

HMG Affiliate Network-wide Call

Best Practices Breakout

Supporting Children and Families

- Some participants noted a decrease in call volume, but notable increases in the number of calls for basic needs, support navigating unemployment, and resources to support household bills.
- Another emerging need is access to affordable internet and telephone services, noting the implications lacking access to such essential services has on a family's ability to identify and access resources, distance learning, remote work, etc.
- Strategies and resources to support home learning. One affiliate noted their community-based partners are currently fundraising to support the development of such strategies and resources and cited the lack of financial resources from philanthropic organizations to support children's developmental and academic trajectories.
- Strategies and resources to discuss screen time with caregivers.

Pivoting Approaches

- Alaska noted a number of resource directories are being made available to communities, but that they are hard for families to digest and leverage. In response, HMG Alaska developed four one-page resource directories that can be used together or independently, leveraging materials developed in response to a recent earthquake as template. They have received positive feedback on these resources.
- Washington shared the scale and spread strategy is pivoting in response to COVID-19, specifically citing how the CAP will be operationalized. Washington also noted they are pivoting current funding streams to respond to COVID-19, such as the Preschool Development Block Grant.
- Indiana began restructuring prior to COVID-19. One focus of the restructure is the meaningful integration of multiple call lines supporting maternal and child health and well-being. Restructuring efforts are supporting their COVID-19 response.

Emerging Best Practices

- Proactively engage families, inquiring how HMG can support them at this time.
- Distribute HMG resources in conjunction with the distribution of basic need items, such as mobile food pantries.
- Virtual family cafes to address emerging trends and needs, such as screen time. Similarly, someone suggested HMG In-Home, in which in-person community and family outreach and engagement strategies to virtual platforms.