

Parent-Child Assistance Program (PCAP)

FETAL ALCOHOL & DRUG UNIT
UNIVERSITY OF WASHINGTON ALCOHOL AND DRUG ABUSE INSTITUTE
SEATTLE, WASHINGTON (206) 543-7155
<http://depts.washington.edu/pcapuw/>

PCAP WORK DURING THE COVID-19 PANDEMIC: RECOMMENDATIONS, UPDATES and COMPLIANCE

The COVID-19 crisis is an unprecedented situation and many of you have questions. We hope this document answers some of these; we will continue to update this as the situation evolves and new questions arise. Many of you have shared strategies for staying safe while still working with clients. We appreciate all your ideas and input.

PCAP case managers, supervisors, and FADU staff are advised to follow all proclamations from the Governor (e.g., the “**Stay Home, Stay Healthy**” order and “**Safe Start**” guidelines), state and local ordinances, PCAP host agency policies, and CDC recommendations with respect to COVID-19. PCAP staff should stay current on these evolving considerations.

CLIENT CONFIDENTIALITY

Supervisors should regularly review the following requirements with all case managers:

- Client confidentiality must be maintained at all times. All PCAP staff should read our [Confidentiality Protocol](#) on our website – in Protocols and Forms, under the IRB and Non-IRB Program Permissions sections.
- PCAP paperwork with Personally Identifiable Information (PII - names, addresses, phone numbers, etc.) or Protected Health Information (PHI – SUD treatment, pregnancy and health history, etc.) should never be removed from the office. PII/PHI must be kept secure by storing it in locking file cabinets in the office.
- PCAP work products generated in the field or at home must be taken into the office for secure storage at your earliest convenience.
- While working from home, PCAP paper and electronic work products must be kept secure, never allowing access to others in the home.
- Keep in mind potential risks to client privacy. Skype and Facebook are not secure or private means of communication. We recommend ensuring any technology platform being used is end-to-end encrypted such as Zoom, Signal, WhatsApp, Viber, iMessage and FaceTime.
- PCAP staff should maintain a quiet, private environment while video chatting with clients.
- Always practice professional demeanor and good work-at-home habits that protect clients' confidentiality.

WORKING WITH CLIENTS

Case managers should:

- Remain in regular contact with clients, whether in person or remotely (e.g., via telephone, texts, letters, video chats). Continue to provide support and resource information.

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- Talk with clients about COVID-19 and encourage them to do their best to minimize exposure to themselves and their children. Inform them of the protocols for safety, i.e. handwashing, sneezing protocol, and ways to limit exposure.
- Assist clients in understanding how to proceed with their children at home, given closures of schools. Offer them online resources to help.
- While stay-at-home orders are in effect and all regular contact is remote, the need for courtesy visits in other counties is reduced. Case managers can maintain contact remotely with their clients who are temporarily in another area, just as they are doing with their local clients. Courtesy contact should be reserved for when in-person contact is necessary and safe.

Goals Forms

- Case managers may work remotely with their clients on Goals, including filling out the form. They may want to consider creating goals for responding to the COVID-19 crisis (e.g., setting up a routine in the household and with kids, finding positive activities to do at home, staying clean and sober, identifying positive people to call, etc.).
- Administer the Difference Game with clients using secure video.
- Goals forms should be completed on regular schedule whether or not client is seen. Sites should do what they can do to get Goals form completion dates recorded in DatStat (Office Assistant normally do this), however it is fine to wait and do this when staff are back working in the office.

Note: Our new [Confidentiality Protocol](#) includes information on secure video and video chat applications.

DATSTAT SECURITY

When a stay-at-home order is in effect, PCAP staff are authorized to access DatStat from home provided that they:

- Have a router with a secure password (i.e., not the factory-set password that came with the router) or are using a hotspot on a password-protected phone. Be sure router firmware is up-to-date.
- Have and use password protection on the computer they are working on at home.
- Always close the browser application fully after logging off the DatStat website.
- Prevent access to DatStat by anyone else (especially children) in the home.
- And as always, never access DatStat from public Wi-Fi like at McDonald's or a coffee shop.

Supervisors should review the above requirements with all case managers. Remember that DatStat provides access to a research database and must be protected.

TESTING POSITIVE FOR COVID-19

- Please refer to guidance from Washington State Department of Health (DOH) at <https://bit.ly/WA-DOH-COVID19-FAQ> and be aware of the guidelines regarding reportable contact should COVID-19 contact tracing be necessary, i.e., if PCAP staff or a PCAP client tests positive for COVID-19.

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- If a PCAP staff member tests positive, DOH indicates she would be advised by her health care provider and/or DOH to stay home except to get medical care until she is no longer contagious. She may be contacted by DOH for COVID-19 contact tracing. At the time of this writing, reportable contact is defined as remaining within 6 feet of another person for 15 minutes or more within 14 days of COVID-19 symptom onset.
- According to the WA DOH guidance linked to above, individuals have the right to refuse to name contacts during contact tracing. Given the risk of harm to a client if she is identified as a client of an agency affiliated with PCAP, if you feel that COVID-19 contact reporting is not optional in your county, **we urge PCAP staff to avoid having in-person contact with clients that would be reportable under contact tracing guidelines.** This avoids facing PCAP staff who test positive for COVID-19 with an ethical dilemma of deciding whether to name a client with whom she has had reportable contact.
- If a PCAP staff member tests positive, we urge her to inform any other PCAP staff members or PCAP clients with whom she has had in-person contact, regardless of how close or how long.
- If a PCAP client tests positive, DOH indicates she would be advised by her health care provider and/or DOH to stay home except to get medical care until she is no longer contagious. She may be contacted by DOH for COVID-19 contact tracing. According to the WA DOH guidance linked to above, it is her right to refuse; contact reporting is not mandated by law.
- If a PCAP client has had reportable contact with PCAP staff, she may or may not identify them to a DOH contact tracer. If she does, a DOH contract tracer will likely contact the case manager to say she has been exposed. She will be advised to stay home to watch for symptoms for 14 days after exposure. The PCAP client could also contact her PCAP case manager herself to say she has tested positive. If so, please follow DOH advice to stay home to watch for symptoms for 14 days after exposure.

CLIENT FILES

Client files MAY NOT leave the office.

Case Notes. When a stay-at-home order is in effect, case managers may write case notes at home on blank forms or using secure electronic means to bring in the next time they are in the office. Any notes must be kept secure and any paper notes that are not transferred to the client file should be shredded.

Client File Reviews. We may adjust due dates for client file reviews if needed. If you need a due date adjustment, please describe the circumstances necessitating a due date extension to Stacy Dimmich.

ROIs and Other Paperwork:

- When a stay-at-home order is in effect, if there is a need to share data and/or personally identifiable information (PII) electronically, staff should encrypt and password-protect the document before sending. PII = things like client name, TC name, date of birth, address, etc.

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Note: See our [Confidentiality Protocol](#) for instructions on how to encrypt Word and pdf documents

Instructions for encrypting an ROI Word document: When the **File** menu is open, click the **“Info”** tab and then **“Protect Document.”** Once you see the Protect Document menu, click **“Encrypt with Password”** and enter a password of your choosing. Then, click **“OK”**.

- Obtaining verbal authorization (vs. signed) for ROIs is allowable at this time, per Sarah Pine (DBHR) at the April 2, 2020 PCAP administrative meeting. PCAP staff may write ‘Verbal Authorization’ on the Participant Signature line of the ROI.
- If social distancing can be maintained, sites may decide to use a rotating schedule allowing case managers to go into the office to complete tasks they cannot complete at home, including faxing ROIs to providers as necessary.
- When the PCAP office assistant is able to resume working in the office, they may handle faxes, check files for ROIs, log data turned in, etc. for the case managers.
- PCAP staff members should not take any paperwork containing PII home for any purpose.

Secure Computer Use At Home.

Some PCAP sites have been equipped with remote access computer/desktop protocols that enable them to access their PCAP/agency desktop at home securely, so case notes, letters, email, etc., may all be done remotely. If your agency has not provided this, it is something to consider asking them.

RECORDING FACE-TO-FACE TIME

When a stay-at-home order is in effect, face-to-face, in-person time with clients, client family members, and providers is not advised. However, regular contacts via phone calls, texts, letters, Zoom video, etc. are encouraged and should continue. Please document in case notes and on the Time Summary as described below.

Time Summary Forms

- Until it is safe to resume face-to-face visitation, **phone calls with clients or secure video chatting may be counted as face-to-face visits** in the Client Visit column on the Time Summary. However to keep the research data consistent, record the time spent **under electronic communication**.

Monthly Update Forms

- When a stay-at-home order is in effect, case managers may count video or phone contact with clients as face-to-face visits on the Monthly Updates as long as they describe the method of contact in the notes.
- Case managers may count seeing a current picture or video of the TC via text or video as Target Child face-to-face as long as the case manager has a way of knowing the picture is current/in real time (e.g., the client is engaging the TC in an activity that the case manager has suggested). Seeing a photo of the TC on Facebook or other social media does not count as face-to-face.

Note: Our [Confidentiality Protocol](#) includes information on secure video and video chat applications.

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WORKING WITH PROVIDERS

- Keep in contact with service providers to determine whether they are open and to discuss their current protocols regarding resources and client access to resources, referrals for treatment, inpatient concerns, dosing concerns, etc.
- Supervisors may want to consider assigning different case managers to contact specific community providers to determine how they are operating, then share a document among the PCAP staff of which providers are doing what and in what capacity.
- See information about managing ROIs, above under Client Files.

SUPERVISION AND GROUP STAFFING

Twice monthly individual supervision and weekly staff meetings should continue and may be done over the phone, via conference call, or Zoom.

INTAKE AND EXIT INTERVIEWS

In lieu of doing interviews in person (requiring physical contact among the supervisor or exit interviewer, the case manager/transporter, and the client), we now have IRB approval to conduct research interviews remotely over the phone and via Zoom Pro after obtaining verbal consent (see COVID-19 [IRB verbal consent protocol](#) for this in the IRB section of our website). The interviewer must still follow all other IRB protocols, such as assuring that both she and the client will have a quiet and private environment during the interview. Contact Stacy Dimmich at FADU for any questions about preparing for a remote interview.

PCAP TRAINING

When a stay-at-home order is in effect, all trainings should be done remotely via Zoom.

Training for New Hires

Supervisors should review with the new hire the interim “Get Your Feet Wet” PCAP training via Zoom. Email Stacy Dimmich for this Interim Get Your Feet Wet PowerPoint and other details. If you have less than two years of experience in PCAP, ask another supervisor to help you.

Annual PCAP Refresher Training

When a stay-at-home order is in effect, we will work with sites to schedule their annual PCAP refresher trainings via Zoom.

- Prior to the training date, supervisors are asked to conduct a Zoom test run for participating staff to make sure everyone is able to connect. Should a staff member be unable to attend the training this way, please contact Stacy Dimmich to consider other options.
- Stacy Dimmich will email or mail copies of the PowerPoint slide handout to the sites.
- In lieu of our usual in-person sign-in sheet, supervisors will send a list of Zoom participants to Stacy Dimmich for her records.

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Annual Intake/Exit ASI Refresher Trainings

When a stay-at-home order is in effect, Cara Ernst will conduct all her trainings via Zoom. If social distancing recommendations are relaxed, Stacy may reserve a room for those who wish to attend in person. Those in high-risk groups may still participate via Zoom.

MI and FASD Training

- When a stay-at-home order is in effect, we will conduct such trainings remotely.

DBHR UPDATES

Sarah Pine sent the following answers to questions in an email dated March 31, 2020:

1. **Will there be a waiver given to PCAP sites regarding meeting the 85% client enrollment contract requirement?**

“A time limited waiver will be offered to all PCAP sites to receive their full-monthly set-rates, which are identified in your DBHR-HCA contract. Currently, this waiver will be allowed through the end of the service month May 2020. If an extension of this waiver is needed after May 2020, we will offer an update to all sites closer to that time.”

Update: At the Nov. 7, 2020 PCAP statewide administrative meeting, Ms. Pine stated that she would request that our waiver be extended through the end of the year:

2. **Is PCAP considered essential?**

“Yes, PCAP is considered essential. Currently, there are no “cards” to identify essential workers. Your agency is welcome to provide PCAP workers an official letter showing the determination that PCAP is considered essential, and refer to Governor Inslee’s list of Essential Critical Infrastructure Workers. You are also welcome to use this email (Note: Sarah’s email dated March 31, 2020) as a back-up document.”

Please see the following link for Gov. Inslee’s list of Essential Critical Infrastructure Workers:

<https://www.governor.wa.gov/sites/default/files/WA%20Essential%20Critical%20Infrastructure%20Workers%20%28Final%29.pdf>

DBHR RESOURCES

Washington State Health Care Authority (HCA) has developed a **COVID-19 informational webpage**:
<https://www.hca.wa.gov/information-about-novel-corona-virus-covid-19>

DBHR WEBINARS

DBHR Weekly Webinars: DBHR COVID-19 for all behavioral health providers

Sarah Pine wrote on March 12:

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“Additionally, DBHR-HCA will host a weekly webinar every Tuesday at 12:00 pm based on what we know about COVID-19, and its relationship related to prevention, treatment, and recovery support services. This is an opportunity for providers of mental health, substance use, and problem gambling services to ask questions and share strategies with one another.

The agenda will be developed each week based on what we know about COVID-19, and its relationship related to prevention, treatment, and recovery support services. Representatives from the Department of Health and SAMHSA will join the call when they can.”

- *Every other Tuesday, 12:00 p.m. – 1:30 p.m.*
- *Sarah Pine sends out the registration link in advance.*