

June 2020 PLC:

Innovative Service Delivery Approaches During Uncertain Times

June 10, 2020





Learning to pivot: shifting to virtual service delivery in response to COVID-19

Children's Trust of MA



Children's Trust of MA

The Children's Trust is Massachusetts' leading family support organization and CBCAP grantee. We strengthen the Commonwealth by funding and managing parenting support programs designed to help families raise physically and emotionally healthy children. With support from the Children's Trust, young children across Massachusetts can grow up in nurturing families and communities, healthy and ready to succeed.

Our initiatives include:

- Family Centers
- Stop Abuse for Every (SAFE) Child Community Initiative
- Parenting Education and Support Programs
- Fatherhood Initiative
- Healthy Families MA home visiting
- One Tough Job parenting website
- All Babies Cry
- Family Support Training Center, including child sexual abuse prevention





Children's Trust programs were able to pivot quickly to working with families in a virtual format, as well as meeting families' pressing needs for concrete resources like food, diapers, etc., by:

- Emphasizing that priority was to serve families as possible, with safety and best practices in mind, understanding it would not be perfect
- Leveraging the different funding streams (state, CBCAP, private) to give flexibility
- Using technology to fill in the gaps

What are Family Centers?



Target Population:
*support services for families
with children age 8 and under.*



Family Center Activities:
*parenting education and support groups,
parent/child activities, workshops, special family
events, individual family support, information and
referral, and concrete support in times of need.*

Pivoting Programs



- **Providing Individual Family Support**
 - Staff have provided over 1,200 instances of family support including concrete supports and referrals.
- **Providing Virtual Group-Based Activities**
 - Delivering over 180 Parent and Child Activities, Support Groups, and Parent Education sessions using Facebook Live, YouTube, and Zoom.

Activities that will continue...

- Provide virtual groups during inclement weather (snow and rain)
- Use Facebook Live to highlight program activities and staff.
- Continue the pattern of sharing activities, resources, and ideas in a more structured way on social media, as we have done since COVID-19
- Continue to create videos to add to YouTube Channel
- Offer evening virtual Parent Advisory Groups (once children are in bed)
- Offer a virtual Baby Massage Series on the weekends

Pivoting Our Support to Programs

- Convening the network virtually to share strategies and support each other
- Sharing professional development resources weekly
- Providing Technology Allowance
- Flexibility in terms of work plan activities and accomplishments

Cindy Horgan, Executive Director

Cape Cod Children's Place (CCCP)



Service Area

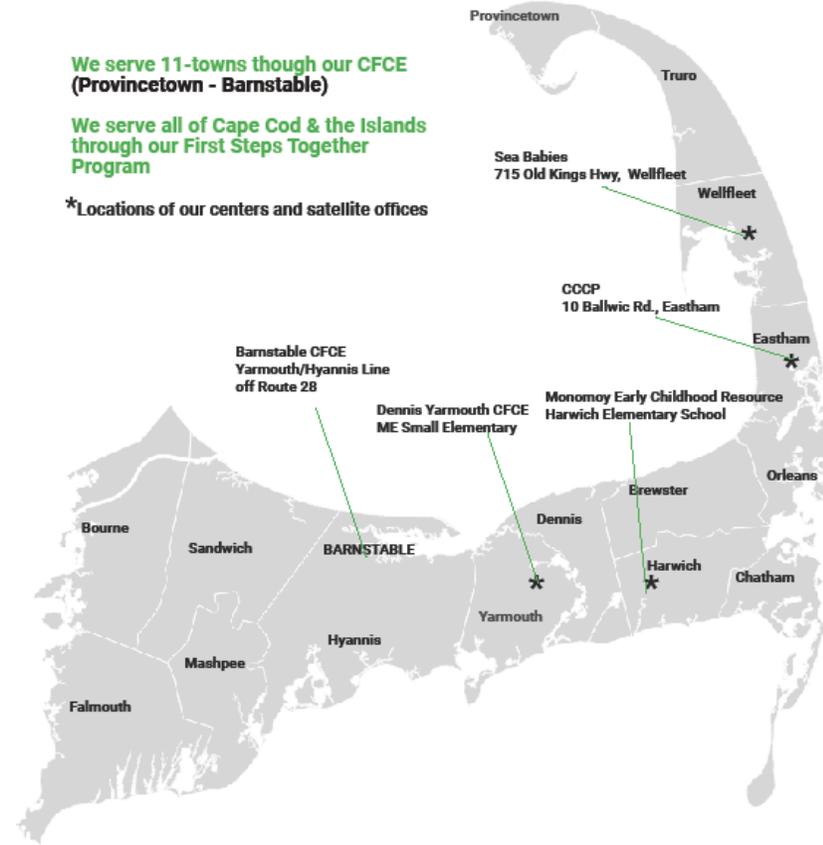
We Serve

Cape Cod Children's Place
Serving children and families on Cape Cod & the Islands

We serve 11-towns through our CFCE
(Provincetown - Barnstable)

We serve all of Cape Cod & the Islands
through our First Steps Together
Program

*Locations of our centers and satellite offices



"As a parent I couldn't be happier with the high quality education my children are receiving at CCCP. I know my children are engaged, cared for, challenged and supported socially and intellectually each day. Each of the teachers is very attentive and understanding of each of my children's abilities and limitations and all are very experienced in supporting my children through challenges and celebrating milestones."
- CCCP Parent

Cape Cod Children's Place



CCCP Practices Resiliency

- Demonstrated “Pivot Ability” Flexibility
- Understood the value of Relationships both Community Partners and Families
- Understood importance of staff support
- Words Matter
- Not our Forever

Additional Children's Trust Programming



- **Parenting Education and Support programs (PESP):** finished up their series in virtual fashion, including supporting parents with devices, when needed, to ensure that they can continue to participate
 - PESP networking meeting virtually
- **Fathers & Family Network** meeting held virtually





- **Healthy Families MA (HFM):**
 - nearly 5,000 virtual home visits to over 1,100 participants.
 - Other contacts and referrals for economic resources have doubled
- HFM Coordinators, Supervisors, and Home Visitor networking meetings virtually



**GREATER FALL RIVER
HEALTHY FAMILIES
INVITES YOU TO JOIN
VIRTUAL SPIRIT WEEK!**

- Monday: Crazy Hat Day
- Tuesday: Happy Feet Day - show us your dance moves
- Wednesday: Mix Match Day
- Thursday: Wear your Favorite Color
- Friday: Pajama Day

**BRINGING SOME FUN INTO
OUR VIRTUAL VISITS!**





Children's Trust leveraged already existing online resources

- Expanded **One Tough Job**, adding virtual groups to the resource finder and then promoted it across social media and other collaborations: traffic has increased 5x
- Offered **All Babies Cry** to anyone using code COVID19; traffic has increased 12x





Children's Trust continues to support professionals by providing **trainings virtually** including

- **HFM trainings**, as feasible
- **Keeping Kids Safe** child sexual abuse prevention staff training
- Presenting the **View From All Sides conference** virtually in Fall 2020
- Curating online training resources available to anyone in the Family Support field and distributing this information widely, especially on childrenstrustma.org

The screenshot shows the website's header with the Children's Trust logo, a search bar, and navigation links for 'our programs', 'training center', 'for parents', 'giving & events', and 'about us'. The main content area features a yellow banner with the text 'online resources for family support professionals' and a list of links: 'training topics', 'training calendar', 'trainer profiles', 'curriculum lending library', and 'online resources for family support professionals'. Below the banner is a photo of hands typing on a laptop, with the Children's Trust logo and a message: 'We know that the work of family support professionals never stops and, in fact, grows even more important during a crisis. We hope the resources outlined below help navigate the coming days and weeks.'



Contact us

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Childrenstrustma.org

Onetoughjob.org

allbabiescry.com





NC Department of Health and Human Services

North Carolina COVID-19 Response for Family Support Programs

CBCAP Peer Learning Call

Deborah Day
Community Based Programs Administrator
Division of Social Services

June 10, 2020

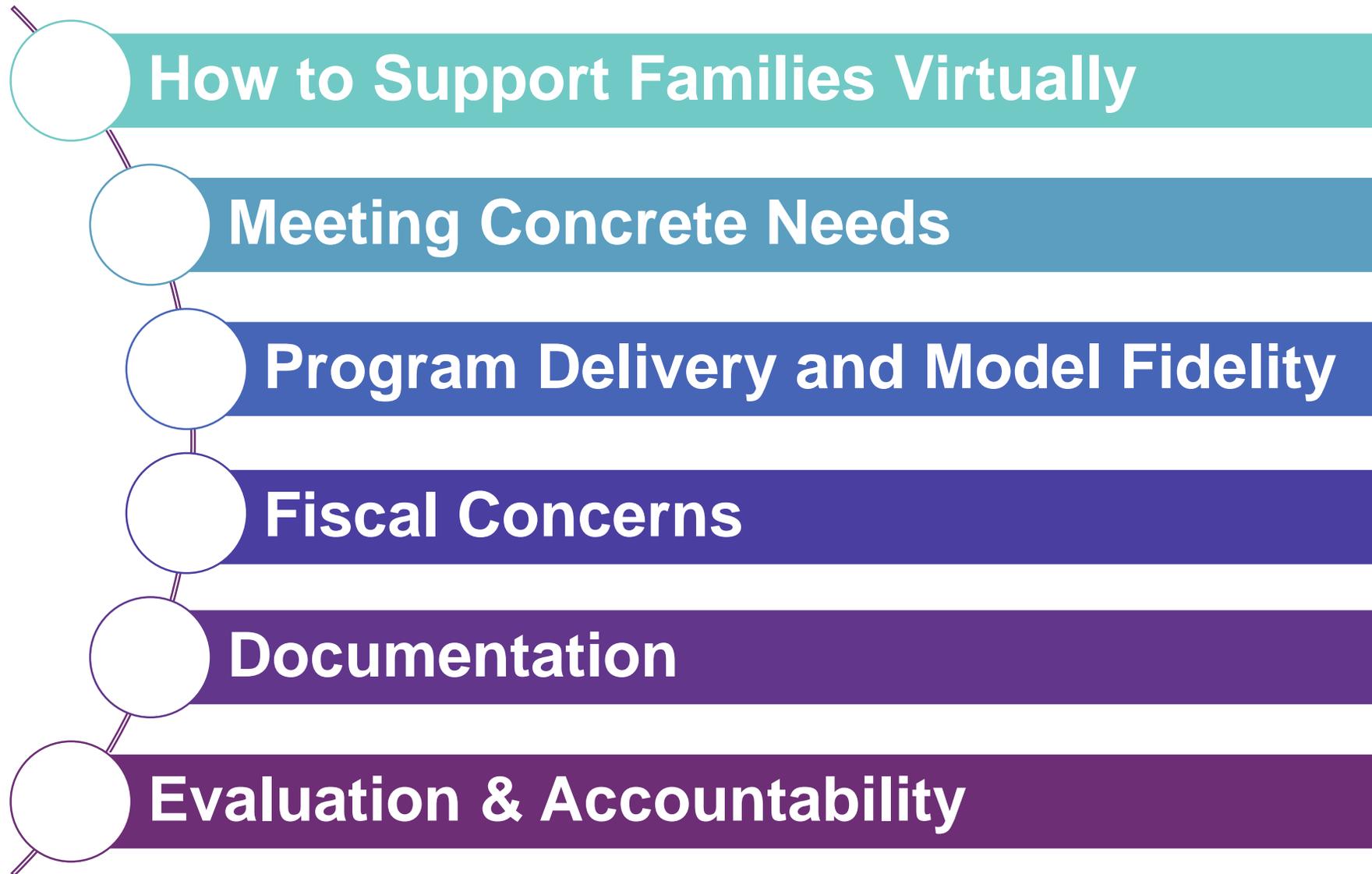
NCDSS Response to COVID-19 Pandemic

Individual Technical Assistance

Listening Sessions

Resources from Other Agencies and States

Family Support Provider Concerns



DSS Administrative Changes

- Revised Quarterly Reports to include information about COVID-19 Response
- Allowed Contract Amendments – basic family needs and communication needs
- Waived Evaluation and Client Satisfaction Requirements
- Developed Parent Resources List and Behavioral Health Resource List
- Researched Resources for Providers

Child Abuse Prevention Month Reimagined

- Child Abuse Prevention Month Proclamation
- Protective Factor Video Series
- Press Releases
- Virtual Forum, Town Hall, & Sing Along
- Social Media Toolkit
- Parent Resource Handbook
- *Essential Workers and Educators Help Keep Children Safe* Flyers
- Private Pinwheel Gardens
- Wear Blue Day



Family Support Provider Adjustments

- Technology Needs
- Technical Assistance
- Program Specific Guidance
- Implementation Support
 - Being successful at working from home
 - How to best support families
 - Brainstorming program specific issues
- Community Support Hub – information & referrals

Virtual Programming

- Required lots of technology coaching
- Provided emotional support first and content later
- Created Facebook Groups for social connections
- Increased participation in Circle of Parents
- Decreased the amount of time for virtual meetings from two hours to one hour
- Contacted former participants

Concrete Needs



- Gift cards for grocery stores and local restaurants
- Food boxes
- Cleaning supplies, diapers, masks and personal protective equipment
- Transportation – Lyft/Uber and transportation vouchers
- Housed families living in shelter in hotels
- Support for staff as well as families

Children's Programming

- Activity Kits for Children and their Families
- Virtual story times
- Tutoring and individualized lesson plans
- Circle Children's Group via Zoom
- Yoga Classes
- Birthday Cards and Pen Pals



Unexpected Benefits

- Adjusting meeting times
- Resolving transportation barriers
- Learning new technology skills has built comradery with lots of laughter
 - “Zoom is our new best friend.”
- Realizing that families and staff are resilient.
- Increasing parent leadership

Parent and Staff Quotes

- “I hope we can get together for in-person groups soon but even the Zoom groups have been a lifesaver for me. My son enjoys the yoga one & children’s time, too.”
- “We are posting videos of hope on the agency Facebook page. These videos are of staff dancing, singing, doing crafts, reading a children’s book. We want to keep spirits up.”



Contact Information

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RI Safe families during covid-19

A collaboration between DCYF, Blackstone Valley Advocacy Center and the RI Coalition Against Domestic Violence

How Does RI Address the Critical Connection Between Domestic Violence and Child Abuse & Neglect?

- In RI we adopted the model outlined in the NH Green Book Project Model
- Domestic Violence Advocates co-located within all facets of the DCYF Units outlined earlier today
- The train of thought and the basis for our program is that by intervening and helping the adult victims with service to break the cycle of violence, then the risk of harm to children who witness will be reduced

How Critical is
the
Connection
Between
Domestic
Violence and
Child Abuse &
Neglect?

In 2019 through the Safe Families
Collaboration we served Families!

Safe Families Collaboration

What Can the Family Advocates Help Victims with During the Investigation?

- Deciding to file police report/ help with process
- Tracking the offender
- Obtaining a TRO
- Attending TRO and other Family Court Hearing as a support
- Connect victim with shelter
- Getting connected with DHS
- Applying for Crime Victim Compensation
- Anything else the victim may identify

Safe Families Collaboration

- The newest piece to the Safe Families Collaboration is the addition of a Family Advocate for the Family Care Community Partnership Program (FCCP).
- FCCP is a diversionary program to keep families from opening to DCYF with legal status
- FCCP Cases DO NOT have legal status at DCYF – open to the Intake Unit for services ONLY
- If Legal status is obtained for any reason the Family then opens to the FSU
- The FCCP Safe Families piece is build upon the same principals as the DCYF Safe Families in that the advocates provide any referrals and resources to the families pertaining specifically to the Domestic Violence issues effecting the family

How Has COVID-19 Changed Our Practice Model?

And How Have we Adapted?

Most Significant Change

Face-to Face Client Meetings

- FSCC discussed Safe Families Program with client
- Obtains signed release and send to Family Advocate
- Meeting time and date arranged
- FSCC, FSP, Client and Family Advocate meet together at agreed upon location

No Contact Client Meetings

- SAME
- SAME – sends via encrypted email or fax as available
- SAME
- Rather than F-F FSCC secures ZOOM meeting or conference call style meeting

Obtaining Releases during COVID-19

- As you may be aware, VOCA and VAWA holds Domestic Violence Professionals to a very high standard for confidentiality
- Usually we would obtain releases in person
- Now we have developed a system of obtaining releases through email or sometimes through text messaging where we can have our clients signed the same releases and either return through email or take a photo and text back to the Family Advocate

How are clients receiving DV services in RI during COVID-19?

- All Domestic Violence Agencies have been fully functioning during the pandemic
- Support Groups are being held virtual through secure platforms at each Domestic Violence Agency
- Counseling is being conducted through tele-health and phone conferencing
- All other DV programs previously conducted F-F are also being conducted virtually
 - Ie. Transitional and supportive housing applications; U-Visa and T-Visa applications
- Batterer's Intervention Programs are also being conducted through virtual platforms

Emergency Shelter During COVID-19

- The Domestic Violence shelter programs in RI are all open and fully functioning under modified procedures to meet safety guidelines for COVID-19
- RI also has a temporary Shelter Expansion Program through each of the agencies to house families in contracted hotels to address the abundance of families not able to be housed in the shelters
- The Family Advocate can connect any of their appropriate families to these programs

In Summary

- Each case is addressed on a case by case basis as always, therefore taking into account specific needs and barriers each client may uniquely have
- We always address safety first and foremost and will adjust our communication method for what works best for each client
 - It is crucial to recognize that technology can be dangerous in the hands of an abuser and may increase a victim's risk of harm