

Technology for Virtual Services – Tip Sheet

Starting Dec. 1, 2020, the Department of Children, Youth, and Families (DCYF) will purchase technology to support birth parent participation in services.

When to Order

This program is available when birth parents are required to participate in services through Child Protective Services or under a court order and they do not have access to the technology to do so. Services included are:

- Family Time
- Psychological Services
- Combined In-Home services via telehealth

DCYF will purchase one mobile phone and a three-month data plan. Any further cost phone and data support must be met by the federal [SafeLink](#) plan. Please support parent(s) to enroll during that time.

Foster parents are receiving technology grants to meet the online needs of children in their care. This program is only intended for ‘birth parents’ not for children or youth in care.

How to Order

Determine the technology support the family needs. Available options are listed below:

- Phone
- 3-months data
- Phone with 3-months data
- Tablet (requires access to Wi-Fi)

Create a service referral with the Telehealth Support and provide it to office support staff to submit an order.

Phones to Parents

The office support staff will notify you when the phone arrives. You will work with the parent to arrange for them to pick up or for you to drop off. Direct shipping phones to parents is not an option.

Items that can be purchased:

Tablet:

- [Tablet](#)
- [Case](#)
- [Screen Protector](#)



Total Wireless:

- Phone -
 - Screen Protector
 - Case
- Three-Month Data Plan

Tracfone:

- Phone
 - Case
 - Screen Protector
- Three-Month Data Plan

If you have questions, please contact your Regional Program Manager.

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