Community/Public Service Worksheet

Service Category: Quality of Life/Enrichment Programs
Title: Parenting Assistance Line

Primary UA Contact(s):
Sally Edwards (name)
Child Development Resource Cen (Office)
(name)
(Office)

Community Partner(s) (If any):
ADCANP (name) (Organization)
Alabama DHR (name) (Organization)

Program Description: PAL, Alabama's Parenting Assistance Line, is a statewide parenting assistance phone line designed to provide information, support, and tools to parents throughout Alabama to make parenting more manageable. PAL is confidential, free, and anonymous and is available Monday-Friday. Parent Resource Specialists listen, then assist parents by providing developmental information or by providing appropriate parenting strategies. They help parents "talk it out" rather than taking out their stress on children.

Objectives/Outcomes: The primary goal of PAL is to provide families the support, information, tools and resources to enable them to become more confident in maneuvering the daily challenges that come with parenting, thereby reducing the risk factors associated with child abuse and neglect.

Assessment Measures: Each parent/caregiver that calls PAL is surveyed at the end of the call regarding the helpfulness of the Parent Resource Specialist and the information/resources shared.

Results: Parents and caregivers indicate that they feel very supported and assisted with their parenting concerns. They also indicate high value in speaking directly with a trained professional who can listen and work with them towards a better understanding of their child's development and the daily issues associated with parenting.

Conclusions: Anecdotal and survey responses have indicated that call "hotlines" such as PAL are clearly needed by the parent/caregiver population and are highly effective in reducing stress and increasing support parents need to feel more confident in their role.

Improvement Actions: PAL is an ongoing service and as such is continually being evaluated. Perhaps the greatest potential improvement lies in our ability to get funding to more effectively advertise PAL statewide.