Supporting the Virtual Workforce

Using Social Media and Technology to Engage Children, Youth, and Families

Hosted by Charmaine Brittain, MSW, Ph.D.
National Child Welfare Workforce Institute (NCWWI)
Welcome!

This learning exchange is sponsored by:

National Child Welfare Workforce Institute
LEARNING, LEADING, CHANGING
Innovations Taking Place in the Field

How have you innovated?

Are you getting results?

Will you continue to do it this way in the future?
Please respond to the poll question by selecting your answer and then clicking “submit”
Today’s Webinar

- Real Life Example
- Using Social Media for Engagement
- Policy, Ethical Considerations
- Learning Exchange of Your Questions, Resources, and Ideas
Let’s Center Ourselves
Supporting the Virtual Workforce | Learning Exchange Series

- Virtual Supervision
- Workforce Well-being
- Physical, Emotional, and Psychological Safety
- Converting the Classroom From In-person to Online
- Coaching Remotely
- Using Social Media and Technology to Engage Children, Youth, and Families
Let’s Talk With Our Experts
Apps for Communicating or Visitation

- Marco Polo: video messaging
- Houseparty: video chat from multiple locations; can use games
- FaceTime, Messenger, Skype
- Zoom
- Doxy.me: free encrypted telemedicine conference tool (can exchange HIPAA information with informed consent)
Tips for Successful Visits

- Have a good plan - practice the tool
- Attend to technical security – informed consent, GPS safety
- Arrange for a good environment – quiet, good lighting
- Keep it age-appropriate – about one minute per age of child
- Be consistent – time of day, plan
Chat Question

How do you use technology to facilitate visitation between children, youth, and families?
Using Social Media Tools Safely & Ethically

- Follow all agency policies and check with your supervisor
- Do not share sensitive information
- Check GPS location settings for privacy
- Use informed consent; explain about protected info and the use of info and data including recordings
- Train everyone to use the app including expectations, how/when visits, and addressing tech issues
- Secure personal devices
Chat Question

What have you seen or heard about how to engage families during video visits?
Promoting Digital Literacy

- Test apps before recommending them to families
- Know that with free apps, user data is typically being sold – Google can help uncover the profit model
- Discuss social media scenarios and ethical considerations at meetings
- Share your thinking as a supervisor
- Get creative: consider an online support group or resource, YouTube, or message forums
- Use criteria to evaluate resources: Who runs it? Who supports it? How’s it moderated?
Policy and Practice Considerations

- Should workers search for client info? Under what circumstances?
- How should searches and communications be documented?
- What information should case reports or court records contain?
- How should informed consent be addressed?
- What are risks of and mitigation strategies for using personal devices?
- What should a worker do if they’ve made an error?
Resources

Should you use apps with clients?
Tech tips for child welfare stakeholders during COVID-19
Common Sense Media: Age-based reviews of apps and tools
Policy issues for child welfare leaders during COVID
Supportive Remote Visitation for Children in Foster Care
Q & A’s
Idea and Resource Exchange
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Evaluation

Please fill out the evaluation.

We are always learning and growing and want to meet the needs of the child welfare workforce with products and programming.
Innovations Taking Place in the Field

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Thank you!