

Supporting Child and Family Wellbeing Guide

September 2021 - We all have a collective responsibility to make sure kids are healthy, safe, and thriving. Parents and other caregivers are their children's most important protectors and may need extra support. We encourage you to check in with caregivers and children you interact with to ask how they are doing and what they need. Lending an ear and helping families access available supports within their communities can go a long way toward keeping families well.



NH Department of Health & Human Services
Division for Children, Youth & Families

Thank you for doing your part to support New Hampshire's children and families!

Check in with Families in your Community to see how you can help

It is important to remind caregivers and children that you are there to help, not judge them. If a child raises a concern, consider if you can safely follow-up with their caregiver. Provide support and validate and normalize seeking help by messaging that all parents need assistance and support at times. Many supports are available within the community to help families' meet their needs and goals. See page 2 for a list of resources you can connect families with based on their needs.

Questions you might ask Parents/Caregivers

- Is now a good time to talk? If not, is there a better time?
- How are you? Are you okay and safe? Is there anything you need?
- We all need support at times. Who are the supports in your life? Are you able to connect with them right now?
- Has anything changed for your family recently? Has anything been more of a struggle? Are you facing new worries or needs?
- Is everyone in your family able to get what they need to get by (for example, you can ask the family about food, housing, income/employment, safety, education, health, heat, internet, etc.)?
- Do you need help connecting to _____? (see page 2 for local resource suggestions based on family's needs)

Questions you might ask Children

- How are things going at home for you and your family? Are you feeling okay? Are you worried about anything?
- Ask the child to describe a typical day – what they eat, who makes the food, where do they play, who comes to or leaves the house and when, do they have electricity, etc.? What was the best part of your day? What was the hardest part of your day?
- Who is taking care of you? What are they doing? Who makes sure you have everything you need?
- Whom do you feel safe talking to about needs or worries? Do you have a way to talk to that person right now?
- What are the rules in your house? What happens when someone breaks a rule? (Sibling, pet, mom, dad?)
- How is everyone getting along? Is anyone having a hard time? Are you worried about anyone? Why?
- *To follow up, ask open-ended questions:* Tell me more about that. . . What happened next? What is happening right now?

Return to School Family Support links:

- **Back to School Guidance to Support Wellness** <https://www.education.nh.gov/who-we-are/division-of-learner-support/bureau-of-student-wellness/back-school-guidance-support-wellness>
- **School and Childcare Toolkit** <https://www.dhhs.nh.gov/dphs/cdcs/covid19/documents/school-childcare-toolkit-2021-2022.pdf>

If you have concerns for a child or caregivers safety

- ❖ **If you have any concerns that a child or caregiver is in immediate danger, call 911.**
- ❖ **If you suspect that a child is being abused or neglected, you must call DCYF at 1-800-894-5533.** DCYF Central Intake can determine whether DCYF involvement is warranted, or if other community supports are more appropriate.

Common Resources

<p>General support <i>(When in doubt start here!)</i></p>	<ul style="list-style-type: none"> ❖ 2-1-1: Directs to all information and supports available. Call 2-1-1 or visit www.211nh.org. ❖ Welcome Families NH: Discover the resources families need to thrive in the Granite State. https://welcomefamiliesnh.com/ ❖ Family Resource Centers: FRCs provide many supports directly and help families navigate to whatever they might need. This includes assistance in applying for cash or other state assistance and connections to a variety of supports including health providers, substance use disorder supports, parent education support and classes, or any of the other resources listed below. Find a local FRC: https://www.fsnh.org/community-connections.html ❖ Waypoint Warm Line: Free guidance and support for parents/caregivers. Call: 1-800-640-6486 M-F, 8:30-4:30.
<p>More Family Supports</p>	<ul style="list-style-type: none"> ❖ NH Family Voices: Supports for families with children with special medical needs. https://nhfv.org/ ❖ Healthy Families America: Family support specialists and nurses provide parenting support and referrals to prenatal families in their homes or wherever they are most comfortable until their children are age three. https://www.dhhs.nh.gov/dphs/bchs/mch/home.htm WWW.NHHomevisiting.org ❖ Kinship Navigation Program: Support for relative caregivers https://www.nhchildrenstrust.org/kinship ❖ Incarcerated Parent Children & Families Support Groups: https://waypointnh.org/happenings/children-of-incarcerated-parents
<p>Financial Assistance</p>	<ul style="list-style-type: none"> ❖ Cash and other State Assistance: Visit nheasy.nh.gov or call 1-844-275-3447 to assess eligibility and apply. Family Resource Center staff can also assist families with this process (see above for how to connect to a FRC)
<p>Food & Nutrition</p>	<ul style="list-style-type: none"> ❖ Food Pantries: NH Food Bank's list of local agencies: www.nhfoodbank.org/need-food/agency-list. ❖ NH Food Access Map: Crowd-sourced listing of food resources: bit.ly/nhfoodaccessmap. ❖ WIC: Nutrition support for pregnant women, new mothers, children 0-5. Services remain accessible by telephone. More info: www.dhhs.nh.gov/dphs/nhp/wic/index.htm or 1-800-942-4321. ❖ Food Stamps (SNAP): Visit nheasy.nh.gov or call 1-844-275-3447 to assess eligibility and apply. ❖ Post Pandemic Benefits Changes: Visit https://www.dhhs.nh.gov/dfa/post-covid.htm
<p>Housing</p>	<ul style="list-style-type: none"> ❖ 2-1-1: Directs to most available housing supports, including the NH Emergency Rental Assistance Program (www.capnh.org). ❖ Municipal Welfare Offices: Contact your local municipal welfare office to inquire about available housing and other supports: www.nhmunicipal.org/municipal-directory. Call ahead for current operations. ❖ NH Legal Aid: Offers legal information and referrals for housing and other concerns at www.nhlegalaid.org.
<p>Crisis Support</p>	<ul style="list-style-type: none"> ❖ Domestic Violence Helpline: 24/7 help at 1-866-644-3574 or www.nhcadv.org for free, confidential support. ❖ Crisis Text Line: Text 741741 or visit crisistextline.org for free, 24/7 support from a trained Crisis Counselor. ❖ NAMI: For information on a variety of crisis and mental health supports visit www.naminh.org/resources-2/covid-19 or call (800) 950-6264 M-F, 10am-6pm. For 24/7 crisis support text "NAMI" TO 741741.
<p>Substance Use</p>	<ul style="list-style-type: none"> ❖ The Doorway: Call 2-1-1 for information on substance use disorder treatment, or visit www.thedoorway.nh.gov.
<p>Child Care</p>	<ul style="list-style-type: none"> ❖ Childcare Aware: Visit www.nh-connections.org for information on childcare support and resources.
<p>Health/ COVID-19</p>	<ul style="list-style-type: none"> ❖ NH DHHS: Vaccine: https://www.vaccines.nh.gov/ COVID-19: https://www.covid19.nh.gov/ or call 2-1-1 ❖ Medicaid nheasy.nh.gov