



## Rapid Response Virtual Home Visiting Webinar Series Webinar #1

### Engaging Families in Virtual Connection

April 1, 2021

**NICHQ**  
National Institute for  
Children's Health Quality

# Agenda

Housekeeping	Lisa Hong, NICHQ
Welcome	Olivia Giordano, NICHQ
Engaging Families in Virtual Connections	Jeanna Capito, RR-VHV Jessica Rodriguez Duggan, RR-VHV Angela Rau, RR-VHV
Questions	All
Closing	Olivia Giordano, NICHQ

# Meeting Logistics

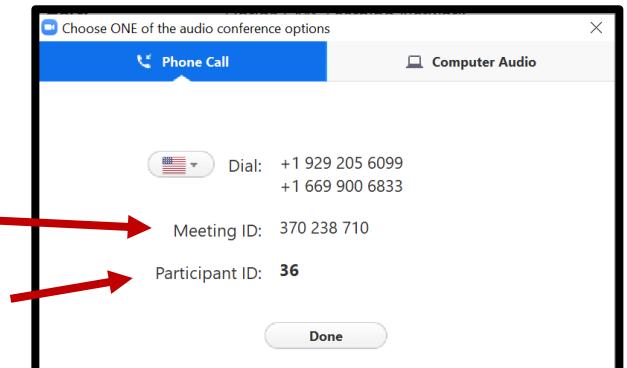
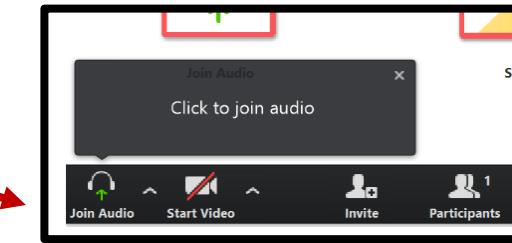
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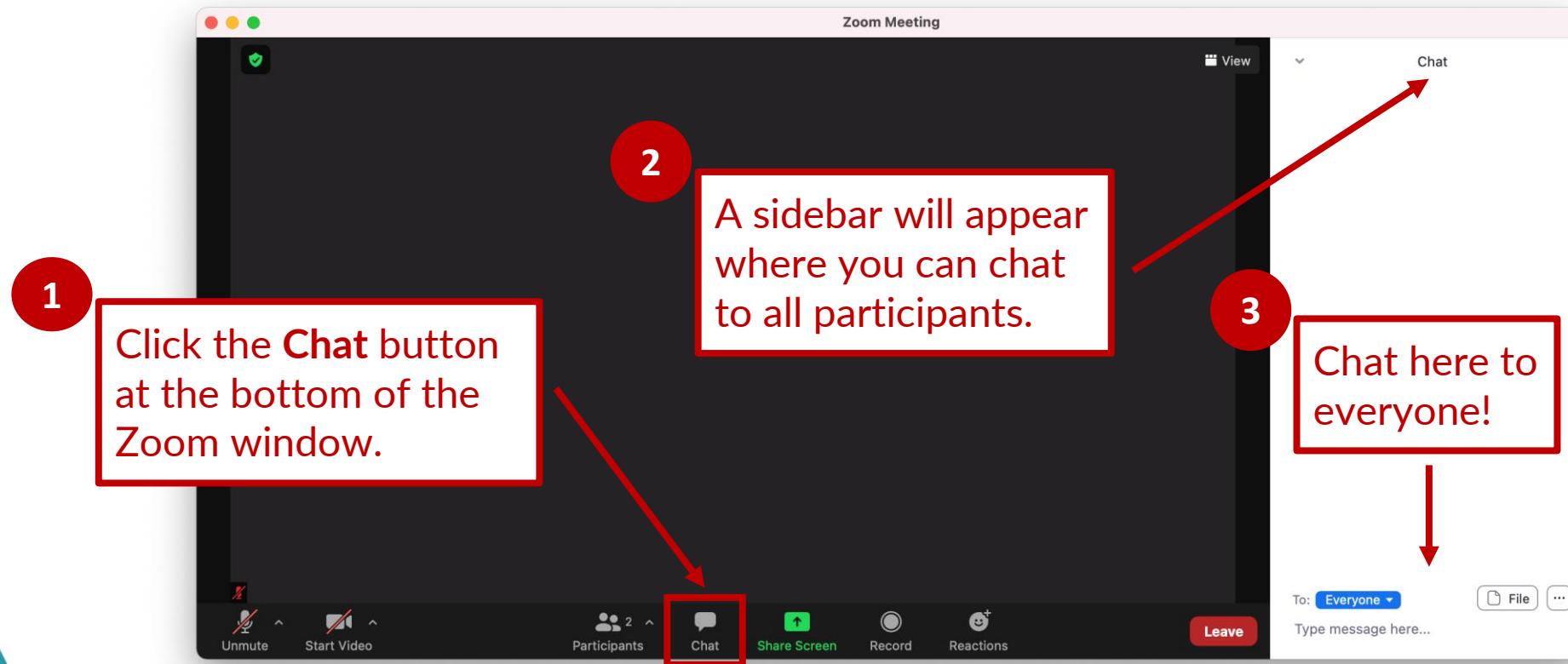
- This session is being recorded.
- All participants are muted upon entry. We ask that you remain muted to limit background noise.
- Members are encouraged to participate in the discussion by typing your comments or asking questions using the chat box.

# Connecting to the Audio Conference

- Join the Zoom Meeting by **clicking the Zoom Meeting link** & launching the Zoom application
- An audio conference box will appear
  - If you do not see the box, click '**Join Audio**'
- From the audio conference box, select '**Phone Call**' or '**Computer Audio**'
  - If using the phone:
    - Dial one of the given numbers next to "Dial"
    - You will be prompted to enter the **Meeting ID**
    - Then you will be prompted to enter the **Participant ID**



# How to Chat





# Welcome

Olivia Giordano

Healthy Start  
TA & Support Center

# Rapid Response Virtual Home Visiting Webinar Series Schedule



Webinar 1: Engaging Families in Virtual Connections	April 1, 2021 3-4:30 p.m. EST
Webinar 2	April 27, 2021 2-3:30 p.m. EST
Webinar 3	May 26, 2021 2-3:30 p.m. EST



## Engaging Families in Virtual Connections

Jeanna Capito, Rapid Response  
Virtual Home Visiting Program  
(RR-VHV)

Jessica Rodriguez Duggan, RR-  
VHV

Angela Rau, RR-VHV



**RAPID RESPONSE**  
**VIRTUAL HOME VISITING**

Engaging Families in  
Virtual Connections

*Healthy Start Discussion*  
*April 1, 2021*

# POLL

What is your role in the field?

- Case Manager
- Family Support Worker
- Home Visitor
- Supervisor
- Program Manager
- Director
- Other

# Welcome and Introductions



Overview



Engagement



Future Sessions

# Learning Objectives

Increase understanding of family engagement and using a strengths based approach with families

Describe the roles of the family support professional and families in virtual visits.

Acknowledge the role awareness (and potential role shift) between family support professionals and families when delivering visits virtually.

# Reflection

What does family engagement mean to you?

## Engaging with Families

What trends or patterns have you found in engaging with families in the last year?

- Most successful?
- What platforms?

# Challenges

- Social distancing can lead to social isolation for families
- New way of working together
- Increased stress
- Increased resource needs
- Increased risk for child abuse and neglect, depression/anxiety, IPV
- Perceived lack of access to materials for play
- Technology limitations/digital literacy



# Challenges

- What have been your biggest challenges to engaging families virtually?



# Challenges

- Working remotely from home
- Training the team
- Supporting the families



# POLL

Which of these challenges is affecting families the most?

- Social Isolation
- Increased Stress
- Increased Resource Needs
- Increased risk for child abuse and neglect, depression/anxiety, IPV
- Perceived lack of access to materials for play
- Technology limitations

# Opportunities



## Parents as Teachers @ USC Telehealth

- 91% felt the program increased their understanding of child development
- 96% of participants felt their parent educator identified their family's strengths
- 87% of participants felt motivated to try new parenting strategies

Traube, D., Hsiao, H.Y., Rau, A., Hunt-O'Brien, D., Lu, L., Islam, N. (2019). Advancing Home Based Parenting Programs through Telehealth Technology, *Journal of Child and Family Studies*: 1-10. Retrieved from <https://doi.org/10.1007/s10826-019-01>

# Opportunities

*“The Zoom videoconference was great for my child. It allowed us to have a personal connection with our PAT educator just the same as a home visit. This made the pandemic less stressful in the household, it made my child feel like nothing has changed.. My child enjoys seeing her PAT educator.” - Show me Strong Families*

*“During video calls we all interact and listen to one another. We do activities to strengthen me and the children. I read books to my children. We set goals for the next visit for myself. And we enjoy taking time to catch up on incoming events that will help us grow and keep interaction as a family.”. - Show me Strong Families*

# Reflection

What additional opportunities have you found in virtual connections?



A young girl with dark skin and braided hair is smiling warmly at the camera. She is wearing a light blue denim jacket over a dark top. A person's hand, wearing a pink sleeve, is visible on the right side of the frame, pointing towards her. The background is slightly blurred, showing an indoor setting.

# Strategies – A Protective Factors Approach

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## Protective Factors Approach

- Parental Resilience
- Social Connections
- Knowledge of Parenting & Child Development
- Concrete Support in Times of Need
- Social and Emotional Competence of Children

# Protective Factors Approach: Parallel Process



**Managing  
stress in this  
“new normal”  
environment**

# Self-Care and Virtual Vitality

How are you ensuring support for yourself in these stressful times?

What strategies are offering the most balance?

# Parental Resilience

Parental Resilience –  
Managing stress  
and functioning well  
when faced with  
challenges, adversity and  
trauma.

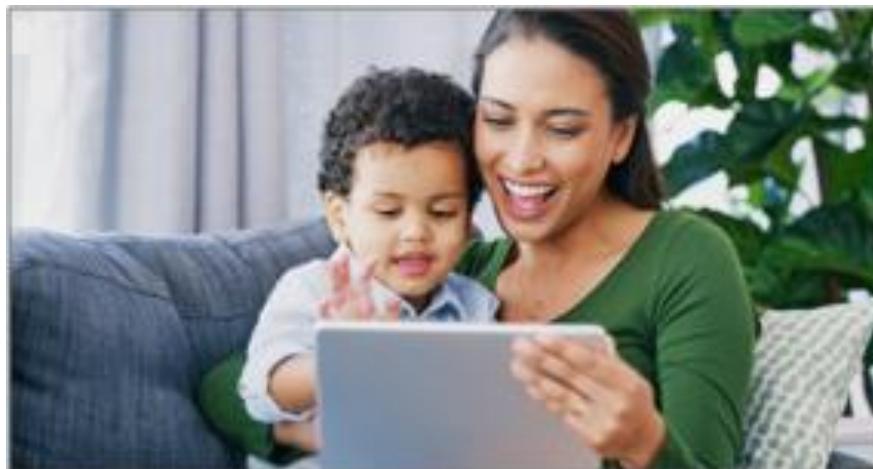


Center for the Study of Social Policy, 2020

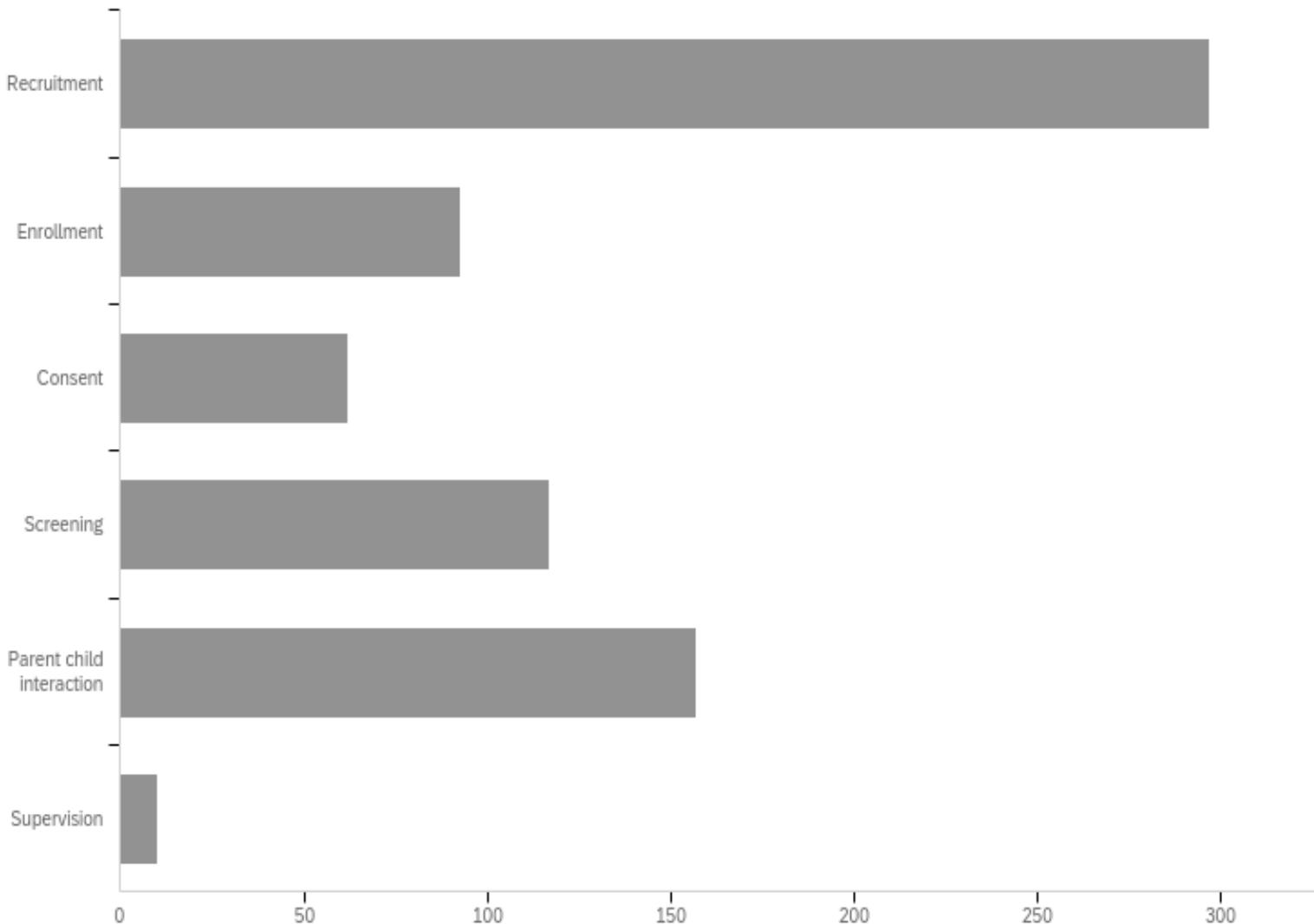
# Transition of Roles

In virtual, there is heightened awareness:

- Parents are the decision-makers and in the lead role
- Spotlight is truly on the family
- Mutual competence approach



What area has been  
the most challenging  
to complete using  
virtual home  
visitation?



# Transition of Roles



Setting expectations for the visit:

- **Check-in** – prior to every visit via phone, text or email; focused on preparing for the visit together
- **Core Components** – still occur at every visit
- **Debrief** – more focus on next visit preparations, what is working, solution finding and what may need to be changed.

# Virtual Engagement Strategies



## Between Sessions



In the course of your interactions with families over the next few weeks, think about times you support the family to focus on their child, their parent-child interaction, or their child's development?

# Poll: Future Content for Deeper Coverage?

Family Engagement

Parent Child Interaction

Virtual Screening

Mental Health

Supervision

Self Care

Virtual Groups

# RR-VHV Resources

The screenshot shows the homepage of the RR-VHV Resources website. At the top, there's a navigation bar with links to 'Your Dashboard', 'All Modules', 'Your Compass', and 'Hi Red!'. The main header features the Institute logo and the text 'RAPID RESPONSE VIRTUAL HOME VISITING'. Below this, there's a large image of a green house with a heart inside. A text box explains the project's purpose: 'The Rapid Response-Virtual Home Visiting collaborative (RR-VHV) will provide best practice principles and strategies to support all home visiting professionals in maintaining meaningful connection with families during this time of increased anxiety and need.' Another text box states: 'Through collaboration, the RR-VHV will leverage the extensive resources and expertise that exists across home visiting organizations to support the development and distribution of cross-model, cross system approaches and guidance.' A third text box emphasizes: 'Providing immediate support for our front-line home visiting staff and the families they serve is our highest priority.' A fourth text box notes: 'The RR-VHV is committed to creating processes to facilitate collaborative content development and shared decision making.' On the right side, there are two buttons: 'Resources' and 'Frequently asked questions'. Below these are sections for 'Want to help?' (with a link to support efforts), 'Contact the RR-VHV for more information', 'Guiding Principles' (with sub-sections for 'Accessible', 'Strength-based', and 'Shared Responsibility'), and 'Available Webinars' (listing 'Home Visiting Models and COVID 19 Response' and 'Virtual Visit Readiness'). Each webinar listing includes a thumbnail image, a title, a date, and a link to download the video.

Webinar recordings, slide decks, and supporting documents are available at:

<https://institutefsp.org/covid-19-rapid-response>

# Credits

Content for this webinar was supported by:

Heising Simons Foundation  
Pritzker Children's Initiative

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**RAPID RESPONSE**  
**VIRTUAL HOME VISITING**

Connect

[rapidresponse@nationalalliancehvmmodels.org](mailto:rapidresponse@nationalalliancehvmmodels.org)

[www.institutefsp.org](http://www.institutefsp.org)



## Closing

Olivia Giordano  
Healthy Start TA & Support  
Center

**Next Webinar:  
April 27 from 2-3:30 p.m. EST**

## Request 1:1 TA

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- The RR-VHV team is available for 1:1 TA!
- To request individual TA, visit EPIC
  - Under the “HS EPIC Center” tab, click “Request Technical Assistance”



## Healthy Start Deadlines & Events



### April 2021

#### Deadlines:

- Apr 2 [Trauma Informed, Resilience-Oriented and Equitable Care Community of Practice Application Due](#)  
Apr 15 HSMED-II Report (CSV or XML) Due  
Apr 30 Aggregate Report (Excel) Due

#### Events:

- Apr 1 [Rapid Response Virtual Home Visiting Series Webinar #1](#)  
Apr 7 HS Breastfeeding Cohort Meeting #2 — *Cohort members only*  
Apr 12 [CIGNAL for Perinatal Behavioral & Mental Health Webinar](#)  
Apr 13 [Fatherhood Talk Tuesday](#)  
Apr 14 HS CAN Cohort Meeting #4 — *Cohort members only*  
Apr 16 [Quality Improvement Learning Academy Meeting #3](#)  
Apr 20 [Maternal Mental Health Series Webinar #1](#)  
Apr 21 HS COIN Meeting #5 — *COIN members only*  
Apr 21 HS Evaluation Cohort Meeting #2 — *Cohort members only*  
Apr 22 [Harambee: Creating Context for Equity and Justice Webinar #3](#)  
Apr 22 [NPCL Fatherhood Development Training Day 1](#)  
Apr 23 [NPCL Fatherhood Development Training Day 2](#)  
Apr 27 [Rapid Response Virtual Home Visiting Series Webinar #2](#)  
Apr 28 Fatherhood Cohort Meeting #4 — *Cohort members only*  
Apr 28 [Conversations with the Division](#)

Healthy Start Staff Support Groups hosted by Postpartum Support International – held weekly through May 2021

- Frontline Staff Group: Wednesdays from 3-4 p.m. EST.
- Project Directors/Managers Group: Mondays from 2-3 p.m. EST

[www.healthystartepic.org](http://www.healthystartepic.org)

Can be found on the EPIC website or  
[bit.ly/hs-deadlines-and-events](https://bit.ly/hs-deadlines-and-events)

# Thank You!

