

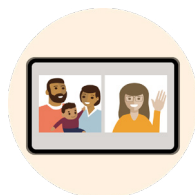
Virtual Home Visiting 101: Service Delivery Overview



On-Ground Service Delivery

FSP provides services in the family's home; fully supports communication and engagement.

- **Best uses** – provide coaching, education, screenings and referrals
- **Limitations** – geography, weather, health concerns, family schedules
- **Recommendations** - use to provide core elements of home visiting service. Partner with families to provide visits at a time that is convenient for families. Build relationship with families and deliver content through shared power and decision-making.



Interactive Video Calls (IVC)

instant audio, video, and screen-sharing connection remotely using interactive video meeting software such as Zoom, Adobe Connect, Skype, Webex, or Google Duo; allows for two-way real-time, face-to-face communication between family support professional, parents and children.

- **Best uses** – provide coaching, education, screenings and referrals
- **Limitations** – technology can be a challenge due to varied internet access and limited access to tablets and laptops.
- **Recommendations** - use when program is designed to reach families through IVC, when family requests IVC or when weather, schedules, geography, health concerns, or other factors limit the accessibility and fit for on-ground services. Work with families to ensure confidentiality and privacy through a secure platform.



Phone

two-way verbal communication between two or more people via an audio connection over a landline or mobile phone network.

- **Best uses** - schedule visits, remind families of visits, check in between visits
- **Limitations** – provides auditory but not visual interaction, inability to see interactions between the parent and child impacts engagement and coaching opportunities; may lead to miscommunication

as participants don't have access to environmental context or access to the other's facial cues and body language; phone visits and voice mail messages may not be private

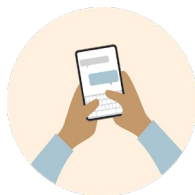
- **Recommendation** – use to support on-ground or virtual visits; may also be used for visits when interactive video calls aren't available due to technology issues; gain permission before leaving voice mail messages for a family to ensure privacy



Email

almost instantaneous messages sent to one or more recipients via a telecommunications link between computers or other devices using dedicated software or a web-based service.

- **Best uses** – deliver content, plan a visit, summarize a conversation or introduce a resource provider; send confidential information via a secure email service (refer to your model or agency for specific guidelines about email communication with families)
- **Limitations** – provides written communication but doesn't provide opportunities for visual and auditory communication; interactions can be back-and-forth; some people prefer texting to email
- **Recommendation** - use to support on-ground or virtual visits, share information, communicate between visits; use secure email service when confidentiality is required.



Texts

short messages sent electronically usually from one mobile phone to another.

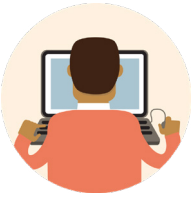
- **Best uses** – schedule visits, remind families of visits, provide small “bites” of developmental information or activities families can use between visits (refer to your model or agency for specific guidelines about text communication with families)
- **Limitations** - provides written communication but does not provide opportunities for visual and auditory communication; interaction is limited to back-and-forth texting which may take place over an extended period of time; fewer opportunities for engagement; may lead to miscommunication as participants don't have environmental context or access to the other's facial cues, body language, or tone of voice; real possibility for texting errors (auto-correct) that could change message; lack of privacy may be a concern
- **Recommendation** – use to support on-ground or virtual visits, share information, communicate between visits, encourage parent-child interactions and use of strategies provided during visit; some families may prefer to text rather than use email – be sure to ask which one they prefer; do not use when confidentiality or privacy are concerns



Material Delivery or Shipping

providing materials and handouts to families through on-ground drop-offs or shipping

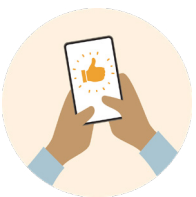
- **Best uses** – typically used to support other strategies, especially when on ground visits are not available due to physical distancing requirements for public health; can be used to support virtual strategies by dropping off toys or activities to support coaching opportunities during virtual visits
- **Limitations** – may not be an option due to geography or weather; if shipping, program will need to budget for shipping costs
- **Recommendation** – use as a support to other strategies



Online Content

sharing documents, infographics, handouts, photographs, videos and links to informational websites, videos and local community resources; sharing can go both ways – FSP to family and family to FSP

- **Best uses** – FSP shares documents, infographics, handouts, videos and links to informational websites, videos and local community resources; family can share photographs and videos with the FSP; can be done via email, text or file sharing program such as Dropbox; this can be interactive if FSP engages family in conversations about the shared content
- **Limitations** – delay between sharing of information and follow-up, exercise caution when confidentiality or privacy are concerns
- **Recommendation** – use as a support to other strategies



Social Media

a collective term for websites and applications such as Facebook, Instagram, Twitter, and LinkedIn, which focus on communication, community-based input, interaction, content sharing and collaboration.

- **Best uses** – groups and recruitment
- **Limitations** – privacy concerns
- **Recommendation** – talk to your supervisor about guidelines for using social media; always set up as private groups

Questions to ask to determine best strategy for virtual support:

- What does the parent need to feel supported?
- What do I know about the family's situation?
- What approach may feel best for the family?
- How might this strategy support the family?
- How might this strategy be a challenge for the family?
- What technology and internet resources does the family have?
- What guidance have I received from my supervisor, program and model?

Resources:

- COVID Fact Sheet - [Handout](#)
- During the COVID-19 pandemic, telehealth can help connect home visiting services to families, Child Trends, Supplee, Sarah Shea Crowne, March 26, 2020 - [Publication](#)
- Rapid Response Virtual Home Visiting - [Website](#)
 - RR VHV One Pager - [Handout](#)
 - Readiness Reflection for IVC Virtual Service Delivery - [Handout](#)
 - Self-Care Activities and Resources - [Handout](#)
 - Telehealth, USC Suzanne Dworack-Peck School of Social Work - [Website](#)
- Resources to support well-being in children, youth, families and professionals, University of Washington Center for Child and Family Well-Being - [Website](#)
- Module Resources:
 - Learning Guide - [Handout](#)
 - Virtual Service Delivery Strategies Array - [Handout](#)
 - Happy Chemicals - [Handout](#)
 - Virtual Vitality Practices: Videos and Handouts
 - Centering Practice: "I am here. I have arrived." – [Video](#) and [Handout](#)
 - + 2 Breathing – [Video](#) and [Handout](#)