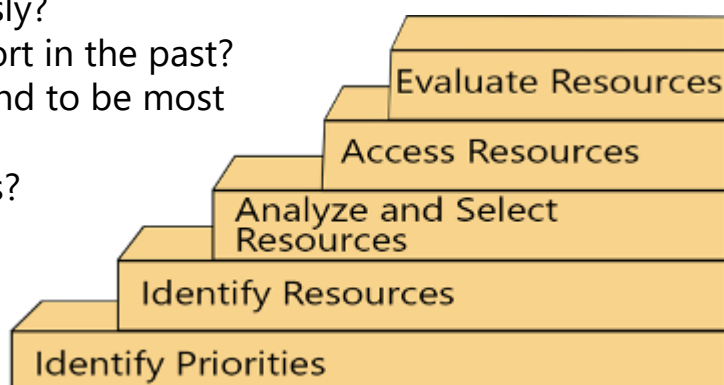


During the COVID-19 state of emergency, DODD's primary goal is to protect families, Early Intervention Service Coordinators (EISC) and Providers. Health and safety restrictions made during COVID-19 may have impacted families referred to and enrolled in EI programs. This guidance provides information for the EISC agency on how to support families using resource based conversations. Rule 5123-10-02 (N) addresses 15 areas where an EISC is responsible for providing support to families with children in EI. The EISC should use these questions as prompts to help parents and caregivers make informed choices about when and what resources to access. However, the decision on what resource to use is up to the parent.

- In a resource-based intervention practices framework, practitioners assist families in both identifying and mobilizing a wide range of informal and formal resources and supports that are needed and desired by the family to accomplish desired outcomes. Practitioners also assist families in acquiring the skills needed to identify and use resources and supports to accomplish desired outcomes without or with minimal ongoing professional assistance or guidance. (McKnight & Kretzmann, 1990).
- A resource-based approach to supporting and strengthening families includes three processes to assist families in securing the support meets their goals:
 1. Identifying family priorities.
 2. Determining and assessing available formal and informal resources in the community to address those priorities.
 3. Developing a plan for mobilizing and evaluating the selected resources. (Mott, 2006a)
- Resource based conversations build upon the parent's current knowledge. Using reflective coaching questions with parents. Questions like:
 1. What have you tried?
 2. Who has supported your family previously?
 3. Who has your family turned to for support in the past?
 4. What types of support did your family find to be most beneficial in the past?
 5. What have you done in similar situations?



Resource Based Conversations Around Covid-19

Reflective questions to begin a resource based conversation with a family who is experiencing a resource need during the state of emergency:

COVID-19

How informed is the family about COVID-19 pandemic?

State of emergency?

What information does the family have/need regarding COVID-19?

How concerned is the parent about COVID-19? (identifying priority)

Links:

Fill in your own links for local resources

[CDC](#)

[CDC: information on children and COVID 2019](#)

[healthy children: 2019 Novel Coronavirus \(COVID-19\)](#)

Resources and Tips:

ODH

1-833-4-ASK-ODH (1-833-4-427-5634)

Open 7 days a week from 9 am to 8 pm

Center for Disease Control

1-800-232-4636

Conversation:

Follow up needed:

Resource Based Conversations Around Covid-19

Reflective questions to begin a resource based conversation with a family who is experiencing a resource need during the state of emergency:

Assess family's access to basic needs:

Assess family's situation.

Link family with federal and state programs designed to help in these situations.

Links:

Fill in your own links for local resources

[Protocol for the Routines-Based Interview™](#)

[Ohio Early Intervention Family-Directed Assessment](#)

Resources and Tips:

Now is a good time to use the ECO map to identify possible formal and informal supports.

Conversation:

Follow up needed:

Resource Based Conversations Around Covid-19

Reflective questions to begin a resource based conversation with a family who is experiencing a resource need during the pandemic:

Financial/Employment: Has the family's financial situation changed?

EISC should offer to engage in a conversation with the family to review those changes with family consent.

Will this change be an ongoing issue for the family?

What has changed?

Income?

Insurance?

Links:

Fill in your own links for local resources

Resources and Tips:

Financial changes could mean a family previously ineligible for Medicaid, Social Security, or BCMH services could now be eligible.

When reviewing financial changes a review of System of Payment must also occur with family consent.

A change in household finances could mean a family determined able to pay is now determined unable to pay.

EISC must update System of Payment forms EI-15, EI-16 EI-17.

Conversation:

Follow up needed:

Resource Based Conversations Around Covid-19

Reflective questions to begin a resource based conversation with a family who is experiencing a resource need during the pandemic:

Financial/Employment:

What information does the family have on potential financial assistance?

Resources and Tips:

Foreclosures and evictions were on hold for the the first sixty days after the state of emergency was declared. However, there are many landlords and mortgages companies that are willing to work with lenders and residents. For example, if your mortgage is owned by Fannie Mae or Freddie Mac they are automatically required to evaluate if asked for a 12 month forbearance. (Credit Karma - Road to Financial Relief).

State and federal Income tax deadline has been extended until July 15, 2020.

If families are having difficulties paying their utility bills they should contact the utility company or visit the utility companies website.¹

Cable and internet services available at no cost for children pre-kindergarten through college age for limited time.

Many cellular companies are offering extra data and call minutes.

For families that own small businesses there are loan programs available to help them with costs related to operations and payroll?²

Links:

Fill in your own links for local resources

[The Ohio Chamber of Commerce COVID-19 BUSINESS RESOURCES](#)

Conversation:

Follow up needed:

1. Many utility companies like American Electric Power and Duke Energy are agreeing to suspend disconnections for nonpayment and setting families up on generous payment plans. (Credit Karma - Road to Financial Relief)
2. An example of this is the current loan offered to small businesses with less than 500 employees with less than 500,000 dollars in annual review. The loan has an interest rate of 3.75%. The small business owner than has thirty years to pay the loan back. These loans aw designed to keep small businesses open. (U.S. Small Business Administration COVID-19 EIDL for SBA Disaster Loan) (disastercustomerservice@sba.gov)

Resource Based Conversations Around Covid-19

Reflective questions to begin a resource based conversation with a family who is experiencing a resource need during the state of emergency:

Financial/Employment:

What resources does the family already access?

What sources of income does the family receive?

Is the family aware of community agencies that donate food and formula/diapers/wipes?

Links:

Fill in your own links for local resources

Ohio has added ability to order groceries ahead with SNAP (e.g., clicklist)

<https://ohio.gov/wps/portal/gov/site/media-center/news-and-events/jfs-040120>

Resources and Tips:

SSI, SSD, employment wages, insurance, etc.?

WIC, Snap, JFS, Medicaid?

Conversation:

Follow up needed:

Resource Based Conversations Around Covid-19

Reflective questions to begin a resource based conversation with a family who is experiencing a resource need during the state of emergency:

Financial/Employment:

What information does the family have on how to access unemployment benefits?

Have they applied?

Where are they in that process?

Links:

Fill in your own links for local resources

<https://unemployment.ohio.gov>

Resources and Tips:

Unemployment has designated a certain day to apply based on last name.

Unemployment has an online process.

Conversation:

Follow up needed:

Resource Based Conversations Around Covid-19

Reflective questions to begin a resource based conversation with a family who is experiencing a resource need during the state of emergency:

Financial/Employment:

- What resources or agencies has the family accessed in the past?
- How well did that work/not work?
- What has the family done so far to obtain needed resources?
- What assistance is needed to obtain needed resources?
- How and when does the family plan on connecting with the resource?
- What are the requirements for follow up if any?
- What are the deadlines on when a family would need to apply? e.g. winter crisis program?
- Is there a limit on how many times the program can be accessed per year? i.e., PRC?
- What are the advantages of using this type of resource?
- What are the disadvantages of using this type of resource?
- Will accessing the resource have negative ramifications later on? e.g. withdrawing funds from IRAs, 401ks, etc.
- Will asking a family member for material assistance cause strife within the family?

Links:

Fill in your own links for local resources

Resources and Tips:

Conversation:

Follow up needed:

Resource Based Conversations Around Covid-19

Reflective questions to begin a resource based conversation with a family who is experiencing a resource need during the state of emergency:

Joint Plan Financial/Employment:

What is the plan for when the EISC would check back regarding progress?

What will the EISC do as a part of the joint plan to access said service?

What discussions occurred around a backup plan if this resource did not successfully meet the families need?

Links:

Fill in your own links for local resources

Resources and Tips:

Conversation:

Follow up needed:

Resource Based Conversations Around Covid-19

Reflective questions to begin a resource based conversation with a family who is experiencing a resource need during the state of emergency:

Health/Welfare: (ECO MAP)

Who did the family identify as their support people? (formal or informal resources)

Who in the family's support circle could potentially assist with needs?

When the family was asked about receiving financial and emotional support from friends and family how did they respond?

In the event of job loss, how long would the family be able to maintain their current standard of living?

How would job loss affect the family's health insurance coverage?

How is the family's health?

Links:

Fill in your own links for local resources

Resources and Tips:

Information to answer these questions can be obtained by completing an Ecomap. See the RBI full protocol for more details.

Conversation:

Follow up needed:

Resource Based Conversations Around Covid-19

Reflective questions to begin a resource based conversation with a family who is experiencing a resource need during the state of emergency:

Health/Welfare: (ECO MAP)

- Does the family have access to tele health and know how to reach medical care?
- Does the family have concerns about accessing accessing medical care?
- Does the family know where they can obtain prescriptions at little to no cost? Delivered?
- What stressors is the family experiencing?
Relationship stress?
- How is the family managing their daily stress?
- What are they doing for self-care?
- What access do they have to their support circle/system?
- Does the EISC think there is domestic violence occurring within the home?

Links:

Fill in your own links for local resources

Resources and Tips:

Conversation:

Follow up needed:

Resource Based Conversations Around Covid-19

Reflective questions to begin a resource based conversation with a family who is experiencing a resource need during the state of emergency:

Health/Welfare: (ECO MAP)

- How is the family's Mental Health?
- How does or could the family access Tele Mental Health Services?
- How does or could the family currently access mental health services if needed?
- What changes have occurred around child care?
- What changes has the family had in their daily routines since COVID 19?
- What changes have occurred with older siblings? (home schooling)
- Are these changes impacting the family in a positive or negative way?

Resources and Tips:

Conversation:

Follow up needed:

Links:

Fill in your own links for local resources

<https://adamhfranklin.org/>

Call 1-800-720-9616 to connect with trained counselors.

Call from 8 AM to 8 PM, seven days per week. After 8 PM, the CareLine will forward to the National Suicide Prevention Lifeline.

[ODJFS - Coronavirus Pandemic Child Care Informatin for Families](#)

[ODH - Resources for Local Health Districts and Providers - COVID-19](#)

[Ohio DODD - COVID-19 Resources and Support](#)

[Ohio Early Intervention - Resources for Providers and Families](#)

Resource Based Conversations Around Covid-19

Reflective questions to begin a resource based conversation with a family who is experiencing a resource need during the state of emergency:

Joint Plan health/wellbeing/mental health:

What was the plan for when the EISC would check back regarding progress?

What did the EISC state they would do as a part of the joint plan to access said service?

What discussions occurred around a backup plan if this resource did not successfully meet the families need?

Links:

Fill in your own links for local resources

Resources and Tips:

Conversation:

Follow up needed: