

Referral Services for Families with Young Children

Guide for Health Care Providers

The programs listed in this guide provide referrals and supports to help parents and caregivers of children from birth through age 5 access critical screenings, prevention programming and health care and early intervention services. This list provides the name of the program, a short description and contact information for the program.

Children with Special Healthcare Need Care (CSHN) Coordination Program: The program works with families of children with special health care needs under the age of 22. CSHN can guide families and organizations in finding resources to best fit the needs of their child. Staff can navigate families through complex medical systems, connecting them to the care that will achieve the very best possible patient outcome. **Services require no forms to be filled out and are always FREE!** CSHN will assist parents in:

- Navigating health care systems
- Insurance appeals
- Application processes
- Referrals
- Finding resources
- Connection with other parents for support
- Advocacy

Contact information: Pamala Martin, HealthCare Coordinator at (207) 287-5349

The Maine Birth Defects Program: The Maine Birth Defects Program (MBDP) works to ensure that all infants with birth defects are identified early and referred to an established network of services, in order to achieve optimal health and develop to their fullest potential. The MBDP maintains a surveillance registry to measure the occurrence of 56 different Birth Defects in Maine, and to contribute to the development of prevention strategies. We also provide prevention education to the public in order to reduce the number of babies born with birth defects.

Contact information: Anna Cyr, Maternal and Child Health Coordinator at (207) 287-8424
<https://www.maine.gov/dhhs/mecdc/population-health/mch/cshn/birth-defects/index.html>

The Maine Cleft Lip & Palate Program: The Maine Cleft Lip and Palate Program connects families of children with Cleft Lip and/or Palate to an established network of services, in order for children to achieve optimal health, and develop to their fullest potential. We partner with two Cleft Lip and Palate clinics, located in Portland and Bangor, that provide early and ongoing evaluation and treatment.

Contact information: Anna Cyr, Maternal and Child Health Coordinator at (207) 287-8424
<https://www.maine.gov/dhhs/mecdc/population-health/mch/cshn/cleftlip-palate/index.html>

The Maine Newborn Bloodspot Program: By law, all newborns are tested for several rare but serious medical conditions. A nurse or other medical professional will take a few drops of blood from the infant's heel. This blood sample is sent to a newborn bloodspot screening laboratory to be tested for conditions. Babies with these conditions may look healthy at birth. If not treated, these conditions can cause problems such as intellectual and developmental disability, serious illness, and even death. With treatment, these problems may be prevented.

Contact information: Anne Watson, Program Coordinator (207) 287-8188
<https://www.maine.gov/dhhs/mecdc/population-health/mch/cshn/bloodspot-screening/index.html>

The Maine Newborn Hearing Program: In Maine, all hospitals with birth facilities offer newborn hearing screening before babies go home. A hearing screening is a test to tell if an infant might have a hearing loss. Hearing loss can affect a child's ability to develop communication, language, and learning. Testing is the only way to know if a baby has hearing loss.

Contact information: Anne Banger, Program Coordinator at (207) 287-8427
<https://www.maine.gov/dhhs/mecdc/population-health/mch/cshn/hearing-screening/index.html>

Maine CDC's Childhood Lead Poisoning Prevention Unit (CLPPU): The CLPPU conducts mandatory and voluntary environmental lead inspections to identify and remove sources of lead exposure in the homes of children up to age 6 years. The CLPPU also promotes required blood lead testing for all children at ages 1 and 2 years, monitors children's blood lead levels, conducts epidemiological surveillance of blood lead testing rates and lead poisoning, and supports community-based and statewide primary prevention activities. The CLPPU can help families figure out if their children may be at risk for lead poisoning and offers free, do-it-yourself home lead dust test kits for families with young children who live in older homes. These kits can help families find out if they have lead dust in their homes before their children become lead poisoned.

Contact information:

Visit: <https://www.maine.gov/dhhs/mecdc/environmental-health/eohp/lead/index.shtml>
Or call 207-287-4311 or Toll-free in Maine at 866-292-3474

Cradle ME: Cradle ME, a referral service at the Maine CDC, connects pregnant individuals and new mothers with WIC, Child Development Services, Maine MOM and home-based services, either through Maine Families or Public Health Nursing. When calling into the toll free number, individuals connect directly with a nurse who can answer questions and set up a home visit or referral to WIC, Maine MOM or CDS.

Contact information: Call 1-888-644-1130 or Visit www.cradleme.org

WIC: WIC is a nutrition program for Maine families with young children, helping Maine kids to grow up strong and healthy. WIC provides referrals to families it serves to a variety of services including child development services and preventive health care services.

Contact information: Call (207) 287-3991 or Visit www.maine.gov/wic

Maine CDC Oral Health Program: The Oral Health Program seeks to reduce dental disease and improve the oral health of all Maine citizens by planning, implementing, and evaluating primary and secondary prevention efforts in oral health promotion and disease prevention. To carry out its mission, the Oral Health Program engages in:

- Public leadership to enable communities to prevent, control and reduce oral diseases
- Planning, implementing, and evaluating programs for oral health promotion and disease prevention
- Statewide coordination of community-based oral health services through increased access and removal of barriers
- Funding for school-based oral health education and sealant programs and for community agencies providing education and clinical services

Contact information: Sherry Laliberte, School Oral Health Coordinator, slaliberte@mcd.org
For more information, visit: <https://www1.maine.gov/dhhs/mecdc/population-health/odh/index.shtml>

Maine Immunization Program: The Maine Immunization Program (MIP) strives to ensure full protection of all Maine children and adults from vaccine-preventable disease. Through cooperative partnerships with public and private health practitioners and community members, the MIP provides vaccine, comprehensive education and technical assistance, vaccine-preventable disease tracking and outbreak control, accessible population-based management tools, and compassionate support services that link individuals into comprehensive health care systems.

Contact information: Main Line number 1-800-867-4775 or 207-287-3746
For General/Education questions, please contact: ImmunizeME.DHHS@maine.gov
For ImmPact questions, please contact: ImmPact.Support@maine.gov
For more information visit: <https://www1.maine.gov/dhhs/mecdc/infectious-disease/immunization/>

Maine Families: Maine Families Home Visiting Program (MFHV) is an evidence-based home visiting program. Pregnant individuals and families with children up through three months (prior to turning 4 months old) can sign up to participate in Maine Families. MFHV is comprised of professionals delivering services from 11 local implementing agencies (LIA).

The family visitors follow the evidence-based Parents as Teachers (PAT) model. The PAT model includes one-on-one home visits, monthly group meetings, developmental screenings, and linkages and connections for families to needed resources.

Contact Information: To find the Maine Families program in your county, visit <http://mainefamilies.org/mapMF.asp?type=MF>

Public Health Nursing: Public Health Nurses work with women, infants, and children with an identified health need. All staff are required to be registered nurses and have a solid foundation of knowledge in child development and current public health issues. The program prioritizes not only the special health needs of the target population, but also outcomes related to child maltreatment, infant mortality, low birthweight, and overall health status of young children.

Public Health Nursing provides referrals to child development services, preventive health care services and behavioral health services.

Contact Information: Referral line number at 1-888-644-1130 or visit: <https://www.maine.gov/dhhs/mecdc/public-health-nursing/>

Early Head Start Home-Based: Early Head Start Home-Based services are delivered to families expecting a baby and/or those with infants and toddlers through weekly, 90-minute sessions in the family's home to support child development and to nurture the parent-child relationship. Twice per month, the program offers opportunities for parents and children to come together as a group for learning, discussion, and social activity. Early Head Start Home-Based offers home visiting services in 10 counties. Home-based services are not available in Hancock, Knox, Penobscot, Piscataquis, Washington and York counties. Priority is given to families who are living in poverty.

Staff provide referrals to services and resources for basic needs, preventive health care services, early intervention services and behavioral health services.

Contact information: To find the Early Head Start Program closest to you, please visit <https://eclkc.ohs.acf.hhs.gov/center-locator>

Maine ECCP®: The Maine Early Childhood Consultation Partnership (ECCP®) is an infant and early childhood mental health consultation program that addresses the social-emotional needs of children birth to age eight (0-8) by offering support, education, and consultation to the adults who provide care for them. ECCP® provides strategies, support, and training to improve the capacity of early childhood education and childcare providers as they work with children who have challenging behaviors or social-emotional concerns. ECCP® also incorporates brief consultation to families (including resource families) of children referred for support through the child's early childhood education setting. For ECCP® services to specific children, the ECCP® Consultant may recommend and facilitate referrals to supportive and/or clinical services to address any ongoing needs of the child and family. ECCP® is currently available in the following counties: Androscoggin, Aroostook, Cumberland, Hancock, Kennebec, Penobscot, Washington, and York.

Contact information: For information on ECCP® services, visit <https://www.maine.gov/dhhs/ocfs/support-for-families/child-care/early-childhood-consultation-partnership> or call Amy Beaulieu, ECCP Program Manager at (207) 624-7900.

Plan of Safe Care: Maine’s Plan of Safe Care is created between a healthcare or social services provider and a mother and/or other caregivers. The Plan of Safe Care identifies family strengths and needs, beneficial resources and actions to best support substance exposed infants and families. A Plan of Safe Care often includes referrals to services or providing contact information to families for their own follow-up.

Contact information: Ashley Olen, Plan of Safe Care Nurse, at 207-615-5650 or Ashley.Olen@maine.gov

For more information visit: <https://www.maine.gov/dhhs/mecdc/population-health/mch/plan-safe-care.shtml>

Children’s Behavioral Health Services: OCFS Children's Behavioral Health Services (CBHS) division supports behavioral health treatment and services for children from birth up to their 21st birthday with the aim of ensuring that all Maine families receive the support they need at home, at school, and in the community to live safe, healthy, and productive lives. CBHS provides information and assistance with referrals for children and youth with developmental disabilities/delays, intellectual disability, Autism Spectrum Disorders, and mental health disorders.

Contact information: Judy DeMerchant, Family Information Specialist, at (207)493-4135 or judy.demerchant@maine.gov

For more information visit: <https://www.maine.gov/dhhs/ocfs/support-for-families/childrens-behavioral-health>

Maine Pediatric & Behavioral Health Partnership: MPBHP is a partnership between Maine CDC, Northern Light Acadia Hospital and MaineHealth, where our teams work together to support child & adolescent primary care providers in enhancing children’s behavioral health throughout Maine, especially in rural and medically underserved areas.

The mission of Maine Pediatric & Behavioral Health Partnership program is to educate, support and empower child & adolescent primary care providers and their clinical team. This support is provided as part of a peer-to-peer, telehealth-based consultation model, where PCPs can connect with off-site child/adolescent behavioral health professionals by phone, video call or email/web-based portals for consultation.

Contact Information: Call the Access Line at 1-833-672-4711 or visit: www.BHpartnersforME.org

Child Abuse and Neglect Services: To report child abuse or neglect call the Department of Health and Human Services at 1-800-452-1999 (deaf and hard of hearing individuals should dial 711 for the Maine Relay). Intake caseworkers are available 24 hours a day, 7 days a week, including weekends and holidays. Reports of child abuse and neglect can be made confidentially or anonymously.

MaineCare: MaineCare provides free or low-cost health insurance to Maine children whose families meet certain requirements, based on household composition and income. MaineCare covers developmental screenings, medical care, prescription drugs, dentist visits, and more.

Contact information: Parents can apply for MaineCare at My Maine Connection at <https://apps1.web.maine.gov/benefits/account/login.html>.

Katie Beckett: Katie Beckett is a MaineCare enrollment option for children with serious health conditions and are not eligible for regular coverage under MaineCare. Katie Beckett eligibility allows these children to be cared for at home instead of in an institution. Only the child's income and assets are considered when determining eligibility for Katie Beckett. Children who are eligible for MaineCare via Katie Beckett receive full MaineCare benefits. To be eligible for Katie Beckett, children must be disabled by Social Security Disability standards, live at home with their family and not incur a cost at home that exceeds the cost MaineCare would pay if the child were in an institution.

Contact information: For more information about Katie Beckett, please review <https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/inline-files/Guide-to-the-Katie-Beckett-Application-Process.pdf>.

Early Periodic Screening Detection and Treatment (EPSDT): The federal benefit of EPSDT (Early Periodic Screening, Diagnosis and Treatment) entitles any individual on MaineCare to certain health care benefits until the age of 21.

Children can receive medical, behavioral, vision, dental, and other services and treatment that are medically necessary. Examples of some EPSDT benefits include eyeglasses, hearing aids, fluoride treatments, and other services to treat, correct or reduce illnesses and medical conditions.

Additionally, the EPSDT benefit may allow you to receive medically necessary services that are of a type, frequency or duration not described in MaineCare.

Contact information: For more information, please email DHHS.EPSDT@maine.gov or visit: <https://www.maine.gov/dhhs/oms/providers/childrens-services>

Targeted Case Management: Targeted case managers assist families with eligible children on MaineCare with behavioral health disorders, developmental disabilities, and special health care needs with referrals to services and assistance with scheduling appointments. Case managers conduct a comprehensive assessment, develop an individualized plan of care and monitor and follow up on implementation of the plan of care. MaineCare only allows for one case manager. MaineCare cannot reimburse for Targeted Case Management when a member is receiving similar services by any payor, and TCMs may not directly deliver services for which an eligible member has been referred.

Contact information: Jane Brann at MaineCare Provider Services at 207-624-6925 or jane.brann@maine.gov or visit: <https://www.maine.gov/dhhs/ocfs/support-for-families/childrens-behavioral-health/services/find-a-provider>

Behavioral Health Homes: Behavioral health home services are for children with severe emotional disturbance on MaineCare. BHH Services provide integrated medical and behavioral health care coordination and care management using a team-based approach. BHH services must be delivered by a licensed community mental health agency that has been approved by MaineCare as a BHH. The BHH must participate in learning opportunities and maintain a set of core operational standards. BHHs are required to have at least one partnership with a primary care office approved by MaineCare as a Health Home Practice.

BHH Services include comprehensive case management and care coordination, individual and family support services and referral to community and support services.

Contract information: Call your provider relations specialist. Providers in Androscoggin, Aroostook, Franklin, Hancock, Kennebec, Oxford, Piscataquis and Somerset, please contact Angelica Booker at 207-624-4003 or Angelica.Booker@maine.gov. Providers in Cumberland, Knox, Lincoln, Penobscot, Sagadahoc, Waldo, Washington and York, please contact Rebecca Parsons at 207-624-4035 or Rebecca.Parsons@maine.gov.

Or visit: <https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/inline-files/BHH-Member-Overview-04072021.pdf>

Child Development Services: The Child Development Services system is an Intermediate Educational Unit that provides both Early Intervention (birth through two years) and Free Appropriate Public Education (for ages three through five years).

Regional CDS sites provide case management and direct instruction for families with children from birth through age five. Each site conducts Child Find, which is the process of identifying children with disabilities. Screenings and evaluations are provided in order to identify children who are eligible for services. Regional CDS sites arrange for local services that include early intervention and special education and related services for eligible child from birth to age five and their families.

Contact information: For information about the regional CDS offices, visit <https://www.maine.gov/doe/learning/cds/contact> or call the State IEU at 877-770-8883.

Head Start: Head Start provides preschool children (aged 3 and 4) of low-income families with a comprehensive program to meet their emotional, social, health, nutritional and psychological needs. Head Start staff provides referrals for families to a variety of services and resources for basic needs, child development services and preventive and behavioral health services.

Early Head Start: Early Head Start programs provide family-centered services for low-income families with infants and toddlers. These programs are designed to promote the development of the children, and to enable their parents to fulfill their roles as parents and to move toward self-sufficiency. They provide similar services as preschool Head Start programs, but they are tailored for the unique needs of infants and toddlers. Early Head Start programs promote the physical, cognitive, social, and

emotional development of infants and toddlers through safe and developmentally enriching caregiving.

Contact information: To find a Head Start/Early Head Start program near you, please visit <https://eclkc.ohs.acf.hhs.gov/center-locator>

Parent Support Programs

Maine Parent Federation: Maine Parent Federation provides information, referral, one on one telephone support, and training to parents of children with disabilities or special health care needs and the professionals who work with these families through numerous grant-funded projects. Our services are offered at no cost to parents and are available statewide.

Contact information: Call Maine Parent Federation at 1-800-870-7746. Or email at parentconnect@mpf.org.

Autism Society of Maine: The Autism Society of Maine provides education and resources to support the valued lives of individuals on the autism spectrum and their families.

Contact information: Call toll-free at 1-800-273-5200 or by email at: info@asmonline.org.

G.E.A.R. Parent Network: Through parent-to-parent sharing of experiences and knowledge, G.E.A.R. Parent Network empowers parents of children with behavioral health needs to build on their family's strengths and to advocate for their family's needs.

Contact information: Call toll-free: 1-800-264-9224. For more information visit the website at <https://crisisandcounseling.org/services/gear/>

Maine Hands & Voices: Maine Hands & Voices is a nonprofit, parent-led organization that provides unbiased support to families with children who are Deaf or hard of hearing. We are here to answer your questions, give parent-to-parent support from someone who has been on a similar journey, and offer opportunities to meet other families with children who are Deaf or hard of hearing.

Contact Information: To find out more about Maine Hands & Voices, visit our website at www.mainehandsandvoices.org, find us on Facebook at <https://www.facebook.com/mainehandsandvoices> or email at mainehandv@gmail.com.

Maine Hands & Voices Guide By Your Side Program: Guide By Your Side is a Maine Hands & Voices program that gives families with children who are Deaf or hard of hearing the same support as the Maine Hands & Voices chapter but does this in an individualized, personal way. The program understands the importance of parent-to-parent support from someone who knows how it feels to raise a child who is Deaf or hard of hearing. We are here to celebrate the successes of our children and offer information, strategies and just be there to listen in times that may be challenging. We are here so no one feels alone on this journey to our kids becoming happy, well-adjusted, successful adults, whatever that looks like for your child.

Maine Hands & Voices offers the Deaf and Hard of Hearing Guide Program. This is an opportunity for families to meet Deaf and hard of hearing adults at any time throughout their journey. This may allow those families to gain exposure to the diverse community of Deaf and hard of hearing adults and Deaf and hard of hearing professionals, learn about their life experiences and provide a look into what the future may hold for their children who are Deaf or hard of hearing.

Contact information: To find out more about our Guide By Your Side Program, visit our website at www.mainehandsandvoices.org or email mainegbys@gmail.com.

Maine Hands & Voices ASTra (Advocacy Support Training) Program: Maine Hands & Voices Advocacy, Support and Training (ASTra) Program provides advocacy support to families (and professionals) who have questions about special education law and its applicability to students who are Deaf or hard of hearing. Many families struggle in their attempts to improve educational programs for their children, and they may struggle to find appropriate support because of the unique issues facing Deaf or hard of hearing kids.

Maine H&V can provide families with advocacy resources, support, and in some cases, attend an IEP meeting with a family.

Contact Information: To find out more about the ASTra Program, visit our website at www.mainehandsandvoices.org or email astra4maine@gmail.com.

Note: This document was updated on December 21, 2021. Please contact Ana Hicks, Children's Cabinet Coordinator at the Governor's Office of Policy Innovation and the Future, if you have any updates to this document or questions about this document.