

for the

Help Me Grow Call Center

Call Center Description

Call Center Type: Health care system based, serves 12 out of 46 counties in South Carolina, ages served- 0 – 5 years.

FTE: 3.5

Call Volume: 1200 children served in 2017, 46% referred by health care provider, 19% parent/caregiver /other direct calls to call center, 13% referred by child welfare system, 2% other referrals

Operational Since: Fall 2012

Protective Factor Addressed:

Parental Resilience

Concrete Support in Times of Need

Social Connections

Social & Emotional Competence of Children

Knowledge of Parenting & Child Development

Aim: The HMG call center maintains up-to-date information about services in the community that includes hours of operation, fees, locations, eligibility requirements, language capacities, etc. - HOW WELL ARE WE DOING THIS? WHAT IMPROVEMENTS NEED TO BE MADE?

Measure: Decrease the number of times that care coordinators contact resources in directory/database for additional information or identify missing resources from database.

Changes:

- Consistent use of existing database when providing resources to families (rather than using personal inventory, internet search, etc.) in order to identify gaps/outdated info, etc.
- Notify community outreach team responsible for resource directory of outdated information/missing resources/errors.
- Log all time spent on resource directory activity in database to be tracked over time.
- New directory developed based on issues/needs identified during process.

Results:

- 1) New database platform developed and provides a more efficient way to manage and update resources, resources are updated more frequently.
- 2) Database platform developed with the goal of matching families with resources best able to meet their needs based on multiple factors- child's age, insurance/cost, specific service needed, location, environment of service delivery (home, office, etc.), increasing the likelihood that resources provided will be able to meet the needs identified by the parent/caregiver.
- 3) Resource identification/management standards developed and implemented by community outreach staff and manual created
- 4) Mechanism to request edits/additions electronically through database incorporated in new platform to streamline communication between care coordination and community outreach regarding database needs.

For more information, contact:

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