



WELCOME

Steps to a Right Start (STARS): Developing a Family Resource Center to Promote Healthy Child Development and School Readiness

Wednesday, November 14, 2012



Today's Presenters

Shao-Chee Sim

Chief Strategy Officer, Charles B. Wang Community Health Center

Daisy Tsao

Program Manager, Charles B. Wang Community Health Center



How to Participate in Today's Webinar

The screenshot shows a Macintosh HD desktop with a purple and blue nebula background. Two windows are open:

- GoToWebinar Control Panel:** This window is on the left. It has a title bar with standard Mac OS X window controls. The 'Audio' tab is selected, showing options for 'Telephone' (selected) and 'Mic & Speakers'. Below this, it displays the dial-in information: 'Dial: +1 (XXX) XXX-XXXX', 'Access Code: XXX-XXX-XXXX', and 'Audio PIN: XX'. A note says 'If you're already on the call, press #10# now.' with a link to 'Problem dialing in?'. There is a 'Talking:' section, a 'Questions' section with a text input field and a 'Send' button, and a 'Webinar' section at the bottom showing 'Webinar ID# 119-198-499' and the 'GoToWebinar' logo.
- GoToWebinar Viewer:** This window is on the right. It has a title bar with standard Mac OS X window controls. The main content area shows the AAPCHO logo (three interlocking circles) and the text: 'Webinar', 'Organizer: AAPCHO Meetings | Presenter: AAPCHO Meetings', 'Audio: Use your microphone and speakers (VoIP) or call in using your telephone.', 'Dial: +1 (XXX) XXX-XXXX', 'Access Code: XXX-XXX-XXXX', and 'Audio PIN: XX'. The Citrix logo is visible in the bottom right corner of the window.



STARS: Developing a Family Resource Center to Promote Healthy Child Development and School Readiness

About AAPCHO

- Established in 1987, AAPCHO is a not-for-profit national association representing **29 community health organizations** that serve primarily Asian Americans, Native Hawaiians and Other Pacific Islanders (AA&NHOPIs)
- Dedicated to promoting advocacy, collaboration, and leadership that **improves the health status and access of AA&NHOPIs** within the United States, its territories, and freely associated states, primarily through our members





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COMMUNITY HEALTH CENTER
王嘉廉社區醫療中心

Steps to a Right Start! (STARS)

*Developing a Family Resource Center in a
Primary Care Setting to Promote Healthy
Child Development and School Readiness*

AAPCHO Webinar
Wednesday, November 14th 2012

Acknowledgments

- Association of Asian Pacific Community Health Organizations
- W.K. Kellogg Foundation
- Movement Matters
- Chung Pak Day Care Center
- Butterflies Program of University Settlement
- Kon Wah Day School

Overview

- About CBWCHC
- Project Background
- Project Resources
 - Toolkit & DVD
- Project Findings
- Future Plans



About CBWCHC

- Nonprofit, federally qualified community health center in NYC
- 2011: 42000+ patients, 250,000 visits
- Services:
 - Internal medicine, women's health, pediatrics, dental, mental health, social work, health education, health careers training, and community based participatory research



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About CBWCHC

- Patients:
 - Low-income, medically underserved Asian Americans
- Staff:
 - 500+ full and part-time bilingual and bicultural



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Objectives

- How CBWCHC used **community based, culturally competent** approaches to improve access to healthy child development and school readiness services,
- How you can effectively **replicate** this program at your community health center
- About the **challenges and lessons learned** in promoting these services to **low-income, Asian American** families with young children



Project Overview

- 3-year grant: Steps to a Right Start (STARS)
- Objective: To promote healthy child development and school readiness



Community Needs Assessment

- Findings: Individual and Family Needs

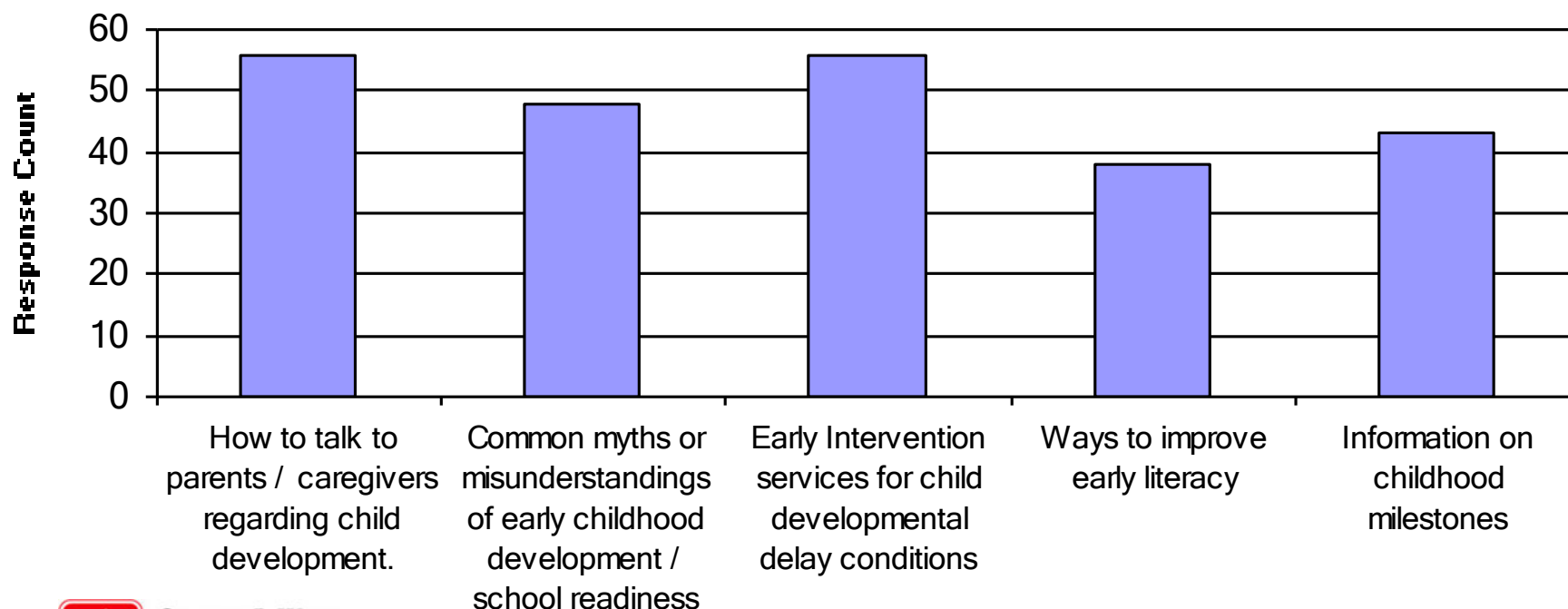
- “[Developmental delay is] a personality trait. It depends on how the mother teaches them.”
- “I don’ t think [the parents] understand the implication, the future implications if you don’ t correct certain things.”
- “A lot of the expectations from the families are about straight academics and nothing about social emotional well-being.”
- “They hesitate [to access services] because they think it’ ll affect them when they go to high school or college.”
- “It’ s confusing, there’ s so much out there.”



Community Needs Assessment

● Findings: Agency-Level Needs

What information / training would you like to receive to improve your ability to provide feedback to parents regarding developmental delay and early childhood development ? (Check all that apply)

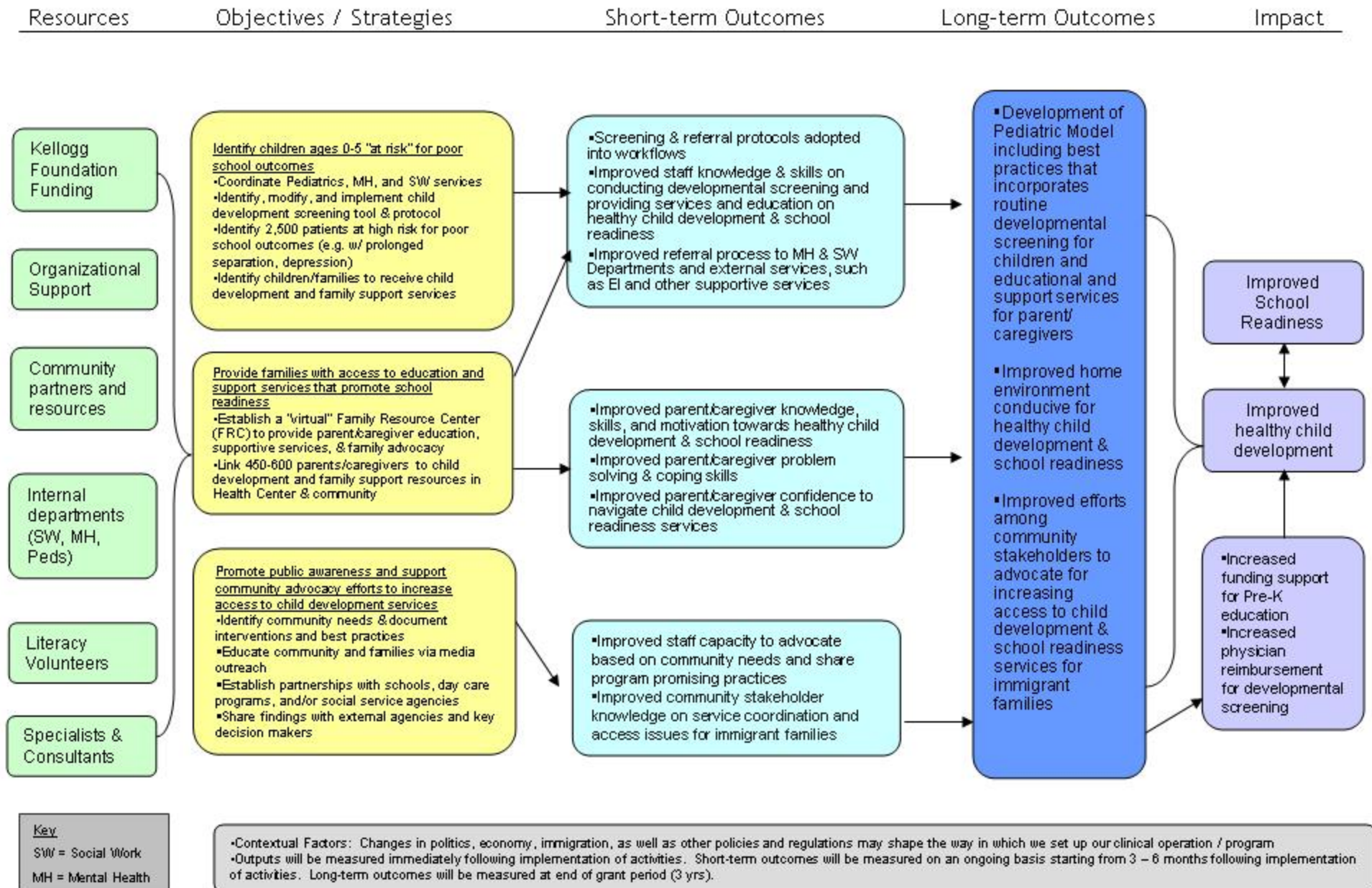


Community Needs Assessment Summary

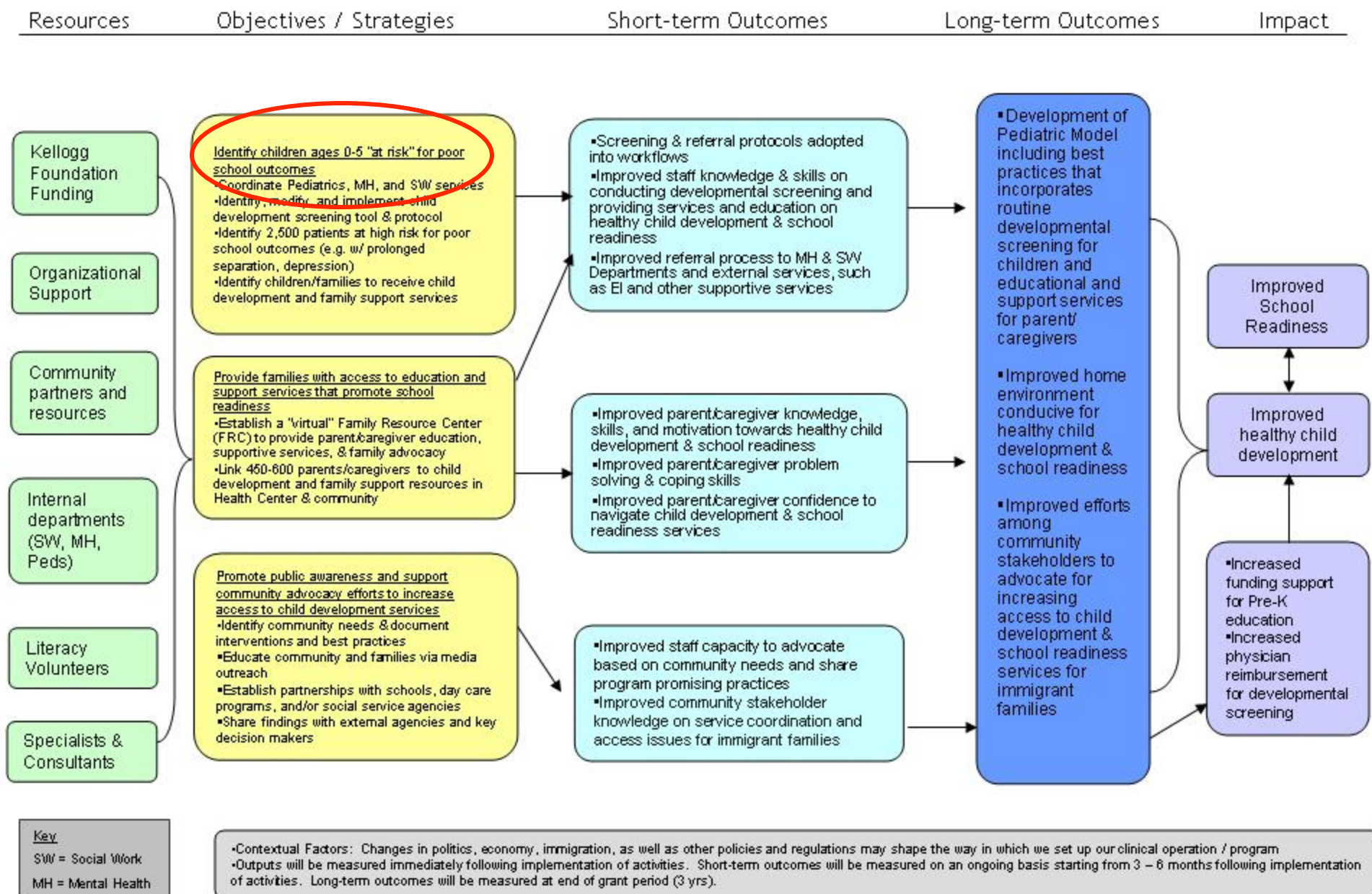
- Families need more assistance **accessing** appropriate services and **navigating** the fragmented early childhood system
- Community members and families need more **culturally appropriate educational resources** about the importance of early intervention for developmental delays.



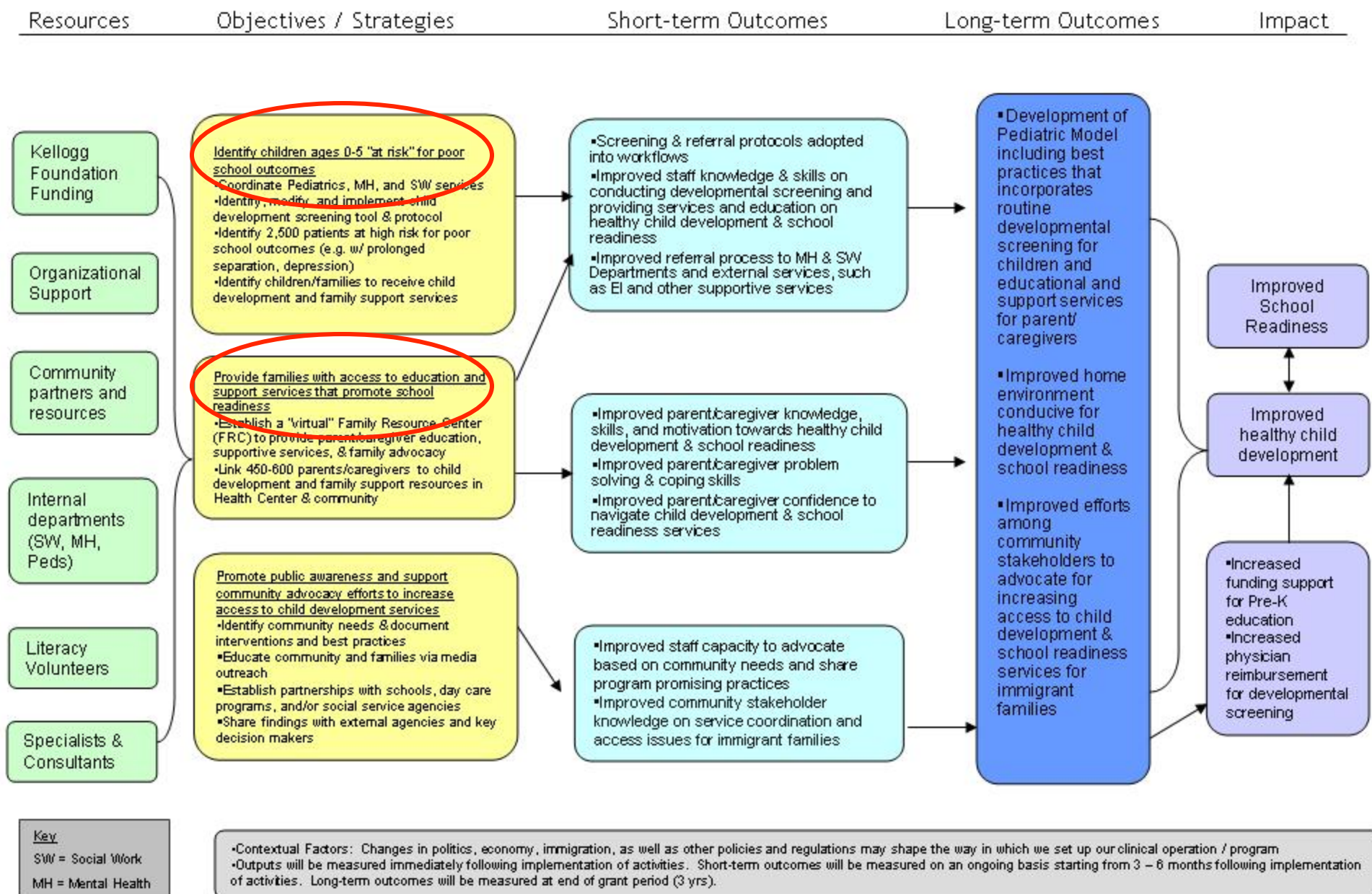
Steps to a Right Start! Logic Model



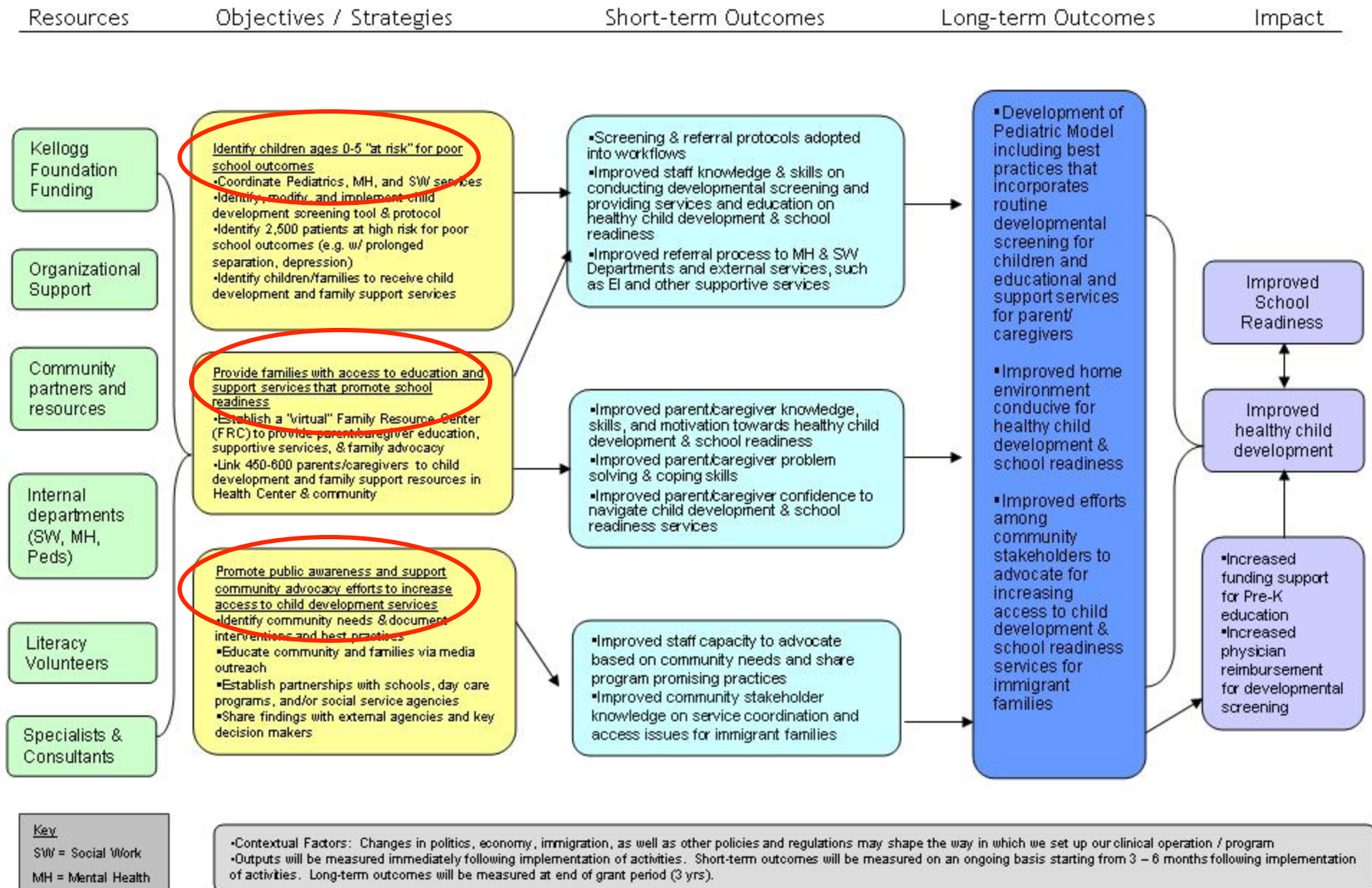
Steps to a Right Start! Logic Model



Steps to a Right Start! Logic Model



Steps to a Right Start! Logic Model



STARS Strategies



Developmental Screenings



Partnerships with CBOs



Family Resource Center (FRC) with workshops & support groups



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A screenshot of a Windows-style window titled "02-23-2006". The window contains a document with a dark blue header bar and a large white body area. The window has a standard Windows XP-style title bar with minimize, maximize, and close buttons. The document content is mostly blank, with a small dark blue header bar at the top. The window is positioned over a taskbar that shows a clock reading "1:01 PM" and a "NUM" button.



EMR

Shortcut to
Printers a...

Charles B Wang Community Health Center

Default Printer:

User Name:

Login Time:

Del12330dn@WalkerHI (redirected 45)

dtsao

10/2/2012 4:24 PM

Centricity EMR - Daisy Ta-Chuan Tsao @ C

Go Actions Options Help

Desktop Chart Appts Reg

INA TEST ZZPATIENT PID:

21 Years Old Female (DOB: 02/20/1991)

Find Pt. Protocols Graph Handouts Pr

Summary History Problem

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Summary: PED:

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- Peds Nursing Note
- Pt History form
- Well Child-Int Hx/ Ant Gd v2
- Well-Child - Past History
- Well-Child- Development
- Family History (CBWCHC)
- Review of Systems v2
- Physical Exam
- Well-Child - Immunization
- Screening/Risk Assessment
- Screening/Risk Assessment
- Assessment/Plan
- PEDS Counseling
- Personal Care

Attachments

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Screening/Risk Assessment: INA TEST ZZPATIENT

TB Lead Vax PEDS Family D PSC17

Parent's Evaluation of Developmental Status (PEDS) Screen

Denies all

Hx Source: Mother Days of child care over last 2 weeks: 0-3 Form Language Preference: Simplified

1) Please list any concerns about child's learning, development, and behavior: ☐ No ☐ Yes

Comments

2) Do you have any concerns about how your child talks and makes speech sounds? ☐ No ☐ Yes ☐ A Little

Comments

3) Do you have any concerns about how your child understands what you say? ☐ No ☐ Yes ☐ A Little

Comments

4) Do you have any concerns about how your child uses his or her hands and fingers to do things? ☐ No ☐ Yes ☐ A Little

Comments

5) Do you have any concerns about how your child uses his or her arms and legs? ☐ No ☐ Yes ☐ A Little

Comments

6) Do you have any concerns about how your child behaves? ☐ No ☐ Yes ☐ A Little

Comments

7) Do you have any concerns about how your child gets along with others? ☐ No ☐ Yes ☐ A Little

Comments

8) Do you have any concerns about how your child is learning to do things for himself/herself? ☐ No ☐ Yes ☐ A Little

Comments

9) Do you have any concerns about how your child is learning preschool or school skills? ☐ No ☐ Yes ☐ A Little

Comments

10) Please list any other concerns: ☐ No ☐ Yes

Comments

Total of Predictive Concern(s): Total of Nonpredictive Concern(s):

SCORING for PEDS screen

Comment:

Prev Form (Ctrl+PgUp) Next Form (Ctrl+PgDn)

Close



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10/2/2012



EMR

Shortcut to
Printers a...

Charles B Wang Community Health Center

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Login Time:

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Desktop Chart Appts Reg

AB XYZ TEST PID:160864

4 Years & 9 Months Old Female (DOB: 12/10/2007)

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Summary History Problem

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Summary:

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Peds Nursing Note
Pt History form
Well-Child - Immunization
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Screening/Risk Assessment

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Screening/Risk Assessment: AB XYZ TEST

TB Lead Vax PEDS Family DV PSC17

Parent's Evaluation of Developmental Status (PEDS) Screen

Denies all

Hx Source: Days of child care over last 2 weeks: Form Language Preference:

- 1) Please list any concerns about child's learning, development, and behavior: ☐ No ☒ Yes
Comments: not talking
- 2) Do you have any concerns about how your child talks and makes speech sounds? ☐ No ☒ Yes ☐ A Little
Comments:
- 3) Do you have any concerns about how your child understands what you say? ☒ No ☐ Yes ☐ A Little
Comments:
- 4) Do you have any concerns about how your child uses his or her hands and fingers to do things? ☒ No ☐ Yes ☐ A Little
Comments:
- 5) Do you have any concerns about how your child uses his or her arms and legs? ☒ No ☐ Yes ☐ A Little
Comments:
- 6) Do you have any concerns about how your child behaves? ☐ No ☒ Yes ☐ A Little
Comments:
- 7) Do you have any concerns about how your child gets along with others? ☒ No ☐ Yes ☐ A Little
Comments:
- 8) Do you have any concerns about how your child is learning to do things for himself/herself? ☒ No ☐ Yes ☐ A Little
Comments:
- 9) Do you have any concerns about how your child is learning preschool or school skills? ☐ No ☐ Yes ☒ A Little
Comments:
- 10) Please list any other concerns: ☒ No ☐ Yes
Comments:

Total of Predictive Concern(s): 3

Total of Nonpredictive Concern(s): 1

[SCORING for PEDS screen]

screen positive for developmental delay, consider E/CSE and possibly audiology/MH as appropriate

Comment:

Prev Form (Ctrl+PgUp)

Next Form (Ctrl+PgDn)

Close

For Help, press F1

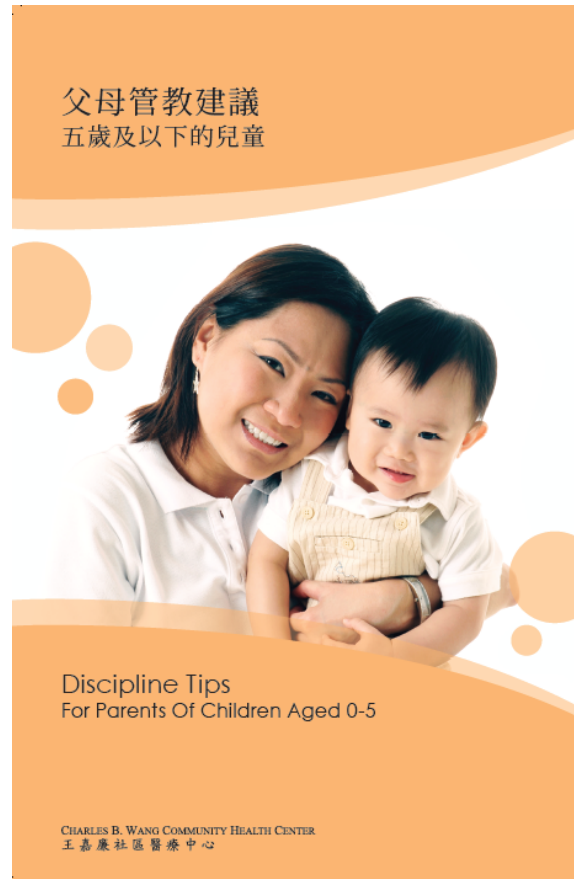
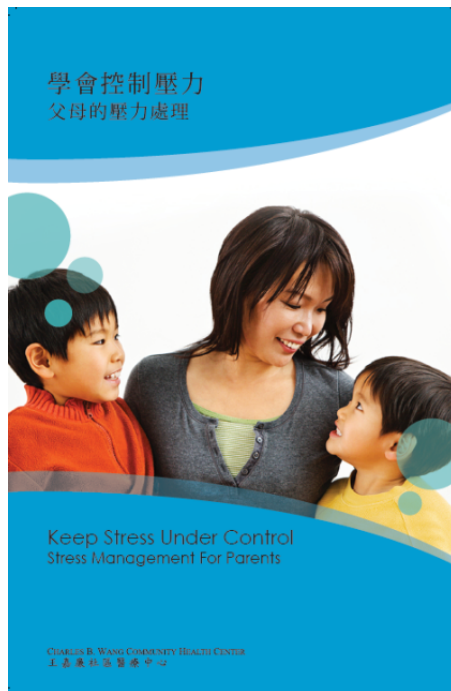
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10/2/2012

Educational Materials



Educational Materials

CHECK YOUR BABY'S DEVELOPMENT

BABIES UP TO 3-MONTHS-OLD

During the first three months, babies spend most of their time sleeping and express themselves by crying. When you respond to your baby's basic needs and provide lots of love and comfort, you help your baby bond with you.



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General Info Line (212) 224-4229
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268 Canal Street, New York, NY 10013
Internal Medicine (212) 279-4990
Women's Health (212) 944-0225
125 Walker Street, 2/F, New York, NY 10013
Pediatrics & Adolescent Health (212) 224-2689
Teen Resource Center (TRC) (212) 224-6664 ext 5029
Dental (212) 224-9229
136-26 37th Avenue, Flushing, NY 11354
Internal Medicine (718) 994-1200
OB/GYN (718) 994-1207
Pediatrics (718) 994-1202
Health Education Department (212) 944-0441
Social Work Department
Chinatown (212) 224-1441
Flushing (718) 994-1212

LEARN ABOUT YOUR BABY'S DEVELOPMENT, but remember that each baby learns skills at a different pace. Talk to your doctor if you have concerns that your baby does not show any of the signs of development below.

BY 3 MONTHS MOST BABIES CAN...

WHAT YOU CAN DO

MUSCLE DEVELOPMENT

- Turn toward voices of parents and caregivers.
- Follow moving objects with their eyes.
- Open and shut their hands.
- Raise their heads and chest when lying on their stomachs.
- Push down on their legs when placed on a firm surface.
- Bring their hands together and to their mouth.
- Reach for dangling objects with their hands.

- Show colorful images or books.
- Put bright, moveable toys where your baby can reach them.
- Shake keys or make different sounds to get your baby's attention.
- Give your baby rattles, keys, or bells to play with.

SOCIAL DEVELOPMENT

- Smile.
- Enjoy playing with others.
- Look at your face and imitate some movements and facial expressions.
- Make faces with your baby (smile, laugh, or frown).
- Attach an unbreakable mirror to the inside of the crib.

SPEECH DEVELOPMENT

- Cry when hungry, tired, or in need of a diaper change.
- Coo (say "oh" or "ah").
- React to changes in tone, pitch, volume, and intonation of speech.
- Become quiet when listening to sound, especially speech.
- Respond differently to native languages versus other languages.
- Comfort your baby whenever he or she cries.
- Talk and sing to your baby.
- Speak in different tones.
- Play music for your baby.
- Speak to your baby in any language.

HELP YOUR CHILD DEVELOP SOCIAL AND EMOTIONAL SKILLS

Each child has a unique way of reacting to people and events in his or her life. Some children are easygoing while others adjust more slowly. These differences are normal. However, all children need social skills to form friendships and emotional skills to deal with feelings like sadness, fear, frustration, or jealousy.

Social and emotional skills help your child develop healthy attitudes toward themselves, sympathy towards others, and a sense of right and wrong. They also help your child become more successful in school and happier in life. Teach your child these skills by having a strong, positive relationship with your child and being a good role model.

For more information, talk to your child's doctor.



BIRTH TO 5 YEARS

- Give hugs and kisses.
- Set routines to help your child feel safe and confident.
- Read books and play music that reflect your culture.
- Think through what's going on before responding to your child or others.

1 YEAR TO 5 YEARS

- Give children time to solve problems themselves.
- Praise effort, not results. "You are working so hard on that puzzle!"
- Provide support to young toddlers playing in a group.
- Redirect your child's attention to avoid conflicts.
- Describe your child's feelings: "You're angry that Adam took your toy. It is okay to feel angry. It is not okay to hit. Hitting hurts."

2 YEARS TO 5 YEARS

- Use puppets or drawings to create a story about your child's fears.
- Encourage friendships by making a photo album of friends.
- Let your child lead playtime.
- Calmly explain situations of conflict and the consequences: "You pushed Billy because you wanted the broom back, but you hurt him."
- Explain reasons for rules.
- Promote responsibility by giving your child simple tasks to help take care of younger siblings.

3 YEARS TO 5 YEARS

- Ask about your child's emotions: "Why were you crying in school? Share how you cope with your own feelings."
- Teach children to quietly tell themselves to calm down: "He didn't do it on purpose," and "I'll feel happier in a little while."
- Teach your child to stop, take a deep breath, and think of his or her favorite activity.
- Praise efforts to control emotions: "That was great. You calmed yourself down."
- Teach children to praise themselves: "I did a good job. I stayed calm."
- Use time out only for inappropriate emotional outbursts.
- Take turns playing games.



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STARS Strategies



Developmental Screenings



Partnerships with CBOs



Family Resource Center (FRC) with workshops & support groups



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Engaging Parents and Caregivers

- Workshop Topics
 - Early Literacy and Play in Child Development
 - Strategies to Manage Your Child's Difficult Behaviors and Parental Stress
 - Promoting Daily Routine and Self Care in Young Children
 - Young Children's Nutrition and Healthy Eating Habits
- Support groups
 - Higher risk population/ parents of children with diagnoses
 - Facilitators: social workers
 - Held more frequently than workshops



STARS Strategies



Developmental Screenings



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Family Resource Center (FRC) with workshops & support groups



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Engaging Parents and Caregivers



2012年5月6日 星期日

星島日報 SINGTAO DAILY



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培養良好行為和處理家長壓力的有效策略 一個給家人支持，讓幼兒健康發展的計劃

在孩子一生中的最初幾年是他健康發展和學業成功的基礎。在這重要及成長的幾年內，孩子會掌握一連串重要的技巧，如走路到交談和表現出適當的行為，這些都會有助孩子為上學做好準備。孩子在未明白規則之前挑戰規則是很正常，處理這些行為時，家長最重要是嚴格遵守規則並堅持不懈。當孩子行為不端時，家長和照顧者應給予孩子指導和支持並鼓勵孩子做出良好的行為。

管教可以是一種家長與孩子建立健康關係的正面方法。許多家長認為管教是一種處罰的手段，而不是利用管教來培養孩子的好行為。家長可能會體罰或取消孩子的一些權利作為最快的懲罰方法，但其實要培養良好行為是沒有捷徑的。管教是一種長期漸進的方法，需要慢慢地使用這種方法來幫助孩子養成良好的行為習慣。而有效的管教全賴父母與孩子之間建立良好的關係，以及持續的溝通。

每個孩子都是獨特的，所以在培養良好行為時可能需要採取不同的管教方法或幾種管教方法相結合來鼓勵孩子做良好的行為。家長要了解哪種方法對他們的孩子最有效，必先要從早期了解孩子和跟他有情感上的聯繫，培育孩子的自信心，提供適當的環境和設

定期望。必須緊記，家長和照顧者是孩子的榜樣。教育子女是既愉快又獲益良多的，但也可以為你添上不少壓力。家長和照顧者必須清楚自己的需要得到滿足才能夠讓他們適當地支持孩子。照顧孩子可能使你累透、憤怒、焦慮、洩氣或擔心，而且你可能只剩下很少的時間做其他事情。最重要是要懂得識別壓力的徵兆和尋找妥善處理的方法，使你不感到不知所措。

五歲或以下小孩的家長和照顧者，如有興趣學習更多關於培育良好行為和處理家長壓力，歡迎參加王嘉廉社區醫療中心即將舉辦名為「培養良好行為和處理家長壓力的有效策略」的講座。

講座將於二零一二年五月十九日（星期六），早上 10:00 至中午 12:00 於華埠獲加街 125 號三樓和二零一二年五月二十六日（星期六），下午 1:30 至下午 3:00 在法拉盛 138 -46 北方大道青年會舉行。如欲報名登記參加這個講座，請致電伍凱利 (212) 226-8866 內線 5319。

王嘉廉社區醫療中心兒科部屬下的家庭資源中心專為幼兒及家人提供健康教育以及支援服務，以促進健康的親子關係、兒童發展以及做好上學的準備。家庭資源中心是由 W.K.Kellogg 基金會資助。

婦產科

紐約華埠

212-966-0228

紐約法拉盛

718-886-1287

內科

紐約華埠

212-379-6996

紐約法拉盛

718-886-1200

兒科

紐約華埠

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紐約法拉盛

718-886-1222

牙科

紐約華埠

212-226-9339



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Steps to a Right Start Video

- 28 minutes
- English and Chinese versions
- Synopsis:
 - Asian American families express common child developmental concerns
 - Child development specialist shares tips
- Access:
[http://www.cbwchc.org/
project/brochures/
videopage.asp](http://www.cbwchc.org/project/brochures/videopage.asp)



STARS Findings

- Parents' Evaluation of Developmental Status (PEDS)

- **2000+** patients screened
- **17%** patients had a formal diagnosis of developmental delay
- **49%** patients' parents/ caregivers reported developmental concern
- **13%** families received FRC services



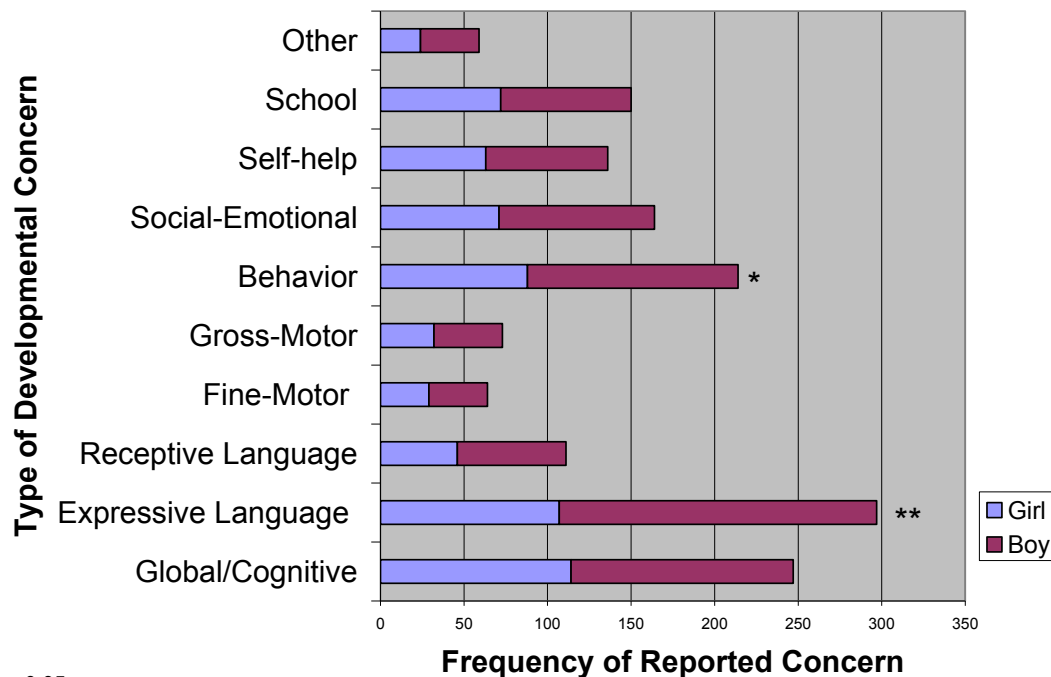
STARS Findings

Risk Level	Recommendation	Overall	US Norms
None	No action	720 (53)	43%*
Low	In-office education	153 (11)	20%*
Medium	Additional screening	301 (22)	23%*
High	Referral	188 (14)	11%*

* 3% parents had communication problems that interfered with their ability to share.

- Percentages of high- and medium-risk patients were higher than those of previous studies

- The most frequently reported concerns were related to speech and behavior

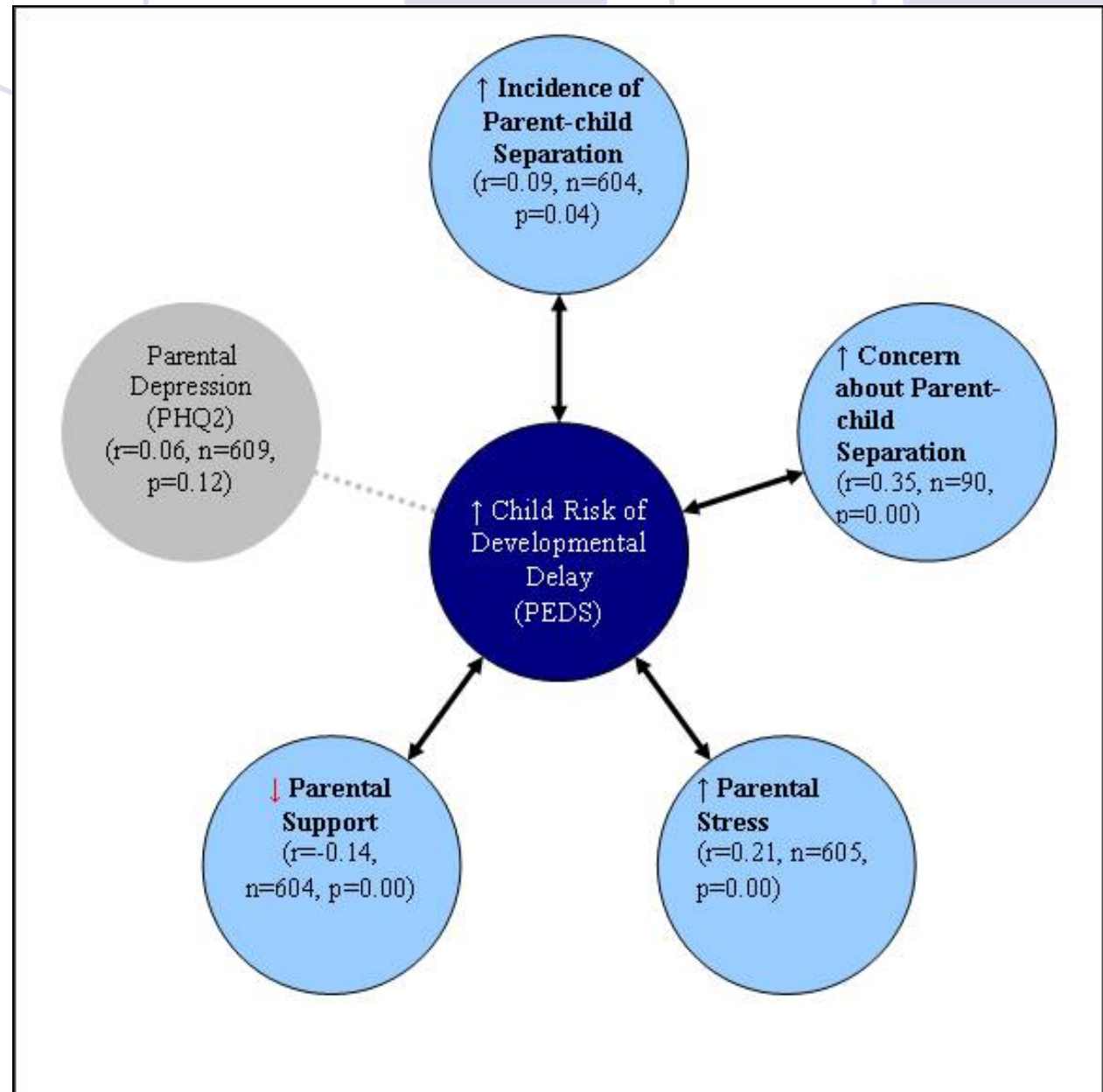


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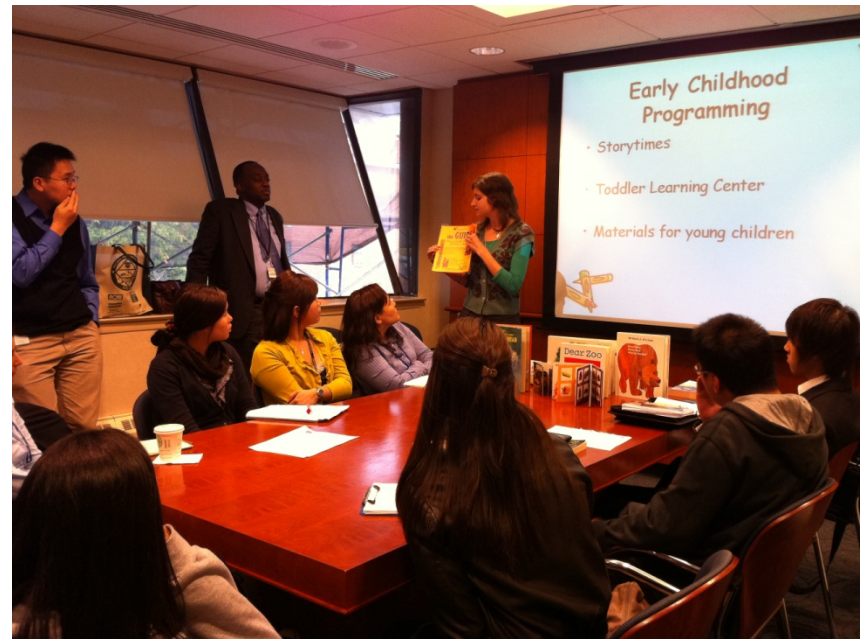
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STARS Findings: Family psychosocial factors



STARS Findings

- Reception of community agencies
- Opportunities for parents to learn from one another
- Growing rate of parental engagement



STARS Findings

Challenges/ Barriers

- For Families
 - Gaps in coverage/ service options
 - Childcare needs
 - Low SES
 - Stigma
- For Staff
 - Engaging other caregivers
 - Limited space
- Fragmented service system



Summary

- Community Health Centers serve as an important access point for vulnerable, underserved communities.
- An on-site Family Resource Center in a primary care setting can help staff and caregivers address early child development concerns and improve school readiness.
- More culturally and linguistically appropriate educational resources and care coordination are needed.

Family Resource Center Toolkit

Charles B. Wang Community Health Center's

Developing a Family Resource Center (FRC) in a
Community Health Center or Primary Care
Setting to Promote School Readiness and
Healthy Child Development

Project Toolkit



September 2012

- Provide health centers with promising practices and resources
 - General guidelines / recommendations
 - CBWCHC experience



CHARLES B. WANG
COMMUNITY HEALTH CENTER
王嘉廉社區醫療中心

Family Resource Center Toolkit

- Planning

- Logic Model
- Project Leadership/Advisors
- Defining the Target Population
- Developing the Work Plan

- Implementation

- Selecting Staff
- Training Staff
- Providing Space and Technology
- Partnering with Community-Based Organizations/Expert Consultants
- Selecting a Developmental Screening Tool

- Evaluation

- Collecting and Tracking Data
- Sustainability



STARS Resources

www.cbwchc.org

The screenshot displays the Charles B. Wang Community Health Center website. The main navigation bar includes links for About CBWCHC, Health Care Services, Health-Related Services, Projects & Events, and Health Careers. The 'Projects & Events' section is highlighted, showing a 'Video Page' with a 'CHILD HEALTH' category. Under this category, two videos are listed: '(1) Steps to a Right Start!' and '(2) It's Never Too Early: Feeding Your Baby Well'. The first video is circled in red, and a red arrow points to the 'Click here to watch video in English' link. The second video is also circled in red, and a red arrow points to the 'Click here to watch video in Mandarin' link. The website also features a 'Family Resource Center Toolkit' link, which is circled in red and has a red arrow pointing to it. The toolkit link is located under the 'HEALTH-RELATED SERVICES' section. The website also includes a 'HIPAA Notice of Privacy Practice' link and a 'CBWCHC Home' link.

Charles B. Wang Community Health Center - previous known as Chinatown Health Clinic - Windows Internet Explorer

Charles B. Wang Community Health Center - Windows Internet Explorer

Charles B. Wang Community Health Center

Projects and Events @ Charles B. Wang Community Health Center

About CBWCHC Health Care Services Health-Related Services Projects & Events Health Careers

Women's Health Symposium Special Projects Research Activities & Publications Good Health Day Newsletter English/Chinese Brochures CBWCHC Home

Video Page

CHILD HEALTH

(1) Steps to a Right Start!

In this video, we journey into the lives of four families with children up to five years of age. A child development specialist works with each family and offers parenting tips to promote healthy child development.

Click [here](#) to watch video in English.

Click [here](#) to watch video in Chinese.

(2) It's Never Too Early: Feeding Your Baby Well

An early childhood obesity prevention program developed by Public Health Solutions uses videos to help mothers, fathers, and other caregivers feed their babies a healthy diet from birth to age 2. To learn more about this and other work, please visit www.healthsolutions.org.

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Click [here](#) to watch video in English.

Click [here](#) to watch video in Mandarin.

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Manhattan 168 Centre Street, New York, NY 10013

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HIPAA Notice of Privacy Practice

健康資料保護通知書

Thank you! Questions?

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