

## 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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