



Answers for Parents about the Predictive Risk Model A Guide for Staff

Why are you calling me?

I'm calling from [Healthy Start or Family Center] to talk with you about Hello Baby, which I hope you heard about while you were in the hospital for your baby's birth. Hello Baby offers a lot of resources and supports to new parents, both for the baby and for you, and we would like to offer some of these services to you. We wish we could offer them to every new parent in the County, but we don't have the resources to do that, so we are offering them to select families. These services are completely voluntary so it's up to you whether or not you choose to participate. Are you interested in learning more about the services you're eligible for?

Why was I selected?

To begin with, you live in the area where we are starting the program. It will expand eventually to serve the whole County, but right now we've started with your neighborhood.

In addition, we have a partnership with Allegheny County's Department of Human Services (DHS). DHS provides us with the names of new parents who might be interested in Hello Baby. Certain staff there have access to information about other state or County services you have used or are using, and that information is examined to see if Hello Baby supports might be right for you. We don't see the information they use because it's confidential – we just get a list of names and contact information (phone number and address).

How did I get put on that list?

To determine eligibility for Hello Baby, DHS tries to match Allegheny County birth records with other records that are stored electronically in what they call the "data warehouse." The County's data warehouse keeps records of services provided to County residents over time, along with other information about their clients, like date of birth, gender and address. If they find a match, they use those service records and information to include the family in a "predictive risk model." This model shows how likely a family might be to have future involvement with the County's child welfare system. The goal of Hello Baby is to allow families that have the greatest need to receive additional supports.

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Who else can see my information?

Your service information is stored electronically in the data warehouse, but the results of the predictive risk model used to determine a family's eligibility for Hello Baby services are seen only by the person who runs the model. This information is confidential, so when the names of eligible families are shared with providers like us, we don't see the information used to arrive at that decision.

Can I see the information that they used?

Your service information is always available to you, and you can find it by going to www.AccessMyInfo.alleghenycounty.us and registering for an account. If you have any trouble, you'll be connected to the Director's Action Line and someone will help you register and access your records.