

FAMILY WELL-BEING GUIDE

Supporting Child and Family Well-Being During the COVID-19 Emergency



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We all have a collective responsibility to make sure kids are healthy, safe, and thriving – especially during challenging times. Parents and other caregivers are their children's most important protectors and may need extra support during the COVID-19 pandemic.

We encourage you to check in with caregivers and children you interact with to ask how they're doing and what they need. Lending an ear and helping families access available support can go a long way to keeping families well.

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



See page 3 for a list of resources you can connect families with based on their needs.



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.

Validate that this is a difficult time, everyone is struggling, and that support is still available.

Look out for children's and families' 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, call MDHHS Centralized Intake at **855-444-3911**, who can determine whether MDHHS involvement is warranted or if other community supports are more appropriate.



Questions you might ask parents/caregivers

- Is now a good time to talk? If not, is there a better time?
- Now is a difficult, stressful time for everyone. How are you? Who would you contact if you feel unsafe?*
- We all need support right now. Who are the supports in your life? How are you connecting with them currently?
- Since the COVID-19 emergency started, what's changed for your family? Has anything been more of a struggle? What worries or needs are you facing?
- How is everyone in your family able to get what they need to get by (you can ask the family about food, housing, income/employment, safety, education, health, heat, internet, etc.)?
- Do you need help connecting to _____?*



See page 3 for crisis and safety support resources and local resource suggestions based on family's needs.

Questions you might ask children

- How is virtual learning working for you? How is it affecting you? Your family? Do you need help?
- How are things going at home for you and your family? Are you feeling okay? Are you worried about anything?
- What do you like most about staying at home? What do you like least? Why?
- 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?
- Who do you feel safe talking to about needs or worries? Do you have a way to talk to that person right now?
- If you were stranded on a desert island, what would you need? Are those things in your house right now?
- What did you have to eat for breakfast today? Yesterday?
- 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?
- 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.?
- Ask open-ended questions: Tell me more about that. What happened next? What is happening right now?

General Support & COVID-19

2-1-1: Directs to all information and supports available during COVID-19. Call 2-1-1 or visit www.mi211.org.

MDHHS: Michigan.gov/MDHHS provides information on available resources during COVID-19 and beyond. Visit Michigan.gov/Coronavirus for COVID-19 information.

MI Bridges: Information on state assistance and other resources is located on MI Bridges.

Financial & Other Assistance

Unemployment insurance benefits have been expanded during COVID-19: Call the Department of Labor and Economic Opportunity at 866-500-0017 or visit Michigan.gov/UIA to assess eligibility and get further instructions.

Cash and other assistance: Visit MI Bridges or call a county MDHHS office for paper applications.

Food & Nutrition

Meet Up and Eat Up: Find a local school meal pick up program.

WIC: Nutrition support for pregnant women, new mothers, children 0-5. Download the WIC Connect app, visit the WIC Client Connect Portal, or visit the Michigan WIC Directory.

Food Stamps: Visit MI Bridges or call a county MDHHS office for paper applications.

Housing

Evictions: Executive Order 2020-54 has temporarily froze most evictions and foreclosures during the current MI State of Emergency.

Housing Assistance: If you are experiencing a housing crisis, call 2-1-1 or MSHDA by visiting Michigan.gov/MSHDA or use the Affordable Rental Housing Directory.

Homeless Assistance and Resource Agency (HARA) Contact Line: Click on the "Homeless" tab at Michigan.gov/MSHDA.

Child Care

Child Care: Executive Order 2020-51 expanded childcare support for essential workers and others.

Child Development and Care Center: Call 866-990-3227 or visit the Child Development and Care website.

Learn more about how to talk to children about COVID-19:

MDHHS: Communicating with Children During COVID-19

SAMHSA: Talking with Children: Tips for Parents, Caregivers and Teachers During Infectious Disease Outbreaks



Crisis & Safety Support

Domestic Violence Helpline: Call the National Domestic Violence Hotline at 800-799-7233 or visit the MDHHS Domestic Violence website for information on resources available in your area.

Michigan COVID Crisis Text Line: Text RESTORE to 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, call 800-950-6264 M-F, 10 a.m. – 6 p.m. For 24/7 crisis support text "NAMI" TO 741741.

Michigan Suicide Hotline: 800-273-8255 – 24/7

National Disaster Distress Hotline: 800-985-5990 – 24/7

Certified Peer Specialist Warm Line (Supporting individuals with known serious and persistent mental illness): 888-733-7753, 10 a.m. – 2 a.m., 7 days a week

Substance Use

Substance Use: Call 800-662-4357 or text TalkWithUs to 66746 for information on substance use disorder treatment or visit the MDHHS Recovery and Substance Use website to find resources available in your area.

SAMHSA: Visit the Substance Abuse and Mental Health Services Administration webpage for resources for those affected by substance use disorders and/or mental health issues.

Groups that Occur by Phone: AA Meetings and NA Meetings are available by phone.

Virtual Groups: AA Meetings, In The Rooms holds virtual meetings for those recovering from addiction and related issues. My Recovery holds online meetings and forums for those in recovery.