

Combined In-Home Services Provider Tip Sheet for Remote Services

Thank you for your continued commitment to serving children and families during this stressful time. We honor the work you have been doing and continue to do during this crisis period.

The Washington State Department of Children, Youth & Families (DCYF) is temporarily suspending the in-person provision of Combined In-Home Services (CIHS). This decision is in response to the COVID-19 pandemic and the declarations of emergency at the state and national levels. Specifically, the recent Governor's Proclamations 20-33 (www.governor.wa.gov/sites/default/files/proclamations/20-33 - COVID-19 DCYF Visitation-Remedial Services %28tmp%29.pdf) and DCYF's responsibility to protect the health, safety and welfare of children, youth, families and our partners.

Exceptions to the suspension of the in-person service provision are only authorized for work involving families with an imminent* risk of out-of-home placement. Please continue to communicate with your regional In-Home Services Program Manager for assistance related to this exception.

This tip-sheet provides important information regarding our video conference for remote services, reimbursement, safety considerations and other important information pertaining to these changes.

* "Imminent" means a decision has been made by DCYF that, without in-person direct provision of the services, a petition requesting the removal of a child from the family home will be immediately filed under chapter 13.32A or 13.34 RCW or that a voluntary placement agreement will be immediately initiated.

Video Conference for Combined In-Home Services

When providers deliver Combined In-Home Services (CIHS) by video conference, DCYF is recommending Providers use Zoom or WebEx. However, you may use a different video conference application assuming it is a safe, secure and HIPPA ready (www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html) platform.

- Providers and their clients will need a device (phone, tablet, laptop or desktop) with an internet connection, microphone and a camera.
- You can find more information about using Zoom, including options and the ability to register, at www.zoom.us/healthcare.
- You can find more information about using Webex, including options and the ability to register, at webex.com.

Video Conference Equipment for Families

If a family does not have equipment to participate in the video conference call, there are options to get them the equipment they need.

1. Is there a Family Time Visit Provider assigned to this family to provide visitation?
 - a. **Yes.** Please coordinate with the Family Time Visit Provider and they will work with the bio-parent and/or caregiver to identify the equipment needs they have and make a request to concrete goods providers. See section below titled "Family Time Visitation."
 - b. **No.** See steps 2 and 3 below.



2. **Identify Equipment Needs.** If there is no Family Time provider assigned, then the CIHS provider will need to work with families to find the best option for them. Each situation will be unique, so it will be important to have the conversation with the family member and better understand the situation. 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.

- a. If families currently have limited data plans, check to see if their carrier has waived limits online at www.pcworld.com/article/3532817/which-internet-providers-are-lifting-data-caps-during-the-coronavirus-and-which-arent.html. If not, making a referral for additional data is appropriate. Make sure to include the current plan name.
- b. 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.
- c. First, explore unpaid options; however, consider how long a parent would have to wait to get a free option (1 to 2 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 (corporate.comcast.com/covid-19) is providing free access to their WI-FI hotspots – map of locations at www.xfinity.com/wifi.
 - Comcast offers a reduced in-home access Essential Internet at www.internetessentials.com.
- d. If free options won't work, then use paid options (one option per family group) include:
 - Phone and 3-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 (WI-FI Hotspots only works within cellular service areas).

3. **Email the Concrete Goods Provider.** Send requests via email directly to the regional Concrete Goods Provider (see template email request below). Include the DCYF caseworker in the email as well.

Hello,

We need the following option:

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

- Phone and 3 months of data service
- 3 months of data service
 - Identify current service plan
- Web Camera
- Tablet
- WI-FI hotspot with three months of data service

Meeting platform to be used: e.g. FaceTime, Zoom, Skype, etc.

4. **Direct Ship.** After the Concrete Goods provider receives the email, they will fulfill all orders and direct ship to families.

Concrete Goods Providers by Region

Region 1 and 2

Family Impact Network (FIN)

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

Concrete Good Purchase for Equipment and Food

Funding to purchase communication devices and services is separate from the standard \$200 usually allocated for purchase of concrete goods. Combined In-Home Services providers will continue with the established process for use of \$200 concrete good funds associated with CIHS. In addition, DCYF is temporarily allowing the purchase of food items, up to \$100, without the approval from an assigned caseworker.

Family Time Visitation

If there is a Family Time provider managing the visits, the Family Time providers will be on-point to work through the options with families who need equipment for remote visitation. Guidance has been given to Family Time Providers, you can view that guidance on our webpage at www.dcyf.wa.gov/sites/default/files/pubs/CWP_0046.pdf.

Reimbursement

DCYF is committed to continuing financial support to your organizations that is similar to payment you have received in the months before Covid-19. Additional information and instruction can be found here: <https://content.govdelivery.com/accounts/WADEL/bulletins/286481a>.

Safety Considerations

Providing for child safety is part of DCYF's core mission. Video conferencing may have different safety risks to consider than in-person services. Below are a few safety considerations while a remote service is occurring:

- Turn the camera to focus on the user's face; don't move around a lot or walk around where sensitive data could potentially be seen.
- Check your location on your device to make sure it is turned off.
- Ensure identifying information is not visible while doing a video conference. This includes addresses or phone numbers, passwords, SSNs or full names (first middle last).
- Ensure that you do not have information about other clients in places that are visible to the camera.
- Conduct video conference in areas that are hazard free, this is especially important for toddlers or children with special needs.
- No recording of the in-home service without consent from all parties is permitted.

How to talk to kids about COVID-19

News of the coronavirus is everywhere and most children have already heard about the virus and have been impacted by the changes the virus has brought to our lives. Child Care Resources has put together a document about talking with children about COVID-19. You can access this document online.

Questions

Communication during this time is essential. If you have questions or need assistance, please contact Taku Mineshita, Systems of Care and Service Array Program Manager, at Taku.Mineshita@dcyf.wa.gov.

We will continue to provide support to you during this time. Thank you for your patience and cooperation.

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).