

Guidance for Family Time Providers to Provide Video Conference Equipment for Families



The Washington State Department of Children, Youth & Families (DCYF) would like to thank you for your ongoing commitment to serve children, youth and families during this stressful time. We appreciate all the work you are doing to make changes necessary to implement remote visitation. It is a great comfort to children and youth and their families to stay connected during this pandemic.

Not all families will have access to necessary equipment in order to participate in remote visitation. This is where you can help. It will be important that Family Time providers, case workers and concrete goods providers work together to make remote visitation successful.

If you have not yet reviewed the Provider Tip-Sheet online (www.dcyf.wa.gov/sites/default/files/pubs/CWP_0046.pdf), please do so to learn about updated policy, safety considerations and how to talk to kids about COVID-19.

How to Obtain Equipment

Family Time providers will be on-point to work through the options with families who need equipment for remote visitation. Each situation will be unique, so it will be important to have the conversation with the family member and better understand the situation.

1. Identify Equipment Needs: Family Time providers should work with families to find the best option for them. When doing this work, consider:

- Sustainability of the resource. Where possible, we want this to be something that can last beyond the next two months.
- If families currently have limited data plans, making a referral for additional data is appropriate. Make sure to include the current plan name.
- Depending on the video conference platform, it can take a lot of data (for example, two 30 minute calls per week would require 3.5 GB of data for the month). WI-FI might be a better option if data is limited.
- First, explore unpaid options; however, consider how long a parent would have to wait to get a free options (one to two weeks may be reasonable for one family but may not be reasonable for another, use your best judgment).
 - Lifeline: www.assurancewireless.com
(Different providers offer different minutes and data. Providers vary by county)
 - Comcast is providing free access to their WI-FI hotspots: <https://corporate.comcast.com/covid-19>. View the map of locations at <https://wifi.xfinity.com>.
 - Comcast offers a reduced in-home access Essential Internet at www.internetessentials.com.



- If free options won't work, then use paid options (one option per family group) include:
 - Phone and three-month, pay-as-you-go data plans.
 - Three-months of pay-as-you-go data plans with 3 GB of data.
 - Web Camera.
 - Tablet.
 - WI-FI Hotspot with three months of data service.

2. Requests for Bio-Family: Send requests via email directly to the regional Concrete Goods Provider (see template for email request below). Include the DCYF caseworker in the email as well. It is recommended that these requests come from one person in the agency.

3. Requests for Foster Parents or Caregiver: Send requests via email (see template for email request below) to your regional Family Time Coordinator or Program Lead. They will authorize and send to the Concrete Goods provider.

Email template for all requests

MAKE SURE TO USE SECURE EMAIL.

This is protected information.

Hello,

(Agency Name) requests the following option:

Select ONLY one item (delete the others options before sending)

1. Phone and 3 months of data service
2. 3 months of data service
 - a. Identify current service plan
3. Web Camera
4. Tablet
5. Wi-Fi hotspot with three months of data service

Meeting Platform to be used:

e.g. FaceTime, Zoom, Skype

This request is made, as the person below is actively receiving Family Time visits through my agency.

Parent Name

Phone and email

Street Address

City, State Zip

4. Direct Ship: Concrete Goods providers will fulfill all orders and direct ship to families.

Concrete Good Providers by Region:

Region 1 and 2

Family Impact Network (FIN) Instructions to be sent by FIN to Family Time providers separately. Other questions can be sent to mariah@familyimpactnetwork.org.

Region 3

Hand In Hand: familytime@handinhandkids.org.

Region 4

Amara: concretegoods@amaraputskidsfirst.org.

Region 5 and 6

Reliable Enterprise: concretegoods@reliableenterprises.org.

If you have challenges with orders, please contact your regional visitation leads.

Questions

Communication during this time is essential. It is critical that you remain in touch with your Regional Visitation Lead about any challenges or successes using video conferencing. For questions, contact Permanency Program Manager Deanna Morrison at Deanna.morrison@dcyf.wa.gov. You can also view Family Time Remote Visitation FAQs on our website: www.dcyf.wa.gov/coronavirus-covid-19.

If you would like copies of this document in an alternative format or language, please contact DCYF Constituent Relations (1-800-723-4831 | 360-902-8060, ConstRelations@dcyf.wa.gov).