



## Memorandum

To: Child Welfare Staff  
From: Mary Havick, Deputy Commissioner  
Date: April 14, 2023  
Re: Update on Temporary Expansion of Virtual Case Manager Contacts –  
**Expires April 15, 2023.**

Based on recent guidance from our federal partners, the use of virtual contacts is not allowed following the expiration of a public health emergency. As a result, the current temporary expansion of virtual contacts, as described below, will expire at the end of **April 15, 2023** and will not be extended.

### Current Temporary Expansion of Virtual Contacts

When there is a reasonable assumption of no present or impending danger, virtual contacts may continue to be used in place of an in-person contact in the following situations:

**Youth in EYSS (18 and older)** – *virtual contacts can replace in-person contacts twice per quarter;*

- **Children in foster care**
  - **CCI placements** – *virtual contacts can replace in-person contacts twice per quarter;*
  - **CPA placements** – *virtual contacts can replace in-person contacts every other month;*
- **Family Preservation cases with an in-home service provider** - *virtual contacts can replace in-person contacts every other month and / or replace one in-person contact per month when two monthly contacts are required.*
- **Foster Care parental cases with service/treatment provider(s)** - *virtual contacts can replace in-person contacts every other month.*

It remains critical that collateral contacts are made each month with service providers and other individuals actively involved with the family to assess safety and progress with services/interventions. **If there are any safety concerns or impending danger identified, an in-person visit with the family should be made to assess the situation.**