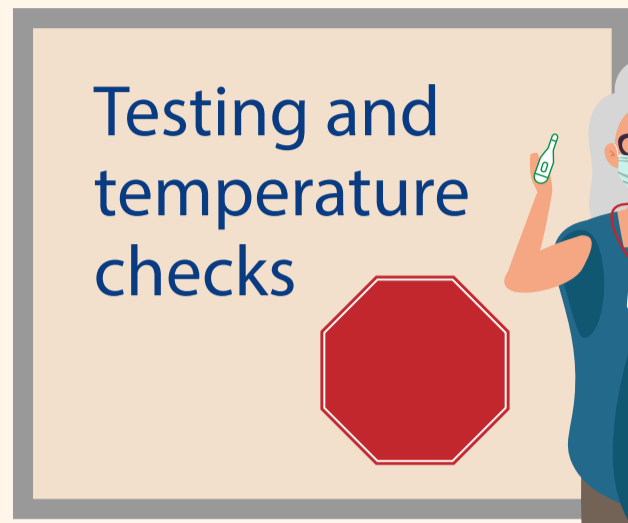


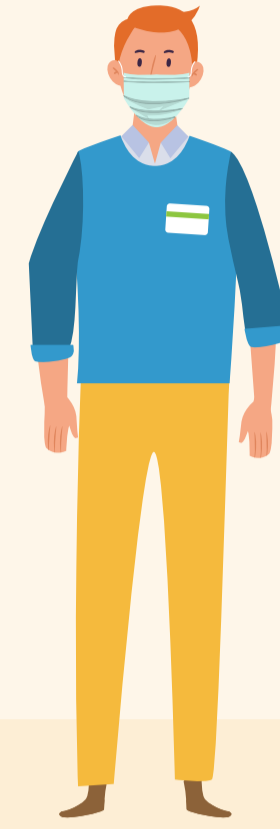
# NCWWI asked child welfare workers how they're doing during the COVID-19 Pandemic.

## Workers responded that they need:

### 1 . . . clear and safe return-to-office plans, including:



Social distancing setup for workspaces/cubicles



Ongoing office cleaning plans that adhere to comprehensive sanitizing procedures

PPE and sanitizing materials for staff to use in the office and to provide to families during in-person visits

### 2 . . . child welfare programs to support ongoing work-from-home options.

# 2

During the pandemic, workers found that working remotely:

#### Increased

- Client engagement
- Schedule flexibility
- Work-life balance
- Worker efficiency and effectiveness



"The pandemic has shown we do not need brick and mortar buildings to get our essential work done."

#### Decreased

- Office distractions
- Driving time
- Travel-related stress and expense

"Working remotely has been amazing for my mental health. My stress level has been way down and my productivity way up."

### 3 . . . innovation in using virtual platforms for child welfare work.

Using videoconferencing for agency and client-related meetings has increased attendance and engagement. These virtual practice options could also improve:

- Follow-up contact
- Case-closing conferences
- Service plan reviews
- Virtual visits for parents who live far away



- Court interactions for families and staff by:
  - Helping families consistently show up
  - Reducing barriers to childcare
  - Making the waiting process less stressful
  - Decreasing the time staff spend waiting for a case to be heard