

Enrollment and Consent in Virtual Visits: Considerations for Models and Programs

Across home visiting models, there are core elements to enrolling families into a program. If you have been able to enroll a new family during this time of physical distancing, you have probably found new ways to accomplish these elements. The following are some considerations for the enrollment process.

Recruitment and Referral Considerations

Review of the current Policy & Procedures can help programs decide what changes and additions may be needed.

- What does the recruitment process look like now?
 - Who is responsible for recruitment?
 - Have the electronic “brochures” related to recruitment been updated to reflect changes to service delivery?
 - What does a virtual visit look like for the family?
 - Consider including a video of a visit
 - Family testimonials
 - Parenting resources
 - Photos and bios of the visitors
 - Website, social media
 - Do you need to describe this way of receiving experiences as temporary?
 - Will families transition to on-ground?
- How are community partners being updated?
 - Have your program’s enrollment procedures changed or been temporarily suspended?
 - What’s changed in the referral process? (different procedures or contact persons)
 - How frequently are contacts made with community partners?
 - What’s changed in your community partner’s process (different procedures or contact persons)?
 - Do any current Memorandums of Understanding/Agreement with community partners need to be revised/updated?
- Consider including referral information in every communication with community partners in signature line.



Family Readiness

It is important to assess whether or not a family desires program services and has the level of tech knowledge and experience needed to be successful.

- Are there services for families that are interested but not yet ready?
 - Meet & Greet time prior to officially consenting
 - Virtual group meetings
- Are they comfortable with phone calls and texts to connect or share reminders between visits?
- Does family have access to Wi-Fi strength and speed to support a quality interactive video conference virtual visit? Or do they have access to a phone and adequate minutes or plan to allow for telephone visits?
- Does family have experience with email or document sharing to receive handouts?
- Does the family or family support professional require any additional supports due to a hearing, vision, or other physical impairment?

Enrollment

Referral information can be used to establish rapport, the first step of therapeutic relationship, such as birthdate, address, due date, where client gets care, etc. All these are lead-ins to longer conversations that can allow the family support professionals to begin understanding the client's needs to tailor the program from the beginning. Review of the current Policy & Procedure can help programs decide what modifications may be needed.

- Do the enrollment documents need to be modified to include video/telephone visits?
 - Consent form or participation agreement
 - Program contact info
- Have any program services been changed or suspended?
 - If so, how will these changes be reflected in the enrollment materials?
- How will family support professionals access enrollment materials?
- Who initiates and introduces the enrollment process?
 - Intake coordinator, home visitor, assessment worker, etc.
- How will families access enrollment materials?
- How will documents be signed? As a reminder, the family support professional must discuss the document fully with the parent/guardian before asking for consent.
 - DocuSign electronic software
 - Email statement from parent giving consent
 - Texting a picture of the document for the parent to sign using their smartphone and then sending a picture back
- Where will signed electronic and hard documents be stored?
- Will documents be electronic only or will there be a hard copy?
- Does the program website need to be updated with current enrollment steps?
 - For either families and/or community partners
- What actions need to be completed for a family to be considered officially enrolled?



Parents as Teachers®

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The information provided in this document is based on the research and findings of the collaborative initiative between Parents as Teachers National Center and the USC Suzanne Dworak-Peck School of Social Work Telehealth Clinic. The virtual service delivery demonstration, conducted by Dorian Traube, PhD, at the University of Southern California and staff from Parents as Teachers National Center, served seven communities in California and Missouri.