

**HopeSparks COVID-19
Agency and Community Communication**

Last updated April 8, 2020

HopeSparks facilities will remain closed throughout Governor Jay Inslee's "Stay Home Stay Healthy" order. Our leadership is continuing to monitor the situation closely and will be communicating regularly with our team members and community. We understand that while the Governor's "Stay Home Stay Healthy" order does guide us on timelines, that the news of school closures for the remainder of the school year causes additional complexities in regard to planning for both our team members and those we serve. As we monitor the timelines of the "Stay Home Stay Healthy" order, we will also be working with each of our team members individually to come up with the best plan for a return to work, while continuing to meet the needs of those we serve.

With that, **all counseling, mental health, home visiting, and other family services will continue remotely and via our telehealth platform.** We are also working on offering additional services remotely and will keep you updated as we expand what we are offering in our array of remote and telehealth services. HopesCloset, our basic needs boutique will not be taking donations or allowing families to shop at this time. We are actively working on a plan for our diaper program to be able to distribute diapers to those in need via pick up sites and by mail.

How will services be provided?

The decision to offer services in this capacity and to close facilities during this time was a difficult one. We take the wellbeing and treatment of the children and families we serve seriously. HopeSparks also deeply understands our ethical and social responsibility to our community during this pandemic to limit physical contact between our providers and those we serve as much as possible. Our organization has been preparing our team members and the families we serve since early-March that remote and telehealth options are available.

HopeSparks understands that while this decision is necessary, it has a tremendous impact on our team members and the families we serve. Ensuring the health and safety of our team members, while planning for the unique and specialized needs of the children and families we serve, is no small task. We are doing everything we can to try and accomplish both, while being good and ethical stewards of reliable information to properly plan each day. We are also working closely with city, county, state, and federal leaders to make policy recommendations that will remove barriers to providing services that are accessible and culturally responsive.

Are HopeSparks services considered essential?

While the services HopeSparks provides are considered “[essential](#)” by definition, we are able to provide continuity and continuation of care of all essential services via our telehealth platform. Due to the nature of our service delivery taking place in the home, clinic, and community settings, our providers are coming into contact with over 1,200 children and their families per month. Many of our providers go from home-to-home throughout the day, and see many clients in and out of their office. Many providers also travel to multiple homes and multiple locations throughout the day. The decision to close facilities on March 17, 2020 to the public and move to a 100% remote working environment by March 20, 2020 was the safest and fastest way for HopeSparks to do our part to slow and stop the spread of the COVID-19 virus.

So far, over 90% of our providers and clients report feeling supported throughout this transition. We are working to overcome any barriers or inequities that have arisen due to these changes including helping our clients with technology needs, navigating policy barriers, and working case-by-case to assure every provider and client can navigate this new environment successfully.

How can you protect yourself?

We have asked our team members to take steps to minimize the spread of viruses, including COVID-19, by following Governor Inslee’s stay at home order.

More information from the Governor’s Office can be found [HERE](#)

More information from the Tacoma-Pierce County Health Department is available [HERE](#)

More information from the WA State Department of Health can be found [HERE](#)

Resources for families

HopeSparks providers will be sharing additional resources with families during this time. A list of compiled resources can be found [HERE](#). Please also follow our social media for updates and more information.

Are there ways I can support HopeSparks during this time?

Yes, it has taken a tremendous amount of work to plan and anticipate all of our needs, and build our infrastructure at the pace needed to support our team members and clients. A donation in any amount would greatly help during this time.

Please consider giving at the link [HERE](#)