




FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# PROTECTIVE FACTORS

## RESOURCE DOCUMENT

FOR FAMILIES WITH CHILDREN AGES 0 -5

YMCA CHILDCARE RESOURCE SERVICE

 <p>CAREGIVER RESILIENCE</p>	 <p>SOCIAL CONNECTIONS</p>	 <p>KNOWLEDGE OF CHILD DEVELOPMENT</p>	 <p>SOCIAL &amp; EMOTIONAL COMPETENCE</p>	 <p>CONCRETE SUPPORT IN TIMES OF NEED</p>
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IN PARTNERSHIP WITH:



The YMCA of San Diego County is dedicated to improving the quality of human life and to helping all people realize their fullest potential as children of God through the development of the spirit, mind and body.

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Disclaimer: The resources within this document are intended to support families and caregivers during the COVID-19 crisis. This document is not an endorsement of any particular entity, nor does it necessarily reflect or mirror the mission and vision of any one organization.

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Families may face new challenges as communities around the world respond to COVID-19. Caregivers may face more anxiety, uncertainty, economic pressure, or demands on their time. This stress can impact the harmony of the home, but it doesn't have to. Strengthening Families™ is a research-informed approach to increase family strengths, enhance child development and reduce the likelihood of child abuse and neglect. The five key protective factors (listed below) are attributes that serve as buffers, helping caregivers find resources, support, or coping strategies that allow them to care for children effectively, even under stress and adversity.



# CONCRETE SUPPORT IN TIMES OF NEED:

**ACCESS TO CONCRETE SUPPORT AND SERVICES THAT ADDRESS A FAMILY'S NEEDS AND HELP MINIMIZE STRESS CAUSED BY CHALLENGES.**

Every family needs help sometimes, especially during a crisis. Challenges with basic needs can create overwhelming stress for a family and household, and this stress can harm the health and safety of caregivers, children and communities. Luckily, there are resources available to help families move from surviving to thriving.



In San Diego, we are fortunate to having a connected network of resources and supports through [211 San Diego](#). If you have immediate needs, please call 2-1-1 and a representative can guide you through the local resources that can help protect your family. Resources may include health, food, utility, financial, income, employment and other supports.

- [Food Service Programs](#) (COVID-19 Specific)
- [WIC](#): The Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides food benefits, nutrition education, breastfeeding support, wellness coaching, counseling services, and referral services to community resources.
- If your family is in need of diapers please visit: [Diaper Bank Program](#)
- [YMCA Childcare Resource Service](#): Essential services workers in need of child care in San Diego County can call 1-800-481-2151 to find licensed child care so they can continue to work during this crisis. When a family calls the line, they speak with a child care advisor who searches the database for licensed providers who adhere to public health guidelines and are able to take in children immediately. Advisors will also call licensed providers on the family's behalf to make child care arrangements, streamlining the process of finding care as community need and guidelines evolve in response to COVID-19. Advisors are available Monday through Friday, 8:00am to 5:00pm, and families can also conduct online searches themselves.  
A dedicated, 24-hour line for health care, first responders, law enforcement and military professionals is also available at **619-952-0242**. If the phone line is busy, YMCA CRS will return calls as soon as possible.
- [National Alliance on Mental Illness COVID-19 Resource and Information Guide](#)
- Rady Children's Hospital Pediatric Nurse Advice Line: 858-966-8399
  - 8 a.m.-10 p.m., seven days a week
  - [Video Link](#)
- [Financial Assistance through United Way](#): Request assistance to help to pay utility bills or rent/mortgage. Applications are available in [English](#) and [Spanish](#).
- [California Employment Development Department \(EDD\)](#): EDD provides a variety of support services to people who have lost their jobs or have had their hours reduced due to the impacts of COVID-19 in California. EDD is providing financial benefit solutions for workers in the following situations: sick/quarantined, caregiving, school closures/child care, reduced work hours, self-employment, and potential closures/layoffs.
- [San Diego Gas and Electric \(SDGE\)](#): SDGE will not shut off service to customers with unpaid bills until further notice. SDGE is also providing flexible payment plans and payment assistance. To find out more please visit:
- Response to Crises
  - CWS/ National Child Abuse Hotline (800-422-4453)
  - National Domestic Violence Hotline (800-799-7233)
  - National Suicide Prevention Hotline (800-273-8255)
    - [Chat Feature](#)
    - [My3app](#)
  - Substance Abuse and Mental Health Services Disaster Distress Hotline (800-985-5990 or text TalkWithUs to 66746)
  - Mental Health First Aid (text MHFA to 741741)
  - Psychiatric Emergency Response Team (PERT) (858 565-200 or 619 531-2000)
  - San Diego Access & Crises Line (888 724 7240\_)
    - [Chat Feature](#)