
2. Create a User ID and password, allowing for complete anonymity;
3. Take and submit the Questionnaire, which takes less than 10 minutes to complete.

[Sign Up »](#)

What Happens Next?

A program counselor will review your Questionnaire and leave a personal response for you on this secure website. The response will include guidance, support, and information about how to connect with available mental health and addiction services.

You decide what's next. You may continue to dialogue with the professional counselor through this website to receive more information about how to connect with available mental health and addiction services, you may call the SC Hopes support line at 1-844-724-6737 to speak with an experienced mental health and addiction counselor, or you can decide to do nothing further at this time.

It's up to you. No follow-up or service will be provided unless requested.

Protecting Your Privacy

Your privacy is important. Therefore, your identity will not be known to anyone unless you decide to share it. Using this service is completely voluntary and anonymous. Please view our full [Terms of Service and Privacy Policy](#) for more information.

Contact:

SC Hopes support line at 1-844-724-6737 to connect with an experienced mental health and addiction counselor 24/7.

[+] Emergency Contacts

[National Suicide Prevention Lifeline](#)
800-273-TALK (8255)

[Veterans Crisis Line](#)
800-273-TALK (8255) Press 1 or Text
838255

[Crisis Text Line](#)
Text "HOPE4SC" to 741741

[Mobile Crisis](#)
1-833-DMH-CCRI (364-2274)

[SC HOPES](#)
1-844-SC-HOPES (724-6737)

[SAMHSA's Disaster Helpline](#)
1-800-985-5990

[The Trevor Project Lifeline](#)
1-866-488-7388 or Text "START" to 678878

[National Sexual Assault Hotline](#)
1-800-656-4673

[National Domestic Violence Hotline](#)
1-800-799-7233

[+] Resources

[South Carolina Department of Mental Health \(SCDMH\)](#) - Mental Health services and support for children, adults, and families, statewide. Includes, but is not limited to: community-based outpatient services, care coordination, mobile crisis response, suicide prevention services, and inpatient stabilization services. Dedicated to evidence-based best practices and culturally competent services. Referrals not required; individuals are not refused service due to inability to pay.

[South Carolina Department of Alcohol and Other Drug Abuse Services \(DAODAS\)](#) - Substance use disorder prevention, treatment and recovery services for individuals, families, and communities. A menu of evidence-based services are available through a system of state-licensed and nationally accredited service providers, with specific services ranging from assessment-based DUI intervention, outpatient treatment, and gambling addiction treatment, to intensive outpatient, inpatient, withdrawal management (detoxification), and transitional housing. Individuals are not refused services due to inability to pay.

<https://hope.connectsyou.org>

Can take a Self-Check Questionnaire anonymously and connect with a professional counselor who can offer guidance, support, and resources to help connect parent/caregiver with mental health and addiction services.

RESOURCES TO ADDRESS CHILD MALTREATMENT ALLEGATIONS

SC DSS ALTERNATE PATHWAY...

COMMUNITY-BASED PREVENTION SERVICES

- ▶ During 2020, 7% of the report calls made to child abuse hotline were diverted to community based prevention services
- ▶ Occurs when the referral does not meet the threshold for investigation (no safety issues), however, the information indicates that the family may benefit from assessment and supportive services
 - ▶ Family needs assistance in meeting basic food, clothing, safe sleeping, and/or shelter needs
 - ▶ A caregiver who is currently or has in the recent past been impacted by substance use, and there is concern that behavior may become abusive or neglectful in the near future; i.e. the safety of the child has yet to be affected
 - ▶ Improvement in parenting knowledge, strategies, and skills
 - ▶ The caregiver has stated being overwhelmed by parenting responsibilities
 - ▶ Caregiver has inaccurate expectations of the child's abilities and/or gaps in knowledge of child development
 - ▶ The child has special educational, physical, or mental health needs, and the caregiver is struggling to meet those needs
 - ▶ Prior history with child welfare services, and circumstances appear to be deteriorating; - e.g. Prior open in-home services or foster care, and absent support and services, circumstances may deteriorate to an abuse or neglect concern



Report Abuse

SC CHILD ABUSE HOTLINE



Report abuse and neglect
of children and vulnerable adults.

DSS
SOUTH CAROLINA
DEPARTMENT of SOCIAL SERVICES

1-888-CARE4US

To make an online report for non-emergent referrals for suspected abuse and/or neglect <https://benefitsportal.dss.sc.gov/#/ran/home>

TO FIND A CHILD ABUSE PEDIATRICS MEDICAL PROVIDER



— SOUTH CAROLINA —
Children's Advocacy
Medical Response System
Serving the children of South Carolina since 2004

STRIVING TO IMPROVE THE QUALITY OF MEDICAL ASSESSMENTS FOR CHILD ABUSE AND NEGLECT

▶ Home ▼ Menu Report Child Abuse ▶ Member Login

Vision

A framework for best practices in pediatric forensic medical

Mission

To provide and administer a comprehensive resource system to assist the state's children's hospitals and the South Carolina Network of Children's Advocacy Centers with the development and sustainability of a consistent quality standard of care, and practice, for the delivery of medical services to children with concerns for maltreatment.

SCCAMRS Qualified Child Abuse Pediatrics Medical Providers

▶ Educational Activities for Healthcare Providers

Child Abuse Pediatrics Jobs



<http://www.sccamrs.org/>

Children's Advocacy Center Model - A multidisciplinary, child-centered approach to the investigation, assessment, and treatment of suspected victims of abuse through the coordinated provision of forensic interviews, medical evaluations, mental health assessments/counseling, victim advocacy services, and case review

<https://www.cac-sc.org/directory>

Home | Report Abuse | Donate | Find a CAC

Q Enter search string

Log in

South Carolina Network
OF
CHILDREN'S
ADVOCACY CENTERS

Empowering SC Communities & Children's Advocacy Centers to deliver a best practice response to child abuse.

SCNCAC
CONNECT
For CAC/MDT Professionals

HIGHLIGHTS...

How The CAC Model Works

What Is a CAC?

A Children's Advocacy Center is a child-friendly facility where many professionals work together to investigate abuse, help children heal from abuse, and provide compassionate care for families.

Learn More

Find A CAC

- 1 What Is A CAC
- 2 E-Learning CAC & MDT
- 3 CAC Development Plan
- 4 Core VSP Training
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 NATIONAL CHILDREN'S ALLIANCE®

The South Carolina Network of Children's Advocacy Centers (SCNCAC) is an Accredited State Chapter of the **National Children's Alliance**. We are a non-profit 501(c)(3) membership organization representing Children's Advocacy Center programs in South Carolina. SCNCAC represents all local Children's Advocacy Centers (CACs) in South Carolina.

Report suspected abuse or neglect.

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