

Family Engagement in a Virtual World

A KEMPE VIRTUAL VILLAGE CAFE DISCUSSION GROUP
HOSTED BY THE NATIONAL CENTER ON FAMILY
GROUP DECISION MAKING

KEMPE CENTER, UNIVERSITY OF COLORADO
DEPARTMENT OF PEDIATRICS



Welcome to Kempe's Family Engagement in a Virtual World Café!

Shout out to Café participants!

Cafés about Family Engagement in a Virtual World will occur every Wednesday at 12pm MT

No cost to attend

An email will be sent each Thursday with link to register for session occurring the following Wednesday.

Café sessions will be recorded and posted on the web



Session overview

Technology: Options and Building Comfort and Skill with Various Modalities

Overview of Information Gathered

Group Discussion:

- Your ideas, experiences, challenges and questions
- Potential impacts on child welfare practice



Resources: Engaging Families Virtually

➤ Two Information Sheets:

- Virtual Family Group Conferencing/Family Group Decision Making
- Virtual Family Engagement Meetings (any fully-facilitated meeting)

➤ Recordings of past Café sessions

➤ Link to resources:

[https://medschool.cuanschutz.edu/pediatrics/sections/child-abuse-and-neglect-\(kempe-center\)/coronavirus-resources](https://medschool.cuanschutz.edu/pediatrics/sections/child-abuse-and-neglect-(kempe-center)/coronavirus-resources)



Poll: topics for future cafés

- Maintaining referrals: Sustaining partnerships and growing comfort
- General facilitation & coordination
- Preparing families and service providers to participate virtually
- How to navigate conflict in a virtual meeting/conference
- Supervising family meeting coordinators/facilitators
- Preparing & including children in the virtual space
- Weaving in family's culture
- Facilitator/Coordinator well-being and self-care



Technological Considerations:

- a) Virtual Platform
- b) Telepresence
- c) Family Group's relationship with technology
- d) Problem solving limited internet access or other technological barriers



Virtual platform capacity:

- Video, audio and text (chat box) capability for all participants;
- Private and secure;
- Multiple participants at the same time;
- Ease of access for users;
- A private space, such as a breakout room, during private family time;
- Communication with host (coordinator/facilitator) while in the private space;
- Share screen capacity (during plan development/review).

Depending on the requirements in your jurisdiction, the platform may also need to meet the requirements of HIPAA or other legislation.



HIPAA-compliant platforms

The following platforms have HIPAA-compliant versions that may include fees for usage.

- Zoom
- Microsoft Teams
- Others?



Tapping into your experience

1. What tips do you have for helping family members navigate the platform you are using?
2. What ideas do you have about how to navigate the virtual platform when a participant speaks a different language than the language used on the platform?
3. What has worked well for you regarding explain the risks and benefits of participating virtually to the participants (one of the ethical responsibilities)?



Telepresence

Feeling as if you are present with no artificial distance between you

- Look directly at the camera and lean forward on occasion;
- Be 10% more active/lively than usual to be as effective as in person meetings;
- Pay attention to lighting so that your face is not in a shadow;
- Pay attention to the backdrop behind you – clean and plain; blue is the optimum color; avoid background pictures;
- Don't have your camera facing the door (in case someone comes in unexpectedly);



Family Group's relationship with technology

Standard 2.05: Assessing Clients' Relationships with Technology, provides the following guidance: *...social workers shall consider clients' views about technology and the ways in which they use technology, including strengths, needs, risks and challenges.*

NASW, CSWE, ASWB & CSWA (2017), [Standards for Technology in Social Work Practice](#)



Family Group's relationship with technology

Part of the interpretation of Standard 2.05 includes the following:
...social workers should consider relevant needs, risks, and challenges, such as clients' reluctance to use technology; difficulty affording technology; limited computer knowledge or fluency with technology; and the risk of cyberbullying, electronic identity theft, and compulsive behaviors regarding the use of technology.

NASW, CSWE, ASWB & CSWA (2017), [Standards for Technology in Social Work Practice](#)

When participants speak different languages, creativity will be needed so that all are able to participate and understand the various functions used in the virtual platform.



Tapping into your experience

1. What has worked well for you regarding how you assess the family group's relationship with technology?



Problem solving limited internet access or other barriers

Standard 2.21 provides the following guidance: *When appropriate, social workers shall advocate for access to technology and resources for individuals, families, groups, and communities who have difficulty accessing them because they are a member of a vulnerable population such as people with disabilities, limited proficiency in English, limited financial means, lack of familiarity with technology, or other challenges*

NASW, CSWE, ASWB & CSWA (2017), [Standards for Technology in Social Work Practice](#).



Problem solving limited internet access or other barriers

Telephone Access: Navigating barriers

Some families receiving Medicaid are eligible for government-funded telephones.

Agency purchases cell phones for participants who do not have one.

Internet Access: Navigating barriers

Some agencies are marking spots of their parking lots where Wi-Fi access is best for parents/families to use.

Some schools will provide hot spots.

Some local libraries have public hotspots outside their facilities.



Questions for discussion:

1. Is there a challenge regarding engaging families virtually that you would like to share with those of us who have gathered for this session?
2. What are some lessons learned or wisdom gained that you can share with this group?
3. How will you know how effective engaging families virtually is for them?



Thank you!

