

# NWF Health Network Policy & Procedure

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<b>Series:</b>	400: Child Welfare Services	
<b>Policy Name:</b>	Technology-Based Service Delivery	
<b>Policy Number:</b>	427	
<b>Origination Date:</b>	February 24, 2022	<b>Revised:</b> Board Meeting of 04/25/2024

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## Policy

It is the policy of NWF Health Network (NWFHN) to utilize available technology in the provision of direct services when such technology can augment service quality, increase engagement, or minimize risk for our staff and the individuals being served.

## Procedure

### A. Availability

1. A variety of platforms for providing virtual services will be made available to NWFHN staff and partner agencies. At all times, at least one secure platform will be available for use during activities that involve sensitive or protected information.
2. Staff will be trained on appropriate use of each platform and kept up-to-date on process changes

### B. Services that may be provided via technologically-aided interface

1. Services that may be provided via video or other virtual platforms include:
  - a. Staffings for case planning or treatment planning purposes
  - b. Visitation between family members
  - c. Home visits for licensure or child safety purposes

### C. Criteria for assessing appropriateness of technology-based services

1. Virtual participation in staffings is appropriate when:
  - a. An appropriately secure platform is available; and
  - b. The quality of the interaction can be maintained at a level that is sufficient for service purpose to be attained; and
  - c. Key participants, including service recipients, would be unable or unlikely to participate in person
2. Use of technology to complete licensure activity is appropriate when:
  - a. The purpose of the activity can be met via the chosen format
3. Use of technology for sibling or family visits is appropriate when
  - a. One or more members of the family lives too far away to reasonably participate in in-person visits without significant disruption; or
  - b. The visit is augmenting in-person visits that are also taking place

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4. Use of technology to complete child safety visits may be appropriate when:
  - a. The child is placed outside of NWFHN's service area, and virtual visits are augmenting the in-person visits being performed on our behalf by local workers, or
  - b. The child or household members have a health condition that makes in person visiting inherently unsafe, and completing visits for safety monitoring cannot be safely accomplished any other way.

### D. Training

1. NWFHN will train staff on use of all platforms being provided for the purpose of technology-based service delivery. Training will include, at a minimum:
  - a. Use of equipment and related software
  - b. Privacy and confidentiality issues specific to the platform
  - c. Recognizing and responding to emergency or crisis situations from a remote location
  - d. Engaging and building rapport with service recipients and others when using virtual platforms
  - e. Maintenance of professionalism standards while using virtual platforms.

### E. Informed Consent

1. Prior to engaging in technology-based service delivery, service recipients receive information needed to make an informed decision about engaging in the service including:
  - a. the service provider's physical location, contact information, and credentials;
  - b. alternate methods of service delivery, including access to other service providers, in the event of a technological failure;
  - c. privacy and confidentiality limitations associated with electronic communication;
  - d. instructions on how to access services and use the technologies;
  - e. risks and benefits associated with the service delivery model;
  - f. emergency response procedures including verifying the person's current location for the purposes of emergency management;
  - g. how personal information and data will be documented, stored, protected, and used; and
  - h. under what conditions a referral for face-to-face services may be made.