



Memorandum

To: Child Welfare Staff
From: Mary Havick, Deputy Division Director of Child Welfare
Date: June 16, 2021
Re: Virtual Case Manager Contacts with Parents and Children

The current guidance on virtual contacts is effective through July 30, 2021, with 1/3rd of all cases receiving in-person contacts in May, June, and July 2021 – resulting in all cases having an in-person contact over this three-month period. This memo provides a notice of 45-days prior to the end date, an increase over the previous 30-day notice, to allow additional time to prepare and plan for required practice changes.

After careful consideration, we will continue a phased transition back to in-person contacts in August and finalizing in September. It is important that safety precautions continue to be practiced during face-to-face contacts, including wearing masks and maintaining social distancing, as appropriate.

Effective August 1, 2021, routine case management contacts for Resource Development will return to the standards outlined in policy and Family Preservation and Foster Care should be conducted as follows:

- **A minimum of 50% of all contacts are conducted in-person.**
- **Virtual visits are held for the cases not seen in-person.**

Effective September 1, 2021, we will return to 100% in-person for monthly contacts in Family Preservation and Foster Care and 100% in-person for initial assessments in CPS cases. At that time, the COVID-19 – Temporary Direct Services Continuity Standard Operations Procedure (SOP) will no longer be in effect. While virtual visits will no longer count for the monthly contact, they are still encouraged to supplement engagement with families and children.

To support this transition, I am asking county, regional and state leaders to consider which meetings, trainings or initiatives could be paused during the months of September and October. In addition, a workgroup will be formed to explore the expanded use of virtual visits in the future.