

WHY COMFORT CALLS?

Significant stress & confusion occur for children and youth when they experience a separation from their parent(s).

At the earliest stage of Out-of-home placement, there can be a lack of connection or relationship established between the parent and the resource family.

Comfort calls address these early-stage difficulties for children/youth & their families.

QUALITY PARENTING INITIATIVE (QPI) COMFORT CALLS

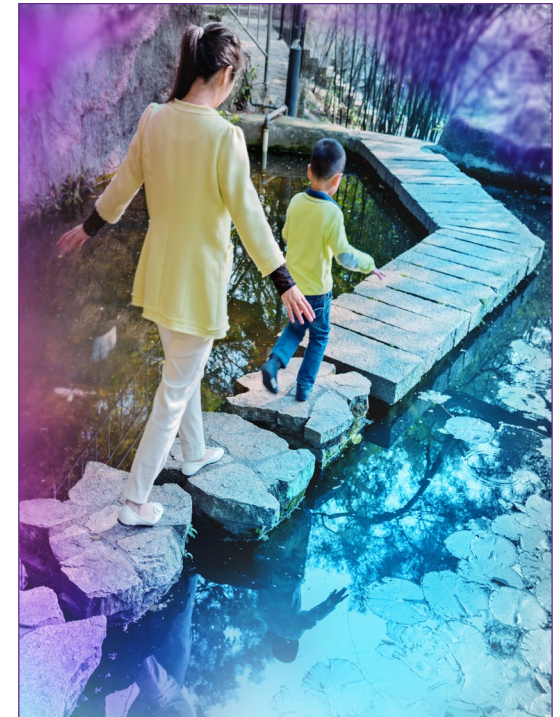
If the parent is not ready to have a conversation, end the call calmly, restating why you called and let them know you hope to speak with them at the upcoming Parent Caregiver Introduction (Parent Caregiver Conversation for Kin Caregivers).



Human Services Department
COUNTY OF SONOMA

FAMILY, YOUTH, & CHILDREN'S SERVICES
(707) 565-4300

SONOMA COUNTY FAMILY, YOUTH & CHILDREN'S COMFORT CALLS



The Comfort Call is based on the Quality Parenting Initiative (QPI) value: birth parents & resource parents connect & create mutually healthy relationships to care for children & youth.



GOAL OF COMFORT CALL

- During the 5-10 minute conversation, the stage is set for partnership and co-parenting between the family and resource family.
- Opens the door for parents & resource parents to ask questions of one another that support the child/youth during the difficult time of initial separation.

SUGGESTIONS/IDEAS

- It is best if the call takes place as soon as possible after separation & placement.
- A social worker & resource parent(s) may call the parent together.
- A social worker may initiate the call then ask the family if they would like to speak with the resource parent.
- The Comfort Call does not have to happen in the presence of the child/youth, but can be.

What is my role in the Comfort Call?

BIRTH PARENT

- Share important information the resource parent needs to know immediately
 - Child(ren)'s allergies
 - Important medical information
 - Baby: how often does s/he eat? How much?

RESOURCE PARENT

- Let birth parent(s) know how the child(ren) are doing since arriving
- Ensure birth parent(s) know your ultimate goal is to safely care for their child(ren)
- Listen openly to the birth parent(s) about the information being shared with you

FYC STAFF (if participating)

- Facilitate Comfort Call & explain purpose (to provide *comfort* to the birth parent & child)
- Keep discussion focused on the child(ren)'s immediate needs
- Ensure birth & resource parent(s) know that a social worker will be in touch to schedule a Parent Caregiver Introduction/Parent Caregiver Conversation within approximately two business days. They will have an opportunity for a longer facilitated conversation at that time

IF YOU CHOOSE TO SET UP A GOOGLE VOICE FOR YOUR PHONE:

- 1) Make sure that you have a Google account.
- 2) In App Store, download the Google Voice application.
- 3) Open Google Voice app & sign in with your Google account information.
- 4) Select the Sign In button on bottom of screen, & sign in using your Google account.
- 5) Select your area code or city for your phone number, & then select your phone number. Remember Google Voice will not let you make a 1-800 number.
- 6) Once you select a number, finish the Google Voice confirmation process. You need to connect Google Voice number to your actual phone so Google knows where to route your incoming calls. Finish process & you are ready to start dialing.

