

FaDSS Policy 10.0 – Virtual Visits

Policy Statement

Virtual visits are a valuable tool in the provision of FaDSS services; however, they are not without limitation. Virtual visits may only be utilized in accordance with the guidelines set forth in this policy.

Virtual Visits

Virtual visits are considered quality visits and must include goal setting (or reviewing) and general strategizing to identify strengths and address barriers. As of the effective date of this policy, virtual visits may only be utilized in the following instances:

1. During inclement weather or illness, and if the family agrees, a virtual visit may be conducted in lieu of an in-person visit.
2. Beginning in the 4th month of enrollment, if service intensity for a family is set at 2 home visits and 1 significant contact, one of the home visits may be conducted as a virtual visit.
3. If a family is in transition for any reason other than a Limited Benefit Plan, and the family prefers to meet virtually, all visits may be conducted virtually.
4. If a family is not required to participate in PROMISE JOBS due to being a child only FIP family or a non-FIP (2Gen) family, and the family prefers to meet virtually, all visits may be conducted virtually when the family is within 7 months of completing the FaDSS program. This must be outlined in the timeline for completion documented in the family record.
5. FIA appointments may be documented as Quality Visits if the specialist attends virtually or in-person. DCAA encourages specialists to attend FIA appointments in-person, whenever possible.

Exceptions to the use of virtual visits:

- No enrollment visits may be conducted virtually.
- No DCAA required assessments may be conducted virtually.
- If the family wishes to meet in-person, virtual visits may not be provided.
- Grantee agencies may set more stringent protocols regarding the provision of virtual visits.

All virtual visits must include video conferencing. Phone calls and texting will no longer be considered modes for the provision of virtual visits. An exception will be made for families who begin transition because they cannot/choose not to participate in in-person services if the family does not have access to video conferencing.

Effective: xx xx, xxxx