

# Improvement Strategies for the Help Me Grow Call Center

## Call Center Description

**Call Center Type:** Family Resource Center

**FTE:** 8 (includes social workers, family resource specialists, education coordinators, parent mentor coordinators and support staff directors)

**Call Volume:** ~950 families

**Operational Since:** 2014

## Protective Factor Addressed:

Parental Resilience

## Concrete Support in Times of Need

Social Connections

Social & Emotional Competence of Children

Knowledge of Parenting & Child Development

**Aim:** Call center maintains up-to-date information about services in the community

**Measure:** # of agencies with updated information/ # of agencies in current database

## Changes:

We have entered all resources (organizations, addresses, phone numbers, etc.) from our most recent resource guide into our database. We are looking at a bridge between our database and website to allow our families and family resource specialists to search our website for the most up-to-date resources in our database.

## Results:

The new Support for Families website (launched April 2017) allows for better search capabilities and all outdated links and resources have been removed.

For more information, contact:

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