

I Can Find Help for My Family

GUIDE FOR PROFESSIONALS

Caregivers whose concrete needs are met have more time and energy to devote to their children’s safety and well-being. When families do not have steady financial resources, lack a stable living situation, or cannot afford food or health care, their ability to support their children’s healthy development may be at risk. Partnering with parents to identify and access resources in the community helps them protect and care for their children.

Caregivers may need more than just a phone number. Consider providing support during initial calls, introducing them directly to a personal contact, or otherwise offering a warm hand-off to a fellow service provider. Be sure to refer families to providers who speak their language, are culturally competent, and are committed to equity.

Key Points to Cover With Families

<p>All families need help sometimes.</p>	<ul style="list-style-type: none"> ▪ Ask: <i>Can you think of a time when you asked for help in the past? (For example, when they connected with your organization.)</i> ▪ Point out how brave they were to accept help and ask what made that experience successful for them.
<p>Unmet basic needs like nutritious food and safe, stable housing can be harmful to children’s development and ability to learn.</p>	<ul style="list-style-type: none"> ▪ Review the basic needs in the first column of the conversation guide. Talk with the family about other needs not mentioned in that list. Add those to the empty row(s) in their own words. ▪ In column 2, ask parents to circle the response that best fits their family for each need.
<p>There are many places to go for help in our community. They include government agencies, as well as nonprofit organizations and faith communities.</p>	<ul style="list-style-type: none"> ▪ In column 3, give caregivers as many options as possible so they can choose what is right for their own families. ▪ Ask: <i>What is one small step you can take this week?</i>

More resources on [concrete supports](#) can be found on the Child Welfare Information Gateway Information Gateway website.

Consider: What resources are available in your area to help caregivers meet their families’ basic needs for food, safe housing, transportation, child care, health care, and employment?

One simple way to learn more about local organizations that support families is by calling 2-1-1. (Visit the [211 website](#) to ensure availability of this service in your area.)

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CONVERSATION GUIDE

Help is available in our community.

These things are important for my family...	This is true for my family...	A place I can go for help if I need it is...
My family has enough to eat.	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> Never	
My family has a safe place to live.	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> Never	
My family can get to work and school on time.	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> Never	
My children have a safe place to go when I can't be with them.	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> Never	
My family has the medical care we need.	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> Never	
I have regular work that pays enough to meet my family's needs.	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> Never	
	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> Never	
	<input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> Never	

Help may be just a phone call away!

[2-1-1](#) is a service that connects people all over the country with helpful services where they live.