



Parent Trust for Washington Children

1601 Second Ave., Suite 410

Seattle, WA

206-233-0156

Fax: 206-233-0604/Email: info@parenttrust.org

Family Help Line

1-800-932-HOPE (4673)

www.parenttrust.org

Family Help Line – Live Coaching Line - Days/Hours:

Monday – Friday 9am – 10pm

Saturday & Sunday 10am – 6pm

Who We Are

The Family Help Line is a statewide, toll-free “warm” telephone line, and is a program of Parent Trust for Washington Children. Parent Trust for Washington Children offers a variety of educational and support services for families in Washington State. For more information on Parent Trust for Washington Children, please call us at 206-233-0156 or visit our website at www.parenttrust.org.

Services

Live Coaching Line:

“Warm line” - parents/caregivers/professionals/family & friends can contact Family Help Line coaches for individualized support, information and referral; parenting education and techniques; and assistance with stress reduction and advocacy.

Follow-up:

Family Help Line coaches will gladly follow-up calls with additional information should the caller request it. In addition, all callers are invited to call the Family Help Line whenever they feel the need for supportive listening or assistance. Calls left on our voicemail are returned as soon as a parenting coach is available.

Spanish Speaking Line:

Spanish speaking callers can choose this option to receive assistance from a Spanish speaking coach. The Family Help Line Spanish speaking coach is available to receive calls and respond to messages on Tuesday through Thursday evening from 6 to 10pm and weekends from 10am to 6pm.

Parent Information Line (24 hours):

This is a menu of recorded messages about helpful resources and phone numbers in all 39 counties of Washington State.

Stress Reduction Line (24 hours):

This is a menu of recorded stress reduction and parenting tips, and is available 24 hours a day. The Stress Reduction Line can assist callers who are feeling frustration or stress when the Live Support Line is not available.

Searchable Database (24 hours):

Online database of classes; support groups; events; and resources organized by city.

Website (24 hours):

Downloadable selection of parenting/caregiving tips and ideas. Also links to helpful sites and information.



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Publications:

In addition to publications that are available on our website, the Family Help Line mails parenting/caregiving information to callers who make requests. We have a list of publications available for mailing, in addition to brochures, posters, and Family Help Line cards. Below is a list of a few of the publications we offer Family Help Line callers. Many of these publications are available in Spanish and English.

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| <ul style="list-style-type: none">✓ <i>"There is No Perfect Parent"</i>✓ <i>"10 Steps Toward Better Fathering"</i>✓ <i>"Have a Plan: Never Shake a Baby"</i>✓ <i>"Loving Your Fussy Baby"</i>✓ <i>"Tips for New Parents"</i>✓ <i>"Calm A Crying Baby"</i>✓ <i>"A Guide for Expectant Fathers"</i>✓ <i>"Take Ten! Stress Management Tips for Parents"</i>✓ <i>"Reasonable Expectations for Teens"</i>✓ <i>"Five Secrets for Success With Teens"</i>✓ <i>"Positive Childhood Experiences"</i>
✓ <i>"Cool Responses to Hot Buttons" series:</i> | <ul style="list-style-type: none">• <i>"At the Store"; "On Time"; "In the Car"; "It's Not Fair!"; "The Cool Parent; and more.</i>✓ <i>"Where to Turn: Teenlink Pocket Guide"</i>✓ <i>"Empathy"</i>✓ <i>"Make Believe Play"</i>✓ <i>"One Problem At a Time"</i> |
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Contacting the Family Help Line:

- Call our toll-free number – 1-800-932-HOPE (4673)
- You will hear a brief message in Spanish and then options in English.
- Press 1 if you would like to access the Stress Reduction Line
- Press 2 if you would like to speak with or leave a message for one of our Family Help Line Parenting Coaches.
- Press 3 if you would like to speak with a Spanish speaking Parenting Coach.
- Press 4 if you would like to access the Parent Information Line