



Virtual Service Delivery 106: Supporting the Whole Family

This 45-minute module provides information about supporting families virtually to meet needs that are outside the scope of your program and model. You'll consider how adding virtually services to your community mapping can expand opportunities for families, and you'll learn strategies for connecting families to resources virtually.

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

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 22: Building community relationships

Component a: Identification of community resources

Component b: Collaboration with providers

Dimension 23: Service system coordination and referral

Component a: Referral process

Dimension 24: Advocacy

Component b: Service barriers

Domain 10: Professional Practice

Dimension 34: Ethical and legal practice

Component b: Confidentiality/social media and technology

Before the Training

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

Learning Objectives	before training	after training
Name the Strengthening Families™ five protective factors.		
Identify needs families may have that fall outside the scope of your program or model.		
Describe how resources and referrals support the screening and assessment process.		
Identify reasons families may benefit from accessing resources virtually.		
Describe the process of community mapping through a virtual lens, including the benefits of accessing virtual resources outside your community.		
Describe the process of a virtual warm handoff to community resources.		
Identify privacy and confidentiality safeguards to observe when connecting families virtually with resources.		
Describe your responsibilities after a referral is made.		

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...

- Update my community mapping and resource file to include virtual services available locally, regionally, statewide and nationally.
- Collaborate with my supervisor and colleagues to build relationships with referral sources.
- Invite providers to join a virtual home visit to do a warm handoff, with the family's permission.

My Action Plan

Action	target date	date completed