



March 2011

## Greetings, everyone!

The National Parent Helpline®, operated by Parents Anonymous® Inc. and opened on February 1, 2011, cordially invites you to partner with us on our landmark National Parent Helpline®. Check out [what's new](#) on the web site.

## Partnership is Easy



## We Want You to Partner with Us!

Here's how:

- Refer parents and caregivers who are looking for emotional support, referrals and other connections
- Post this banner on your website and we will post a link to your organization on our website
- Share your resources with us so we can include them on the National Parent Helpline® website

National Parent Helpline® - This toll-free service (1-855-4A PARENT/ 1-855-427-2736) and website

## IN THIS ISSUE

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[Our Call Center](#)

## PARTNER NEWS

The National Parent Helpline® is honored to be included in a number of helpful resources for families and those who work with them.

Turn to us at the [Child Welfare Information Gateway](#) as a parenting resource. Use the search box to find us!

Learn about our new partnership with [Strengthening Families](#), a national initiative of the [Center for the Study of Social Policy](#).

Read about us in the April 2011 issue of the [Children's Bureau Express](#)!

Read about us in The [FRIENDS National Resource Center](#) newsletter.

## [DONATE NOW](#)

([www.nationalparenthelpline.org](http://www.nationalparenthelpline.org)) seeks to strengthen families by helping parents and building protective factors. Helpline Advocates are available Monday-Friday from 10 AM -7 PM Pacific Standard Time, providing emotional support and referrals in English and Spanish to parents, caregivers and organizations. Visit us on the web at [www.nationalparenthelpline.org](http://www.nationalparenthelpline.org) for online parenting resources and a bulletin board to share parenting experiences, create caring communities and help others. You can also find us on Facebook- <http://www.facebook.com/NationalParentHelpline>; Twitter- <http://twitter.com/parenthelpline>, & YouTube- <http://www.youtube.com/parenthelpline>.



Please help us spread the word! Contact: Jodi Doane, [jdoane@parentsanonymous.org](mailto:jdoane@parentsanonymous.org) for more information.

## Our Web Site

We are thrilled to introduce our amazing new website, in addition to our phone line! We're really excited about it and hope you will be too. Now, not only are we available to help by phone at 1.855.4A PARENT (1.855.427.2736) from 10am PST - 7pm PST in Spanish and English, but we're also available at [www.nationalparenthelpline.org](http://www.nationalparenthelpline.org) to help any time, day or night. The National Parent Helpline® launch events throughout February in Washington, DC; California; and South Carolina introduced the phone line and website to almost one thousand parents and agency partners. We invite you to visit our website and leave us your thoughts in the "[feedback](#)" or "[share your thoughts](#)" areas.

## Our Call Center

Every call to the National Parent Helpline® is answered by a trained Helpline Advocate who provides various supports and assistance to parents and caregivers:

- Emotional support through a non-judgmental approach and active listening to achieve parent empowerment.
- Parenting information to assist in finding practical solutions to parenting concerns:
  - Online resource library for appropriate referrals
  - Transfer for emergency or crisis response

- Linkages to Parents Anonymous® Inc. network of accredited organizations operating weekly Adult support groups and Children and Youth Programs and other services where appropriate
- Access to nationally recognized parenting publications
- Social support by connecting callers to an online network of parents and caregivers committed to taking a proactive approach to their health, their children's well-being, and the holistic development of their family.

### **We've got a lot going on ...**

Already, we've gotten calls from Alaska, California, Florida, Hawaii, Kentucky, Michigan, Montana, Oregon and Pennsylvania! Parents are calling with question about raising teenagers, getting connected to domestic violence services, and locating adoption support groups. Others wanted to learn more about this great new resource so they could share it with their friends, family and neighbors. CBS radio in San Francisco interviewed our President & CEO, Lisa Pion-Berlin, for a broadcast earlier this month.

[Click here to listen!](#)

Stay tuned to this newsletter for more exciting updates!

#### **[Forward email](#)**



This email was sent to [haijinli@parentsanonymous.org](mailto:haijinli@parentsanonymous.org) by [lpion-berlin@parentsanonymous.org](mailto:lpion-berlin@parentsanonymous.org) | [Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).

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[Print this page](#) 

## Spotlight on National Child Abuse Prevention Month

### Introducing the National Parent Helpline<sup>®</sup>

*(Submitted by Parents Anonymous<sup>®</sup> Inc.)*

Where can parents turn to get emotional support and assistance to develop solutions to raising their children? Parents Anonymous<sup>®</sup> Inc. is excited to introduce the new National Parent Helpline<sup>®</sup>. This toll-free service at 1.855.4A PARENT (1.855.427.2736) and [website](#) are designed to build on the strengths of families in order to ensure all five protective factors. Helpline Advocates are available Monday through Friday, from 10 a.m. to 7 p.m. (PST), to provide emotional support and referrals (in English and Spanish), resulting in the empowerment of parents and caregivers nationwide. The website has comprehensive parenting resources and a bulletin board for parents and caregivers to share their leadership experiences to create caring communities and help others. There are also links to Facebook, Twitter, and YouTube.



We hope you will partner with us to promote and enhance the National Parent Helpline by:

- Posting the National Parent Helpline logo on your website (and we'll post yours)
- Referring parents and caregivers who are looking for emotional support, referrals, and other connections
- Sharing your resources so we can include them on the National Parent Helpline website

Tanya Long, a national Parents Anonymous Parent Leader and member of the Parents Anonymous Inc. Board of Directors, says, "We are very proud to make this vital National Parent Helpline available to parents and caregivers to create lasting benefits to families and communities. In Parents Anonymous, Asking for Help is a Sign of Strength<sup>®</sup>, and this is the message that we are promoting to the 149 million parents nationwide. We hope everyone will help us spread the word about this invaluable resource."

Bryan Samuels, Commissioner, Administration on Children, Youth and Families, U.S. Department of Health and Human Services, was a featured speaker at the Washington, DC, launch of the landmark National Parent Helpline. Commissioner Samuels applauded the National Parent Helpline, stating, "Now parents can call the National Parent Helpline to get the support they need, so they can continue to do the very important work they do in raising healthy, happy families."

Since 1969, Parents Anonymous Inc. has implemented effective, strength-based services for millions of families worldwide through shared leadership. Please let us know if you plan to post the National Parent Helpline on your website or need more information. Contact Jodi Doane at 909.621.6184, ext. 210, or via email at [jdoane@parentsanonymous.org](mailto:jdoane@parentsanonymous.org).

Visit the National Parent Helpline:

[www.nationalparenthelpline.org](http://www.nationalparenthelpline.org)

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Child Welfare Information Gateway

[www.childwelfare.gov](http://www.childwelfare.gov)

800.394.3366

Children's Bureau, 1250 Maryland Avenue, SW, Eighth Floor  
Washington, DC 20024

EMAIL: [cb\\_express@childwelfare.gov](mailto:cb_express@childwelfare.gov)

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# Parents & Practitioners

Parents & Practitioners

Volume 1, Issue 6

Winter 2011

## FRIENDS National Advisory Network

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### FRIENDS Partners:

- \* Chapel Hill Training Outreach Project, Lead Agency
- \* Child Welfare League of America.  
[www.CWLA.org](http://www.CWLA.org)
- \* Circle Of Parents  
[www.circleofparents.org](http://www.circleofparents.org)
- \* Human Systems Dynamics  
[www.hsdinstitute.org](http://www.hsdinstitute.org)
- \* Independent Living Resources Inc  
[www.independentlivingresources.com](http://www.independentlivingresources.com)
- \* National Implementation Research Network  
[www.fpg.unc.edu/~nirn](http://www.fpg.unc.edu/~nirn)

The FRIENDS National Resource Center for Community-Based Child Abuse Prevention is fortunate to have a National Advisory Network (NAN) to provide information and insights into systemic factors that affect the future of prevention of child abuse and neglect and the promotion of well-being. The 30 members of the Advisory Network bring much expertise from a wide range of different areas such as parent leadership, child maltreatment prevention, family support, mental health, maternal and child health, substance abuse, child welfare research and evaluation, early childhood, and communications and marketing and include 3 CBCAP State Lead Agencies and 4 parent leaders. Glenda Eoyang, FRIENDS partner from the Human Systems Dynamics Inc., is facilitating the work of the NAN.

The members are engaged in a series of on-line surveys followed by webinar conversations that consider and integrate the findings of the surveys. The questions for each cycle of surveys emerge from the previous one but focus on different aspects of the future of child abuse and neglect prevention. The three driving questions include:

- What trends will affect the risks of abuse and ne-

glect for children over the next ten years?

- What is the relative significance and long-term implications of each of the trends identified?

- Focusing on the priority trends from the previous conversation, what innovative and effective practices are emerging to counteract these trends and promote healthy families and prevent child abuse and neglect?

The major trends identified in the first survey included the economic environment, demographics, technology, younger parents, Federal Affordable Care Act, coordination and collaboration, attitudes and perceptions, isolation, and infrastructure. In the second survey members named several strategies to respond to these trends, and all of the strategies related to more than one of the identified trends. The strategies include:

- ~Articulate a shared vision, reframe the prevention focus, and communicate the evidence of wide and costly effects of child maltreatment
- ~Develop and implement technology to support prevention and promotion efforts
- ~Enhance and prepare the human services workforce, including volunteers from elder and immigrant communities
- ~Implement and evaluate existing programs
- ~Influence public policy related to prevention of mal-

treatment and promotion of healthy families

- ~Research and evaluate theory and practice of prevention and promotion
- ~Restructure funding and service delivery infrastructure to focus on prevention
- ~Strengthen interdependencies and build partnerships

The third survey is currently underway and asks members to articulate the skills, knowledge, tools, and support that are needed to support these strategies at the state-wide level.

Nancy Connolly, Parent Leader on the FRIENDS National Advisory Network, says, "the assumption that we have to leverage the funding we have now and distribute it to reach more people is a theme throughout our discussions. Community strengthening, and finding out what is needed where, has surfaced as concerns for CBCAP lead agencies. Including parents in the process of answering these questions has become a logical conclusion to leveraging funding to where it is needed the most."

The information and insights gained from the National Advisory Network will be used to inform the future work of FRIENDS.

*Submitted by Linda Baker, Director, FRIENDS NRC*

## New FRIENDS PAC Members

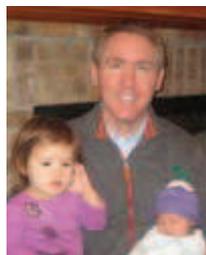
**The Parent Advisory Council (PAC) of the FRIENDS National Resource Center for CBCAP is pleased to welcome 4 new parent leaders! Following a successful recruitment drive, PAC received ten nominations of parent leaders from across the country as potential candidates to fill the council's available openings. After screening the applications, a few candidates were selected for participation in telephone interviews with the PAC. The four parents chosen in the final round include:**

**Melony Storm:** Melony has achieved recovery for almost 5 years, was reunited successfully with her children a few years ago and received a degree in nursing. In addition to be a leader and role model for her 10 year old daughter and a son who is entering college, Melony works as a Parent Partner Coordinator serving 4 counties in Iowa. She has served on local boards, including the Sioux Cluster Decategorization and Empowerment Board and the Iowa State Parent Partner Steering Committee. She has training and public speaking experience and is a certified instructor for the Parent Nurturing Program and master trainer for Building a Better Future. One of her most successful accomplishments was assistance with the development family treatment courts in 2 counties.

**Stephanie Eckhart:** Stephanie is an adoptive parent of two children in their early 20's. They both have special needs. She established a business that focuses on helping families with MH/DD family

members. She helped create the Family-Provider Partnership at a CBCAP funded agency in Maryland and is a member of the organization's Quality Council. She has experience conducting workshops, training staff and mentoring and has worked with the county board to define service and funding priorities. Stephanie designed and facilitated a Family Leadership Institute and 12-week series of parent education workshops. She has also served as a board member for the Federation of Families for Children's Mental Health.

**Charles Bryan:** Charlie is a father of a toddler and infant from Kansas. Since becoming involved in a dads group and subsequently an advisory group for Douglas County, he started employment as a planner for the city-county health department. He also coordinates a large number of volunteers that assist with emergency preparedness demonstrations and other community activities. Charlie is a trained and active facilitator for Circle of Parents support groups for fathers, has experience with Parents as Teachers and created a Google group for dads. A noted team player, Charlie has participated in leadership training and has experience with public speaking, community coalition building and grant reviewing.



**Jill Gentry:** Jill is a parent from Oregon who credits her years of experience in Parents Anonymous support groups

with developing her leadership skills and becoming a better role model for her children. Jill is a former member and co-chair of the Parents Anonymous National Parent Leadership Team® and has served on Oregon's CBCAP Advisory Committee since 1999. She has held many more leadership positions as well. Jill brings to the PAC extensive experience with training, the media, advocacy and participation on various committees on the local, state and national levels and promoting parent leadership in Head Start. She recently participated as a co-facilitator for parent leadership training in both Oregon and Texas. In addition to balancing many hats, Jill is currently a full-time student.

**The new members of the PAC will become better acquainted with current members at their monthly teleconference meetings. In addition, the new members will join other parent leaders, CBCAP state lead staff, FRIENDS staff and partners, Federal staff and numerous other organizations as we collectively seek to enhance our efforts to promote the well-being of children and families during the June 2011 CBCAP Grantees and Network for Action meetings.**

*Submitted by: Cynthia Savage, CEO, Circle of Parents, A FRIENDS National Resource Partner*

## News From the MI CBCAP Lead Agency

In addition to ongoing statewide Circle of Parents' facilitator and parent leadership training, the Michigan Children's Trust Fund (CTF) has a statewide Interagency Agreement Initiative to provide parent leadership "Parents Partnering for Change" training for Michigan parents who want to help impact local, state and federal program planning and policy development. During the two day long training, each parent develops an individual action plan to put his or

her new leadership skills to use. Parents who attend have a "professional partner" from their respective programs to help facilitate the process and to share their ideas. To help the parents implement the action plans, members of the statewide Interagency Agreement Initiative help to seek out positions for them on advisory boards, committees and projects.

Fourteen parents from CTF-affiliated programs recently attended the training and the evaluations were great! There were also follow-up calls with program

staff who were involved in this process. CTF provided honoraria to parents participating in the training, as well as other CTF approved parent leadership activities, for their time, mileage, meals, hotel stay, and childcare.

**For more information contact: Sylvia Brown-Jones at [brownjones@michigan.gov](mailto:brownjones@michigan.gov).**

## Parents Anonymous® Launches National Parent Hotline

In celebration of National Parent Leadership Month, Parents Anonymous® Inc. is pleased to announce the launch of the landmark National Parent Helpline on February 1, 2011. National Parent Leadership Month has provided us with the opportunity to recognize the outstanding contributions of exemplary Parent Leaders who worked tirelessly in shared leadership® with us over this past year to develop and implement the National Parent Helpline®.

The National Parent Helpline® is just one of many examples of how National Parent Leadership Month has helped us to build successful partnerships with Parent Leaders and other key stakeholders to create positive changes for families. Parents were involved in key leadership roles in both the design and implementation of this vital resource. The National Parent Helpline® is a toll free telephone service and website

([www.nationalparenthelpline.org](http://www.nationalparenthelpline.org)) designed to build on the strengths of families in order to ensure all five protective factors. There are links to Facebook, Twitter and YouTube including comprehensive parenting resources and a bulletin board for parents and caregivers to share their leadership experiences to create caring communities and help others.

Helpline Advocates are available at 1-855-4A PARENT (1-855-427-2736) Monday-Friday, 10 am – 7 pm Pacific Standard Time to provide emotional support and provide referrals (in both English and Spanish) resulting in the empowerment of parents and caregivers nationwide. We welcome the opportunity for you to partner with us by referring families, placing our logo on your website and sending resources to us to include on the National Parent Helpline® website by e-mailing Jodi Doane at [jdoane@parentsanonymous.org](mailto:jdoane@parentsanonymous.org).



Parents Anonymous® Inc. established February as National Parent Leadership Month in 2003 to foster year round efforts to celebrate parents and create meaningful partnerships in communities across systems. This exciting initiative caught on very quickly and today lots of organizations all across the country celebrate National Parent Leader-

ship Month all throughout the year to honor parents for their exemplary leadership roles in strengthening families nationwide. The ongoing goals and benefits of National Parent Leadership Month include:

Raising public awareness about important roles of parents

Expanding opportunities for Parent Leaders to engage in shared leadership® efforts

Recognizing individual Parent Leaders whose contributions created positive change in families, communities or on a societal level

Building successful partnerships between Parent Leaders and staff or policymakers to create change that better meets the needs of families

Parents Anonymous® Inc. designed a comprehensive Tool Kit with valuable resources to assist organizations in working closely with Parent Leaders to organize activities and outreach opportunities such as planning events, using public service announcements, conducting media interviews, creating press releases, pitch letters and writing Letters to the Editor. You can download the Tool Kit at

[www.parentsanonymous.org](http://www.parentsanonymous.org).

*Submitted by Meryl Levine, Parents Anonymous® Inc, Vice President of Special Initiatives*

## Get Involved with Child Abuse Prevention Month All Year Long

Learn how you can raise awareness about child abuse and neglect and create strong communities to support children and families to help prevent child abuse during Prevention Month in April and throughout the year. Visit the 2011 National Child Abuse Prevention Month website for resources and strategies on engaging communities and supporting families. The site features:

- *Strengthening Families and Communities: 2011 Resource Guide*, a

guide to help service providers strengthen families by promoting key protective factors that prevent abuse.

- Tip sheets to distribute to parents and caregivers to address a particular parenting concern or question. Each tip sheet is available in English and Spanish.
- An activities calendar using the Five Protective Factors. The calendar provides child welfare professionals with activities they can do with families throughout the month

that support children and families.

- Prevention Month widgets to post on your website.
- A video explaining how Child Welfare Information Gateway helps connect professionals with information and resources on preventing child abuse and neglect.

[www.childwelfare.gov/preventing/preventionmonth](http://www.childwelfare.gov/preventing/preventionmonth)

## Parents & Practitioners

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Family Resource Information, Education, and Network Development Service (FRIENDS)  
National Resource for Community-Based Child Abuse Prevention

FRIENDS National Resource Center for Community-Based Child Abuse Prevention (CBCAP) is a service of the United States Department of Health and Human Services, Administration for Children and Families, Children's Bureau. We are a federally mandated Training and Technical Assistance Provider for CBCAP lead agencies. The Parent Advisory Council is a way that this agency leads by example; creating avenues for Parent Engagement and Involvement is one way we do so. This Newsletter is a result of parents being supported in their efforts to bridge the way between parents and practitioners working together in effective partnerships.

We'd love to share your stories! Next Issue:

Share some of your Child Abuse Prevention Month Activities?

We're on the web

[www.friendsnrc.org](http://www.friendsnrc.org)

## 20 Ways to Enhance Communication With Your Child

Communication is the way we express our thoughts feelings and ideas and the way we connect to one another. We communicate when we talk laugh, sing, smile, and when we yell. We also communicate when we listen, show concern and reach out to others. Communicating positively with children helps them develop confidence, good behavior, and a positive view of the world and of themselves. Good communication between parents and children is important and must start at an early age and doesn't stop even when our teens may have stopped talking to us! Here are 20 suggestions to help enhance communication with your child.

~Make sure to smile, touch and make eye contact with your child everyday in a positive and loving way.

~Set aside one night per week for family dinner. Encourage everyone to talk about their day.

~Start when your child is young letting them know that you are willing to listen

to whatever they have to say, even if you don't always agree.

~Write encouraging notes to your child and put them in surprising places like backpacks, pillow cases and coat pockets.

~Don't yell. If you are angry all the time it is your problem to solve, don't take it out on your child.

~Teach your child early to identify their feelings so that they can tell you and other adults what they feel inside

~Turn off the radio in the care and talk about whatever your child is interested in.

~Ask questions that must be answered with more than a yes or no.

~Listen, Listen, Listen—Ask permission to give advice. Sometimes our children only want to vent, they don't want us to solve the problem.

~Read to your child or have your child read to you, no matter how old they are, then talk about the story, both the positive and the negative parts.

~Learn how to speak your child's language even if that means learning how to email, send texts or use Facebook.

~Be respectful to your child in front of his or her friends.

~Be a safe place to come and talk

~Include your child in family discussions about everyday things like paying bills, doing chores and planning events.

~Talk with your child's friends when they are around.

~Use a dry erase marker on the bathroom mirror to leave fun notes and reminders for appointments and chores.

~Create traditions that keep you in contact with your children.

~Play games together.

~Attend your child's activities.

~Tell your child that you love them and give them a hug each and everyday!

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code/documents/Sept20WaysList.pdf](http://www.preventchildabuseillinois.org/code/documents/Sept20WaysList.pdf)