

Improvement Strategies for the Help Me Grow Call Center

Call Center Description

Call Center Type: Vermont 2-1-1

FTE: 2 Child Development Specialists

Call Volume 2017: 751 incoming calls and 1002 referrals for families

Operational Since: September 2015

Protective Factor Addressed:

Parental Resilience

Concrete Support in Times of Need

Social Connections

Social & Emotional Competence of Children

Knowledge of Parenting & Child Development

Aim: We will partner with callers to strategize ways to navigate through service systems.

Measure: HMG staff helps parents to identify and mobilize their own resources to address their families' needs by providing information and guidance to families so that they understand their rights in accessing services, gain knowledge of relevant services and learn how to navigate through service systems.

Changes:

- Created a resource guide of additional information to enhance referrals and educate families on a variety of policies, procedures, appeal processes and parental rights for difficult to navigate systems (state agencies, family court, schools, etc.).
- Created a list of acronyms and their meanings commonly used in early education, public benefits and social services. We shared this with parents to help them understand the jargon being used in meetings with service providers and in family case plans.
- Created a data form to track additional resources offered to callers.

Results:

- Helping parents navigate through difficult systems has resulted in more families connecting to services. By using our data tracking form, we saw that 36% of general population callers were connecting to services, while 52% of callers from the Protective Factors sample were connecting.
- We have continued to use and update our Protective Factors resource list and track this data.
- We didn't need to create a new system in order to promote the Strengthening Families Framework into our work. We became more strategic with parents and community partners to look for opportunity to support the protective factors in interactions we were already having with them.

For more information, contact:

Elizabeth Gilman

Help Me Grow Vermont Child Development Specialist

Elizabeth@unitedwaysvt.org