NCWWI asked child welfare workers how they’re doing during the COVID-19 Pandemic. Workers responded that they need:

1. **clear and safe return-to-office plans, including:**
   - Testing and temperature checks
   - Social distancing setup for workspaces/cubicles
   - Ongoing office cleaning plans that adhere to comprehensive sanitizing procedures
   - PPE and sanitizing materials for staff to use in the office and to provide to families during in-person visits

2. **child welfare programs to support ongoing work-from-home options.**
   - During the pandemic, workers found that working remotely:
     - Increased
       - Client engagement
       - Schedule flexibility
       - Work-life balance
       - Worker efficiency and effectiveness
     - Decreased
       - Office distractions
       - Driving time
       - Travel-related stress and expense
   - “The pandemic has shown we do not need brick and mortar buildings to get our essential work done.”
   - “Working remotely has been amazing for my mental health. My stress level has been way down and my productivity way up.”

3. **innovation in using virtual platforms for child welfare work.**
   - Using videoconferencing for agency and client-related meetings has increased attendance and engagement. These virtual practice options could also improve:
     - Follow-up contact
     - Case-closing conferences
     - Service plan reviews
     - Virtual visits for parents who live far away
     - Court interactions for families and staff by:
       - Helping families consistently show up
       - Reducing barriers to childcare
       - Making the waiting process less stressful
       - Decreasing the time staff spend waiting for a case to be heard