



Social Determinants of Health Screening to Service Protocol 2022

PREPARED BY
The Kane County
All Our Kids Network

Background

ACEs & Trauma-Informed Community

After decades of research and impact analysis, CDC declared Adverse Childhood Experiences (ACEs) a Public Health Crisis in 2019. That same year, the Kane County AOK Network identified ACEs as a strategic priority in the county and made plans to implement systemic changes to prevent and mitigate the impact of ACEs and work toward building a trauma-informed community to improve the outcomes for residents in and around our county.

The impact of ACEs on individuals, families and communities is large and devastating. ACEs are very common in our society, with over 60% of American Adults reporting at least one ACE and 1 in 6 adults reporting 4 or more. ACEs are correlated with many health, behavioral and social issues in the long term, making them very costly to communities. "A 10% reduction in ACEs in North America could equate to an annual savings of \$56 billion" (CDC, 2019). ACEs science is complex and the body of research is wide. Visit the [CDC ACEs webpage](#) for more information and recommendations.

3 Realms of ACEs

Adverse childhood and community experiences (ACEs) can occur in the household, the community, or in the environment and cause toxic stress. Left unaddressed, toxic stress from ACEs harms children and families, organizations, systems and communities, and reduces the ability of individuals and entities to respond to stressful events with resiliency. Research has shown that there are many ways to reduce and heal from toxic stress and build healthy, caring communities.

1 HOUSEHOLD

- divorce
- homelessness
- parental mental illness
- alcoholism and drug abuse
- emotional and sexual abuse
- bullying
- domestic violence
- maternal depression
- incarcerated family member
- physical and emotional neglect

2 COMMUNITY

- discrimination
- historical trauma
- violence
- lack of social capital and mobility
- substandard schools
- structural racism
- poor water and air quality
- lack of jobs
- substandard wages
- poverty
- food scarcity
- poor housing quality and affordability

3 ENVIRONMENT

CLIMATE CRISIS

- record heat & droughts
- wildfires & smoke
- record storms, flooding & mudslides
- sea level rise

NATURAL DISASTERS

- tornadoes & hurricanes
- volcano eruptions & tsunamis
- earthquakes
- pandemic




Thanks to Building Community Resilience Collaborative and Networks and the International Transformational Resilience Coalition for inspiration and guidance. Please visit [ACEsConnection.com](#) to learn more about the science of ACEs and join the movement to prevent ACEs, heal trauma and build resilience.

ACEs Connection

ACEs Are Preventable

Now that we understand ACEs and their impacts, we can work together in communities to treat those that are already experiencing the effects, mitigate the impacts of current ACEs, and prevent ACEs from occurring. Prevention of ACEs, just like most things, will result in the best outcomes and save the most money in the long-term as compared to treatment and mitigation. Understanding this, The Kane County AOK Network analyzed the body of research and recommendations for groups who want to improve the the productivity, prosperity and safety of their communities.

Evidence indicates that ACEs can be prevented through a variety of helpful approaches and actions like...

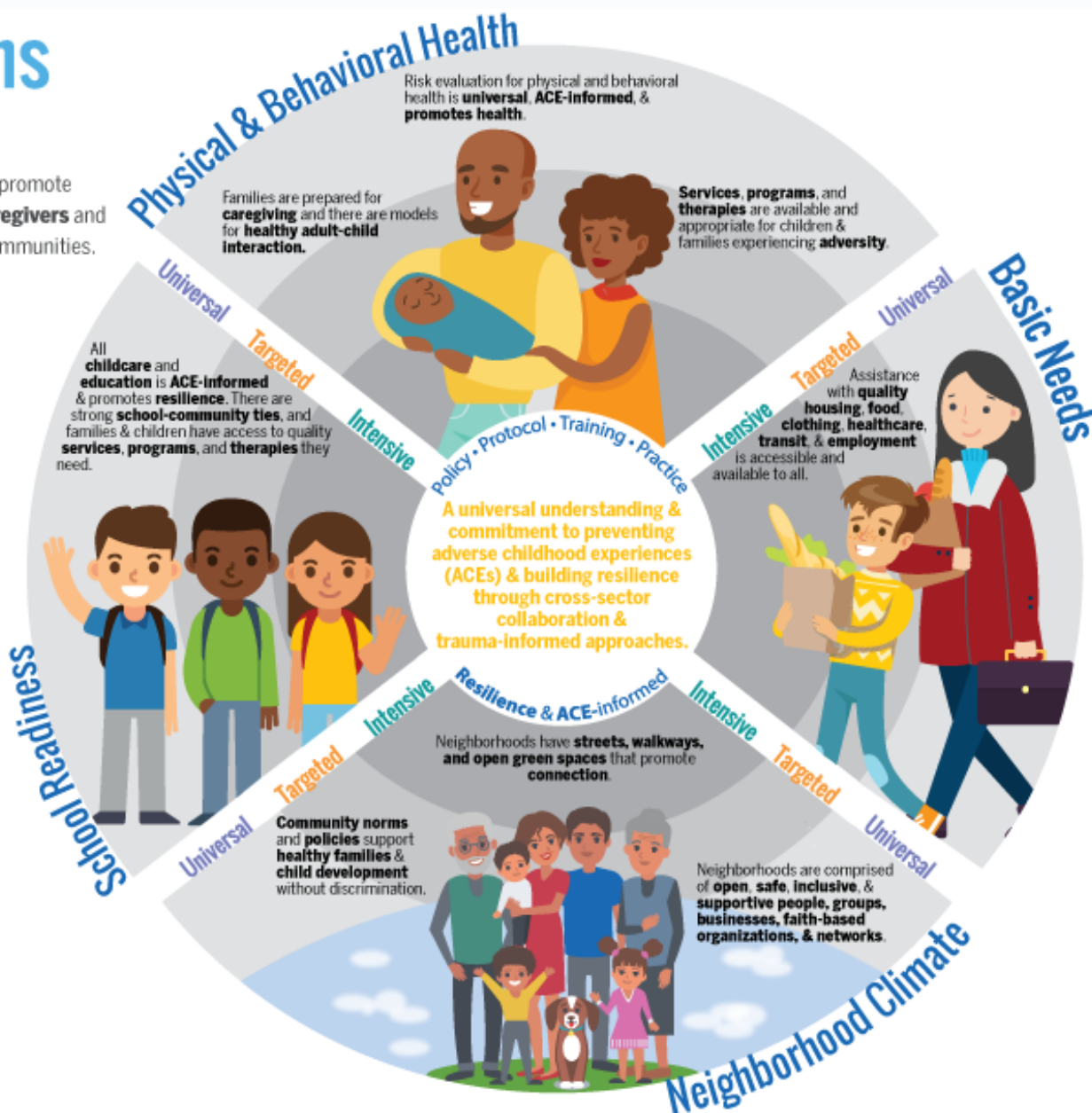
- Strengthening economic supports for families 
- Promoting social norms that protect against violence and adversity.
- Ensure a strong start for children 
- Teach skills 
- Connect youth to caring adults and activities
- Intervene to lessen immediate and long-term harm

These approaches and actions are centered around building resilience and insist that we view ACEs in the broader scope of our society and take into account poverty, inequality, disparities, environment and household challenges to implement preventative measures and address household adversity. This change will require working toward a cultural mindset shift from "What's wrong with you?" to "What happened to you?".

Building Community Resilience Perfect Conditions

Foundations To Thrive

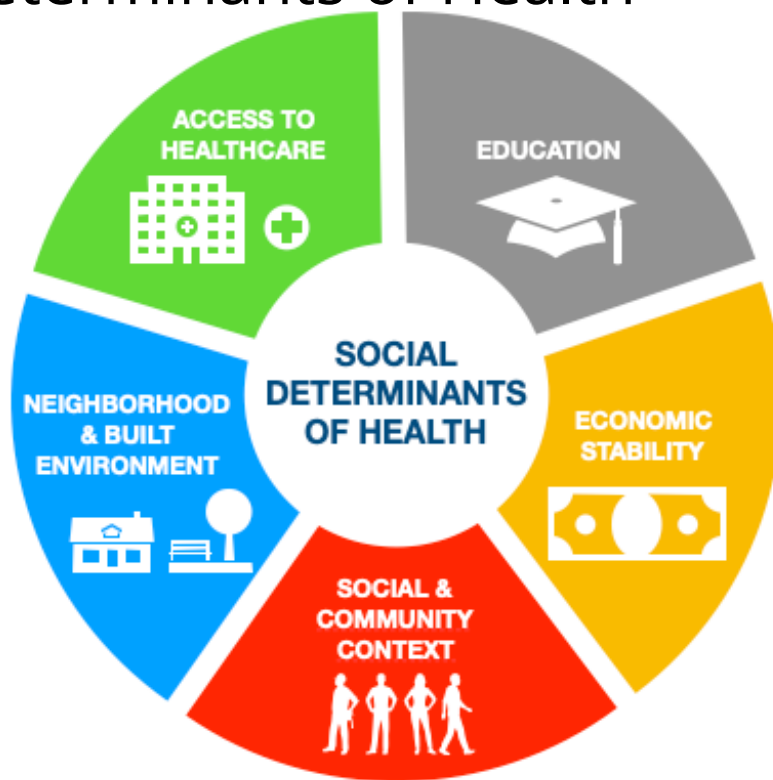
A framework of ideal conditions to promote **thriving children, supported caregivers** and **healthy, equitable & resilient communities**.



The graphic above from the [Texas Institute of Child and Family Wellbeing](#) at the University of Texas Austin depicts a "framework of conditions to promote thriving children, supported parents and healthy and resilient communities." The Kane County AOK Network is continuously working toward this type of stable environment for all community members. We are currently moving from a trauma-specific community to a trauma-informed community through education, awareness, workforce development, screenings, referrals and services.

Building Community Resilience

Social Determinants of Health



Numerous peer reviewed studies over the years have resulted in several evidence-based recommendations for multidisciplinary efforts communities can implement in order to build resilience and prevent ACEs. "Current strategies include meeting the challenges head-on by implementing evidence-based screening tools, validating trauma, encouraging prevention, promoting health, and establishing community resources and collaborations" (AAP, 2021). The [American Academy of Pediatrics \(AAP\)](#) recommends screening for **SDOH risk factors** during all patient encounters by using a screening tool to assess basic needs such as food, housing, and utilities.

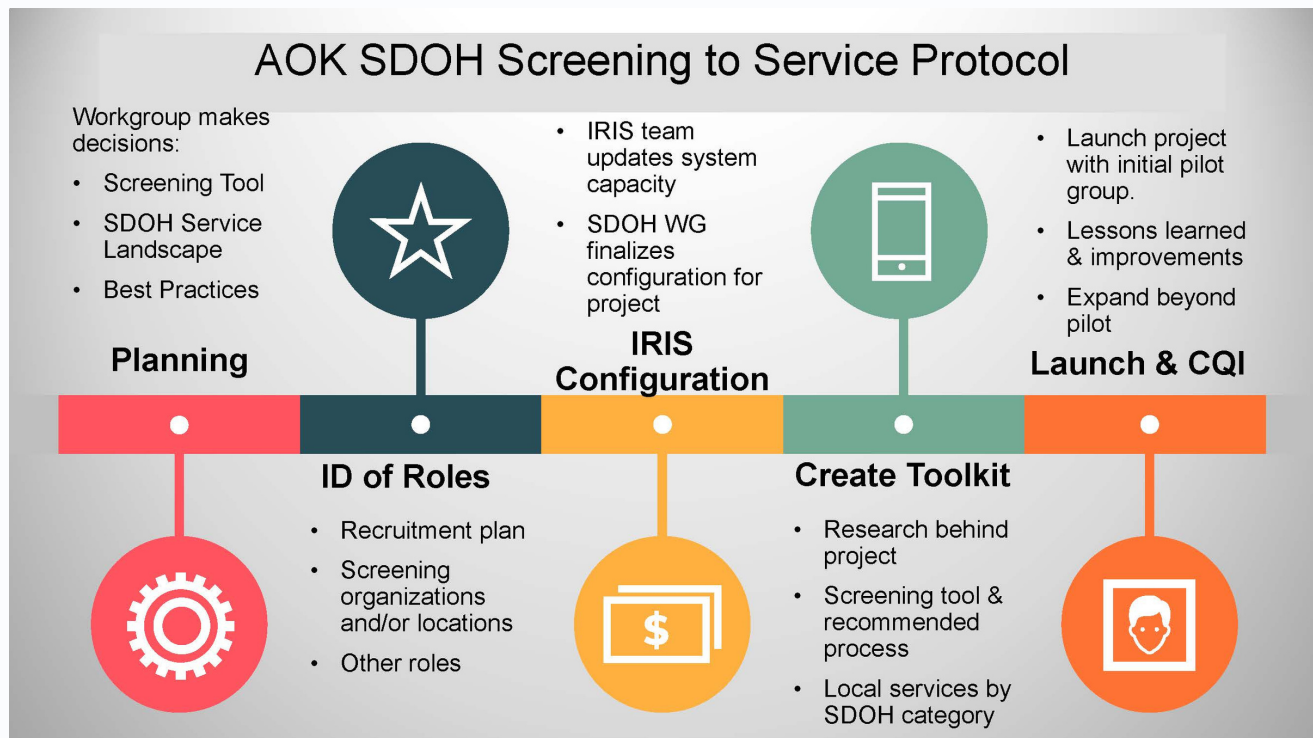
"Health is determined by complex interactions between 12 factors collectively known as the main social determinants of health. To improve the welfare of our poorest and most vulnerable populations, it helps to understand the variety of factors that contribute to a person's overall health. All of these factors combine to affect the well-being of any given individual." ([Sunshine Community Health Center, 2022](#)).

- income and social status
- physical environment
- social environment
- employment and workplace conditions
- education and literacy
- childhood experiences
- social supports and coping skills
- healthy behaviors
- access to health services
- biology and genetic endowment
- gender
- culture

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SDOH Screening to Service Protocol

In early 2021, The Kane County AOK Network drew from research and experience to develop a strategic plan to mitigate and prevent ACEs in Kane County. We decided to focus on a SDOH screening to service approach and create a highly collaborative and coordinated system to identify families at risk for ACEs and link them up with appropriate services and supports. Kane county will center a "no wrong door" mitigation (and eventually prevention) approach so cross-sector providers can easily screen for unmet social needs and quickly connect folks with assistance and services that will increase protective factors. This approach will buffer chronic stress and empower individuals and families to focus on maintaining stability and attaining maximum overall health and wellness.



Collaborating with the community and establishing community partners are both essential to addressing SDOH and ACEs. Warm hand-offs between community partners increase the likelihood that a person will engage in recommended services and is a trauma-informed strategy crucial to interrupting the cycle of trauma and adversity. The Kane County AOK Network formed a Social Determinants of Health Screening to Service Protocol Workgroup to imagine and design this system improvement. This was truly a collaborative effort as the workgroup includes representation from over 30 different cross-sector organizations in Kane. The group met several times and communicated via email to make decisions collectively. We established a timeline and got to work on mapping out the service landscape in Kane by SDOH category, selecting a screening tool, adapting the screening tool to fit local needs, creating a digital configuration for screening and imagining the process.

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SDOH Screening to Service Protocol: Tools

The SDOH Screening to Service Protocol Workgroup formulated the process, grouped the services and decided on adapting a version of a verified paper screener to use in conjunction with the Kane County IRIS System to help families and providers move easily from screening to service. Organizations might want to consider digital version of paper screening to email or text to clients prior to their visit.

The American Academy of Family Physicians Social Needs Screening Tool (paper/pdf) will allow providers from all sectors to administer screening as part of a comprehensive intake and/or as a stand-alone item.

This tool:

- Uses validated screening questions that are evidence-based
- Assesses five core health-related social needs, which include housing, food, transportation, utilities, and personal safety, using validated screening questions, as well as the additional needs of employment, education, child care, and financial strain.
- Is standardized and available in several languages.



*Screeners may use original version or adapted version developed by the AOK SDOH Workgroup.



The Kane County IRIS System is a collaborative digital information and referral tool that will enhance the screening and referral process:

- Includes direct referral access to over 131 local cross-sector providers
- Allows organizations and the community to gather valuable data about the needs of the community and our ability to meet those needs.
- Helps funders and organizations make important, data-driven decisions when allocating future funding.
- Promotes warm hand-offs and proactive outreach removing barriers for families.



**Kane County AOK Network
Social Determinants of Health Screening Tool**

Y

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Are you worried that in the next two months you may not have stable housing?



In the past 12 months has the electric, gas, oil, or water company threatened to shut off services in your home?



Within the past 12 months, have you worried that your food would run out before you got money to buy more?



Do you have concerns with weight or getting proper nutrition for you or anyone in your household?



Do you have health care coverage like Medicaid, Medicare or private insurance?



Do you have a primary care doctor?



Do you have a high school degree or GED?



Do you have a job that pays enough to cover your bills?



Do problems with child care make it difficult for you to work or study? (leave blank if you do not have children)



If you have children under 5, are they enrolled in an early childhood program, daycare or preschool?



Are you afraid that you or members of your household might be hurt in your home or neighborhood?



Would you like help with any of these needs?

	Determinantes Sociales de la Herramienta de Detección de la Salud	Si	No
	¿Le preocupa que en los próximos dos meses no tenga una vivienda estable?		
	¿En los últimos 12 meses, la compañía de electricidad, gas, petróleo o agua le ha amenazado con cortar los servicios en su hogar?		
	¿En los últimos 12 meses, ¿le ha preocupado que su comida se agote antes de obtener dinero para comprar más?		
	¿Le preocupa su peso u obtener una nutrición adecuada para usted o cualquier persona en su hogar?		
	¿Tiene cobertura de atención médica como Medicaid, Medicare o seguro privado?		
	¿Tiene un médico de atención primaria?		
	¿Tienes un título de escuela secundaria o GED?		
	¿Tiene un trabajo que paga lo suficiente para cubrir sus deudas financieras?		
	¿Los problemas con el cuidado infantil le dificultan trabajar o estudiar? (Deje en blanco si no tiene hijos)		
	Si tiene hijos menores de 5 años, ¿están inscritos en un programa de infancia primera, guardería o preescolar?		
	¿Tiene miedo de que usted o los miembros de su hogar puedan resultar heridos en su hogar o vecindario?		
	¿Quieres ayuda con alguna de estas necesidades?		

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SDOH Screening to Service Protocol: IRIS

One of the many features of IRIS is that we, as a community, are able to change and update the system configuration to meet the ever evolving needs of residents and providers. The AOK Network SDOH Workgroup designed a specific configuration that makes sense for Kane County. SDOH categories were narrowed down from the adaptation of the AAFP Screener into a manageable configuration addressing only the needs the provider community can meet at this time. Transportation, for example, was omitted from the pilot because Kane County does not currently have adequate transportation resources to support the system. Plans for the future will include onboarding relevant transportation organizations and advocating for more reliable transportation resources in the community overall.

This configuration update will further enhance the "no wrong door" approach by allowing easy access for all cross-sector providers to ask these critical questions and follow up with tangible help in the form of an appropriate referral. ACEs and SDOH needs most often exist in clusters, so it is likely that a household with one need, will have other needs as well. Screeners are able to use the paper screener as a primer for IRIS input

Does this individual/family have unmet social determinants of health needs?

Yes

No

If yes, please check area(s) in which they would like help:

- Stable Housing
- Utilities Assistance
- Food & Nutrition
- Access to Health Care (medical, mental health, medication, coverage)
- Economic Stability (GED, adult immigration status, literacy, job that pays enough to cover bills)
- Early Childhood Environment (affordable child care, preschool, developmental delay)
- Personal Safety/Exposure to Violence

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SDOH Screening to Service Protocol: Process

Create screening workflow and identify screening staff.

Consider capacity, time and the no wrong door approach. Is a paper screening preferred or would it be better to email digital screening prior to visit? Support staff or volunteers can easily be trained on screening protocol and how to use IRIS.

Administer paper screening

Think about taking a trauma-informed approach free of judgment. When/where during visit will screening fit in? Make time for an empathic conversation about why these questions are being asked and how you will help them if they indicate a need. Center equity, inclusion and cultural competence by using native language and providing assistance with the screener if literacy levels or vision are a concern (pg 12)

Use search filters in IRIS to identify and make appropriate follow-up referral. Check the need box that corresponds with the need.

There may be multiple needs in multiple SDOH categories.

Make multiple referrals using IRIS. Check the need box that corresponds with each referral category.

Rarely do these needs exist in a vacuum. Be thorough in the screening/conversation and try to match all identified needs with a referral.

Communicate about what the client can expect from the referral and supportive services.

Providers can share detailed information about referral services directly from the organization profile in IRIS.

"Thank you for letting us know what you need and how we can help. You can expect a follow-up call from Agency X within 5 business days. They provide free services and will be able to help you."

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SDOH Screening to Service Protocol

SDOH Need Categories and Corresponding Services in KC IRIS



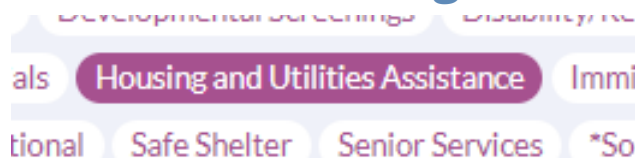
Housing & Utilities

Screening Questions 1-2

1. Are you worried that in the next two months you may not have stable housing?
2. In the past 12 months has the electric, gas, oil, or water company threatened to shut off services in your home?

According to data from the American Community Survey (2016-2020) as reported by Kane Health Counts, 49.4% of Kane County Households are spending 30% or more of their household income on housing alone. With prohibitive housing costs and only 4.4% of total housing units vacant (CMAP, 2015-2019), Kane County residents often have difficulty locating and paying for a consistent place to live. Stable housing is a core protective factor that builds resilience and prevents ACEs in the community.

If a community member indicates a housing and/or utilities need on the screening tool, staff will:



1. Login to IRIS and select the "Housing and Utilities" search filter.
2. All organizations that have indicated they provide these services will appear.
3. Check eligibility requirements, purpose, location and capacity.
4. Select best organization to meet the clients needs and send the referral.

Sample Organizations

- 360 Youth Services
- Kane County Sheriff's Office
- Kane County Veteran's Assistance Commission
- Lazarus House
- PADS of Elgin
- The Salvation Army Elgin
- Two Rivers Head Start Agency
- Two Rivers Head Start Agency-Community Service Block Grant

Ask about related needs if appropriate. Use the "Household and Personal Essentials" search filter to help respondents furnish, clean and maintain their living spaces.

The Kane County AOK Network

SDOH Screening to Service Protocol

SDOH Need Categories and Corresponding Services in KC IRIS

Food & Nutrition

Screening Questions 3-4

3. Within the past 12 months have you worried that your food would run out before you got money to buy more?

4. Do you have concerns with weight or getting proper nutrition for you or anyone in your household?

Feeding America reports that 8.7% of households in Kane County are classified as food insecure. The number may seem manageable, but food insecurity is highly segregated, with 13 out of 19 total zip codes in Kane County ranked as moderate-high need on the 2021 Food Insecurity Index. The U.S. Department of Agriculture (USDA) defines food insecurity as limited or uncertain availability of nutritionally adequate foods or uncertain ability to acquire these foods in socially acceptable ways. Children exposed to food insecurity are of particular concern given the implications scarce food resources pose to a child's health and development."

If a community member indicates a food and/or nutrition need on the screening tool, staff will:



1. Login to IRIS and select the "Food Resources & Nutrition" search filter.
2. All organizations that have indicated they provide these services will appear.
3. Check eligibility requirements, purpose, location and capacity.
4. Select best organization to meet the clients needs and send the referral.

Sample Organizations

- Aunt Martha's Health and Wellness- WIC Aurora
- Kane County Hunger Relief Network
- Kane County Veteran's Assistance Commission
- Lazarus House
- PADS of Elgin
- The Salvation Army Elgin
- Two Rivers Head Start Agency
- University of Illinois, SNAP-Ed
- VNA Health Care (WIC)
- Well Child Center (WIC)

WIC is a supplementary food and nutrition program for low income women, infants and children. If screening respondent fits eligibility, use "WIC" search filter and refer directly to a WIC provider.

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SDOH Screening to Service Protocol

SDOH Need Categories and Corresponding Services in KC IRIS



Medical-Access to Health Services

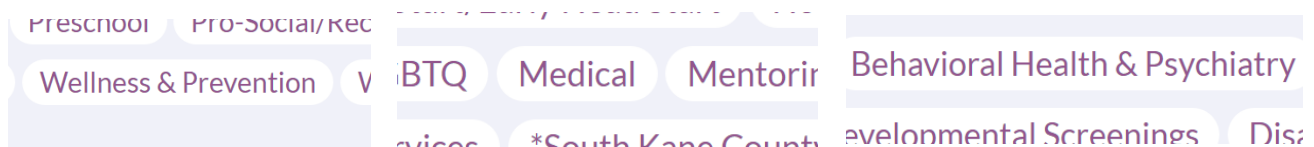
Screening Questions 5-6

5. Do you have health care coverage like Medicaid, Medicare and/or private insurance?

6. Do you have a primary care doctor?

The 2021 Kane County Community Health Needs Assessment reports that although there are many physicians in the community, 38% of residents reported difficulty accessing health care. In addition, 28.7% went without health care coverage in the past year and 12.7% reported that cost prevented them from going to the doctor. Several Federally Qualified Health Centers reside in Kane County, along with one free clinic. These organizations typically provide a variety of health services (medical, behavioral, dental, substance use, etc) to our most vulnerable populations. This screening protocol, combined with other efforts, will hopefully increase connections between community members and affordable, accessible health services.

If a community member indicates a Health Services need on the screening tool, staff will:



1. Login to IRIS and select the "Medical" , "Wellness & Prevention" or "Behavioral Health & Psychiatry" search filter(s) depending on specific need of the client.
2. All organizations that have indicated they provide these services will appear
3. Check eligibility requirements, purpose, location and capacity.
4. Select the best organization to meet the clients needs and send the referral.

Sample Organizations

- Amita Mercy Medical Center
- Association for Individual Development
- Aunt Martha's Health and Wellness (FQHC)
- Community Health Partnership
- Ecker Center for Behavioral Health
- Family Service Association of Greater Elgin
- Family Counseling
- Greater Family Health (FQHC)
- Tri City Health Partnership
- Thrive Pediatrics
- Tri City Family Services
- VNA Health Care (FQHC)
- Well Child Center

Transportation can also be a barrier to health services. As a screener, think about writing transportation needs in the notes section in IRIS so the receiving organization can help if possible.

The Kane County AOK Network

SDOH Screening to Service Protocol

SDOH Need Categories and Corresponding Services in KC IRIS



Education & Employment (financial stability)

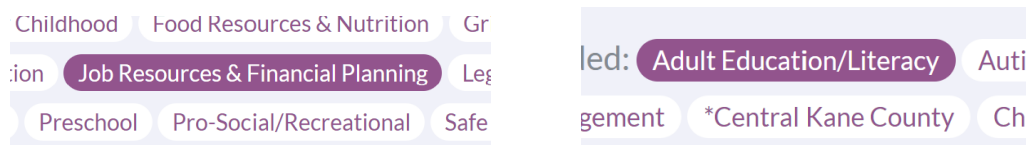
Screening Questions 7-8

7. Do you have a high school degree or GED?

8. Do you have a job that pays enough to cover your bills?

In Kane County, 24.7% residents (about 142,413 individuals) live below 200% of the federal poverty level, including an estimated 53,372 children according to the most recent Kane County Community Health Needs Assessment. Barriers to employment include immigration status, literacy and education levels, native language, transportation and several others. In fact, 48% of Kane County households have low transit ability from home to work and 12.1% of households speak English less than "very well" ([CMAP Community Data, 2015-2019](#)). There a variety of services in Kane County that can support upward mobility and financial stability, including those that offer ESL & GED programs, literacy skills, career development training, financial planning and more.

If a community member indicates an education/employment need on the screening tool, staff will:



1. Login to IRIS and select the "Job Resources & Financial Planning" and/or "Adult Education & Literacy" search filter(s).
2. All organizations that have indicated they provide these services will appear.
3. Check eligibility requirements, purpose, location and capacity.
4. Select the best organization to meet the clients needs and send the referral.

Sample Organizations

- Autonomy Works
- Business and Career Services
- Central States SER
- Chinese Mutual Aid Association
- City of Aurora-Financial Empowerment Center
- Illinois Department of Employment Security-Veteran's Division
- Kane County Sheriff's Office
- The Literacy Connection
- WorkNet Batavia

If a respondent is looking to enter, re-enter or advance in the workplace, ask if they need additional support. Would they like clothes for interviews? Do they need childcare?

The Kane County AOK Network

SDOH Screening to Service Protocol

SDOH Need Categories and Corresponding Services in KC IRIS



Early Childhood Environment

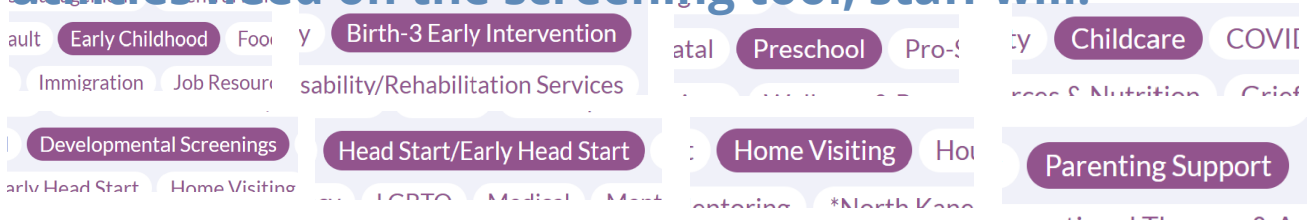
Screening Questions 9-10

9. Do problems with child care make it difficult for you to work or study? (leave blank if you do not have children)

10. If you have children under 5, are they enrolled in an early childhood program, daycare or preschool?

Positive interactions and relationships with adults and peers are known to buffer the impact of ACEs. Kane County offers a variety of early education and care options, but access and affordability are inconsistent. There are limited spots for our most at risk populations and those are utilizing early care, spent an average of 15.3% of the median family income in Kane on child care alone (Erikson Risk and Reach Report, 2019). Positive Early Childhood Environments are directly related to kindergarten readiness, academic achievement, and financial success later in life. Many caregivers are not aware of early childhood programming and/or financial assistance available. Connecting our birth-5 residents to early childhood programming is important, as 82.3% of all Kane County Kindergarteners did not demonstrate kindergarten readiness in 2016-2017 (math, literacy, social emotional skills).

If a community member indicates a housing and/or utilities need on the screening tool, staff will:



1. Login to IRIS and select the appropriate service area (examples above).
2. All organizations that have indicated they provide these services will appear.
3. Check eligibility requirements, purpose, location and capacity.
4. Select the best organization to meet the clients needs and send the referral.

Sample Organizations

- Boys and Girls Club of Elgin
- Child and Family Connections # 4
- Children's Home & Aid-Jerri Hoffmann Child and Family Center
- Elgin Partnership for Early Learning
- Fox Valley United Way SPARK
- Kane County Health Department iGrow Home Visitation Coordinated Intake
- One Hope United-Elgin & Aurora
- The Place for Children with Autism
- Two Rivers Head Start Agency
- YWCA Metropolitan Chicago: Early Learning Programs

Financial assistance for childcare is available through the YWCA Metro Chicago Childcare Resource and Referral program. Refer caregivers there to apply and connect with CCAP providers.

The Kane County AOK Network

SDOH Screening to Service Protocol

SDOH Need Categories and Corresponding Services in KC IRIS



Personal Safety & Exposure to Violence

Screening Question 11

11. Are you afraid that you or members of your household might be hurt in your home or neighborhood?

Kane County is a relatively safe place to live overall, with community violence rates similar to those of the national average. Key Informants data from 2018, however, shows that there is a disparity in intimate partner violence based on household income. The latest Kane County Community Health Needs Assessment data indicates that 18.9% of low income households report domestic violence, compared to 10.9% of mid/high income households. An overwhelming 63.7% of all residents view injury and violence as a moderate to major problem in the County. In addition to services directly related to domestic and sexual violence, evidence shows that prevention services like mentoring, proactive mental health (coping skills, at risk youth), education and home visiting programs mitigate the impact of domestic and community violence.

If a community member indicates a concern with personal safety or exposure to violence, staff will:



1. **FIRST ask if this is a crisis situation. If so, stay with client and talk through a emergency plan that includes securing immediate safety and calling for help. If there is no immediate threat to safety...**
2. Login to IRIS and select the appropriate search filter to meet the specific need (examples above).
3. All organizations that have indicated they provide these services will appear.
4. Check eligibility requirements, purpose, location and capacity.
5. Select the best organization to meet the clients needs and send the referral.

Sample Organizations

- African American Men of Unity
- Alive Center
- Association for Individual Development-Victim Services
- Breaking Free/Mutual Ground
- East Aurora School District: SEASVC
- Elgin Police Department
- Family Guidance Centers
- Footprints to Recovery
- Fox Valley Hands of Hope
- Latino Treatment Center
- Mutual Ground
- Recovery Centers of America
- Rosecrance

If respondents are expressing a concern with community violence impacting their youth, think about referring to before and after school care and other pro-social activities.

The Kane County AOK Network

SDOH Screening to Service Protocol

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