



MEET YOURSELF!

PROVIDING SERVICES AND COMMUNICATING WITH CLIENTS REMOTELY
JUNE 10, 2020



What is First Steps?

A network of organizations and individuals that provide programs, services, and opportunities for our region's young children, their parents, and their caregivers.

Our shared priorities:

1. Increase knowledge about and access to available services through an early childhood education and development **information hub**.
2. Identify shared values and messaging so agencies can speak with a **common voice** about the importance of early childhood.
3. Support and strengthen the early childhood education and development **workforce** through professional development, recognition, and compensation.



Our Speakers

- **Carol Peters** – Children’s Health Improvement Program (CHIP)
- **Ally Yeatts** - Community Health Center of the New River Valley
- **Jeff Dinger** – Giles County Administration
- **Keli Lichty and Julie Fox** – NRV CARES

A Couple Requests:

- Please mute your microphone
- Type questions for the speakers in the Chat



LIGHTNING ROUND!

Lightning Round



Carol Peters
CHIP of NRV



CHIP OF NRV

(NEW RIVER COMMUNITY ACTION)

Carol Peters,
Family Educator Supervisor

What is CHIP?



CHIP is a home visiting program that takes a whole-family approach. CHIP pairs families with teams of registered nurses and Family Educators.

Mission

CHIP works with families, caught in the cycle of poverty. Families who are committed to creating a better life for their children and themselves. Using proven best practices to intervene early, CHIP prepares parents to be their child's first and most important teacher.

NORMAL CHIP

- Visits done in the home
- Majority of families receive 2 visits per month by Family Educator and 1 visit by nurse
- 9-12 Parent Connection groups per year
- All screenings done in person

COVID-19

- All visits done virtually or by phone call.
- Extra family support
 - Started with weekly check in with each family
 - April and May-delivered activity and information bags to each family
- Virtual Parent Groups
- All screenings done virtually or by phone

MOVING FORWARD

- Get back into the office
- A lot of unknowns
- Will have safety protocols in place
- Slow process-in phases

CHALLENGES

- Limited availability to office
- Unstable internet connection for both staff and family
- Doing screenings virtually or over phone
- Observing parent/child interactions
- No eyes in the home of at risk families
- ZOOM fatigue for staff and families

SUCCESSSES

- Large majority of families have been very receptive to virtual/phone call visits
- Staff have become creative with ways to provide virtual parent groups
- Some parents who were less engaged in person have been more engaged virtually
- Now have an alternative type of visit to use under extenuating circumstances

Lightning Round



Ally Yeatts

Community Health Center of the
New River Valley



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Telehealth

HOW DO I BECOME A PATIENT?

Telehealth is using the phone, computer, or tablet to consult with a licensed clinical professional about behavioral health or medical issues that are of concern to you.

[CLICK HERE TO COMPLETE THE TELEHEALTH INFORMATION FORM](#)

[CLICK HERE TO COMPLETE THE BEHAVIORAL HEALTH INFORMED CONSENT](#)

We're here if you need us

Telehealth helps you save time, travel, and limit exposure while you get the benefits of quality care from local providers you know.

If you have a condition that requires you to visit our office physically, we offer three locations to serve you and are seeing patients every day.

[Click here to apply to become a patient.](#)



The quality care you expect from the CHC, in the comfort of your home.

Lightning Round



Jeff Dinger
Giles County

GILES COUNTY LAUNCHES SENIOR CHECK

Senior Check is designed to provide a means to communicate with our citizens who are most vulnerable to potential impacts from COVID-19; and we need your help. The group we intend to reach includes our elderly and disabled citizens. Some have caretakers, however, many do not. Of those that do have caretakers, many of these caretakers may be unable to travel due to COVID -19 impacts. **In order to submit names, you do not need to be a family member, neighbor, or act in any official caretaking capacity. We understand that there are many seniors that do not have access to the internet and will not be able to fill out these forms.** That is why we are asking for your help. By providing the information requested below, Senior Check will be able to make regular contact by phone with these individuals as well as conduct welfare checks and facilitate needed service delivery; as appropriate. Information collected will remain confidential and only be utilized for this purpose during these difficult times. **Note:** No one will ever be asked for their social security number or financial information. If you have questions or need additional information, please contact us at seniorcheck@gilescounty.org or call 540-921-0035.

Senior Welfare Check



<https://virginiasmtplayground.com/senior-welfare-check/>

Lightning Round



Keli Lichty

Julie Fox

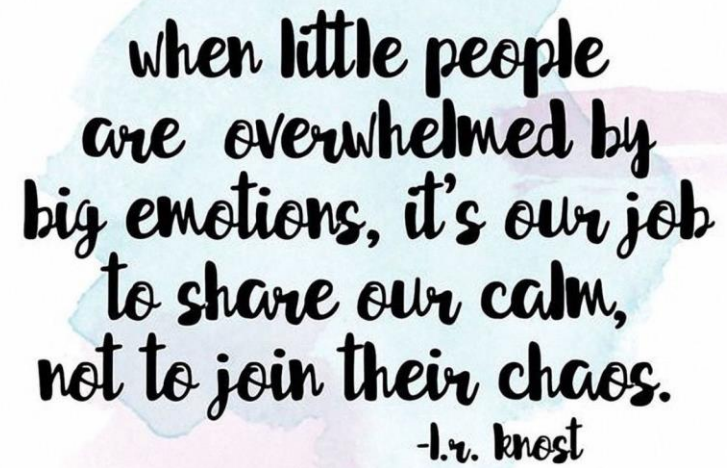
NRV CARES

NIRV
CARES



PARENT EDUCATION

- Each series includes 8 weekly 90- minute classes
- Small Group Size
- Classes scheduled as needed or requested
- Open to everyone free of charge



when little people
are overwhelmed by
big emotions, it's our job
to share our calm,
not to join their chaos.
-I.R. Knost

PARENTING YOUNG CHILDREN

CIRCLE OF PARENTS

- Ongoing groups:
 - Fairlawn
 - Blacksburg
- New Open Circle

June 3

What stress
looks like
for our kids



June 10

Helping our kids
work through
their feelings



Finding Calm
During COVID

Wednesdays
2-3pm



June 17

Setting
healthy limits
with our kids



June 24

Finding
the next
best thing



FACEBOOK

- Parent Education
- Circle of Parents

WHAT WE HAVE NOTICED SO FAR

USING ZOOM

- Many participants are able and willing to download the Zoom app on their phones
- A mix of participants using their video or audio only
- Active participation has been what we normally see or possibly increased

USING PRIVATE FACEBOOK GROUPS

- Many members are viewing most of our posts
- Participants are using the groups to share and access resources
- We are posting on a variety of topics from several sources
- Participants do not appear to be using the groups in a conversational manner

Keli Lichy

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Julie Fox

Education Program Coordinator

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Session Recordings



Session recordings and powerpoint slides available at:

[https://cfnriv.org/partnerships-initiatives/
fund-for-the-nrv/first-steps/resources/](https://cfnriv.org/partnerships-initiatives/fund-for-the-nrv/first-steps/resources/)



THANK YOU!

FIRST STEPS: EARLY EDUCATION & DEVELOPMENT NETWORK

