Revised procedures for working remotely during COVID-19

Need revisions

New Intakes

Intake Office Staff:

- Explain to each new referring parent that we are open and providing services. Explain that assessments and services, at least presently, will be provided through a zoom virtual visit or by a phone visit.
- Contact referrals which were unable to contact and closed out from previous month.

Service Coordinators: All contacts are documented in the contact log.

- Explain virtual home visits and how we do our work using technology.
  - Complete consent for virtual visits.
  - Document as a new alert on the child’s BTOTS chart.
- Offer phone visits as an option if parent declines virtual visits.
  - Document as a new alert on the child’s BTOTS chart.
- Send a Remind text invitation to join service coordinator class.

Enrolled children - Ongoing to

Service Coordinators: monthly service scheduling

- Contact any families who previously declined evaluation/assessment and eligibility to determine if they would like to proceed with the eligibility process.
- It is very important for Sue and Marla to know how many families are declining services for budget purposes in this flexible service time period.
  - Beginning in July, contact any families who have previously declined virtual home visits (VHV) or have been unable to contact and offer services through VHV or phone.
  - Each month, starting with June, use a caseload report to note if a family has consented to and are receiving virtual VHV or phone visits or have declined visits at this time (put date of last contact).
  - Return completed caseload report to Marla by the 25th of the month or next working day if the 25th is on a weekend. She or Ryan will update the Virtual Visit Consent file on shared drive from these reports.