



**211 Roll Out Resource**

Family Support Hotline (312) 229-1690

- Hotline tracks the volume and type of calls that come in, shares common questions and information on CEL website
- Verification documents listed in presentation
  - Sylvia Puente mentioned several documentation types not listed, Candace Moore will follow up and update offline
- Cerathel Burgess-Burnett dispelled common myths about CEL application and placement process
  - Listed in presentation
- Updates to the website including information reorganization have improved user experience
- Have elevated visibility of Early/Head Start and created new page dedicated to CBO's thanks for stakeholder feedback
- Email marketing sent over 550k emails, 360k of which have been opened
- Have increased social media presence and awareness
- Social media ads and promotions are resulting in high engagement
  - Parents are beginning to share correct information between each other in comment sections
- Questions about materials provided in Spanish
  - Calendar not provided in Spanish, is a resource for administrators
  - Ambassador application will be developed in Spanish
  
- Presented by Richard LaPratt
- 24/7/365 health and human service hotline, available in Chicago and suburban Cook County
- Is a social safety net
- The first 2-1-1 center was opened in Atlanta in 1997, Chicago is the last major city to develop this hotline
- Helpline connects to food, housing, utility payment assistance, health care, transportation, child care,

**Partner Updates  
Birth to Five**

**CDPH**

employment, mental health, disaster, information and assistance resources

- Is not a replacement for emergency mental health hotline (9-8-8) or emergency medical assistance hotline (9-1-1)
- There are online platforms, text and chat, and live phone line access in English and Spanish
  - Website available in 130 languages
- If you want your program/resource added to their registry email [resources@211metrochicago.org](mailto:resources@211metrochicago.org)
  
- Presented by Edna Navarra-Vidaurre
- Third quarter updates include expanding stakeholders engaged in CEL system
- Sharing recommendations presented by families and other community partners/leaders
  - Have led 20+ focus groups to provide qualitative data for Regional Needs Assessment
  - All 39 regions are completing this assessment to understand landscape
- Can reach out to Edna to present finalized report to present at summer stakeholder meetings, closer to the end of June
- Grand opening of physical office space 5/2 and 5/3
  - Intentionally co-located in a WIC grocery store
  - To foster information sharing and connections between families
- Collecting stories of families' transition stories about Early Intervention to Special Education
- Will be inviting interest forms for Action and Family Council membership end of June/beginning of July
- New early childhood community collaborations are represented on their website
  - Ability to partner with other organizations
  
- Presented by Madeline Shea on behalf of Jen Vidis

**CECIDS**

**Chicago Early Learning  
Workforce Scholarship  
(CELWS)**

**ECRC Updates**

- To advance community engagement for Family Connect Chicago, 6 regional community alignment bodies are forming
  - Purpose to provide transparency and accountability, improve family connections, provide community-led expertise, and identify and activate resources to fill community needs
- Have started offering services at Swedish hospital in addition to 4 pilot locations
  - Hope to bring services to families giving birth at Stroger, Roseland, 3 Ascension hospitals, and UI Health this summer
  - 4 more hospitals by the end of 2023
- Presented by Christina Krasov
- Has begun to release publicly available data on website homepage
- Resources on website that detail how data is collected and how governance structure was designed
- Getting ready for updated data release in June 2023
- Service tab allows you to look at data by age-group and type of program
  - Can download information in many different platforms
- Population and Provider tab will be added for June re-release
  - Will contain disaggregated data by community and provider information, respectively
- Presented by Sandy de Leon
- For Fall '22 term, 531 scholars were engaged and 83 degrees/academic pathways completed
  - 95% of students identified as non-white
  - Average age is 40
  - 96% identify as female
  - 62% are CEL staff

**Next Steps**

- 954 applications already received for '23-24 school year
  - 438 applications received on the first day
- Have been able to award 1,056 scholars across all partners throughout history of program
- Historical trends of year over year increases in number of applications speak to the interest in the early childhood field
  
- Reminder of eligibility criteria for ECRC executive committee members
  - Have previous experience with ECRC
  - Live or work in Chicago
  - Knowledge and/or experience with Chicago's early childhood system
- Reminder of key responsibilities of ECRC executive committee members
  - Up to 2 renewable 1 year terms
  - Participate in community events and functions
  - Regular attendance of all ECRC meetings
  - Participate in planning
- Still need applicants to represent following space on executive council
  - Home based child care
  - Center based child care
  - Home visiting
  - Funding/philanthropic partners
- Self-nominate or nominate someone else for the Executive Committee by the end of the month
- Charge of Executive Committee will be to begin to prepare transition memo for incoming Mayor and City Council