

March 23, 2020

To: Parent Aide Providers

From: Mike Faust, Director

Re: Parent Skill Building Sessions

Effective immediately and lasting through Sunday, April 5, 2020, contracted Parent Aide (PA) providers are approved to conduct virtual parent skill building sessions. All parent skill building sessions will be conducted virtually, unless the parent is unable to participate in, or benefit from, a virtual session, and the parent and other household members have no COVID-19 symptoms (fever, cough, shortness of breath). This directive is time limited and will be revisited on a weekly basis to determine if a continuation is required beyond April 5<sup>th</sup>.

Skill building sessions enhance caregiver protective capacities to achieve safe reunification, so it is imperative that the sessions continue uninterrupted to the greatest extent possible. Contact with a Parent Aide can also provide concrete support, social connectedness, and resilience to parents who may be experiencing increased need. With coordination and patience, virtual skill sessions can be arranged and effective.

Requirements:

- Virtual skill sessions shall occur via video whenever possible. If the parent has no access to video technology, telephone contact may occur.
- Parent Aides shall communicate with the parent prior to the skill building session to confirm the necessary technology is in place. While the Department is not mandating the software a provider must use as a solution, all platforms must adhere to all confidentiality rules and regulations as per law.
- Skill sessions shall be conducted per the duration and frequency outlined in the contract scope of work and the parenting plan.
- Skill session documentation shall include the following statement: "This session was completed using virtual technology as a result of an in person waiver during a declared public health emergency to protect against COVID-19."
- In the event of in-person skill sessions, please reference the attached "Guidance for Conducting Home Visits" questionnaire, to assess the safety of the family and home environment related to COVID-19.

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- Providers will bill the skill sessions per the standards for the referred service, as if the contact occurred in person.
- Documentation of the skill session must include the name of all participants, the location of all participants, the method of contact used (virtual application by name or telephone), and the start and end time of the communication.

Thank you for your continued partnership.



### **Mike Faust**

Director

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