

CHECKLIST

Assessing Potential Call Centers

The answers to these questions help determine a call center's capacity and interest in serving as the access point for *Help Me Grow*.

- How long has the call center been operating?
- How is it funded?
- What is its reputation with families, providers and stakeholders?
- Would serving as the access point for *Help Me Grow* be consistent with the call center's mission and goal?
- What is the call volume?
- What is the target population? (Note: The goal of *Help Me Grow* is to serve as a universal resource for families with young children.)
- What is the capacity to handle requests for assistance concerning young children's physical, developmental and/or social/emotional growth?
- To what degree are direct service staff currently trained in this substantive area?
- How would *Help Me Grow* be embedded into the call center structure?
- Would all direct service staff be trained in child development and the service delivery systems available to support *Help Me Grow* callers? Or would the call center create a specialized *Help Me Grow* unit?
- How is information on community resources collected and maintained?
- What information is collected on those who contact the call center?
- Can new fields be added to the computerized resource directory, as well as new data within an existing field?