



Improvement Strategies for the Help Me Grow Call Center



Call Center Description

Call Center Type: Inbound/2-1-1

FTE: 2.5

Call Volume: average 520 (IB/OB) per month

Operational Since: 2007

Protective Factor Addressed:

Parental Resilience

Concrete Support in Times of Need

Social Connections

Social & Emotional Competence of Children

Knowledge of Parenting & Child Development

Aim: HMG staff works collaboratively with parents to coordinate support for children's development

Measure: To improve collaboration by having an abandonment call rate that stays on or below 15%

Changes:

1. Decrease amount of follow-ups per case
2. Move after-hours voicemail to main menu and remove reporting to %
3. Create menu options for new callers and those with an open case
4. Add part-time staff member during peak call hours
5. Add queue waiting promotions/blurbs

Results:

Goal of % under 15 was reached by 5th cycle

For more information, contact:

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