

INTERIM INSTRUCTION NOTICE #20-029**MARCH 30, 2020****SUBJECT:** COVID-19 Response: Videoconferencing**DISTRIBUTION:** CFS**FILE:** CFSPHB – In front of
Assessment/Case Plan Volume**REFERENCE:** ACL 20-25**OBSOLETE:** When State of Emergency is
lifted.**Overview**

This Interim Instruction Notice (IIN) provides instructions for Children and Family Services (CFS) staff on the following videoconferencing services:

- WebEx,
- FaceTime, and
- Duo.

These applications (app) are currently being rolled out to CFS staff's desktop and/or mobile devices.

Background

Due to the current state of emergency related to the Coronavirus (COVID-19) pandemic, Children and Family Services (CFS) staff may need to use alternative methods of contact such as videoconferencing and phone calls to complete their job functions.

The Administration for Children and Families (ACF) has issued recent guidance permitting monthly caseworker visits to be accomplished through videoconferencing when an emergency prohibits or strongly discourages face-to-face contact for a public health reason or other similar public/individual health challenges.

To allow CFS staff to carry out videoconferencing, the Information, Technology and Support Division (ITSD) will be pushing out the WebEx, FaceTime and Duo Groups applications to county-issued devices.

Reference: California Department of Social Services (CDSS) All County Letter (ACL) 20-25.

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Reminders

When using mobile and electronic equipment, staff are to adhere to the policies and guidelines on Personally Identifiable Information (PII) as well as on CFS Mobile Devices. While videoconferencing, Staff are to maintain professionalism.

References:

- [Administrative Operations Handbook, Part 2, Chapter D – CFS Mobile Devices](#)
 - [Administrative Operations Handbook, Part 2, Chapter II – Personally Identifiable Information \(PII\) Practice Standards](#)
 - [HS Policy and Standard Practice Manual:](#)
 - Mobile Device Policy Section 12,
 - Standards of Dress and Grooming, Section 14, and
 - Confidentiality Section 15.
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Assessing families for video conference option

CDSS and ACF guidance permits social workers (SW) to conduct regular monthly visits by video conference to minimize the transmission of COVID-19. Determining whether a monthly visit should occur in person is a child-specific decision based on all available information. The SW assesses the individual needs of families and children by calling the family to ensure they have what they need to meet the needs of the children in their care. Factors to consider when determining if a face-to-face visit is necessary during this public health state of emergency include the following:

- Is the child being visited by other professionals, tribal representatives and/or mandated reporters during this time period and the SW can receive an updated report from those professionals and/or reporters regarding the child?
 - Has the child been in the same placement for the last 4 months and the SW has determined the placement is stable, without any concerns noted?
 - Has the child been seen in person by a Foster Family Agency (FFA) SW within the last 14 days with no concerns reported?
 - Is the child in a Short-term Residential Therapeutic Program (STRTP) or group home (in-state or out-of-state) and receiving ongoing treatment with a mental health professional, as well as on-site case management by the agency staff?
 - Has the child been visited by their SW in each of the prior three months with no concerns noted regarding the placement?
 - The chronological and developmental age of the child, as young children and children with developmental delays or disabilities may not be able to verbalize or otherwise communicate needs and safety issues remotely.
 - Administer the pre-screening protocol.
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Results of the assessment

If a face-to-face visit is not necessary to ensure the child's safety and well-being for that specific monthly visit:

- Video conferencing is permissible. The SW should assess if weekly or biweekly video contact is a better alternative than a face-to-face contact.
- If video conferencing is not available, phone calls are an acceptable alternative.

If a face-to-face visit is needed to ensure the health, safety and well-being of the child, the SW should conduct a pre-screening telephone call. If contacting the person in advance is not appropriate or feasible, the same prescreening questions should be used prior to beginning the visit.

Pre-screening protocol

When contacting a family to pre-screen for COVID-19, the SW states: "To protect public health, we are asking you to answer yes or no to a few questions, so that we can provide appropriate services to you and your family.

- Has anyone in your home tested positive for COVID-19 in the past 14 days?
- In the past 14 days have you, your children and/or anyone in your household had any of the following symptoms?
 - Fever/chills/body aches,
 - Cough, or
 - Shortness of breath.
- Is anyone in the home under quarantine by the local public health department or a medical professional?
- Have you, your children and/or anyone in your household had close contact with a person who tested positive for COVID-19 with a laboratory confirmed testing in the last 14 days?"

If someone answers "yes" to any of the questions, the SW encourages them to inform their doctor or public health about their symptoms and/or exposure. The SW should make alternate plans to accomplish the purpose of the contact and ensure the child's health, safety and wellbeing. Additionally, SWs should notify their designated county representative if clients, partners, family members, etc. self-disclose they have been exposed, are in quarantine or are being tested.

Recording warning

While participating in videoconferencing staff could possibly be recorded. During the use of WebEx, FaceTime and Google Duo for video calls, the invitee can record video and/or audio. For WebEx, the invitee can record video using a third party application or updated iPhone. Meeting participants and staff are not to record when using WebEx as the video will be stored in the WebEx storage cloud.

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Video conferencing uses

SWs should use the application platform that is best for the meeting being conducted. Video conference meetings can be one on one, unit meetings, committee meetings, or with families or clients/service providers.

When identifying how the meeting was conducted, select 'video chat' in the Child Welfare Services/Case Management System (**CWS/CMS**).
SafeMeasures does capture "the video chat" method of contact.

Video conference set-up and pre-requisites

The apps will be installed for all SWs and designated CFS staff. For clients and providers invited to attend a teleconference they will need to:

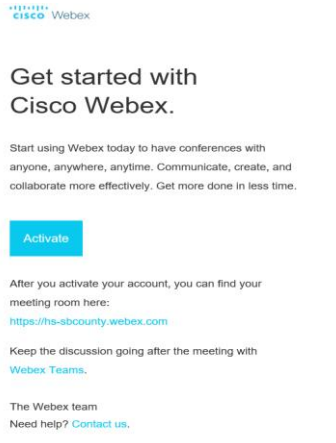
- Be notified in advance,
 - Have compatible equipment. The parents/caregivers/provider/youth/child will need:
 - For Facetime, an Apple supported device: iphone/ipad.
 - For Duo, the Google Duo application in addition to their camera/audio capabilities.
 - For WebEX:
 - ✓ For phone calls, anyone can call into the line from a desk or mobile.
 - ✓ For video chats this requires a person to have the WebEx application in addition to their camera/audio capabilities.
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WebEx – Initial set-up

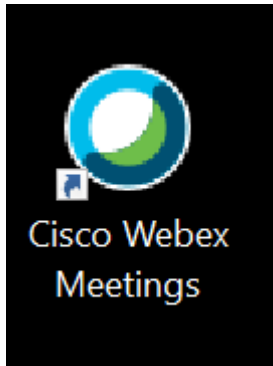
CFS staff will receive the following email to initiate access to WebEx:



When prompted, set your Profile PIN for your Cisco Unified Meeting Place Audio Conferencing account and follow the commands.

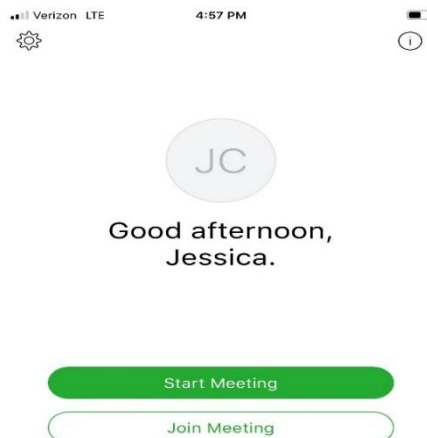
Webex Icon

Once the log-in is completed, the device or desktop will generate a shortcut application:



Webex continued use

After clicking on the Cisco WebEx icon, the following screen should appear:



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WebEx - general

WebEx can be used for teleconferencing. There are two types of Meeting Rooms in WebEx:

- A WebEx Meeting Room:
 - Each meeting will have its own access code, and
 - Users cannot access a meeting unless they have been invited and provided with the code.
- A Personal Meeting Room:
 - The access code remains the same,
 - Precise meeting start/end times are not needed as the room is always available,
 - The room is always available, and
 - To use the room, go to WebEx, open up Meeting Info.

WebEx can be used for both scheduled and unscheduled meetings.

Each users personal room will begin with the WebEx URL link :
<https://hs-sbcounty.webex.com//meet/JohnDoe>

For additional instruction on using this application refer to the CFS WebEx instructional manual on the Program Development Division (PDD) portal under “Guides/Manuals.”

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WebEx – scheduling instant and future meetings

To schedule an Instant Meeting:

- Access the WebEx app,
- Select the “Meeting Center” tab and on the navigation bar select **Host a Meeting > Schedule a Meeting**,
- Enter a meeting topic and the meeting invitees, and
- Select **START NOW**.

To schedule a future meeting:

- Access the WebEx app,
 - Select the “Meeting Center” tab and on the navigation bar select **Host a Meeting > Schedule a Meeting**,
 - Enter a meeting topic, the date/time for the meeting, and the meeting invitee, and
 - Select **SCHEDULE MEETING**.
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WebEx – Joining from an iPhone

The following table contains the instructions on how to join a Cisco WebEx Meeting from an iPhone:

Option	Action
Email	Click the link within the meeting invite to open the app and go directly into the meeting.
WebEx app	<ul style="list-style-type: none">• Go to the WebEx meetings home page.• Tap the “Join Meeting” button.• Enter the meeting number, the personal room URL or the personal room ID (must be signed into the app).• Tap “Join”.
iPhone Search	<ul style="list-style-type: none">• Open iPhone search feature,• Enter the meeting name, number or host information.• Tap the meeting entry, and• Tap “Join”.

For additional instruction on using this application refer to the following link:
<https://www.youtube.com/watch?v=rbLABQEhYkw>

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WebEx – Joining from an Android phone

The following table contains the instructions on how to join a Cisco WebEx Meeting from an Android phone:

Option	Action
Device's calendar	<ul style="list-style-type: none">• Open the device's calendar.• Tap the meeting and click on the meeting link.
Email	<ul style="list-style-type: none">• Click the link within the meeting invite to open the app and go directly into the meeting.
WebEx app	<ul style="list-style-type: none">• Go to the WebEx meetings home page.• Tap the "Join Meeting" button.• Enter the meeting number, the personal room URL or the personal room ID (must be signed into the app).• Tap "Join".

For additional instruction on using this application refer to the following link:
<https://www.youtube.com/watch?v=8jcBswuDaGk>

WebEx – Joining from a desktop

The following table contains instructions on how to join a Cisco WebEx meeting from the WebEx Meetings Desktop App:

Options	Action
Meeting Notification	Click on the "Join" button in the meeting notification that appears. Note: Depending on the meeting preferences the notification will appear up to 15 minutes before the start of the meeting.
Desktop App	Enter the host's personal ID number or link under "Join a Meeting" on the home page.
Meetings List	<ul style="list-style-type: none">• Open the Desktop WebEx App.• Click on the calendar icon tab at the bottom of the app to view upcoming meetings.• Click the "Join" button on meeting.

For additional instruction on using this application refer to the following link:
<https://www.youtube.com/watch?v=X1HwkhsA8Tw>

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FaceTime

FaceTime is an iPhone or iPad app that can be used for videoconferencing. To make a FaceTime call within the FaceTime app:

- Tap the “+” button and type the person’s phone number or email address,
- Tap the number or email address, and
- Tap the video icon.

A FaceTime call can also be initiated by accessing the person from Contacts or during a phone call by tapping the video icon.

Group FaceTime:

Up to 32 individuals can be on the group call.

The following is instructions on how to start Group FaceTime:

To start a new Group FaceTime:

- Open Messages and either open or start a message with the contact or group that is to be called.
- Tap on the contact or group name at the top of the message.
- Choose FaceTime from the dropdown menu.
- To add someone new to the call, swipe up from the handle at the bottom of the screen, and tap “Add Person” to invite the person to join the call. (Up to 32 people can be in a Group FaceTime.)
- To leave the call tap on the red X icon.

For additional instruction on using this application refer to the Apple Support YouTube page:

<https://www.youtube.com/channel/UCYFQ33UIPERYx8-ZHucZbDA>

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Google Duo

Google Duo is videoconferencing app that can be used on either an Android phone or iPhone/iPad. To make a video phone call you must first save the person's contact information to the phone. To use the Duo app for:

Android:

- Open the Duo app.
- Swipe up to access and select a contact.
- Tap the "Video Call" button.
- Tap "End" when finished with the call.

To start a group video call:

- Open the Duo app.
- Swipe up.
- Tap "Create Group".
- Choose the contacts for the call.
- Tap the "Video Call" button.


iPhone or iPad:

- Open the Duo app and then swipe up.
- Tap a name to call.
- Tap the "Video Call" button.

To start a group video call:

- Open the Duo app and swipe up.
- Tap "Create Group".
- Choose the contacts for the call.
- Tap the "Video Call" button.

To block numbers in Google Duo:

- Open the Duo app.
 - Tap the contact to be blocked.
 - In the top right corner, tap
More 
 - Tap "Blocked User".
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