**PSCO Forum 2 – Parent Survey Practice**

NYC Attendance: Jamaica, Suffolk, CAMBA, Parkchester, Corona, Brookdale, Westchester, Bushwick, Washington Heights, Staten Island

Cap/MH Attendance: Orange, Delaware, Clinton, Ulster, Dutchess. Rockland, Albany, Otsego, Oneida, Sullivan, and Schenectady

CW Attendance: Cortland, Cayuga/Seneca, Monroe, Wayne, Niagara, Jefferson, Madison, Ontario, Wayne,

Attending All Regions: PCANY, OCFS and CHSR

**What has been working- Engagement and Scheduling the PS visit:**

* I start the process by calling the family, then I might text and when contact is made offering the family a choice of a phone call or “virtual” platform
* Send picture of yourself as a way of introducing yourself to the family
* Printed out flyers and put tokens (Such as pens, pins) sent them out to families on the outreach case list
* Converted program brochure to an e-mail friendly format
* Prepping for the PS, I organized some questions and areas I want to cover
* Set aside time when making initial calls to conduct the PS at that time
* Follow through happens much quicker with families
* Can offer more flexibility with scheduling especially for families who have numerous children at home
* Doing the PS when I initially get the family on the phone. Find when I schedule for a later date, I run the risk of losing the family
* Scheduling extra time when making outreach calls so that you have the option to go right into the PS visit.
* I give them the option to have facetime or regular phone call. I schedule a couple days before. If Facetime at least they have a face to recognize. Some feel comfortable some do not.
* Text messaging and Docu-Sign have been used for signing consents
* Send the forms ahead of time so they can see. Then I ask family to text back a consent.
* Schedule calls in the AM.
* During a virtual baby shower, introduced parents to baby basics and left a cliff hanger. Then we reach each family individually to schedule a virtual home visit to continue providing information then conduct PS
* To encourage family to use a virtual platform, I told family that I would like to do the first call by video, so they see I am a real person and not a scammer.
* Participant referrals have helped a lot
* To let them know this is not our normal practice, I tell parents, “We usually come into your home so because of the pandemic we are coming in virtually.”

**What has been working- Conducting the PS:**

* Families more open over the phone, seem more relaxed and the process feels less formal than when we were in the home
* Some families where contact is primarily on the phone have been sending photos of their family
* More Dad’s participating from different locations. If they are not home we have the ability to “patch” them in from another location
* Not using a “cheat sheet”. Encouraging home visitors to just go with the flow and follow the families lead
* Can do the PS in multiple visits
* Virtual option opens up more choices for the location of the PS (both in and out of the home). One program shared that the visit took place outside with Mom in the yard, another the Mom was in her bedroom.)The dynamic feels more relaxed as families don’t have to worry about the status of their home (i.e. did they do the dishes, is it messy)
* Using the Reflective Strategies, such as ATP’s and explore and wonder to explore MH topics
* Conducting the PS visit using a variety of different formats, i.e. Zoom, video chat and phone calls
* Able to conduct the PS visit in one call
* Have noticed some families appear more comfortable sharing on the phone as no one is watching them
* When conducting phone PS visits, several sites shared that that allows them to take some notes which has led to “richer” surveys and more comprehensive narratives.
* Have learned how to multi-task with writing during calls in a way that does not negatively impact my engagement with the family. I jot down brief notes to remind myself of what I want to remember to include in my documentation
* Use the “cheat sheet” to help me remember what to ask and explore
* My listening skills have improved especially with phone surveys as I need to “listen” for cues (i.e. pauses)
* Use more icebreakers to engage the family at the start of the call/virtual visit
* Getting more comfortable sitting with silence while on the phone
* Checking in with the parent during the “visit” asking them questions such as, “How is this going for you?”
* Use lots of affirmations, thanking families for joining, acknowledging how different the current way of doing things is.
* More Dads are present. Trying to actively include them in virtual and phone visits
* Find that a video chat works better than phone as it allows the opportunity to notice cues
* Conversational weave feels easier as I am more focused on the family and not what is going on
* Doing at home phone work with families has increased my confidence in talking with and engaging families on the phone. Feel this will be a good skill to have when in-office work resumes
* I like having the flexibility of doing a call at 8pm because that’s the time when Mom was ready having settled her kids down and in bed
* With phone calls having families on speaker phone helps with the flow of the conversation especially if more than one person is present
* Doing phone or virtual PS there is a no-judgement zone. It does not raise the family’s anxiety of having me visit them at home. Meeting the family on video allows the family to be in the space they feel most comfortable with me seeing.
* Was prepared to do just the four sections but have been doing the full survey. Try to start with less personal and work toward doing the full PS
* Have been able to do face to face, I feel comfortable and the family feels comfortable by maintaining social distancing. Meeting in the home and in the dining room. Started doing face to face in May. Ask three questions to ensure the environment is safe before initiating the visit
* Notice during my time doing phone PS that I was using a lot of closed-ended questions and it was sounding like a questionnaire. For the next PS I did, I prepared open-ended questions ahead and the SIQs I wanted to ask.
* Having success with virtual – WhatApp, Duo – able to keep the contact with the families. Send a picture and show ID. Let family know who sent us the referral. Weaving seamlessly, we are going into the PS process
* Families are comfortable with tele-visits. We have had more fathers involved in the visit
* Success that dad is available and are actively participating in the PS
* Been doing PS over the phone and do full PS, have not had to do 2nd call to finish. Read the consent forms. Advise the family that if they do not feel comfortable talking about something to let me know.
* I have had experiences when I have had to cut up the PS, but you lose something in the momentum. Find that if able to do in the one visit, parents tend to talk more when over the phone,
* Keeping it in a conversation style has been successful. I don’t ask the question directly and try to have a conversation from one topic to another. If parent told me something in 8 earlier, I don’t ask it again when I’m at 8.
* Help with conversation is that able to ask each parent the questions
* Give parents the opportunity to turn off their video during the video call. There is no pressure for you to sign in so that I see you, but you can see me
* Parents don’t have to get dressed to be on a phone or video call
* Giving families the rational for why I want to see you virtually right now

**Challenges:**

* Hard when doing phone visits not to be able to see the body language especially when exploring sensitive topics. This sometimes leads to not exploring an area in as much depth
* When conducting the visit and exploring sensitive topics it is hard to know who is in the room
* Experiencing silence on phone and Zoom calls. The pause can lead to moving the conversation along quicker than if we were in person
* Doing PS over the phone the last part when discussing resources can be hard as concrete materials cannot be provided and there is more of a disconnect with families during this conversation
* Documentation format. Had to convert documentation to an Adobe format so staff could access
* Can take several sessions to complete the PS visit
* Parents having limited minutes on their phones
* Parents’ access to technology
* Feel it is easier for families to say no on the phone as opposed to in person
* Do not always have the families undivided attention
* Consents: How to complete, not having a physical form
* Younger participants do not always like to talk on the phone
* Sometimes not able to hear or see expressions
* One time I needed translation, so called on another Co-worker.
* Stayed in the four sections and it was difficult to score the family
* When families are experiencing engagement over the phone there is a challenge with moving them to virtual
* Meeting parent where they are at, so that may mean that we are not getting all of the subcategories. We are getting enough to obtain a positive score and move family forward
* Parents not usually open to virtual visit as a first encounter
* Took about 2-3 days to do a PS, trying to parent while doing a survey was a bit difficult for the families
* Harder to remember what the parents say over the phone, so I take notes.
* Think was able to remember the content of what parents said because that face to face we see cues that link to responses – not seeing parents makes the recall challenging
* Must keep calling back to gather more information – try to stress that it’s a visit and not just a quick phone call
* A lot of times families are in a room with other family and friends or other renters, having to be mindful about that and having to read cues over the phone to determine if parent feels comfortable and safe talking with me
* Learning to read cues over the phone
* Have not been able to complete the PS because when I called back, parent did not respond. I think because the parent was not comfortable with the questions I was asking, so now I start with non-invasive questions
* Challenge with keeping to a conversational weave as opposed to a questionnaire
* Challenge trying to get the family to use the video call instead a phone call. We would have the opportunity to get more information, recognizing cues, if we are able to do a video call. Convincing the family to turn on the video for the PS
* Consent forms signed

**Ideas and where more support/information is needed:**

Ideas for closing the PS and offering resources and materials:

* Some programs text the information following the PS visit
* If the family has an e-mail, sending brochures and information
* Taking a screen shot of flyers and sending them to families
* Noticing generational differences with using the phone as the communication platform
* Conducting an IRR discussion as a supervisor easier to do in person
* Creating a tracking form for informed consents
* CA is working on a tracking form so that you can track consents that need to be signed when back to face to face visits – Consent follow-up tracking form

Safety:

* Encourage families to find a private space for visit. Inform families that the program is conducting the visit in a private space where the conversation is confidential
* Letting families know who is part of the HF team, and then asking them who is part of their family and inquiring as to who would be present
* Always being mindful that you may not know who is in the room
* Checking in with families during the process especially when discussing sensitive topics