Building Towards Scale:

The Promise of Virtual Home Visiting, Part 1

CGLR Emerging Models Webinars

November 5, 2019

The Campaign for GRADE-LEVEL READING

Carly Roberts

Program Officer, Early Impact
Overdeck Family Foundation

Amanda Taylor, MSW, CHAIS

Project Coordinator & Field Instructor
Parents as Teachers @ USC Telehealth
University of Southern California,
Suzanne Dworak-Peck School of Social Work

Dorian Traube, Ph.D

Associate Professor
Director, Parents as Teachers @ USC Telehealth
University of Southern California,
Suzanne Dworak-Peck School of Social Work

Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work
Telehealth

Building Towards Scale: The Promise of Virtual Home Visiting

Dorian Traube, PhD – University of Southern California
Amanda Taylor, MSW- University of Southern California

Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work
Telehealth

Agenda

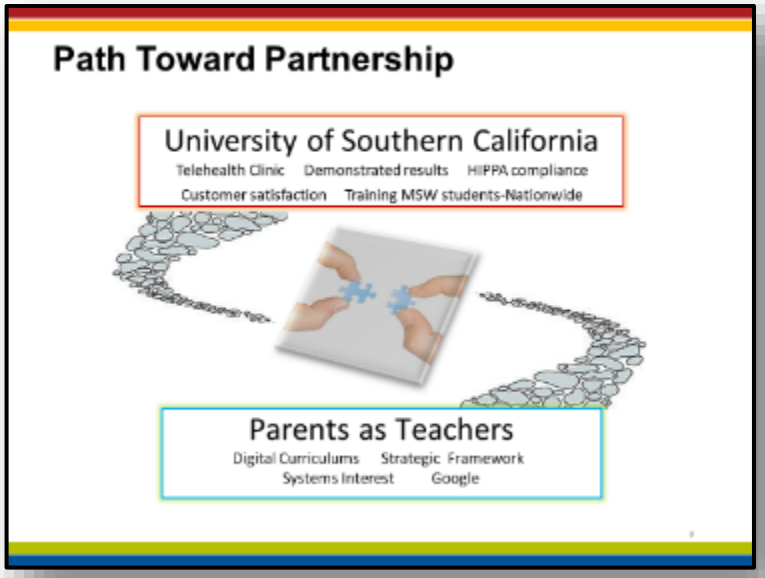
- What is Parents as Teachers @ USC Telehealth?
- Virtual Home Visitation Outcomes
- Transferibility and Replication Readiness
- Modularization

Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work
Telehealth

What is the Endeavor?

- Parents as Teachers @ USC Telehealth
- Demonstration of home visitation with innovative service delivery
- Based on Parents as Teachers model components
- Formed a Partnership with Academia and a National Non-Profit
- Scalable solution for home visitation

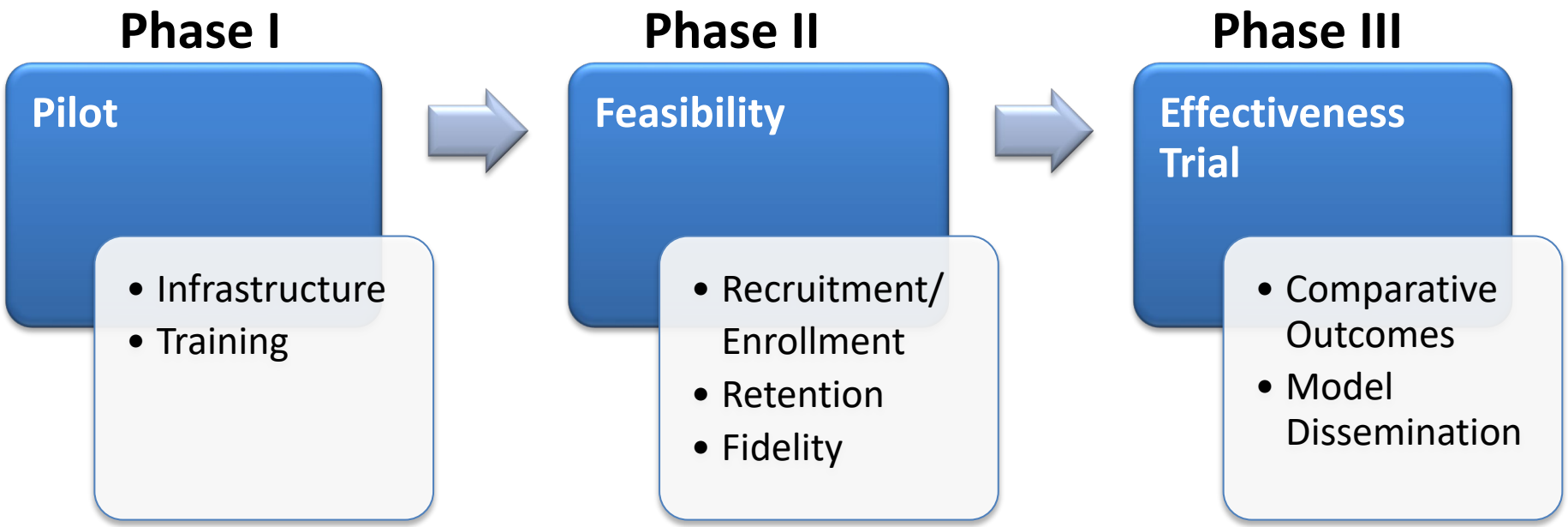


Parents as Teachers @ USC Telehealth is a Prototype Program

Parents as Teachers

USC Suzanne Dworak-Peck School of Social Work Telehealth

Project Timeline



Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work
Telehealth

Infrastructure Overview

- Parents as Teachers
  - Service Components
  - Technical Assistance
  - Documentation (Penelope)
- USC Telehealth
  - Clinic Structure
  - Client Interface
  - Supervision

Parents as Teachers @ USC Telehealth

- Training
- Recruitment
- Technology navigation
- Technical assistance
- Documentation (Penelope)
- Evaluation assistance
- Collaborative fund development
- Collaborative dissemination

Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work
Telehealth

Affiliate Design

- Creation of Affiliate
  - Follow PAT essential quality assurance guidelines
  - Advisory Board
  - Policies and Procedures

Parents as Teachers® Affiliate

- Workforce Development
  - Ensure readiness
  - Skills transfer
  - Reflective Supervision
  - Teaching Institute
  - Client Interaction Approaches

Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work
Telehealth

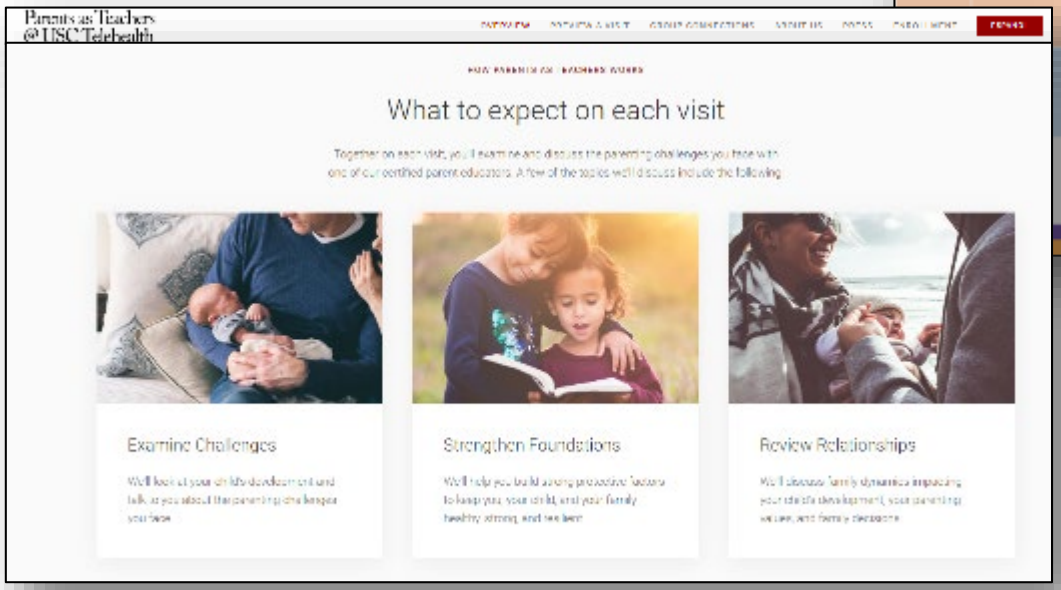
Personal Visit Demonstration

Parents as Teachers.

USC Suzanne Dworak-Peck School of Social Work Telehealth

Recruitment

- Project website
- Community/Self-Referrals
- Social Media



Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work
Telehealth

Fidelity

- Personal Visits
- Group Connections
- Supervision
- Screening
- Advisory Board
- Staff Selection

Fidelity and Quality

Parents as Teachers®

Model fidelity involves adherence to a program model as it was designed to be implemented and is crucial for achieving positive results for the children and families receiving services.

Parents as Teachers has developed a portfolio of resources to help ensure that Parents as Teachers model affiliates are providing high quality early childhood home visiting services. This portfolio includes resources to guide model replication and tools for ongoing monitoring of fidelity and quality.

Resources to Guide Parents as Teachers Implementation with Fidelity	
Logic model	Provides a simplified, visual description of the theory of change and shows how the PAT model is designed to achieve desired outcomes.
Essential Requirements	Outlines the programmatic elements necessary for model replication.
Quality Standards	Guide to initial and ongoing implementation of the model and form the basis of quality endorsement.
Quality Assurance Guidelines	Provides supporting information on how to implement the essential requirements.
Readiness Reflection	Provides an opportunity for reflection about organizational capacity, staffing and community needs and relationships. Completed prior to developing an Affiliate Plan.
Affiliate Plan	Helps organizations design their Parents as Teachers affiliate and demonstrate how they will fulfill the essential requirements, using a logic model format.
Model Implementation Guide	Expands upon the Quality Assurance Guidelines and provides additional implementation strategies and evidence-based practices.
Affiliate Updates	Address emerging issues around quality improvement, measurement, and evaluation of the PAT evidence-based model.

Tools for Ongoing Monitoring of Fidelity and Quality	
Supervisor's Handbook	Includes a variety of tools for affiliate supervisors to conduct and track quality assurance activities: Quality Assurance Blueprint, Personal Visit Observation Tool, Group Connection Observation Tool, Family File Review Tool and Core Competencies Self-Assessment.
Affiliate Performance Report (APR)	A tool for reporting on and understanding the affiliate's design and implementation of essential requirements across a program year.
Performance Measures Report (PMR)	Provides specific indicators of performance using the affiliate's APR data to help understand and continually improve fidelity of implementation and service delivery.
Self-Study/Quality Endorsement Process	Affiliates engage in the quality endorsement process, including a self-study, in their 4th year of implementation and every 5 years thereafter.

© 2015, Parents as Teachers National Center, Inc. ParentsAsTeachers.org

Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work Telehealth

Assessment/Screening

- Family Assessment
  - Life Skills Progression
  - PICCOLO
- Caregiver Assessment
  - Patient Health Questionairre-9
  - Parenting Stress Index-Short Form
- Child Screening and Health Surveillance:
  - Ages and Stages Questionairre-3
  - Ages and Stages Questionnaire-Social-Emotional
  - Parents as Teachers Developmental Milestones
  - Child Health Record

Parents as Teachers

USC Suzanne Dworak-Peck School of Social Work Telehealth

Benchmarks for Family Services

- Families Served
- Children Served
- Group Connections
- Immunizations
- Visits

Population Reach

Individuals Served

371

Program Services and Impact

Personal Visits

1702

Group Connections

47

Immunizations

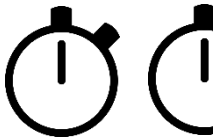
100%

Of 19-25 month olds

Personal Visit Duration *(min)*

60

Group Visit Duration *(min)*



90

Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work
Telehealth

Program Outcomes

Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work
Telehealth

Unique Features of Virtual Home Visitation

- Visits need to be more frequent
- Families seek this solution for younger children
- Most families have technology for virtual services
- Specific training is necessary for providers

Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work
Telehealth

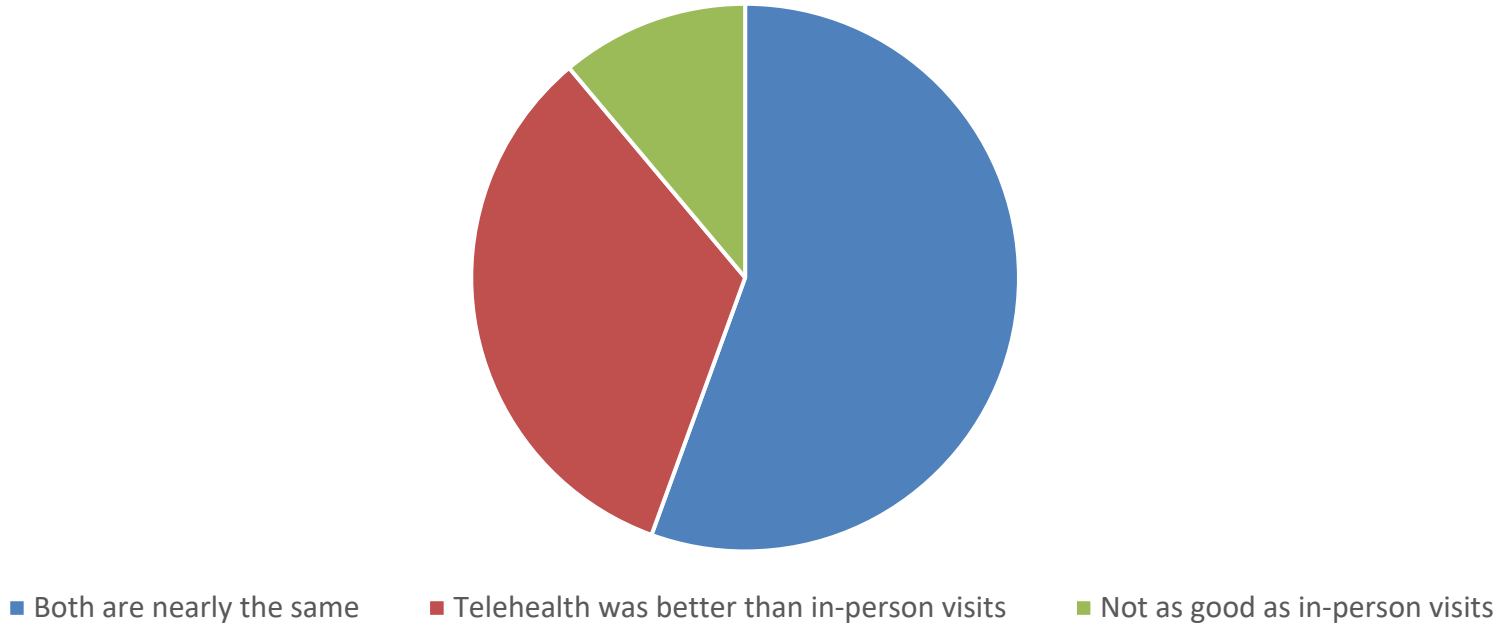
Highlights From Parent Satisfaction Survey

Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work Telehealth

89% of Participants Felt USC Telehealth was Better or the Same as In-Person Visits

How did your USC Telehealth experience compare to traditional services where you were in the same room as your provider?



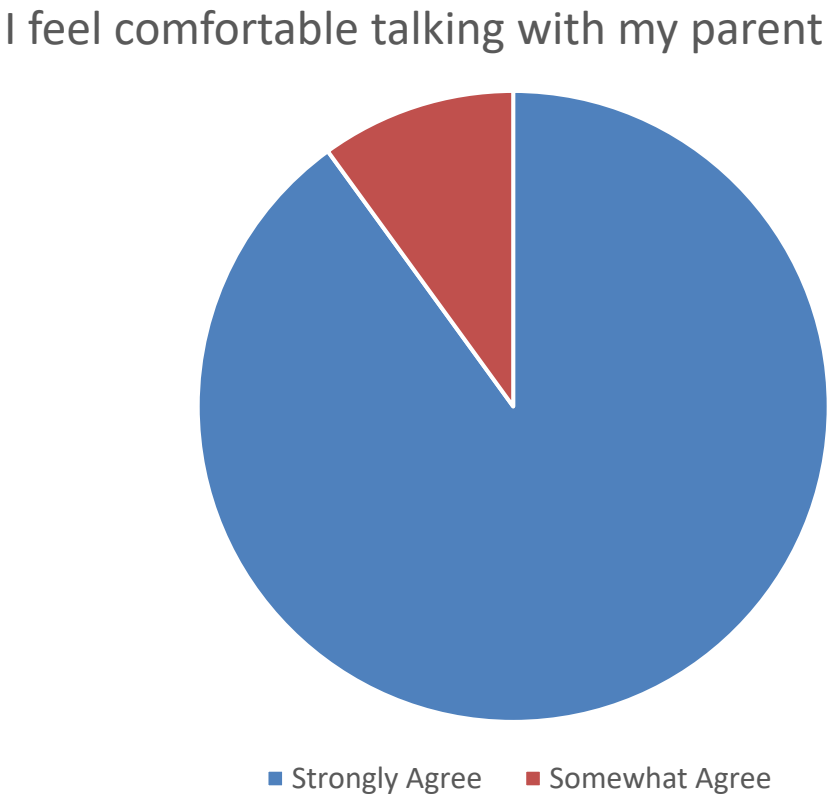
Of Note:

- *If in-person visits are preferred by a family and it is available in their area, USC Telehealth will make a referral.*

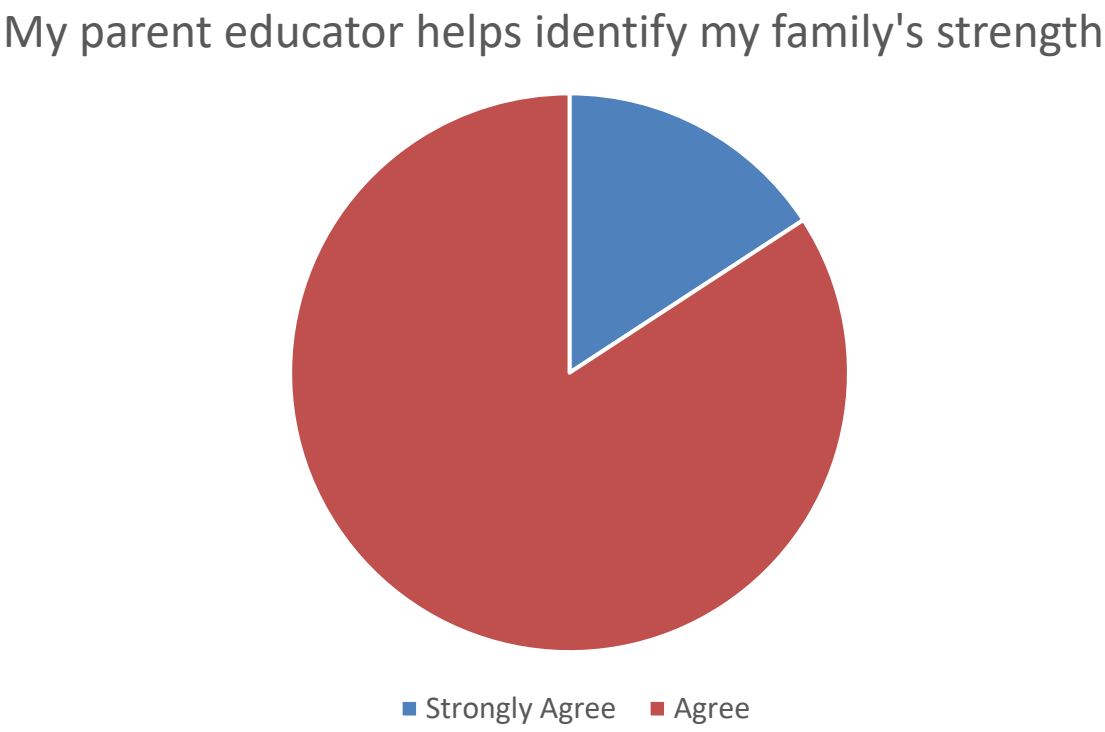
Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work Telehealth

90% of Participants Strongly Agree That They Feel Comfortable Talking With Their Parent Educator



100% of Participants Felt Their Parent Educator Identified Their Family's Strengths



Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work
Telehealth

What about this program has been most helpful to you and your family?

"New ways of parenting..."

"that I can do it from home! I don't have to go anywhere!"

"resources and tools to help with development for my little one"

"Her understanding and caring for me and my family"

"The opportunity to review development and concerns with my child in real time on a week-to-week basis"

"To some extent yes. The beginning of this program was useful, then the provider got replaced and there was a discontinuation of the program."

"One on one discussions that focus on my family's needs"

"How to use different tools to help me with my kids"

"The way they help me all along"

"It was helpful to get feedback while we were a part of the program"

Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work
Telehealth

Results of Social Media Recruitment Via Facebook

Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work
Telehealth

On March 1, 2018 a Post was Boosted For 15 Days

Parents as Teachers-USC Telehealth
Published by Pat Usc Telehealth [?] · February 22 ·

If you are looking for more information about Parents as Teachers @ USC Telehealth or want to preview a visit, you can look on our website!
https://pat.usc.edu/

Parents as Teachers at USC Telehealth – Parents as Teachers at USC Telehealth

With Parents as Teachers, you'll be more involved in your child's education, connected to your child through play and reading time, and confident in your...

PAT.USC.EDU

Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work
Telehealth

How the Promotion Impacted our Website

(Website Analytics from March 11, 2018 - 4 days left in Campaign)

Summary by Month

Month	Daily Avg				Monthly Totals					
	Hits	Files	Pages	Visits	Sites	KBytes	Visits	Pages	Files	Hits
Mar 2018	497	492	100	84	907	336188	927	1108	5414	5468
Feb 2018	206	198	28	11	403	286638	327	801	5561	5780
Jan 2018	175	160	20	12	794	237247	385	631	4971	5449
Dec 2017	103	100	17	8	195	128075	256	547	3117	3204
Nov 2017	81	78	13	7	187	108770	228	391	2345	2454
Oct 2017	60	57	12	5	191	63736	178	381	1791	1865
Sep 2017	52	51	12	9	181	53070	273	370	1545	1583
Aug 2017	95	90	16	9	125	138852	308	508	2796	2945
Jul 2017	57	54	11	4	28	19770	32	88	434	462
Totals						**1372346**	**2914**	**4825**	**27974**	**29210**

Parents as Teachers

USC Suzanne Dworak-Peck School of Social Work Telehealth

Visitors to Our Website Before, During, and After Campaign

Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work Telehealth

- **Website: https://pat.usc.edu**
  - Demo videos
  - Briefs
  - Media Coverage
  - Research findings

- **CGLR Virtual Screening and Modularization Webinar**
  - November 12, 2019

Dorian Traube, PhD
USC Suzanne Dworak-Peck
School of Social Work
traube@usc.edu

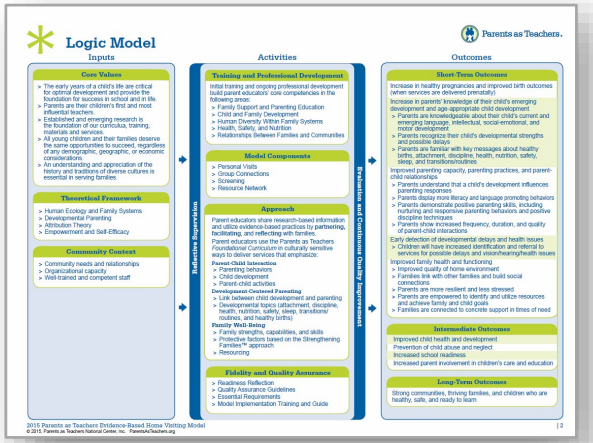
Amanda Taylor, MSW
USC Suzanne Dworak-Peck
School of Social Work
johnsoac@usc.edu

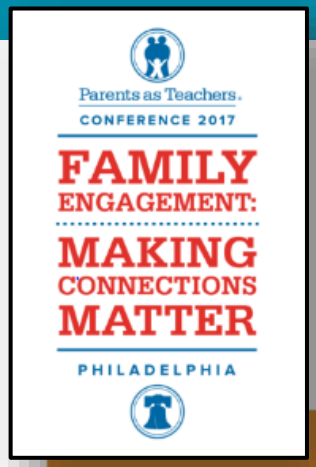
Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work
Telehealth

Dissemination

- Empirical Literature
- Reports
- Conferences
- Technical Assistance





Parents as Teachers®

USC Suzanne Dworak-Peck School of Social Work
Telehealth

Organizational Readiness For Technology in Home Visitation

- What is happening in the field and allied fields?
- What are ongoing options for communities that address issues of quality, workforce development, and accountability?
- What are the barriers/costs of technological adaptation versus utilizing services as usual?
- Moving towards precision home visitation and progressive universalism