

## **SHARED EXAMPLES FROM WEBINAR** **“VIRTUAL CONTACTS WITH CHILDREN IN OUT OF HOME CARE”**

### **CHAT QUESTION #1 Themes: Give me one CREATIVE example of a virtual contact (VC) that you have had with your friends or families? – 120 Responses**

*Using Facetime, Zoom, Video Chat, Skype, Snap Chat for family visits, birthday parties, Anniversary*

*Using Virtual Contacts to.....*

Play with filters

Have Sunday Brunch, Breakfast Brunch, Family Dinner or a Potluck

Celebrate Easter Sunday

Gather for Happy Hour or Wine Tasting & Charcuterie board

Have Morning Coffee

Join Book Club or read a book together

Share recipes and baked together

Host a Scavenger Hunt

Make Lanterns or Origamis with kids across 4 countries

Attend Drawing classes, paint together, or use a white board

Have Game Night, Play Trivia, Pictionary, Board Games, and video Games like Jack box

Play the lottery

Make Mother’s Day Cards

Ride Bikes – Extreme caution recommended

Asked the child to share a piece of artwork

Watch a movie together

Sing to each other, using Marco Polo, or have a dance party

Walk while virtually Chatting, Enjoy the Outdoors or Workout together

Send Virtual Hugs

Joining Apps together – like House Party, Frankly

Monitor family visits

Attend AA meeting Virtually

Virtual Church, Bible Study, or pray together

Plan a wedding

Celebrate graduation

Created virtual vacations from previous photos

**CHAT QUESTION #2 Themes:** (Video: VC #1 - Initial Zoom call with child in OHC. Phone call prior to set up Zoom meeting. Asked how placement was going observed Child in their room.)

**Share some of your thoughts: Opportunities missed? Alternate ways to engage? 55 Responses**

P/C first to Schedule VC – around school work or other responsibilities  
Talk with Care-provider and find out status/concerns  
Check in with the current COVID environment  
Need to check room  
Go over goals the child is working on, as well as health and nutrition  
Confirm child is alone – develop a code word  
Explore Child’s state of emotions – based on responses, facial expressions  
Validate feelings  
Ask Open-ended Questions  
Have an activity. Use SOP Tools - 3 Houses  
Check in with others in the home and see how everyone is doing

**CHAT QUESTION #3 Themes:** (Video: VC #2 - show of Worker Checking in emotionally with youth – what is happening in the Child’s world and how is COVID impacting them)

**What ideas does this generate for you? Were there missed opportunities? What powerful questions could you prepare before hand? 36 Responses**

Talk about how the youth feels  
Observe facial expression and body language and address  
Ask about contact with friends and supports and how she connects with them  
Celebrate success – graduation. Virtual celebration – deliver balloons  
Missing Prom – go into details about how it effects the youth  
What is working well? How have you dealt with difficult times in the past?  
Things to look forward to  
Mapping  
Provide words of encouragement, alternatives, and suggestions – eg. journal

## **CHAT QUESTION #4 Themes:** (Video: VC #4 – Seeing the home)

**What new question might you start asking in your virtual contacts?** 33 Responses

Ask Open-ended questions

Have them turn on the lights, stove, water, open the fridge, flush the toilet

Ask to see the their closet or where they keep their clothes and their bed

Ask to go outside – age appropriate and safety considerations

Ask who else is in the home and see them

Have fun with the home assessment – make it a scavenger hunt

## QUESTIONS FROM THE WEBINAR

**If the child is doing virtual contacts with FFA SW or therapists, how does this factor into the determination?** *Whether to contact a child using an alternate method, such as video conferencing is a child specific decision that should be made based on the training and experience of the social worker considering all available information. In addition, you should follow the guidelines set out in All County Letter (ACL) 20-25, as well as your own county policy for determining the use of alternative contacts.*

**Please address telephone contacts when the client has no video capability.** *During this time, phone calls are an acceptable alternative contact per ACL 20-25. However, a decision should be based on your county's policy, best practice, and the Social worker's training and experience on each specific child, considering all the available information.*

**How do you document in CMS/CWS?** *The state has put out an All County Letter that provides step by step guidance on documenting a video conference in CMS/CWS. Please refer to ACL 20-31.*

**How do you assess safety when the child is non-verbal? Or what do you do if a child does not want to sit for enough time to do a full assessment?** *There are some circumstance where a virtual contact may not be appropriate. First, refer to your specific county policy on contact requirements, as some counties are having all contacts conducted via face to face. If you are able to conduct virtual contacts, make a call to every birth family and resource family to ensure they have what they need to meet the needs of the children in their care. Determine the safety of each specific child (ACL 20-25 has items to consider). Use your experience and training, as well as any critical information about the child to help determine if an alternate contact is appropriate.*

**How can we assess clients accurately when it feels like we are on "stage" when using Zoom?** *Not every family or child is appropriate for a virtual contact.*

*However, using a virtual format in addition to an in-person contact can be very beneficial. Once you are familiar with the child and his or her demeanor, you can use the same senses you use in person over a virtual format. I have found that youth tend to be more engaging via a virtual format and using such a platform can open up additional ways to help strengthen and support children and families' well-being and success. Of course, every child should be assessed individually to determine safety and you should use your training and experience to guide you, as well as refer to your county policy.*