



CONSIDERATIONS FOR SUCCESSFUL VIRTUAL CASE MANAGEMENT IN HUMAN SERVICE DELIVERY

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Discussion Moderator

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Lessons from Telehealth for Virtual Human Services Delivery

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Roadmap for presentation

- What is tele-human service?
- What are key challenges to providing human services virtually, and what can research tell us about:
 - Effectiveness
 - Engagement
 - Screening
 - Implementation
 - Workforce



What is telehealth?

Telehealth: Definitions vary across Health and Human Services, but generally includes the provision of support and services including care and education as well as the exchange of screenings and diagnostics

Includes video, texting, or online information

This definition is very similar to tele-human services

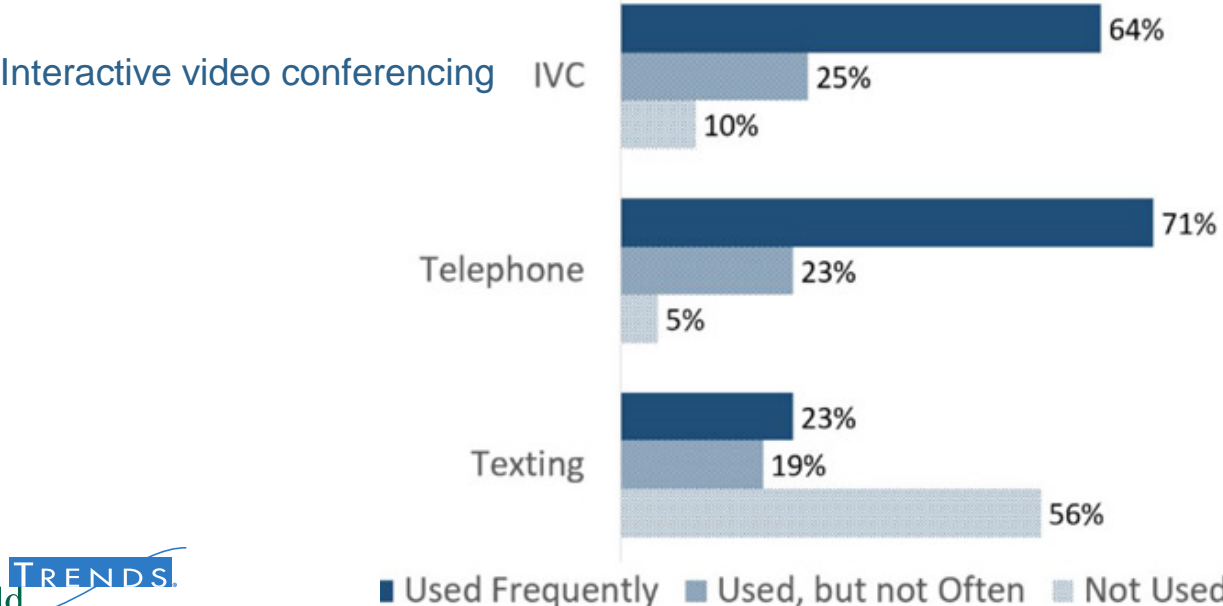
Telehealth and human services research

More research in health and behavioral health, very little in human services

Closest body of research to human services is parenting programs, early intervention services, or services reaching remote families such as the use of telehealth in tribal communities

Snapshot from the field: COVID 19 & home visiting

Local Programs' Use of Alternatives to In-Person, In-Home Visits



O'Neil, Korfmacher, Zagaja & Duggan (2020)

What are some of the challenges of providing virtual human services?

- Effectiveness
- Engagement
- Screening
- Implementation
- Workforce

How do we know if virtual approaches are working?

Most research is comparative effectiveness or non-inferiority trials

Pretty consistently found impacts of various telehealth options to be the same or better than in-person

Effectiveness

Includes:

- **Interactive video visits**
- **Adding texting support to in-person home visits; less about efficacy of texting alone**
- **Online content, particularly when adding coaching**

Effectiveness

Telehealth models may be more cost effective for some communities such as veterans, remote families, Tribal communities

Reduced travel time, reduced child care costs without decrease in quality; reduced barriers to services for parenting support

Consistent finding of higher parent engagement

- Text messages added to in-person visits = higher parent engagement
- Higher parent satisfaction with virtual home visits; shorter parent enrollment time but more intensive use of services during that time
- High rates of rapport with their home visitor

Bigelow et al, 2020; Carta et al, 2013; Murray et al, 2015; Thorp et al, 2012; Traube et al, 2020

Screening

- One study of pilot tele home visiting program reported remote developmental screenings are possible and may increase parent empowerment for child's development and their own mental health
- Parents need clarity on the purpose of the screening and the value of the screening results: What, why and how?

Snapshot from the field

<p>Issues of Confidentiality</p>	<p>Too many people in the home and parents do not have a quiet space to engage in virtual home visits.</p> <p>Confidentiality is a challenge.</p> <p>Concern regarding confidentiality and others in the home due to COVID-19 shelter in place requirements whom otherwise would not participate in the home visits.</p>
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Implementation

Very limited research on implementation.

- Most research focuses on financial reimbursement or technology requirements
- Much less is known about effective means of building rapport, coaching strategies, or effective means for conveying information

Implementation: Context



Lighting



Eye contact



Distractions



Setting
boundaries

Implementation: Rapport

- Study of telebehavioral health in Veterans Affairs (VA) found therapists noting not being able to see physical markers of stress (e.g., fidgeting hands or feet) or not being able to tell if the client was crying
- In this same study, though, therapists reported still being able to build rapport with clients

Implementation: Privacy

Privacy concerns for providers and clients



Selection of platform
concern for providers



Home visiting telehealth
families report preferring
telehealth to increase family
confidentiality of needing
services



Providers' concerned
who else might be
listening into the
session on the client's
side



Clients in VA study reported
not always knowing if others in
the provider's home could hear
the session

Thorp et al, 2012;
Traube et al, 2020;
Cason et al, 2012;
Jarvis-Selinger,
2007

Workforce: Skills

- Very little research on the workforce including skills and training needed in the workforce to do this well, and staff support such as supervision support/burnout
- One study pointed to the need for remote home visitors to build skills in coaching and facilitation, active listening and observation

Workforce: Support

Bigelow et al,
2020; Traube et
al, 2020

Some evidence the workforce would
continue to use telehealth options

**Easier to fit into
schedule**

**Ease connection
with parents**

**Improved parent
engagement**

Research gaps

- What should we be measuring now?
- What service, for whom, under what conditions (engagement)?
- Implementation successes & challenges
- Workforce needs & skills
- Service delivery while maintaining core components
- Effective screening and referral
- New research and leveraging existing data for a natural experiment with current situation

Thank you!

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VIRTUAL HUMAN SERVICE DELIVERY: HOW CAN WE SUCCEED?

Gerrie Cotter

Ohio Dept. of Job & Family Services



BUILDING Ohio's Workforce
CREATING Innovative Solutions
PROMOTING Economic Independence and Growth



Department of
Job and Family Services

Current Challenges: Workforce

- Transitioning to remote work
 - Technology, platforms, equipment and internet connections
 - Supervision
 - Staying in touch and collaborating
 - Keeping personal connection
 - Personal challenges and family situations (kids at home, financial issues, possibly illness)
- Converting in-person trainings to virtual

Current Challenges: Clients

- Providing guidance on flexibility
- Accepting new cases virtually
 - Paperwork, signatures, receiving needed documents
 - Making a personal connection
 - Cash assistance and work participation
- Continuing to engage current clients
 - Training (virtual only option)
 - Work Experiences (limited availability)

Urgent Issues for Federal Human Services

- Anticipating flexibility needed in the current environment and releasing guidance to the states as quickly as possible
- Gathering feedback from states on any issues not already covered and turning around new guidance quickly
- Helping states and locals leverage online technologies and platforms for training, engagement and other ways to serve clients
- Helping states and locals figure out how to protect child welfare, health care and other workers that cannot complete work remotely

Urgent Issues for Federal Human Services

- High unemployment will be an ongoing challenge for many programs
 - TANF work participation requirements will be an ongoing challenge
 - High unemployment makes it hard to place clients in work participation placements
 - Childcare may not be available

Virtual instead of in-person: Considerations for Success

- Training
 - Depends on the training type, learner, availability of equipment and internet
 - It will be important to survey clients, training providers and other stakeholders
 - It will be important to monitor client progress/outcomes
 - Develop plans for challenges like having kids at home to supervise and help with school work
 - Sometimes it may not be an option, depending on individual circumstances

Virtual instead of in-person: Considerations for Success

- Remote working
 - It's important to check in with your staff on a personal level, too, to see how they are coping, and keep connected
 - Frequent check ins on a professional level are helpful, too, as staff learn to use remote technology platforms like Microsoft Teams, etc.
- Surveys can help identify successes, opportunities for learning or improving and areas where more training is needed for clients or staff on how to accomplish things virtually that were previously done in-person like client meetings, eligibility paperwork, ongoing engagement, etc.

Down the Road...

- How to help states and locals serve clients effectively in case social distancing continues long term
- How to help states and locals work with clients effectively with extreme unemployment
- Protecting frontline human services workers that cannot provide services with social distancing
- How to provide access to any vaccines developed





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