

Virtual Home Visiting 101: Service Delivery Overview

This 60-minute module introduces learners to virtual home visiting service delivery through an array of approaches including interactive video calls (IVC) and phone. The module provides guidance for tailoring the service delivery approaches used to the needs of the family and community. The module also introduces strategies for self-care.

Ongoing:

- View the Professional Development Program and each training module as an investment in skills and knowledge to help improve home visitor effectiveness.

Before the training:

- Learner and supervisor review course objectives and home visitor competencies
- Learner rates knowledge of learning objectives

During the training, the learner:

- Completes activities
- Reflects on own response
- Identifies questions and concerns
- Prints Reflective Responses to share with supervisor
- Completes post-training evaluation

After the training, the learner:

- Rates knowledge of learning objectives
- Completes post-training activities, as required
- Develops an action plan for applying skills and knowledge in daily practice
- Meets with supervisor to:
 - Review pre- and post-training activities
 - Discuss reflections, questions, and concerns
 - Review action plan for applying skills and knowledge in daily practice
 - Assess personal learning goals, transfer of learning, and action plan over time
 - Develop action plan for applying skills and knowledge in daily practice.

Note to Learner: The Institute for the Advancement of Family Support Professionals (IAFSP) encourages you to complete the training and activities with the support of your supervisor. The notes below will guide you in preparing to take the training, following up with your supervisor after the training, supporting transfer of learning into daily practice, and extending learning through individual supervision.

NATIONAL FAMILY SUPPORT PROFESSIONAL COMPETENCIES

Domain 6: Community Resources and Support

Dimension 27: Collaboration

Component a: Role of the family support professional

Domain 9: Effective Home Visits

Dimension 32: Planning

Component a: Individualization to needs of each family

Domain 10: Professional Practice

Dimension 34: Ethical and legal practices

Component b: Confidentiality/social media and technology

Component c: Policy and procedures

Dimension 37: Professional boundaries

Component a: Individual well-being and self-care

Component b: Stress management

Before the Training

Rate Your Knowledge (Scale of 0 to 5, 0 = no knowledge, 5 = significant knowledge)

Learning Objectives	before training	after training
Define virtual service delivery methods as strategies within a hybrid approach to family support.		
Identify the applications and considerations of interactive video calls and phone calls in virtual service delivery.		
Describe virtual vitality and how it supports virtual service delivery.		

My personal learning goals for this training are:

1.
2.
3.

After the Training

Reflections on what I learned:

Questions and concerns I identified:

Action Plan:

(Each learner’s plan will be unique. To get you started, some ideas are listed below.)

As a result of this training, I will...

- Talk with my supervisor about virtual service delivery guidelines for my program model
- Explore opportunities for professional development on interactive video call software (Zoom, Google Duo, etc.) used by my program
- Add activities to my daily routine that turn on my “happy chemicals”
- Use videos provided to support my “virtual vitality”

My Action Plan

Action	target date	date completed