

Beyond COVID-19

CACs in the Age of Distance Services and Emergency Preparedness



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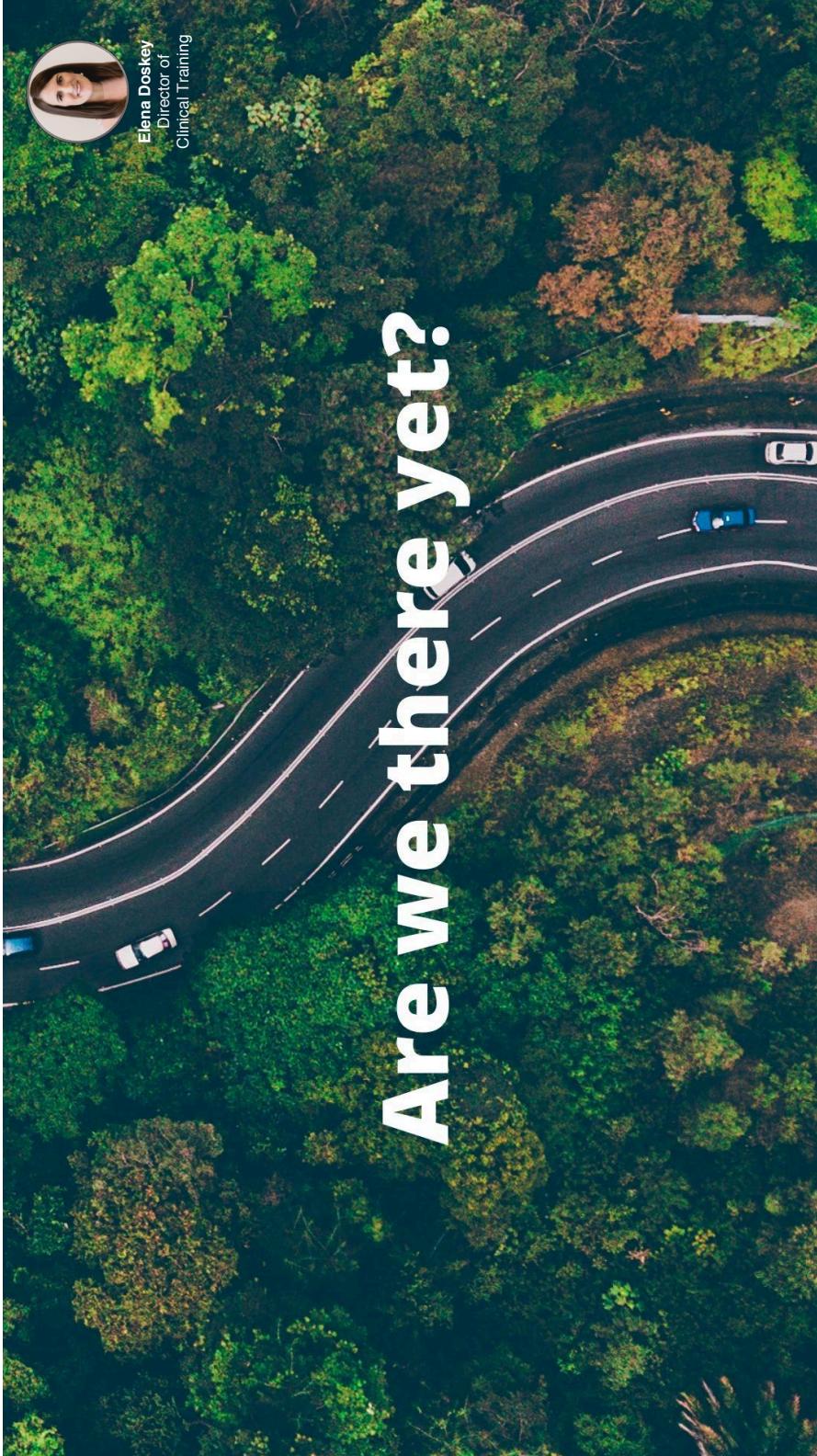


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Are we there yet?



Overview



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- Crisis Management Planning
- Policy considerations
- Tech considerations
- Training internal staff
- Deeper dive: MDT Coordination & Education
- Deeper dive: Forensic Interview
- Deeper dive: Family Advocacy and Therapy



Crisis Management Planning

HAVE A PLAN IN PLACE

- Executive decisions will be made under broad conditions
- Organize quickly and communicate often
- Be ready to change plans and make quick decisions
- Write and share policy for executive decisions as much as possible, so staff know what may be coming
- Address scheduling for staff



Matthew Gilbert
Chief Partner
Relations Officer



Policy Considerations

EFFICACY OF SERVICES AND CLIENT SAFETY

- In order to provide high-quality services, what activity can and cannot be moved online? Are there activities that can be moved online, but only in extreme cases?
- What can we do that's both feasible and ethically appropriate?
- Ensure client safety and privacy during distance services. For instance ...
 - Are others in the room during a session?
 - If there is an emergency, is there a safe adult who can be accessed?
- Make backup plans in case the tech fails. Can you make a phone call, if the internet is spotty? Is there an alternative tool that can be used?



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Policy Considerations

HIPAA

- Relaxed enforcement with “good faith provision of telehealth during the COVID-19 nationwide public health emergency”
- Software solutions must not be “public facing” (Facebook Live, Twitch, TikTok)
- HIPAA BAA (Business Associate Agreement) – agreement between software company and healthcare providing customer to protect client information.

EXAMPLES FROM HHS.GOV

- Skype for Business / Microsoft Teams
- Updox
- VSee
- Zoom for Healthcare
- Doxy.me
- Google G Suite Hangouts Meet
- Cisco Webex Meetings / Webex Teams
- Amazon Chime
- GoToMeeting
- Spruce Health Care Messenger



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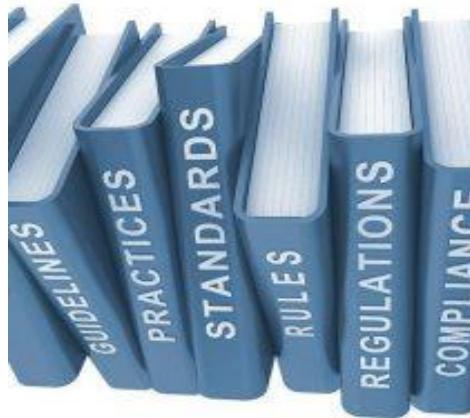
Policy Considerations

STAFF ACTIVITY

- Write policy for providing telehealth services, like ...
 - What to wear, backdrop, and lighting
 - Technology and internet issues that may arise
 - Introducing telehealth services to clients
- Step-by-step how-tos for adapting services without throwing best practices out the window



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Tech Considerations

- List the functions you'll need in order to continue services relatively seamlessly (this will vary from program to program)
- What is already in place that can be used?
- Test the software as much as possible before putting into use.
- We'll walk through the solutions we've found for our programs – but what works best for us may not be the best fit for you!
- The tools you'll be able to use will be dictated by your budget, to a certain extent.



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Training Internal Staff

- Create documentation that your staff can refer to later.
- Make time to train your staff, including ...
 - How to use the tools
 - How to behave on a call
 - How to troubleshoot common tech problems
 - Any new policies that are in place
 - Backup plans for when the tech fails
- Remind yourself and your teams – this is a **whole new job**, which we have to learn all at once! That's hard!
- Require staff to practice with each other before starting services
- Let your staff know that documentation will change as we learn more – and update them when it does.



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MDT Coordination & Education

TECH NEEDS & DECISIONS

Needs

- HIPAA Compliant (with BAA) platform for video conferencing for Case Review/Staffing
 - Platform should be easily accessible by all MDT members
 - Screen sharing
 - Facilitator needs the ability to mute and unmute participants
 - On-Call system for ease of use by partners and clients
- ### Decisions
- LogMeIn provides excellent solutions for all of these needs
 - GoToMeeting is HIPAA compliant, has screen sharing capability, organizer/presenter controls, allows for all participants (up to 25) to be shown on screen, and can be accessed via a web browser.
 - Grasshopper is web and app based telephone forwarding system; allows managers to easily forward phones to on-call staff; used for MDT Coordination, Center Reception, Forensic Interviewers, Family Advocates, and Therapy.
 - GoToWebinar provides a training platform for up to 500 professionals/community members per session.



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MDT Coordination & Education



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POLICY

Policy related to MDT Coordination including Case Review and Professional Education did not require a change.

All platforms are HIPAA compliant and allow for partner participation per NCA/CAC-TX standards and local protocol.

Participants are asked to ensure that their surroundings are secure for the presentation of PHI or confidential information.



Forensic Interview

TECH NEEDS & DECISIONS

Needs

- Need observers to be able to view interview live
- Need to be able to record
- Need to be able to provide an interview that is secure, thorough, and complete
- Interviewer, Observers, and Interviewee will all need to be able to access the same program
- Need to be able to share screens

Decisions

- We chose to use Microsoft Teams because in most cases, it can meet all of our tech criteria. Because DCAC already uses Office 365, we already had a BAA signed with Microsoft and already had the Teams system in place.



Carrie Paschall
Chief Investigative
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Services Officer



Forensic Interview



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POSSIBLE SCENARIOS

We determined there are three tiers of distance interview that we can do, depending on the need:

- Interviewer, Observers, and Child **onsite** at DCAC in separate rooms. In this scenario, pre-interview activity can be carried out in person, observing 6-ft social distancing rules.
- Child is with one or more Observers in a **secure location**, like a PD or CPS office. Interviewer is either at DCAC or at home.
- Child must **remain at home** for interview. In this scenario, we can't use Teams. We'll use Zoom instead and make a good-faith effort to comply with HIPAA rules. Also, in this scenario, we need to exercise the same practices that our Mental Health and Family Advocacy teams are using, ensuring that the child is not accompanied by anyone else during the interview, and ensuring that a safe adult can be reached and arrive within 30 minutes in case of emergency.



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Forensic Interview

INTERVIEW CONSIDERATIONS

Criteria for in-home interviews

- The child is 10 years of age or older and has no known developmental considerations
- The child has no access to the AP AND the child is in the custody of a protective caregiver
- The child is in a verified controlled environment

*Only in rare circumstances will it be considered to conduct an interview with child who is in their home. This will be determined on a case by case basis and must have approval from the district attorney's office who has jurisdiction over the alleged offense

Protocol

- Room scan
- Interview aids
- Presenting evidence
- Taking breaks



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Forensic Interview



STORAGE OF FORENSIC INTERVIEWS

Problems Identified

- Discovery issues for our DAs office
- DVDs are antiquated and difficult to reformat
- Possibility of damage or loss of evidence

Solution

- Vidanyx created for CACs
- Secure web based cloud storage for FIs
- Chain of custody records
- Secure file sharing
- Transcription feature



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Family Advocacy and Therapy

TECH NEEDS & DECISIONS

Needs

- Need to be able to reach people at home on their own devices, meaning we need a solution that doesn't require our clients to download anything.
- Needs to be compatible with many devices and easy to use for clients.
- Need to be able to share screens.
- Need to be able to host calls with multiple people to account for conjoint service from therapist and advocate and to run group sessions with multiple clients.

Decisions

- Doxy.me, meets all of the above requirements, is HIPAA compliant, and they offered a hefty discount to nonprofits. We were able to get the account started and BAA signed quickly.



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Family Advocacy and Therapy

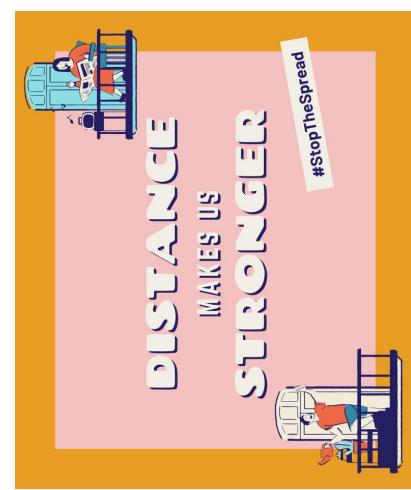
POLICY



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- Due to some technical limitations and ease of use for clients, we would obtain and document verbal consent for service with the intention of obtaining written consent as soon as reasonably possible. (Hopefully by end of April)
- Best practice, competence, and licensing standards still apply.

At the top of each session, we would work with the client to document a short-term emergency contact sheet, ensuring that a trusted adult could be reached and arrive within 30 minutes in case of an emergency.

- Some work can be by phone, but introducing tele-health improves engagement whenever possible.
- Certain screening and assessment procedures are modified.



Resources



Katie Overman
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- [HIPAA and Telehealth services during COVID-19 Crisis from HHS.GOV](#)
- [Business Associate Agreements \(BAA\) from HHS.GOV](#)
- DCAC Tele-Forensic Interview Protocol
- DCAC Distance Services Procedures (Family Advocacy and Therapy)
- DCAC COVID-19 Response Protocol
- Emergency Contact Sheet



This is the part where we'd give you our business cards, but ...



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Questions!



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