COVID - 19

We understand this is an uncertain time we find ourselves in. And information is rapidly changing. We are going to continue to do our very best to keep you informed, and keep you, and the families you serve, at the heart of all of our decisions as we navigate these unprecedented circumstances. We will send out regular communications, through emails and the newsletter. If you are concerned you aren’t receiving emails, please let us know at home.visiting@dcyf.wa.gov.

We have received many questions, including: whether home visits can or should happen during this time, how to navigate contract requirements during the pandemic and how to address home visiting staff being moved into incident response roles during this time with little to no ability to work on home visiting. As we tread on new, unfamiliar ground, it is clear: we have a field that is focused on doing their best for families, no matter the circumstance.

WHEN I WAS A BOY AND I WOULD SEE SCARY THINGS IN THE NEWS, MY MOTHER WOULD SAY TO ME, “LOOK FOR THE HELPERS. YOU WILL ALWAYS FIND PEOPLE WHO ARE HELPING.” ...THERE ARE STILL SO MANY HELPERS – SO MANY CARING PEOPLE IN THE WORLD.

-Fred Rogers

Continued on page 2
COVID cont....

The Department of Children, Youth, and Families (DCYF) is providing the following guidance for Home Visiting Services Account (HVSA) funded programs:

Effective March 18, 2020, DCYF will allow HVSA funded programs offering voluntary home visiting services to cease in-person visits for the next six weeks (ending April 24).

- DCYF expects home visiting providers to continue to engage with families to the extent practicable during this time that face-to-face visits are not happening.
- DCYF is encouraging organizations to utilize creative strategies to engage and support families during this uncertain time, using the model approved approaches for virtual visits.
- All programs should maintain documentation of each contact with every family and the services/information provided – including the method of contact, timing and duration.
- DCYF asks that organizations document the financial and staffing impacts of COVID-19 on the program and organization to help us communicate your challenges and work to provide solutions and supports. During this time, home visiting programs may also consider other activities that support the ongoing, high-quality home visiting work of your program, such as distance-based professional development, especially as it relates to engaging families virtually.
- DCYF understands that not all organizations or families are currently set up to conduct virtual visits, staff may be reassigned and there are backlogs on some technology due to the increased demands of teleworking. We know there may be many more questions as it relates to virtual visits. If you have specific questions about virtual visits – either allowability of costs or practice approaches – please email your DCYF program specialist and Ounce Washington model lead.

During this time (March 18 – April 24), DCYF intends to pay all invoices with valid program costs, including salaries and benefits, regardless of whether performance milestones such as enrollment, dosage, etc. have been met.

Change in Plans - We Are Going Virtual!

This spring’s All HVSA meeting is going to be virtual only - but please still hold the dates. We are working and adapting quickly in today’s ever changing world. Look for an email and survey out soon regarding technical capability and preferences for this new adventure.

- It is important to document the financial and staffing impacts of COVID-19 on your organization.
- Monthly enrollment reports and invoices should be submitted within 15 business days of the current due date.
- DCYF is amending the following deliverable due dates:
  - Quarter 3 Report – currently due April 20 now due May 5, 2020
  - CQI Report – currently due March 19 now waived – no deliverable required
- CQI Practice guidance and future deliverable guidance forthcoming

DCYF will provide a memo to all contracted service

Continued on page 3
providers about amendments that may be required to assure that the necessary emergency measures are aligned in contracts during this State of Emergency. We will continue to update you on new information as best we can in the coming days. More information about in-person meetings and trainings will be included in the monthly Home Visiting newsletter. As new questions arise, please send them to dcyf.covid-19@dcyf.wa.gov and home.visiting@dcyf.wa.gov. For updates on the statewide plan to address the spread of COVID-19 and any new developments, please visit the DCYF COVID-19 Updates webpage. If you have questions, please email dcyf.covid-19@dcyf.wa.gov.

Our partners at the Washington State Department of Health and Ounce Washington also share a firm commitment to the health and safety of your team and the families in your communities. As your organization starts to implement virtual connect engagement with families, please reach out to an Ounce Washington model lead for model-specific guidance and support for this practice approach.

Parents as Teachers – Cassie Morley, cmorley@ounceofprevention.org
Nurse Family Partnership – Elizabeth Kang, ekang@ounceofprevention.org
ParentChild+ – Pamela Williams, pwilliams@ounceofprevention.org
Portfolio Programs – Catherine Blair, cblair@ounceofprevention.org

COVID - 19 Resources

We’ve listed a few resources here. This is by no means a full list but our hope is you can find information pertinent to you, your staff and your families.

Anyone who has lost their job due to coronavirus or has had to take time off to self-quarantine or care for a sick relative (and does not get paid sick time from work) should apply for unemployment insurance. Info on that here.

Anyone whose job has brought them into direct contact with someone with coronavirus (for instance, a first responder or a health care worker) and has become ill or are required to quarantine can file for worker’s compensation. File for that here.

If you or a friend or family member are out of work, Washington State’s Employment Security Department provides support services as well.

The Washington State Department of Financial Institutions has developed a list of financial resources for Washington consumers impacted by the Coronavirus. They will add to this list as more resources become available.

COVID-19 resource list for impacted Washington businesses and workers information from the Governor’s office.

WSCADV has put together a variety of resources, both related to IPV and general. You can find that here.

Currently available FREE resources (mostly) in response to COVID-19:

Free unlimited smartphone data from all four major service providers (Verizon, Sprint, T-Mobile, AT&T) thanks to the FCC’S recent “Keep Americans Connected Pledge” which also includes:
- Not terminating service due to an inability to pay
- Waiving late fees
- WiFi hotspots
For more information, go here.

60 days of free Comcast Internet for low-income households, the elderly, and veterans - continued service not required, can be cancelled at anytime. For more information, go here or here.
Insights from DCYF’s Office of Organizational Change Management

• Reflect: Be aware of and take inventory of how your own life and personal circumstances are changing and anticipate what may yet change in the coming days, weeks and months. One of the hardest parts of change and transition is letting go of “normal.” We depend on routines and schedules to manage our lives and families. When these routines are disrupted, we lose our sense of certainty. Take some moments to think about and write down what is or might be changing for you and your immediate family and friends. Pay particular attention to what might be changing for you individually.

• Organize: Varying degrees of uncertainty exist in any emergent situation. Our brains try to make sense of a given situation and organize uncertainty into threats and non-threats. We can help guide this process by reflecting on the list of potential impacts we created and sort into “likely” and “unlikely” that they will happen. Then, sort these by what is the largest impact to the smallest impact. Something that is unlikely, with a small impact, needs less attention than things that are very likely and have a big impact. Try using this with the list you created in your reflection.

• Adapt: Learning to shift our energy and actions in times of uncertainty helps us become adaptable. Think about a time when you were able to adapt and persevere through a difficult time. What made that possible? Who and what helped you most during that time? How can you apply that to the current situation? We are incredibly capable individuals and often our strength and resourcefulness are underestimated. Dive in and appreciate the tools, experience and resilience you already have that may be useful now.

• Naming our emotions: Deliberately thinking about our emotions during times of change helps in our decision-making. Some questions to reflect on include: “What am I feeling right now? Why am I feeling this? How might I think differently about this or take a different perspective? What actions can I take right now that might make this situation better?”

• Inquire: Explore resources and articles that help provide reliable information. Check the Washington State Department of Health website, the Centers for Disease Control and Prevention website or other public health resources. Knowledge will help us all understand the COVID-19 response better and be better prepared for what is ahead of us. While commentary and editorials may be interesting, stick to the facts and what is made available by trusted experts. And, it’s never too late to learn about personal preparedness for yourself and your family.

• Practice: Have you ever tried something new that felt awkward at first? Well, this might be one of those times. Done is better than perfect and the phrase “try it” applies here. Try some of these tools to help you manage the changes occurring. If we fail or have a different result than we expected, it’s okay. Try something else. We are all in this together and we might make mistakes or feel stressed or have less patience for certain situations (like grocery store lines!). Overall, we are humans trying to do our best. Practice patience and grace with yourself and others. Remember, we are all learning and dealing the best we can.

• Appreciate: Appreciate the strengths of others and your ability to navigate uncertainty. We have all met challenges in our lives and have learned valuable lessons we can use right now. We can also pass our lessons along to others. Share your appreciation and ideas with others and ask for help when you need it. We are wired for connection so seek ways to stay connected either virtually, via the phone, or if allowed, in person with proper precautions. Give each other kudos for the small and big things that are helpful.
March CQI Spotlight

CQI in COVID-19
Thank you for joining the CQI webinars this month and for your willingness to share about how COVID-19 is impacting you personally and professionally. Slides and notes from both webinars will be shared and posted to Basecamp. If you were unable to attend and have any questions please reach out to Elisa Waidelich – ewaidelich@ounceofprevention.org.

COVID-19 has dramatically changed our work, and we are quickly adapting to completely new ways of supporting families, our teams, and ourselves. Each day/week may require a new approach or a different strategy. Recognize that this is all CQI – you are doing rapid-cycle PDSAs every day.

Remember to draw on your CQI skills:
- Start small, adapt as you go, it doesn’t need to be perfect
- Failure is ok, start again and try something new

Please stay tuned for more information regarding our CQI work moving forward in April.

February PDSA Examples:
It has been so exciting to see all the different PDSA tests completed over the past couple months. Great work keeping initial tests small in scale, adapting for new PDSA cycles, and finding creative ways to collect meaningful data.

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<tr>
<th>Caregiver Depression</th>
<th>Family Engagement</th>
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<td><strong>Primary Driver 3</strong> - Standardized and individually-tailored process for referral, treatment, follow-up and education on mental health</td>
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<td>- Share a mindfulness self-care chart with one family. (ChildStrive PAT)</td>
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<td>- Use a Postpartum Wellness Planning Tool with one family to help the birthing person to better understand PMADs, how they could be affected, and how they can prepare. Work with their doula to create a plan for postpartum needs and recovery. (Open Arms Outreach Doula)</td>
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<td>- Identify signs and symptoms to look for that may indicate the need for rescreening (St. James PAT)</td>
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<td><strong>Primary Driver 4</strong> - Community partnership and linkage to services</td>
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<td>- Building relationships with DV and Mental Health agencies that serve the Spanish-speaking community to ensure families feel confident contacting referrals knowing they can speak to someone in their language. (El Centro de la Raza PAT)</td>
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<td>- Strengthen relationships with a wider range of community mental health resources to facilitate warm hand-offs (Denise Louie EHS)</td>
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<td>- Develop a comprehensive catalogue of community resources, categorizing according to particular needs. (Benton-Franklin NFP)</td>
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<td><strong>Primary Driver 2</strong> - Trusting and effective partnership between Home Visitor and Family</td>
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<td>- Ask three families each month who are at 3, 6, and 12 months of enrollment the adapted “ARC of Engagement Questions” relating to their experiences in program. (Community Youth Services PAT)</td>
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<td>- Survey families who transferred to a new home visitor to better understand what worked/what didn’t in the transition process. (First Step PAT)</td>
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<td><strong>Primary Driver 3</strong> - Intensive and effective strategies for early engagement with newly enrolled families</td>
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<td>- Change how nurse home visitors introduce themselves to new referrals/potential clients by sending a photo of the nurse along with a short personal bio via text, when confirming the meet and greet visit. (ChildStrive NFP)</td>
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<td><strong>Primary Driver 4</strong> - Workforce resilience, engagement and retention</td>
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<td>- Use FAM recording sheet to document at least one Mindful Self-Regulation daily for one week. (Skagit NFP)</td>
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<td><strong>Primary Driver 5</strong> - Engagement of family voice and leadership in home visiting</td>
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<td>- Use a survey during home visits to acknowledge opinions about the program and increase understanding of family needs in order to provide support. (CISC ParentChild+)</td>
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FAN as a Grounding Tool in Uncertain Times

Resource #1: ARC of Engagement

• **Create safety and reduce stress with predictable rituals that give comfort and closure.**
  
  o Have **regular check-ins** with team/families
  
  o Use the **ARC to guide** you on phone/zoom/Telemed contacts
    
    ▪ **Start** with a Mindfulness Moment
    
    ▪ **Mid check in:** Are we getting to what’s most on your mind right now?
    
    ▪ **End:** What’s one thing that stood out that can ground you for the day?

• **Your own regulation is the top priority.** From the wisdom of a Fussy Baby dad, remember that to bring calm, we need to possess calm.
  
  o Use your **Pre-Contact Ritual** before each call, zoom meeting, or opening a challenging email. Use these ideas as a beginning and **adapt to your uniqueness.**
    
    ▪ It can be a deep breath, grounding yourself in your chair, feet on the floor, picturing yourself solidly rooted to the earth.
  
  o Build in **Post-Contact Rituals** at the end of an interaction or task.
    
    ▪ It can be one cleansing breath or a wonderful stretch combined with self-talk to replenish: “That is complete for now” with thumbs up.

• **Design your day with a beginning, middle, and, most importantly, a defined end.**
  
  o **Set your start time and end time,** put these on your calendar and share with your colleagues, family and others important to you.
  
  o **Create a new morning ritual** to nourish you and replace your familiar one (listening to podcasts on your commute; your favorite coffee shop): Walk outside and take in the sunshine; brew a cup of your favorite tea and savor the warmth. With children at home, this may be as simple as three intentional breaths.
  
  o **Build in a true mid-day break:** move away from your home workstation and say: “I’m on break now.” Take time to refresh yourself with something that brings pleasure. Go outdoors, do yoga, work on a puzzle. Eat slowly and enjoy each bite. You may need to care for children or pets. Make space for a moment for yourself. Be kind to yourself. What you can do today is what you can do today.
  
  o **End your day in a formal way:** Thank your computer for the help and close it with care. You may need to check emails or work more but know that you have put in a good day’s work and can feel satisfied.

• **Embrace self-compassion in all things.** This is an uncertain time, not normal for any of us. **Hold these suggestions lightly in your hand.** This is the time to be kind to ourselves: to acknowledge how we feel, use gentle words and comforting thoughts to soothe and encourage ourselves. It’s ok not to know. Resilience is finding the way through.

  **The regulating practices that you strengthen now can be a resource when the new normal arrives.**
Reflective Practices and Training Updates

Gratitude for our FAN Training Partner: Washington state is lucky to be home to our region’s FAN trainers: Cooper House. To learn more about the wonderful FAN training work they’re doing, please visit their website at https://www.cooperhouse.org/copy-of-fan

Perinatal Mental Health Training Postponed: Due to the COVID-19 public health crisis and expanded restrictions on gatherings, we are postponing the two day Perinatal Mental Health Training until future notice. We hope to reschedule this training in the next few months as more information and contingency plans develop around COVID-19 in our state and will let you know as soon as new dates have been selected. For questions or concerns please reach out to rcontreras@ounceofprevention.org.

REMINDER: Upcoming FAN Supervisor Community of Practice
HVSA supervisors who’ve completed the full three-day FAN training received an email invitation and registration link for a four-month series of monthly, Zoom-based Community of Practice meetings hosted by Cooper House, beginning in April. The FAN approach to Community of Practices includes a mini “booster training” on one or more key FAN concepts and provides an opportunity to connect with peers and learn how other programs are sustaining FAN practices. The deadline for registration is April 15. Given the current health crisis facing our state, Cooper House and DCYF communicate programming changes as needed or mandated.

CALLING ALL HVSA, FAN-TRAINED HOMEVISITORS and SUPERVISORS!

Booster Training on Zoom, May 1, 2020 from 1-3 p.m.

Have you or your team attended one or more days of FAN training? If yes, DCYF, in partnership with Cooper House, home of our FAN trainers, wants to invite you to join our first Quarterly FAN Booster Training on May 1st. This two-hour long remote training is a chance to hit the “refresh” button on your practices and to connect with peers throughout our state who are engaging in this work. To register, click on this link: https://app.smartsheet.com/b/form/30ebc1ae4878490a829f8403932e748

Entering TANF Enrollment Information

Temporary Assistance for Needy Families (TANF) is a federally-funded program for families. TANF is an important source of income for many of our HVSA families to help pay for food, shelter, utilities, and expenses at difficult times. Some TANF clients may receive HVSA services either funded directly by TANF or funded through MIECHV, i502 or GFS funding streams. Regardless of funding source for HVSA services, family enrollment in TANF is important information to report. TANF enrollment shows that HVSA programs are reaching the most vulnerable population. TANF enrollment also presents a special challenge for programs because enrollment in TANF has been associated with early exits, both locally and nationally. For this state fiscal year, programs will receive additional payment for each participant meeting the family retention performance milestone and reporting two of the demographic characteristics related to early exits. TANF participation is one of the demographic characteristics related to early exits as described in your contract.

For NFP, please enter the TANF enrollment information using the Use of Government Services Form as described here. For PAT, please enter the source of income as TANF as described here. For all other programs, please reach out to DOH staff if you are not sure how to collect or report the information.
Love Like This

What do you say in the first 30 seconds?

When you have been working alongside this family for over a year, and today, for the first time, a parent tells you she is so very tired, and she can’t seem to do anything right to make things okay at home?

Or when you have introduced healthy relationship information into your conversation and the parent says “Well, I have been worried about some things in my relationship”?

Or when the parent tells you that she is afraid of her partner and feels like no one can help her?

It is not surprising that disclosures of abuse usually don’t happen when you screen for intimate partner violence.

Sometimes screening does lead to disclosure in the moment, but you know that the parent won’t share intimate information without trust, without feeling judged, and the belief you will keep their information confidential.

Every family is unique. Every situation is unique. Do no harm is always on my mind in these conversations.

So, what can you say in the first 30 seconds to support someone experiencing coercion and abuse?

Ask a question.

- What are you most worried about?
- How can I help?
- How are the kids doing?
- Asking “How’s it going?” and really caring about the answer is powerful.

Listen up.

You are listening for what the parent thinks about their risks and priorities. Being heard helps. Listen without having your own agenda.

Stay connected.

Acknowledgment matters.

I believe you. You are not alone. Thank you for telling me.

As home visitors, your fabulous skills of empathetic listening and building connection are all you need to get you to the next minute. Ask a question. Listen up. Stay Connected. You have the tools!

And remember that you don’t have to be in crisis to ask for support. Have resources at your fingertips – in your phone. The National Domestic Violence Hotline has advocates that speak in many languages, and online chat features. Find a local advocacy program in your area HERE. All these advocacy services are free, confidential and you can call anytime to problem-solve, get support with safer planning, and identify resources.

Please contact me if you want to talk about connecting with advocacy programs or supporting a family at leigh@wscadv.org. (Leigh Hofheimer) or 206.389-2515, ext. 202. Learn more at wscadv.org.
“At many times throughout their lives, children will feel the world has turned topsy-turvy. It’s not the ever-present smile that will help them feel secure. It’s knowing that love can hold many feelings, including sadness, and that they can count on the people they love to be with them until the world turns right side up again.”

- Fred Rogers

**Sesame Street Resources**

**My Healthy Week!**
Chart a schedule of the ways little ones can stay strong with this free printable.

**How to Wash Your Hands**
Share the video featuring Bebe to show the right way to stop the spread of germs, and have a child show you how they use soap, then water!

**H is for Handwashing**
Read this storybook to explore the ways that children across the world stay happy and healthy. Invite children to think about how the ways we wash our hands that may be different and similar to our friends in other places.

Not Sesame Street, but this video shows how effective washing hands with soap can be.
Enrollment Check

By the Numbers

In January we had 3,746 home visits across the state to 1,649 families for an average of 2.27 visits per family.

Our statewide enrollment for January was 2,044 families, putting us right at 85%.

Streaming and Educational Resources

**Pluto TV**

**Kanopy:** “kids-only” TV, library card required

**Free access to nightly streaming from the Metropolitan Opera**

**Free science lessons from Mystery Science (K-5th)**

**20 days free access to Scholastic Learn at Home** (up to 3 hours per day)

There’s a lot of free education resources here

Audible has free kids books [here](#).

National Child Welfare Workforce Institute’s Resources

**Individuals**
- Managing Anxiety and Stress in a Pandemic
- Just For Kids: A Comic Exploring The New Coronavirus
- Parent/Caregiver Guide to Helping Families Cope With the Coronavirus Disease 2019
- Child Welfare Can Address Burnout
- [Self-Care Resource List](#), [Music Playlists](#), and [Strategies](#)

**Organizations/Systems**
- Building Organizational Resilience in the Face of a Ubiquitous Challenge
- Coronavirus: What Child Welfare Systems Need to Think About
- NASW Social Work Response to the Coronavirus Disease (COVID-19) Pandemic
- Children’s Bureau COVID-19 Website

Coming up next month

- Contract update
- Reflective Practice Corner

We are back at goal for January. Amazing work everyone. Thank you for all you do!
What’s Happening This Month?

March 2020

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And Next?

APRIL 2020

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