



DELAWARE FAMILY SUPPORT HUB

FREQUENTLY ASKED QUESTIONS

Welcome to the Delaware Family Support Hub! Our app is designed to ensure impactful progress before, during, and after your home visits as a Family Support Specialist or Supervisor. If you're new to the app, here are some FAQs to get you started and to make the most of your new favorite assistant.

1. What is the Delaware Family Support Hub app?

The Delaware Family Support Hub app is a helpful tool that gives you quick access to useful materials, a way to message other users, and a list of Family Support Services. It was created to help you get ready for visits, share resources easily, and give personalized help to families.

2. How does the app improve your visit?

Traditionally, you've probably had to prepare well in advance and faced challenges when it comes to adapting to unexpected needs during visits. And let's not forget about paperwork! Now, with the Delaware Family Support Hub app, you can quickly access and share a wide range of resources, contact other Family Support Specialists for advice, and even download forms. This immediate access to information makes each visit more flexible and impactful.

3. What features does the app offer?

Key features include:

- A comprehensive Resource Library covering key areas such as healthy pregnancy practices, breastfeeding, safe sleep, early language development, and more
 - The ability to share resources via email with families and other Family Support Specialists
 - Access to Community Resources
 - Downloadable Forms
 - Family Support Specialist Directory
 - Messaging with other users
 - Profile customization, including skills, certifications, and service areas
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4. How does the app ensure privacy and security for families?

Protecting sensitive information is a top priority. The app does not collect personal identifying data about a family or a specific visit. The email address and/or content used to share resources with individuals outside of the app is not stored.

5. Can I communicate with any Family Service Specialist within the network or only within my program?

The app lets you chat with specialists from all over, not just in your program. This means you can get advice and share tips with lots of other people doing the same work all over Delaware!

6. How do I get started with the app?

The app is accessible on both iOS and Android platforms for your phone or tablet. It can also be accessed through your browser on a laptop, tablet, or phone.

7. Who can I contact for technical support or questions about the app

For support, please submit the contact form at defamilysupporthub.org. Someone will view your message and respond within 5 business days.
