

The following is only a sample and in no way represents what **MUST be included in policy and procedure. It is up to each program to decide what is best for their individual programs.**

Procedure Name:	Phones for Families
Applicable to:	Family Support Professionals; Supervisors of Family Support Professionals
Effective Date:	April 24, 2020
Date(s) of revision:	none
Other References	none

Definitions:

Family Support Professional: The person providing home visitation in partnership with the family.

Supervisor: The person directly supervising Family Support Professionals.

Participant: The parent(s) or guardian(s) participating in the XYZ Partnership with Families program.

Agreement for Cell phone and Phone Card Use: A form signed by the participant(s) acknowledging their rights and responsibilities for using the cell phone.

Guidance on Phone Set Up: A document created by XYZ Partnership with Families on how to install Google Hangouts on the cell phone provided to participants.

Cell Phone and Phone Card Form: A form used by the XYZ Partnership with Families to log which participants have forms, the date they received the phone, and the date the phone was returned to the program.

Policy:

In the response to the COVID-19 pandemic the XYZ Partnership with Families program has phones with minutes, texting, and data available to provide to families who face barriers to virtual home visits due to technology. Families will need to meet eligibility requirements, agree to XYZ Partnership with Families program rules for the use of the cell phones, and agree to return the cell phone when in person home visits can safely resume or the phone is no longer needed.

Procedure:

All participants in the XYZ Partnership with Families program that meet the following criteria are eligible to receive a phone:

1. At least one home visit in the last month prior to the movement to virtual home visits.

2. Currently without a device to facilitate virtual home visits via a video call such as Zoom, Google Hangout, Facebook Messenger, Skype, etc...
3. Agree to continue virtual home visits at the same frequency and length as in home visits previously established.

Some of the above listed criteria may be not applicable for certain situations. Please review these situations with the XYZ Partnership with Families Supervisor.

Phones will be distributed in the following manner:

1. All program participants who are not currently engaged in programing or are not meeting virtually with the Family Support Professional will be asked about their specific barriers relating to meeting virtually.
2. If the participant mentions concerns relating to technology as barrier the Family Support Professional will determine if the family is eligible to be provided a cell phone with data, minutes, and texting.
3. If necessary, review eligibility requirements with XYZ Partnership with Families Supervisor.
4. The Family Support Professional will notify program participants if they are able to provide them a cell phone or if they do not meet the eligibility criteria.
5. Complete XYZ Partnership with Families program "Agreement for Cell Phone and Phone Card Use." This form will be dropped off at the participant's home on the porch or in a secure location.
6. The participant will notify the Family Support Professional that the form has been completed and has been placed in a secure location.
7. The Family Support Professional completes all necessary set up requirements for the phone to be operational including activation of any minutes, texting, and data.
8. The Family Support Professional brings phone to the participants and places in a secure location. The Family Support Professional also provides "Guidance on Phone Set Up" to the family on how to install Google Hangouts to be used for virtual home visits. The Family Support Professional picks up the participant's "Agreement for Cell Phone and Phone Card Use."
9. The Family Support places the "Agreement for Cell phone and Phone Card Use" in the participant file.
10. The Family Support Professional notifies the XYZ Partnership with Families Supervisor.
11. The Family Support Professional performs a factory reset of the device to delete any participant information that may be stored on it.
12. The Supervisor logs the family's receipt of the phone on the "Cell Phone and Phone Card" form.

Phones will be picked up in the following manner:

1. For families that remain active in virtual home visitation:
 - 1) Phones will be picked up at the first visit at the end of virtual home visitation
 - 2) The Family Support Professional performs a factory reset on the phone to ensure all participant information and data has been deleted from the device.

- 3) Family Support Professionals will notify the Supervisor the phone has been returned.
 2. For families that are no longer active in virtual home visitation but are responsive to communication:
 - 1) Upon notification by the participant that they no longer wish to participate in XYZ Partnership with Families the Family Support Professional will arrange a time for the participant to place the phone in a secure location for the Family Support Professional to retrieve.
 3. For families who are no longer active in virtual home visitation and are not responsive to communication.
 - 1) The Family Support Professional will make at least five attempts to contact the participant to arrange a time to pick up the phone. These attempts to contact should be at varied times during the day and include a mixture of phone calls (including voicemails) and text messages (if available). All attempts to contact will be documented in the participant case file.
 - 2) If the participant is unresponsive to the Family Support Professional, the XYZ Partnership with Families Supervisor will make at least two telephone calls to the participant to arrange a secure location and time to pick up the phone.
 - 3) If the participant is unresponsive to these attempts to contact a letter that informs the participant of their obligation to return the phone with a date and time at least 5 days in the future to account for mailing times will be sent to the participant. The letter will include information that the Family Support Professional will retrieve the phone from the same secure location they dropped it off at on a specified day and time.
 - 4) If all attempts to contact and attempts to retrieve the phone are unanswered this will be documented on the Cell Phone and Phone Card Form and collection efforts will cease.
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Agreement for Cell Phone and Phone Card Use

XYZ Partnership with Families respects and supports the individual and human rights of each participant as they participate in all aspects of the program. This includes participation in the “Phones for Families.” The rights listed below are in addition to the rights signed at the initiation of services. Participants have the following rights with regard to the cell phone use:

1. The right to privacy. Use of the phone will not be tracked by anyone or entity at XYZ Partnership with Families. All of your data will be erased from the device upon return of the phone.
2. The right for equitable treatment. Potential recipients of phones will be reviewed based on established criteria. Requests for phones to be returned will be based on established criteria.
3. The right to participate in continued decision making regarding what participation looks like for your family. Your family support professional will continue to partner with you in relationship building and education about becoming your child’s first and best teacher.
4. The right to confidentiality during virtual home visits. Your family support professional will meet with you in a private and secure location where no one else will overhear or see your video call.
5. The right to file a grievance. You have the right to offer complaints or grievance concerning these rights or the rights you signed at the initiation of service.

Rules for Participation in Phones for Families Program

1. I agree to continue virtual home visits at the same frequency and length as in home visits previously established.
2. I agree to ensure that my child(ren) are available during the home visit.
3. I agree to actively participate in virtual homes visits including interacting with my child(ren).
4. I agree to return the phone when virtual home visits are complete or when I decide I no longer want to participate in XYZ Partnership with Families program.
5. I agree to prioritize the data on the cell phone to ensure I have enough data for virtual home visits.

I understand my rights by participating in the Phones for Families program and agree to the rules for participation in this program.

Participant’s Signature

Date

