

March 19, 2020

HVSA Home Visiting Programs –

Thank you for your patience, commitment and continued focus on the needs of the families in your community and staff within your organization. Your diligence and focus on safety has been remarkable during an incredibly trying time with information changing hourly. We have received many questions, including: whether home visits can or should happen during this time, how to navigate contract requirements during the pandemic and how to address home visiting staff being moved into incident response roles during this time with little to no ability to work on home visiting. *As we tread on new, unfamiliar ground, it is clear: we have a field that is focused on doing their best for families, no matter the circumstance.*

The Department of Children, Youth, and Families (DCYF) is providing the following guidance for Home Visiting Services Account (HVSA) funded programs:

Effective March 18, 2020, DCYF will allow HVSA funded programs offering voluntary home visiting services to cease in-person visits for the next six weeks (ending April 24).

- DCYF expects home visiting providers to continue to engage with families to the extent possible during this time that face-to-face visits are not happening.
- DCYF is encouraging organizations to utilize creative strategies to engage and support families during this uncertain time, using the model approved approaches for virtual visits.
- All programs should maintain documentation of each contact with every family and the services/information provided – including the method of contact, timing and duration.
- DCYF asks that organizations document the financial and staffing impacts of COVID-19 on the program and organization to help us communicate your challenges and work to provide solutions and supports. During this time, home visiting programs may also consider other activities that support the ongoing, high-quality home visiting work of your program, such as distance-based professional development, especially as it relates to engaging families virtually.
- DCYF understands that not all organizations or families are currently set up to conduct virtual visits, staff may be reassigned and there are backlogs on some technology due to the increased demands of teleworking. We know there may be many more questions as it relates to virtual visits. If you have specific questions about virtual visits – either allowability of costs or practice approaches – please email your DCYF program specialist and Ounce Washington model lead.

During this time (March 18 – April 24), DCYF intends to pay all invoices with valid program costs, including salaries and benefits, regardless of whether performance milestones such as enrollment, dosage, etc. have been met.

- It is important to document the financial and staffing impacts of COVID-19 on your organization.
- Monthly enrollment reports and invoices should be submitted within 15 business days of the current due date.
- DCYF is amending the following deliverable due dates:
 - Quarter 3 Report – currently due April 20 now due May 5, 2020
 - CQI Report – currently due March 19 now waived – no deliverable required
 - CQI Practice guidance and future deliverable guidance forthcoming

DCYF will provide a memo to all contracted service providers about amendments that may be required to assure that the necessary emergency measures are aligned in contracts during this State of

Emergency. We will continue to update you on new information as best we can in the coming days. More information about in-person meetings and trainings will be included in the monthly Home Visiting newsletter. As new questions arise, please send them to dcyf.covid-19@dcyf.wa.gov and home.visiting@dcyf.wa.gov and your DCYF program specialist.

Our partners at the Washington State Department of Health and Ounce Washington also share a firm commitment to the health and safety of your team and the families in your communities. As your organization starts to implement virtual connect engagement with families, please reach out to an Ounce Washington model lead for model-specific guidance and support for this practice approach.

Parents as Teachers – Cassie Morley, cmorley@ounceofprevention.org

Nurse Family Partnership – Elizabeth Kang, ekang@ounceofprevention.org

ParentChild+ – Pamela Williams, pwilliams@ounceofprevention.org

Portfolio – Catherine Blair, cblair@ounceofprevention.org

Thank you for your commitment and dedication to Washington families.

Home Visiting

