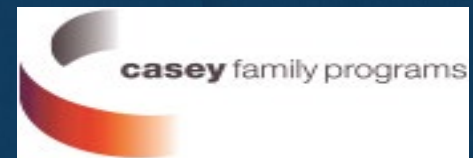


HEALTH
MANAGEMENT
ASSOCIATES

Child Welfare:
Opportunity for Virtual Service Delivery

March 16, 2021

BRIEFING DOCUMENT CREATED WITH GENEOROUS SUPPORT FROM CASEY FAMILY
PROGRAMS





TODAY'S AGENDA

- **Introductions**
- **What is a Hybrid Delivery Model?**
- **Lessons Learned from Telehealth**
- **The Challenge and the Opportunity**
- **Discussion**

Our project resulted in a briefing document that catalogued:

- ✓ Lessons learned from telehealth that can inform the field of child welfare practice
- ✓ The benefits of a hybridized service model and the domain areas to consider for successful adoption
- ✓ A toolkit that poses policy and implementation questions for consideration and a spreadsheet to aid decision-making regarding the “best of fit” service delivery model

HEALTHCARE VERSUS CHILD WELFARE – STATE OF VIRTUAL DELIVERY

TELEHEALTH DELIVERY

- Twenty years of development in the field – technology is mature, many products, standards for interoperability as well as for practice are well developed
- Rapid uptick due to pandemic and resultant shut down – willingness of providers and opportunity through training for workforce capacity building
- Significant regulatory and payment structure support from CMS and HITECH with emphasis on acceleration of adoption
- Access and equity issues remain

CHILD WELFARE DELIVERY SYSTEM

- Emerging field – still a lot of evolution and testing that needs to occur
- Pandemic and resultant shut down caused public and private child welfare agencies to scramble and develop ad hoc policies, training and technical solutions
- Standardization is missing
- Client voice is still not well captured
- There are some early trends emerging
- Access and equity issues are also beginning to emerge

OUR OPPORTUNITY ANALYSIS FRAMEWORK

OPPORTUNITY ANALYSIS



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DECODING THE OPPORTUNITY ANALYSIS

POLICY

AREAS:

- SYNCHRONOUS
- ASYNCHRONOUS
- REMOTE MONITORING
- CONSENT
- SECURITY
- IDENTITY AUTHENTICATION

PRACTICE

- CHILD WELFARE PRACTICE MODEL ALIGNS WITH OUTCOMES
- STANDARDS OF CARE
- HYBRID DELIVERY
- REIMBURSABLE SERVICE

TEHNOLOGY AND INFRASTRUC-TURE

- DEVICES
- SECURITY
- APPLICATION AND INTEROPERABILITY – STANDARDS
- EQUITY OF ACCESS AND PARTICIPATION
- SECURITY

CLIENT CAPACITY AND ENGAGEMENT

- IN PERSON VERSUS VIRTUAL
- SERVICE EQUITY
- EQUITY IN ACCESS TO VIRTUAL TOOLS AND PROCESS
- EQUITY IN ENGAGEMENT AND OUTCOMES

WORKFORCE

- TRAINING
- WORKFLOW
- ROLES AND RESPONSIBILI –TIES
- CHANGE MANAGEMEN-T SUPPORTS

PARTNER AND COMMUNITY ENGAGEMENT

- SHARED VISION FOR COLLABORATION
- SHARED PLATFORMS
- MEMORANDA OF UNDERSTANDING AND TEAMING AGREEMENTS

We focused on ways of propelling the child welfare sector into a post-Public Health Emergency future. This orientation reflects our belief that the child welfare sector will benefit from a hybridized model that learns from the experience of telehealth. It is important to note that telehealth moved away from a simplified swapping of in-person care for virtual care, to one that is benefiting from both approaches—**the more intimate, more globally observational approach that is facilitated by in-person care, with the ease and convenience made possible by virtual care.** This provides a blueprint for child welfare in its adoption of virtual service delivery.

Two Questions to answer:

1. Who do you serve,
2. What is your service menu and what is your understanding of needs of children, youth and families involved in the child welfare system

Toolkit:

A series of questions for the opportunity analysis and an excel template that supports a decision-making algorithm

THE TOOLKIT

Type of Service	Child Welfare Domain	Child Welfare Themes	Stakeholders	System-Level Stakeholder Feedback	Child Age	Communication Modality	Hardware	Software	Issues/Areas of Concern or Uncertainty
Home Visits	Virtual Home Visiting	Assessing Child Safety	Child Protective Workers	Obtained	N/A or All Children	2-way Audio-Visual	Laptops/Desktop	Virtual - Microsoft Teams, Webex, Zoom, Hangout.	Protocol on how to conduct a virtual home visit (virtual tour of space), what to look for, when to separate child/family for private conversation, specific questions to ask, impact of child age, timing and sequencing of virtual and in-person visits
Home Visits	Virtual Home Visiting	Assessing Child Safety	Case Planner/Social Workers	Obtained	N/A or All Children	2-way Audio-Visual	Laptops/Desktop	Virtual - Microsoft Teams, Webex, Zoom, Hangout.	Documenting interaction, sharing documents with involved parties and obtaining signatures, approaches that change depending on child age, timing and sequencing of virtual and in-person visits
Home Visits	Virtual Home Visiting	Assessing Child Safety	Children	Not Obtained	N/A or All Children	2-way Audio-Visual	Any/All	Virtual - Microsoft Teams, Webex, Zoom, Hangout.	Broadband access, technology access
Home Visits	Virtual Home Visiting	Assessing Child Safety	Family Members	Other	N/A or All Children	2-way Audio-Visual	Any/All	Virtual - Microsoft Teams, Webex, Zoom, Hangout.	Broadband access, technology access

Virtual delivery of services is still in its infancy in child welfare but rapid strides in thought leadership and technological and policy innovation are underway. Tracking these innovations and continuing to inform the field on opportunities to positively impact practice and infrastructure to improve outcomes for children and families is the national imperative through the COVID-19 PHE and beyond.



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