

# Readiness Reflection for IVC Virtual Service Delivery

In response to the COVID-19 public health crisis, this readiness reflection is intended to support professionals who are considering applying virtual service delivery through Interactive Video Conferencing (IVC).

This reflection offers professionals focusing on IVC virtual service delivery the opportunity to consider staff readiness, technological capacity, family readiness, and the community relationships that are necessary for successful implementation and achievement of outcomes. You may complete the *Readiness Reflection for IVC Virtual Service Delivery* and realize that IVC virtual service delivery is not the best fit for your organization at this time. It is not expected that IVC virtual service delivery will be a fit for everyone.

The following questions can help you determine your organization's capacity to deliver IVC virtual services.

## A. Community Awareness

1. Who else in your community needs to be informed of the transition to virtual service delivery?

Funders: \_\_\_\_\_

Community Agencies: \_\_\_\_\_

Community Partners: \_\_\_\_\_

State and Local Agencies: \_\_\_\_\_

Other: \_\_\_\_\_

2. Is there broadband connectivity available in your service catchment area? (<https://www.highspeedinternet.com>)

All  Partial  Not Sure

b. If yes, how will your current HIPAA-compliant policies and practices need to be adjusted for IVC virtual service delivery? (e.g., secure software, obtaining consent, ensuring confidentiality, etc.)

## B. Organizational Considerations

1. a. Is your organization a covered entity under HIPAA or FERPA? ([hhs.gov/hipaa/for-professionals/covered-entities/index.html](https://www.hhs.gov/hipaa/for-professionals/covered-entities/index.html))

Yes  No  Not Sure

2. Has your organization determined which additional tasks (outside of their regular duties) staff will be responsible for managing during IVC virtual service delivery (e.g., installation of hardware, software updates, etc.)?

Yes  No  Not Sure

3. What additional supports or services may staff need during IVC virtual service delivery that may not currently be required for in-person services (e.g., IT support, additional supplies)?

4. Has your organization identified (a) staff member(s) who will implement virtual service delivery?  
 Yes    No    Not Yet
5. What is your policy regarding professionals delivering virtual services from their homes?
6. Does your organization have access to IT support?  
 Yes    No    Not Yet

- 4G Cellular  
 Fiber Optics

6. Will professionals have access to a video-enabled device, such as computers or laptops, to deliver virtual services?  
 Yes    No    Not Sure
7. Will professionals have access to a second monitor that connects to their laptop/desktop during IVC virtual service delivery?  
 Yes    No    Not Sure
8. Will professionals and supervisors have access to private and confidential spaces for IVC with families and program staff?  
 Yes    No    Not Sure

### C. Professional and Supervisor Readiness

1. Are professionals in your organization confident using/navigating IVC technology?  
 Yes    No    Not Sure
2. What are some anticipated challenges related to staff readiness?
3. Do staff have access to a stable internet connection in the location(s) from which they will be delivering IVC virtual services?  
 Yes    No    Not Sure
4. Do staff have internet connectivity and a minimum bandwidth of 8 Mbps and upload better than 2.0 Mbps? (Ensure connectivity requirements by having all staff members check their connectivity in the location(s) from which they will deliver services. Test connectivity at [speedtest.net](https://www.speedtest.net)—it only takes 1 minute).  
 Yes    No    Not Sure
5. What type of internet connection do professionals use?
- |                                  |                                      |
|----------------------------------|--------------------------------------|
| <input type="checkbox"/> Dial up | <input type="checkbox"/> Modem       |
| <input type="checkbox"/> DSL     | <input type="checkbox"/> Satellite   |
| <input type="checkbox"/> Cable   | <input type="checkbox"/> 3G Cellular |

### D. Family Readiness

1. Which of the following methods of communication do families use to communicate with your organization?
- |                                          |                                       |
|------------------------------------------|---------------------------------------|
| <input type="checkbox"/> Program Website | <input type="checkbox"/> Reminder App |
| <input type="checkbox"/> Social Media    | <input type="checkbox"/> Phone        |
| <input type="checkbox"/> E-Mail          | <input type="checkbox"/> Other        |
| <input type="checkbox"/> Texting         |                                       |
2. Has your organization identified families who may need IVC virtual services?  
 Yes    No    Not Sure
- (If no, skip questions 3 and 4)**
3. Do these families have a stable internet connection at home?  
 Yes    No    Not Sure
4. a. Do these families have a video-enabled device larger than a mobile phone? (e.g., laptop, tablet)  
 Yes    No    Not Sure
- b. **If no**, do these families have a video-enabled mobile phone?  
 Yes    No    Not Sure

## Technology and Equipment needs for IVC virtual service delivery

Organization	Description/Function
<b>Internet connection for professionals, administrator, supervisor</b>	Provides minimum bandwidth speed required to deliver IVC virtual services.
<b>Cell phone for professionals, administrative assistant, supervisor</b>	Provides ability to text and communicate on-demand schedules.
<b>Video-enabled laptop/computer for professionals, administrator, supervisor (recommended with built-in camera)</b>	Provides ability to deliver IVC virtual services.
<b>Second monitor for professionals, administrator, supervisor</b>	Recommended for professionals and supervisors to be able to navigate and share content with families.
<b>Headphones for professionals, administrator, supervisor</b>	Recommended to ensure audio and voice quality during IVC virtual visits.
<b>Secure interactive video software for professionals and supervisor</b>	Provides a private and safe platform.
<b>Electronic signature</b>	Allows families to provide consent virtually.
Family	Description/Function
<b>Internet connection for family</b>	Provides minimum bandwidth speed needed to receive IVC virtual services.
<b>Video-enabled device</b>	Provides the ability to receive IVC virtual services.
<b>Device stand (optional)</b>	Stands are not required, but can support tablets or phones so that parents can participate more easily in services.