



## How Consultation Works

Providers call for consultation when they have concerns or questions about: children's behavior, social-emotional development, overall development, talking with families and/or looking for resources.

To contact a Caregiver Connections Consultant:

- Call **312.823.1414** – leave a message and a consultant will return your call; or
- Call your local Community Partner office for information.

The consultant will return your call within two business days. They will ask you to explain your concern and will set up a time to meet. Together, you will determine the next steps.

### Consultations may include:

- **Observation** of a child or a group of children (written consent is always required to observe an individual child)
- **In-person meetings** and **phone discussions** with providers, staff and/or parents
- **Sharing ideas, information** and **resources** that can help children develop and learn social-emotional skills
- **Supporting** provider communication and relationships with families
- **Training** and support for providers to grow as child care professionals
- **Referral** to appropriate resources when needed

### Caregiver Connections consultants work in partnership with child care providers/staff.

Together, through communication and teamwork, consultants assist providers/staff and the children and families they serve. As a partner with the Caregiver Connections consultant, providers/programs can expect to receive:

- Confidential services that respect the dignity of providers, children and families
- Quality services that are regularly supervised



*Caregiver Connections at Illinois Action for Children is funded by the Illinois Department of Human Services.*

