HUMAN SERVICES HEALERS IN COVID-19:
Policy, Practice and Advocacy Implications
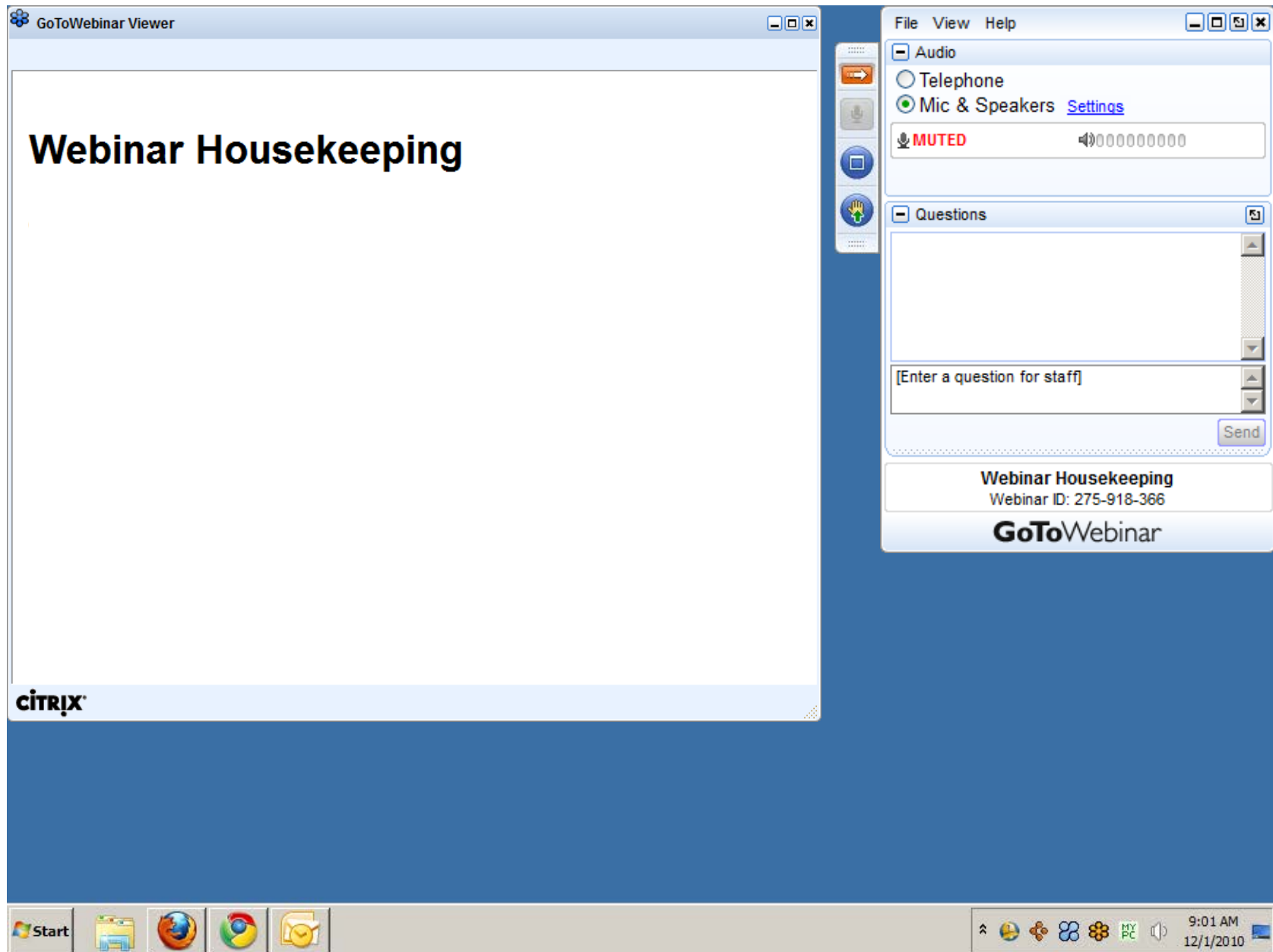
Responding to the Needs of Family: A Practitioners Perspective Amid COVID 19
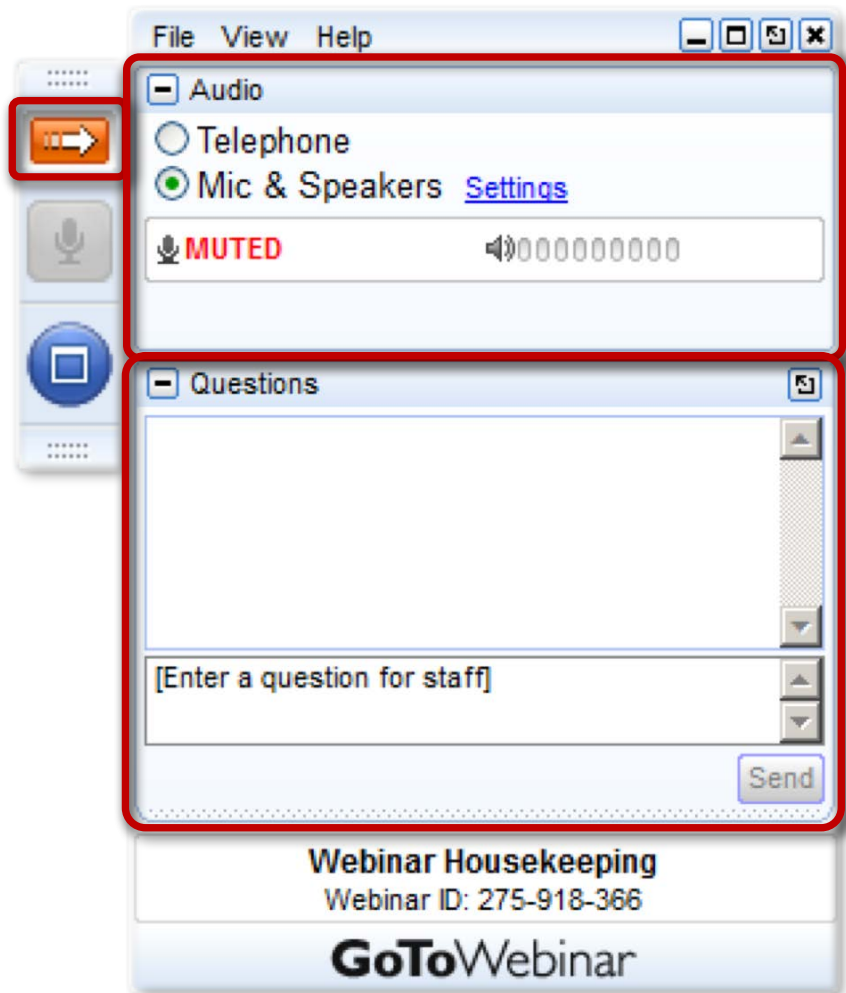
Hosted and Moderated by:

A SECOND CHANCE INC. Kinship Care

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GoToWebinar Housekeeping: attendee participation
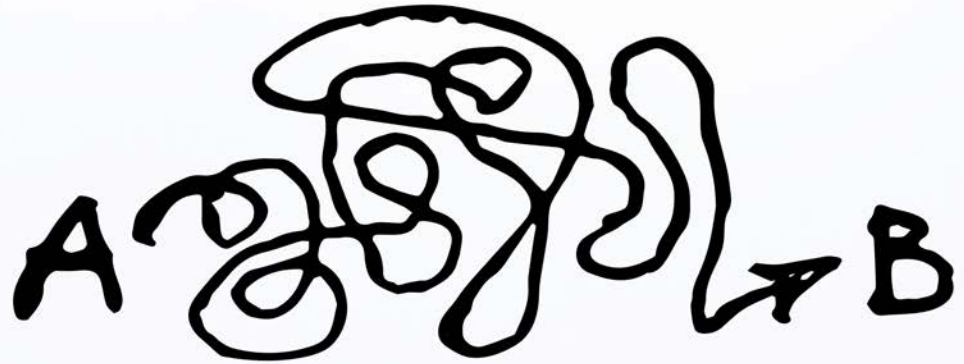

Your Participation

Open and close your control panel

Join audio:
- Choose **Mic & Speakers** to use VoIP
- Choose **Telephone** and dial using the information provided

Submit questions and comments via the Questions panel

Note: Today's presentation is being recorded and will be provided within 48 hours.

Purpose

Describe tactical strategies and interventions needed to maintain high levels of family engagement that help ensure safety and well-being for children, their families and our staff during the COVID-19 pandemic.

Speak to the comprehensive plans and strategies needed to address the unique challenges human services is facing in COVID 19 pandemic.
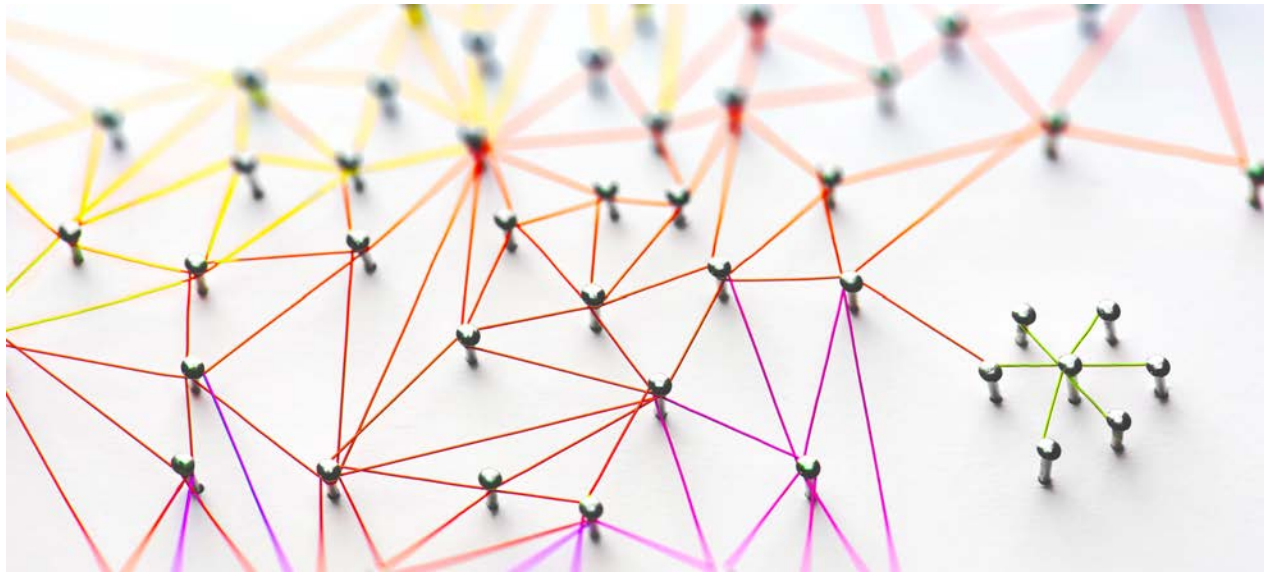
COVID 19

Speaking to Specific Administrative Strategy

Tara Skibiel, MSW, LCSW
EVP, Child and Family Services, A Second Chance, Inc. Pittsburgh

Caitlin Price, MSW, LSW
EVP, Child and Family Services, A Second Chance, Inc. Philadelphia

High Level of Communication

1. Communication regarding changes and updates have been sent to our families via email, text, website and phone call.

2. Consistent communication via phone call and email with our partners like the County and Community Umbrella Agencies.

3. Immediate launch of COVID Crisis Line for engagement of triad

Data Tracking for Safety and Wellbeing:

1. Homes were triaged into High, medium and low risks categories to help to better assist the families and prioritize the work.

2. Daily report – we are speaking with our teams daily to ascertain any challenges and verify the work being completed.

3. Tracking tools were developed to have full accessibility to the information in order to make the best point in time decisions.

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Technology for Engagement:

- We ensured that our families and workers had the necessary technology to be successful.

- We set-up trainings for staff and families to understand how to conduct a virtual visit and what the expectation would be.

- We were creative in our use of technology by still able to hold FGDM conference, youth engagement groups, clinical sessions and other essential services

- Launch of Family Wellness Warmline.

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Child Welfare Case Management Services

Working to ensure the safety and well being of children, while supporting the professionals and staying connected to system partners, amid covid-19
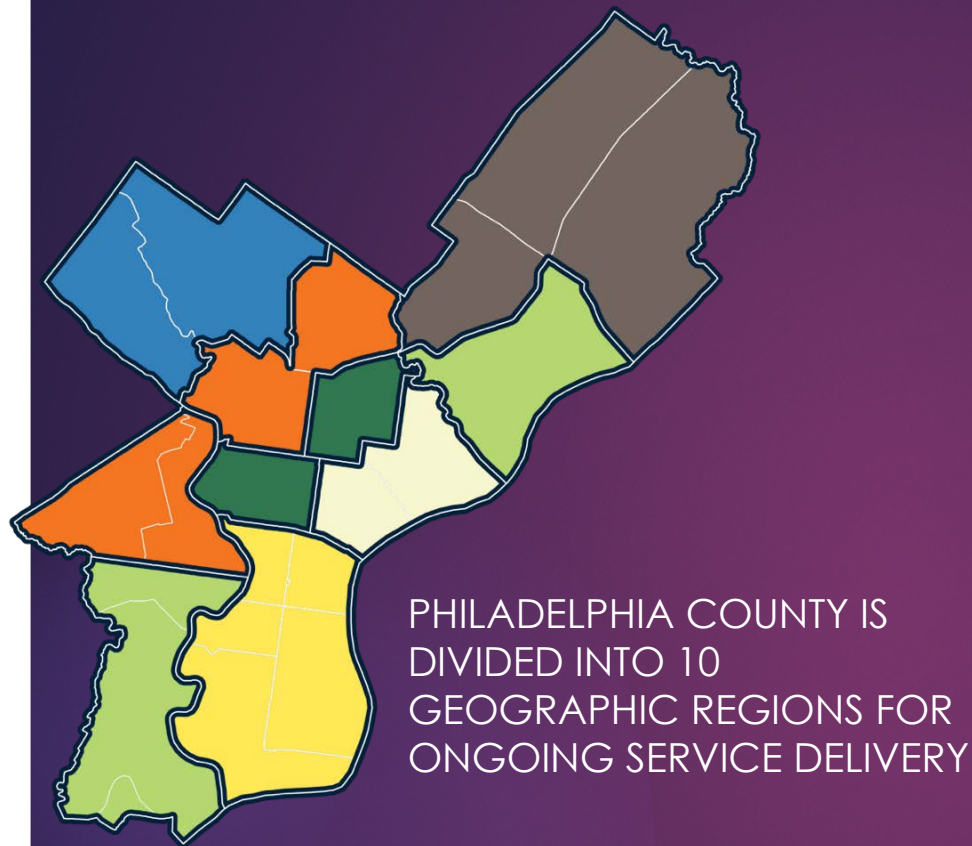
PHILADELPHIA COUNTY IS DIVIDED INTO 10 GEOGRAPHIC REGIONS FOR ONGOING SERVICE DELIVERY

Philadelphia Department of Human Services (DHS) investigates all reports of child abuse or neglect

All cases opened for service are assigned to the Community Umbrella Agency (CUA) for that region

CUA provides a continuum of services (in home, placement, permanency), to safe case closure

10 CUAs are located in a defined geographic area

CUAs are accountable to DHS, families served, system partners, and local community stakeholders

Safety & Well-Being of Children and Families Served

Virtual Connections:

- Consistent virtual contact with families

- Video conferencing for home walk-throughs and assessments

- Video conferencing for visits between parents and children in care

- Resource sharing

- Utilizing social media platforms

- Hosting virtual parent and caregiver support platforms

- Virtual incentives and give-aways

Safety & Well-Being of Children and Families Served

Physical Connections:

- Deliveries of concrete goods (food, toiletries, basic necessities)

- Utilizing donors for creative concrete supports (tables for home schooling)

- In person safety visits as needed (emergencies, placement moves or disruptions, transports)

- Some families do not have smart phones with ability for video calling

Supporting the Professionals

Virtual Supports:

▶ Consistent virtual communication from direct supervisor

▶ Video calls for weekly Supervisions and Team Meetings

▶ Resource and idea sharing, for use as professionals as well as personally with our families at home

▶ Keeping social media platforms updated with information

▶ Additional IT funds would support enhanced virtual service delivery

Supporting the Professionals

Physical Supports:

▶ Equipment with IT support (laptop, smart phone, hot spot, network & WIFI access)

▶ Minimize staff presence at office as much as possible

▶ Minimize staff face to face contact as much as possible

▶ Maximize work with minimal travel time

▶ Provide sanitary gloves, sanitizer, and face masks (as able) for necessary in-person visits

Staying Connected to System Partners

Why Important:

► Various system partners are working with, and advocating for, mutual client families

► Being on the same page as a system will mitigate confusion for children and families being served

► Offering joint virtual conferences with partners can minimize the number of virtual visits for families

► Ensuring available resources are obtained from system partners (ie laptops)

► If system partners have collective needs and ideas, we are able to advocate for them as a system, together

Staying Connected to System Partners

How We Stay Connected:

- Consistent virtual platform opportunities

- Utilizing these platform opportunities

- Providing updates to, and asking questions of, one another

- Keep social media platforms updated with resources and virtual events

- Virtual case reviews, weekly

- Being open to new ideas from all stakeholders for positive long-term change to come from COVID-19

Dr. Christine Taylor, Education Liaison

A Second Chance, Inc.

Education is a Child Welfare issue. Child welfare systems, entities, agencies must assist in the change in priorities that of shelter, food, clothing; that education, training and preparation for independent living/post-secondary is also a priority.

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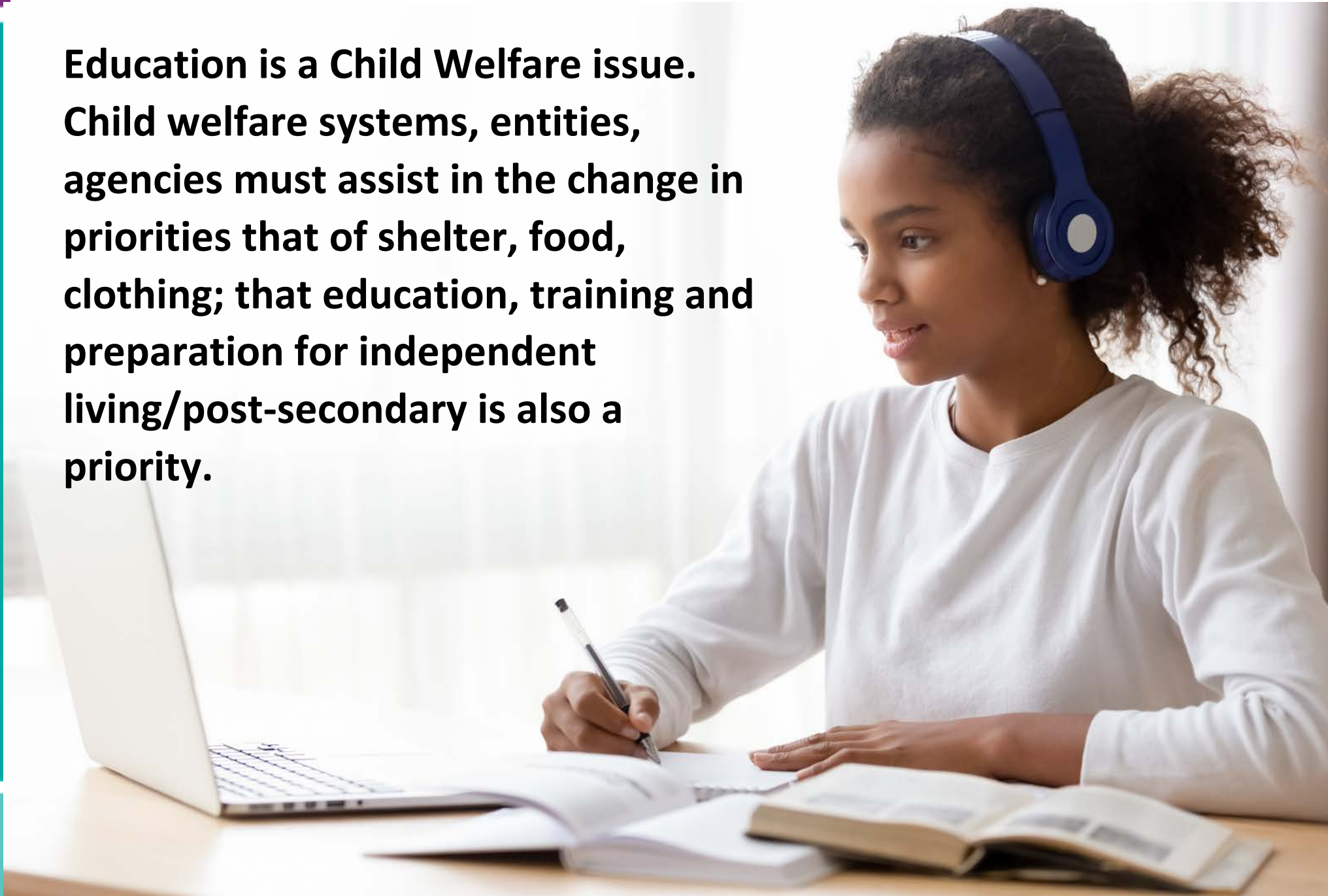
According to 2010 Census data; stated in a 2019 Associated Press Report, 3 Million students in the United States do not have internet in their home. 18% do not have home access to broadband internet.

Change in the current and perhaps future "social distancing" has suddenly included the responsibility of education, training, and instructional delivery in the hands of "Caregivers".

Unchartered Waters

Leading and navigating a public private partnership during a pandemic

How do you share knowledge, passion, and energy to bolster partnerships?

How do you maintain an aligned mission and vision with your partners?

Is everyone aware of the mission?

What strategic visions are essential right now?

How to incorporate the 3M's into current day to day?

WHAT'S ESSENTIAL

- Stewards of the information

- Constant check ins at each level

- Monitor daily Input and output

- Prioritize the essential

- Plan with others

- Share and advocate

Staff

Factual Community Knowledge

Stakeholders -Providers

Children & Families

How we communicate

- Daily provider calls
- Work groups on essential services
- Updates at: https://bit.ly/COVID19DHSProviders
  - The previous link: https://www.alleghenycountyanalytics.us/index.php/2020/03/17/information-for-dhs-staff-and-providers/ will redirect here

Ask questions at: DHS-COVID19Planning@alleghenycounty.us

- Providers, DHS staff can join the daily calls by registering:

"REGISTRATION for DHS / Provider Touchpoint on COVID-19 ":
https://forms.office.com/Pages/ResponsePage.aspx?id=Ej0n4MvksU6fcIu6FvuWjUkxQI749jdHphHNKdg0q-tUNzNBM0lEQzBNS0ZCNFNVMERET0czWVE5NC4u

Last Updated: 3/20/20

COVID-19 Updates for DHS Providers

COVID-19 Communications and Planning
The Allegheny County Department of Human Services (DHS) is committed to sharing timely and accurate information so that our providers may plan to address the spread of COVID-19. We continue to monitor new developments and will provide guidance as the situation evolves.

Join our daily call

Daily Briefings
FAQs
Precautions and Preparations
Payments and DHS Operations
Aging
Behavioral Health
Child Care and Family Centers
Courts and Jail
Food and Supplies
Homelessness and Housing
Transportation

Essential Service Status Snapshot

Essential Service	Overall Service Capability (Ability to serve those in need)	Staffing (Are there enough people to deliver service?)	Supplies (Does service have neccesary supplies?)	Service Locations (Are there safe places to deliver service)	Funding (Does service have enough funds?)
		[Staffing Rating Guidelines]	[Supplies Rating Guidelines]	[Service Locations Rating Guidelines]	[Funding Rating Guidelines]
Food: for Seniors	At Risk	At Risk	Unstable	Stable	Stable
Aging Services - Elder abuse investigations, In-home services & other critical aging services	Stable	Stable	Unstable	Stable	Stable
Food: for Broader Community	At Risk	At Risk	Unstable	At Risk	Stable
Childcare for essential employees, including first responders	At Risk	At Risk	Unstable	At Risk	Stable
Services for people experiencing **homelessness** or in supportive housing	At Risk	At Risk	Unstable	At Risk	Stable
Behavioral health: acute, crisis and residential care	At Risk	At Risk	Unstable	At Risk	At Risk
Early Intervention	Stable	Stable	Unstable	At Risk	Stable
Transportation to essential medical and social services	At Risk	At Risk	Unstable	At Risk	Stable
Child welfare critical services, hotline, investigations, required visits, group care	At Risk	Stable	Unstable	Unstable	Stable
Intellectual Disabilities and Autism services	Stable	Stable	Unstable	Stable	Stable

Last Updated:
https://forms.office.com/Pages/ResponsePage.aspx?id=Ej0n4MvksU6fcIu6FvuWjUkxQI749jdHphHNKdg0q-tUNzNBM0lEQzBNS0ZCNFNVMER

10

DAILY 60-MINUTE DAILY DEBRIEF

- Health
- Legislative updates
- Essential services
- Resources

"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.'"
–Mr. Rogers

This too shall pass.   How will you respond next?

Jacki.hoover@alleghenycounty.us   (412)350-5799

https://www.alleghenycounty.us/human-services/index.aspx

DATA: What are the challenges of managing data in the Era of COVID-19

◇ James T. Freeman, PhD., LCSW

How are the Children: Using Data to Tell the Story

Data Collection


Family Assessment

Performance Monitoring

Data Impact

◇ Management Relationships

◇ Ensuring Data Entry (what are the check in procedures)

◇ Emergency reporting procedures and ensuring this data is captured and shared

◇ Collecting information/data on families' preparedness for virtual engagement, assessment and intervention

◇ Identifying the gaps

Challenges and Threats

- **Outcome Monitoring** includes activities required to define, validate, implement and monitor outcome measures throughout the Child Welfare Community. In this phase, outcome goals are defined, valid and reliable performance measures are constructed and data is collected to evaluate and corroborate performance.

- **Data Analysis** encompasses approaches and procedures required to critically analyze performance results to determine if variances noted are in fact issues which should be explored further.

- **Research Review** is a series of activities employed to gather and to validate evidence to support interventions

- **Evaluation** includes the activities and procedures required to consider promising interventions for children and families to determine if implementation on a wider basis is warranted.

- **Quality Improvement** is an interrelated series of actions required to implement interventions across new domains, or to challenge, modify and test new assumptions about the underlying goals supporting the Child Welfare practice model.

  https://ficw.fsu.edu/cycle-accountability

The cycle of accountability comprises the following activity phases:

Cycle of Accountability

5 Quality Improvement → 1 Outcomes Monitoring → 2 Data Analysis → 3 Research Review → 4 Evaluation
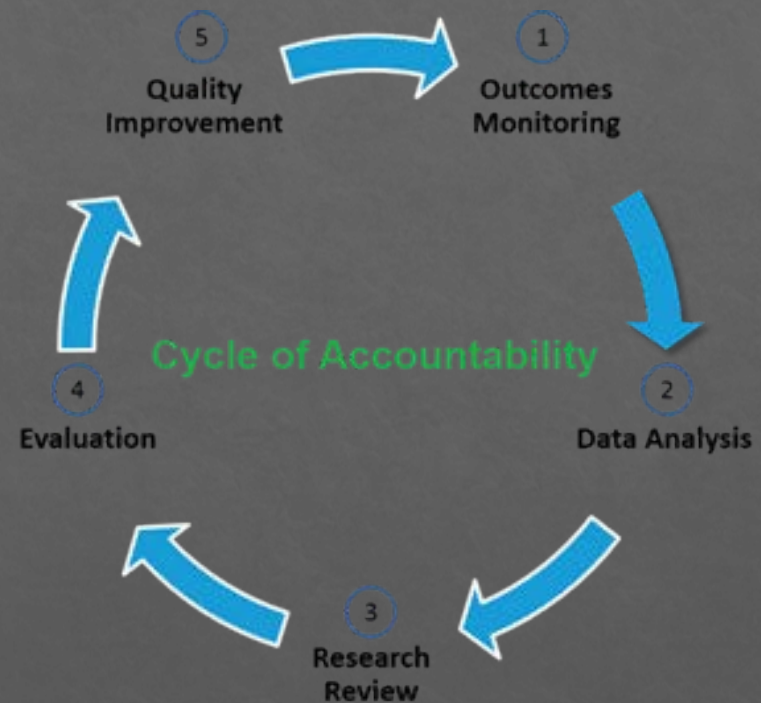
Conclusion: How Does Best Practice Inform Our Work with Data

Highlighting the Counter Measures

◈ How will the agency/organizations practice model change post COVID-19

◈ Monitoring how families needs change during the interruption of the "normal" service delivery process

◈ Ensuring the racial and ethnic consideration have been assessed

◈ Collecting the feedback from families, staff and community partners
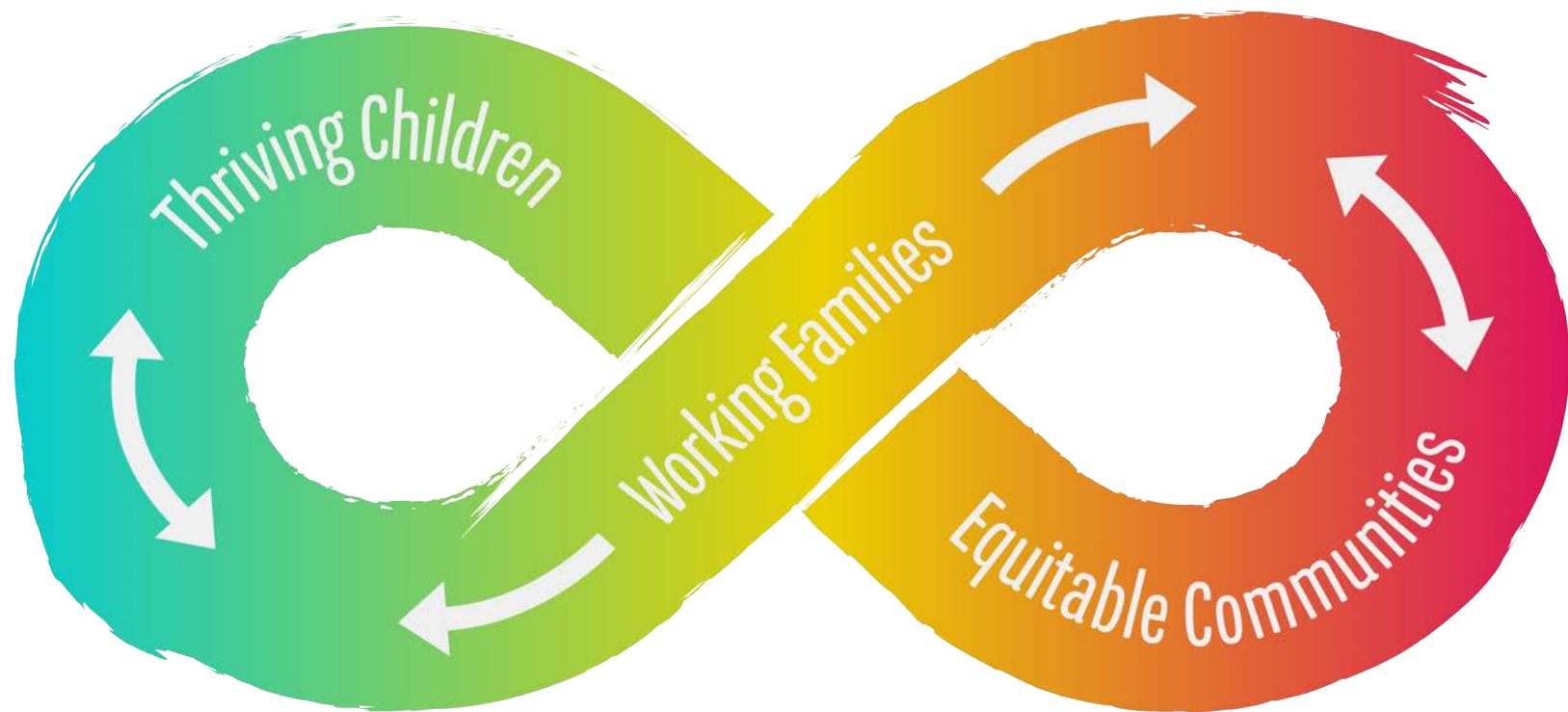
Tracking the "Lessons Learned"
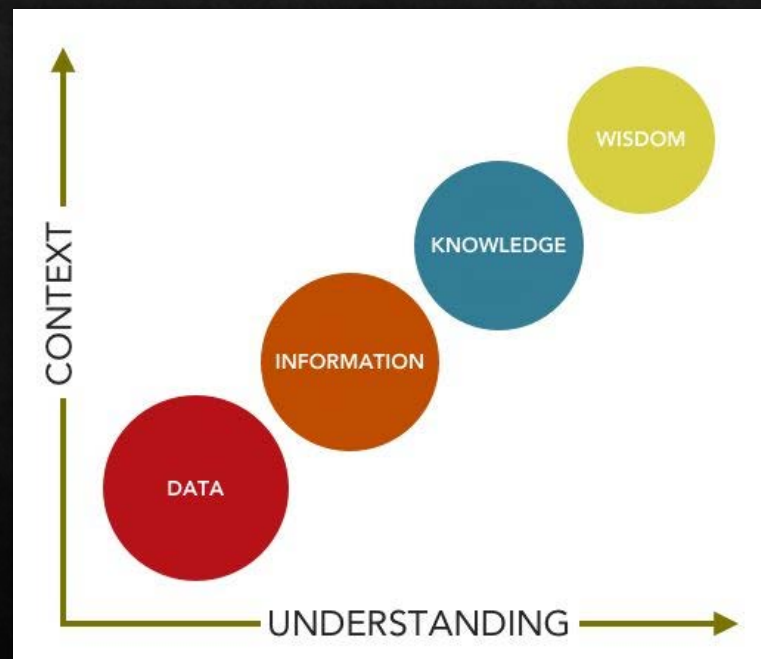
Use the money as you please so long as it promotes the health, happiness and well-being of children

W.K. KELLOGG

DEEPENING RACIAL DISPARITIES

The COVID-19 pandemic has exposed and deepened existing health and well-being disparities within U.S. society.

Structural racial disparities:

- Chronic disease; Stress/weathering

- Health care insurance, access and quality

- Poverty and loss of income

- Low-wage, forward-facing service jobs

- Housing and density of living conditions; Transportation access

- Environmental racism and pollution

- Access to heathy food

- Plumbing, running water, electricity

- Race data matters: New Jersey, Illinois, Wisconsin, Michigan, Louisiana, other

- Impact of centralized testing and treatment; Implications for rural communities and community health care

- Denying / rationing medical care; bias

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DOING JUSTICE / SERVING FAMILIES

Racial disparities similarly persist in experiences and outcomes for families and children who become involved with this nation's child welfare systems.

- Flexible funding; access to material supports and resources

- Access to high quality and culturally responsive social and emotional supports and resources

- Timely and frequent visits between children and their parents; in-person whenever possible

- Coordinated responses, visits, information sharing; technology

- Creative strategies for engaging fathers and members of the extended family network

- Collaborative planning and decision-making processes with families

- Well-being: school, friendships, etc.

CLARITY OF FOCUS AND VALUES

A clear focus on supporting and preserving families is arguably more important now than ever, especially during such a crisis as this.

- We have to safeguard against racial, ethnic and cultural bias – whether implicit or otherwise. This is an expression of racism.

- Protecting family integrity is a priority.

- Prolonged family separation is a source of harm and trauma for children and parents. Strengthening parent-child-sibling relationships is critically important.

- Reunification as soon as a health and/or safety threat is no longer present must be a priority.

- COVID-19 is not a safety threat by default. We must live into our reasonable efforts standards.

- ASFA timelines; agency discretion to not file for TPR in special circumstances

- Importance of courts and attorneys

- Good intentions, misguided efforts contribute to racial disparities.

- What do we know? Data by race and ethnicity is an imperative.

CREATING JUSTICE: A NEW NORMAL

Our profession has for too long accepted racial disparities as 'normal'. We know how to support families. We must extend the best of our knowledge and resources to families who have been most marginalized.

- Our racialized pattern of outcomes does not reflect the best of our profession.

- Our social safety net systems consistently become more punitive and restrictive as the recipients become Blacker and Browner. Empathy is very much racialized.

- Targeted universalism is a better strategy.

- Our policies must evolve to reflect our knowledge of child and family development.

- This is the time for family-focused flexibility.

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PLEASE STAY IN TOUCH

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Failure will never overtake me if my determination to succeed is strong enough.

Og Mandino

Let's stay determined together!