

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 2017**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 support their child's development.**Measure:** HMG staff works collaboratively with parents to coordinate support for children's development.**Changes:**

- Offered additional support to parents in creating shared moments using every day routines/activities to encourage their child's development by using and sharing parent tips sheets and caregiver guides.
- Coached parents on the language of early childhood education systems so they could better understand and advocate for their child. This included tip sheets on how to have a successful IEP meeting, and parent resource guides from VT Agency of Education and NAEYC.
- 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 educators.
- Explored and identified parent's individual strengths and resources by encouraging them to identify people they knew for support/advocacy and to use existing providers/supports to help them connect with HMG VT referrals.

Created a data form to track additional resources offered to callers.

Results:

- We had richer conversations with parents about their child's development.
- We discovered we needed to add kinship specific resources to our Protective Factors resource list. Due to VT experiencing an increase in children in protective custody as a result of our state's opiate abuse issue, we started to notice a greater number of calls and concerns from grandparents who hadn't parented in many years and other kinship caregivers who hadn't previously been a parent.
- 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:

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SAMPLE Protective Factors Prompts

Ask questions based on Milestone Moments (Q#5)

Offered (includes accepted and open to later)

Declined

Coach caller on the language and jargon of early education(Q#10)

Offered (includes accepted and open to later)

Declined

Sent appeal process for a specific program (Q#10)

Offered (includes accepted and open to later)

Declined

Sent parents rights information (Q#10)

Court (type O or D)

Education (type O or D)

Health Care (type O or D)

Homeless Liason (type O or D)

Housing (type O or D)

Other (type TOPIC and then O or D)

Sent tip sheet or parent guides (Q#5&10)

Offered (includes accepted and open to later)

Declined

Sent websites (list in J drive) (Q#5&10)

Offered (includes accepted and open to later)

Declined

Encourage caller to call HMG with their other service provider(Q#10)

Offered (includes accepted and open to later)

Declined

Encourage parents (CG) to use existing providers to connect with HMG resources (Q#10)

Offered (includes accepted and open to later)

Declined

Encourage parents (CG) to identify their own strengths/inner resources (Q#5&10)

Offered (includes accepted and open to later)

Declined

Encourage parents (CG) to identify people they know for support/advocacy (Q#5&10)

Offered (includes accepted and open to later)

Declined

SAMPLE Resource List for Families-

All DCF Program Complaints, Information and Regulations:

(Taxonomy term: Government Complaints/Government Ombudsman Offices)

<http://dcf.vermont.gov/concerns-complaints>

Reach Up process, eligibility and information-

*(Taxonomy term: Benefits Screening*Internet Information Resources)*

<http://dcf.vermont.gov/benefits/reachup>

<http://dcf.vermont.gov/benefits/reachup/child-only>

Reach First process, eligibility and information-

<http://dcf.vermont.gov/benefits/reachup/reach-first>

Reach Ahead process, eligibility and information-

<http://dcf.vermont.gov/benefits/reachup/reach-ahead>

Child Protective Services complaints, process and information-

(Taxonomy term: Children's Protective Services {this provides reporting information but also website})

<http://dcf.vermont.gov/sites/dcf/files/FSD/pubs/Voicing-Concerns.pdf>

<http://dcf.vermont.gov/sites/dcf/files/FSD/pubs/Parents-Guide-FSD.pdf>

<http://dcf.vermont.gov/sites/dcf/files/FSD/pubs/Safety-Precautions.pdf>

Working with families in court with conditional custody orders (CCO):

<http://dcf.vermont.gov/sites/dcf/files/FSD/Policies/84.pdf>

Child Development Division (CDD) Regulations, Policies and Information-

Child care subsidy-

http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/ccfap/2008_DCF_CDD_Child_Care_Subsidy_Regulations.pdf

<http://dcf.vermont.gov/cdd/ccfap-policies>

Child care and early childhood programs-

http://dcf.vermont.gov/sites/dcf/files/CDD/Brochures/CC_Y_Feb_draft.pdf

http://dcf.vermont.gov/sites/dcf/files/CDD/Brochures/booklet_for_parents_web.pdf

http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/Early_Childhood_Program.pdf

http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/Non_recurring_care_regulations.pdf

http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/CBCCPP_Regulations_FINAL.pdf

http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/Licensed_Family_Child_Care_Regulations.pdf

http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/Registered_Home_Regulations.pdf

http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/FCCH_Final.pdf

<http://legislature.vermont.gov/statutes/chapter/33/035>

Universal Pre-K-

<http://education.vermont.gov/sites/aoe/files/documents/edu-early-education-parents-universal-prek-mean-for-you.pdf>

<http://education.vermont.gov/sites/aoe/files/documents/edu-early-education-faqs-on-act-166-access-to-prekindergarten-education.pdf>

<http://education.vermont.gov/sites/aoe/files/images/edu-map-supervisory-union-school-district-boundaries.jpg>

Universal Pre-K Flyer for Families:



doc021230.pdf

Afterschool child care-

http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/Afterschool_Child_Care_Programs_Regulations_Effective_1.1.2016.pdf

Vermont Health Insurance Appeals, Grievances and Fair Hearings:

(Taxonomy term: State Health Insurance Marketplace Call Centers/Websites)

<http://info.healthconnect.vermont.gov/appeals>

(Taxonomy term: Health Care Discrimination Assistance)

<http://www.vtlawhelp.org/insurance-complaints>

Complaints or Grievances About Health Care Providers and Mental Health Clinicians:

(Taxonomy term: Insurance Complaints)

<http://www.vtlawhelp.org/complaints-about-providers>

<http://www.vtlawhelp.org/health-information-privacy-complaints>

*(Taxonomy term: Practitioner Complaints*Physicians/Surgeons)*

http://healthvermont.gov/hc/med_board/documents/ComplaintForm.pdf

(Taxonomy term: Occupational/Professional Licensing and Certification)

<https://www.sec.state.vt.us/professional-regulation.aspx>

Children's Mental Health Information, Definitions and Parent Help:

(Taxonomy term: Community Mental Health Agencies)

http://mentalhealth.vermont.gov/sites/dmh/files/publications/DMH-CAFU_Pathways.pdf

Following resources from VT Federation of Families for Children's Mental Health-

*(Taxonomy terms for this agency include: Individual Advocacy*Mental Health Issues and/or System Advocacy*Mental Health Issues)*

<http://www.vffcmh.org/wp-content/themes/childrens-non-profit/images/prroledescrip.pdf>

<http://www.vffcmh.org/wp-content/themes/childrens-non-profit/images/UsersGuide-Fall2009.pdf>

<http://www.vffcmh.org/wp-content/uploads/2012/12/Basics-on-IDEA-Mental-health.pdf>

<http://www.vffcmh.org/wp-content/uploads/2012/12/Students-Rights-to-Special-Ed-Svcs.pdf>

<http://www.vffcmh.org/wp-content/uploads/2016/07/PRbrochurejuly72016.pdf>

<http://www.vffcmh.org/wp-content/themes/childrens-non-profit/images/fulldefinition.pdf>

http://www.vffcmh.org/wp-content/themes/childrens-non-profit/images/prbrochure_iast.pdf

<http://www.vffcmh.org/wp-content/themes/childrens-non-profit/images/FamilyEngagementChecklist.pdf>

<http://www.vffcmh.org/wp-content/themes/childrens-non-profit/images/cspfactsheet.pdf>

<http://www.vffcmh.org/wp-content/themes/childrens-non-profit/images/familydrivenlanguage.pdf>

Education and Child Care Complaints, Support and Information:

(Taxonomy term: Special Education Advocacy)

<http://education.vermont.gov/special-education/parental-resources>

http://education.vermont.gov/documents/educ_sped_guide.pdf

<http://www.vermontfamilynetwork.org/wp-content/uploads/Eligibility-for-Special-Education-Factsheet.pdf>

(Taxonomy term: Child Care Complaints)

<http://dcf.vermont.gov/sites/dcf/files/CDD/Brochures/childhotline.pdf>

<http://dcf.vermont.gov/childcare/parents/consumer-line>

(Taxonomy term: General Legal Aid {website has documents and information})

<https://www.vtlawhelp.org/sites/default/files/Special%20Education%20Disputes%20Info%20Manual.pdf>

*(Taxonomy term: Homeless School Transition Programs*Internet Information Resources)*

http://education.vermont.gov/documents/EDU-Homeless_Education_Enrollment_Requirements_and_Dispute_Resolution.pdf

http://education.vermont.gov/documents/edu-homeless-liaisons-for-fy16_3-2016.pdf

Below resource not in database-

http://www.naehcy.org/dl/naehcy_faq.pdf (homeless children)

*(Taxonomy term: Public Awareness/Education*Civil Rights Issues)*

<http://hrc.vermont.gov/resources/additional>

<http://hrc.vermont.gov/how-to-file>

Following resources from VFN regarding education and early intervention-

<http://www.vermontfamilynetwork.org/services/early-childhood/early-intervention-faq/>

<http://www.vermontfamilynetwork.org/services/early-childhood/parents-rights-in-early-intervention/>

<http://www.vermontfamilynetwork.org/services/special-education/conflict-resolution/>

<http://www.vermontfamilynetwork.org/services/special-education/discipline-suspension-behavior/>

<http://www.vermontfamilynetwork.org/wp-content/uploads/2014/09/Functional-Behavioral-Assessment-Fact-sheet.pdf>

<http://www.vermontfamilynetwork.org/wp-content/uploads/2014/07/School-Suspension-and-Expulsion-Fact-sheet.pdf>

<http://www.vermontfamilynetwork.org/wp-content/uploads/2014/06/Individualized-Education-Program-IEP-Fact-sheet.pdf>

<http://www.vermontfamilynetwork.org/wp-content/uploads/Mediation-Fact-sheet.pdf>

<http://www.vermontfamilynetwork.org/wp-content/uploads/administrative-complaint-fact-sheet-june-2015.pdf>

<http://www.vermontfamilynetwork.org/wp-content/uploads/Due-Process-Complaint-Fact-sheet.pdf>

<http://www.vermontfamilynetwork.org/services/special-education/parents-rights/>

<http://www.vermontfamilynetwork.org/wp-content/uploads/2014/07/Parents-Rights-in-Special-Education-Fact-sheet.pdf>

<http://www.vermontfamilynetwork.org/services/special-education/special-education-evaluations/>

<http://www.vermontfamilynetwork.org/wp-content/uploads/Eligibility-for-Special-Education-Factsheet.pdf>

http://education.vermont.gov/documents/EDU-SPED-504_Manual.pdf

<http://www.vermontfamilynetwork.org/wp-content/uploads/2014/06/Assistive-Technology-Evaluations-Fact-sheet.pdf>

<http://www.vermontfamilynetwork.org/wp-content/uploads/2013/12/Bullying-Harrassment-Final-2013.pdf>

<http://www.vermontfamilynetwork.org/wp-content/uploads/2014/07/continuum-of-behavior-5-2.jpguse.jpg>

<http://www.vermontfamilynetwork.org/services/general-education/multi-tiered-system-of-supports-mtss/>

<http://www.vermontfamilynetwork.org/wp-content/uploads/2010/09/pbsBrochure.pdf>

http://www.vermontfamilynetwork.org/wp-content/uploads/2010/09/RTI_to_print.pdf

<http://www.vermontfamilynetwork.org/wp-content/uploads/VTs-Early-Childhood-Dev-Disorders-Insurance-Fact-Sheet-Nov20151.pdf>

Vermont Judiciary Family Court Division:

(Taxonomy term: Family Law Courts {website provides documents})

<https://www.vermontjudiciary.org/GTC/Family/pamphlets.aspx>

Parental rights and responsibilities-

<https://www.vermontjudiciary.org/GTC/Family/SharedDocuments/Pamphlet%2004.pdf>

Parent child contact (visitation)-

<https://www.vermontjudiciary.org/GTC/Family/SharedDocuments/Pamphlet%2005.pdf>

Human Rights Commission

*(Taxonomy term: Public Awareness/Education*Civil Rights Issues {website provides documents})*

<http://hrc.vermont.gov/sites/hrc/files/Human%20Rights%20Commission%20Guide%20for%20Complainants%20and%20Respondents%20klr%20edits.pdf>

<http://hrc.vermont.gov/legal/jurisdiction>

http://hrc.vermont.gov/sites/hrc/files/laws/mediation_brochure.pdf

<http://hrc.vermont.gov/legal/mediation>

Housing Resources, Rights and Fair Housing Information:

(Taxonomy term: Tenant Rights Information/Counseling)

http://www.vtaffordablehousing.org/documents/resources/799_FH_handbook_for_families_2009.pdf

https://www.cvoeo.org/filelibrary/file_99.pdf

<http://www.vtlawhelp.org/landlord-tenant-renter#>

*(Taxonomy term: Public Awareness/Education*Civil Rights Issues)*

<http://hrc.vermont.gov/resources/additional>

<http://hrc.vermont.gov/how-to-file>

Child Development:

*(Taxonomy term: Parenting Materials*Internet Information Resources)*

http://www.cdc.gov/ncbddd/actearly/pdf/help_pdfs/cdc_helpchild_combined.pdf

http://www.cdc.gov/ncbddd/actearly/pdf/help_pdfs/cdc_talktodoctor.pdf

<http://www.cdc.gov/ncbddd/actearly/concerned-whattosay.html>

Discipline guide from AAP:

<https://docs.google.com/file/d/0B-H10w3hWogiRFgyUGY4dHg5NXM/edit?pli=1>

Additional Resources For Fathers:

<http://www.naeyc.org/files/tyc/file/InvolvingFathers.pdf>

<https://www.fatherhood.gov/for-dads>

Additional Resources for Kinship Caregivers:

“A Child You Care About is in DCF Custody” Info for relatives and friends

<http://dcf.vermont.gov/sites/dcf/files/FSD/pubs/Kin-Brochure.pdf>

<http://dcf.vermont.gov/sites/dcf/files/Adoption/Kinship-Guide.pdf>

Self-care for kinship providers:

<http://www.cssp.org/reform/strengtheningfamilies/2015/Self-Care-for-Kinship-Care-Providers.pdf>

<http://spock.fcs.uga.edu/ext/pubs/chfd/CHFD-E-59-03.pdf>

“Grandparents Raising Grandchildren” tip sheet series:

<http://fyi.uwex.edu/grandparenting/publications/#11>

<http://fyi.uwex.edu/grandparenting/files/2011/03/B3786-31.pdf>

<http://fyi.uwex.edu/grandparenting/files/2011/03/B3786-11.pdf>

<http://fyi.uwex.edu/grandparenting/files/2011/03/B3786-21.pdf>

<http://fyi.uwex.edu/grandparenting/files/2011/03/B3786-41.pdf>

<http://fyi.uwex.edu/grandparenting/files/2011/03/B3786-51.pdf>

<http://fyi.uwex.edu/grandparenting/files/2011/03/B3786-621.pdf>

<http://fyi.uwex.edu/grandparenting/files/2011/03/B3786-71.pdf>

<http://fyi.uwex.edu/grandparenting/files/2011/03/B3786-81.pdf>

<http://fyi.uwex.edu/grandparenting/files/2011/03/B3786-93.pdf>

For Grandparents (Tip Sheet and info):

<http://talkingisteaching.org/assets/public-files/Grandparents-Tipsheet-English.pdf>

<http://www.aarp.org/relationships/friends-family/info-08-2011/grandfamilies-guide-support.html>

<http://www.aarp.org/relationships/friends-family/info-08-2011/grandfamilies-guide-family-challenges.html>

<http://www.helpguide.org/articles/grandparenting/grandparents-as-parents.htm>

<https://voicesatthetable.wordpress.com/>

<http://www.vtadoption.org/voices-at-the-table.html>

Acronym List:

<J:\shared files\4 COOPERATIVE RELATIONSHIPS\Help Me Grow\National info\HMG National Strengthening Families Pilot\acronym list for PF Pilot.docx>

Early Childhood System Acronym list:

504 Plan –For public school students with disabilities (K-12) who do not qualify for an IEP

ACT 264 -Creates an Interagency System of Care for children & adolescents with a severe emotional disturbance

ADD -Attention deficit disorder

ADHD-Attention deficit hyperactivity disorder

ADL -Activities of Daily Living

AHS -Agency of Human Services

AOE –Agency of Education

AS -After School

ASD -Autism Spectrum Disorder

BBF -Building Bright Futures – Regional Early Childhood Councils

BFIS -Bright Futures Information System – Child Development Division
computer data system

CAP -Community Action Program; regional CAP programs:

BROC – Bennington Rutland Opportunity Council

CCA – Capstone Community Action

CVOEO – Champlain Valley Office of Economic Opportunity

NEKCA – North East Kingdom Community Action

SEVCA – Southeastern Vermont Community Action

CAP –Corrective Action Plan (AOE)

CCR&R -Child Care Resource & Referral

CDC -Centers for Disease Control and Prevention

CDCI –Center on Disability and Community Inclusion

CDD -Child Development Division, program of DCF

CSHN -Children with Special Health Needs, program of VDH

CIS -Children’s Integrated Services

CIS-EI -Children’s Integrated Services-Early Intervention (Federal program IDEA Part C)

CMHS -Center for Mental Health Services

CMS -Centers for Medicare and Medicaid Services

CPS -Child Protective Services, program of DCF

CUPS- Children’s Upstream Services, (Children’s Integrated Services, Child Development Division also referred to as Early Childhood and Family Mental Health)

DAIL -Department of Aging and Independent Living

DCF -Department for Children and Families

DMH -Department of Mental Health

DO AHS -District Offices of the Agency Of Human Services; includes Family Services (twelve offices):

ADO - St. Albans District Office

BDO - Burlington District Office

HDO - Hartford District Office

JDO - St. Johnsbury District Office

LDO - Brattleboro District Office

MDO - Barre District Office (Montpelier)

NDO - Newport District Office

RDO - Rutland District Office

SDO - Springfield District Office

TDO - Bennington District Office

YDO - Middlebury District Office

VDO - Morrisville District Office

DOH – Department of Health (AKA VDH-VT Dept. of Health)

DOC –Department of Corrections

EBT -Electronic Benefit Transfer

ECE - Early Compensatory Education (AOE)

ECP -Early Childhood Program

EEE -Essential Early Education (AOE)

EIP –Early Intervention Program (AOE)

ELL –English Language Learners

ESD –Economic Services Department (program of DCF/AHS)

FAPE -A Free and Appropriate Public Education (AOE)

FBA –Functional Behavior Assessment

FERPA -Family Educational Rights and Privacy Act

FF -Families First

FFF -Flexible Family Funding

FPL -Federal Poverty Level

FRL –Free and Reduced Lunch

FSD -Family Services Division

HHA -Home Health Agency

HHH –Home Health and Hospice (known as VNA in some regions)

HHS -Health and Human Services (U.S. Department of)

HIPAA -Health Insurance Portability and Accountability Act

HS/EHS -Head Start/Early Head Start

HUD -United States Department of Housing & Urban Development

IDAP -Intensive Domestic Abuse Program

IDEA -Individuals with Disabilities Education Act

IDEA part B -Individuals with Disabilities Education Act- Part B (ages 3-18) [EEE/CIS fall under this federal mandate]

IDEA part C -Individuals with Disabilities Education Act-Part C (ages birth to 3) [in VT CIS-EI falls under this federal mandate]

IEP -Individualized Education Plan

IFBS -Intensive Family-Based Services

IFS –Integrating Family Services (program of AHS)

IFSP -Individual Family Services Plan

IPC -Individual Plan of Care

ISA -Individual Support Agreement

ISB -Individualized Services Budget

I -Team – Interdisciplinary Team (AOE/within a school)

LCSW -Licensed Clinical Social Worker

LEA –Local Education Agency

LIT -Local Inter- Agency Team

LRE -Least Restrictive Environment (refers to within a school)

MAT -Medication Assisted Treatment (treatment of opiate dependency)

MCH -Maternal & Child Health

MSW -Master of Social Work

MTSS –Multi-Tiered Systems of Support (within a school setting)

NAEYC -National Association for the Education of Young Children; see VAEYC

NAMI -National Alliance for the Mentally Ill

OCS -Office of Child Support Services

OEO -Office of Economic Opportunity

INS -Immigration and Naturalization Service

PCC -Parent Child Center

SAMHSA -Substance Abuse & Mental Health Services Administration

SCCS -Specialized Child Care Services

SIDS -Sudden Infant Death Syndrome

SIU -Special Investigation Unit (law enforcement task force for sexual offenses and severe child abuse and neglect)

SSDI -Social Security Disability Insurance

SSI -Supplemental Security Income

STARS -Step Ahead Recognition System. (Vermont's system for recognizing quality in child care)

TA -Technical Assistance

TANF -Temporary Assistance for Needy Families (federal program), Known as Reach Up in VT, formerly known as ANFC

TBI -Traumatic Brain Injury

VAEYC- Vermont Association for the Education of Young Children

VACCRRRA -Vermont Association of Child Care Resource and Referral Agencies

Membership includes:

BCCCA - Bennington County Child Care Association (TDO)

CCP - Child Care Project (HDO)

CCR - Child Care Resource (BDO)

FCFC - The Family Center of Franklin County (ADO)

LFC - Lamoille Family Center (VDO)

MJCC - Mary Johnson Children's Center (YDO)

NEKCA - North East Kingdom Community Action (NDO)

SAPCC - Springfield Area Parent Child Center (SDO)

FCWC - The Family Center of Washington County (MDO)

UMB - Umbrella (JDO)

VAC - Vermont Achievement Center (RDO)

WCCA - Windham Child Care Association (LDO)

VDH -Vermont Department of Health (AKA DOH-Dept. of Health)

VELS -Vermont Early Learning Standards

VNA -Visiting Nurses Association (known as HHH in some regions)

VPIC -Vermont Parent Information Center

VSEAC –Vermont Special Education Advisory Council

VSHA- Vermont State Housing Authority

WIC -Women, Infants, and Children (Supplemental Nutrition Program through VDH)