



## Memorandum

To: Child Welfare Staff  
From: Mary Havick, Deputy Commissioner  
Date: March 31, 2023  
Re: Temporary Expansion of Virtual Case Manager Contacts

### Temporary Expansion of Virtual Contacts

The expanded use of virtual contacts is being continued for families, children, and youth. 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.**

This expansion of virtual contacts is permitted through **April 15, 2023**, and will be evaluated for continued use based upon pending guidance from our Federal partners.

County and regional directors are responsible for ensuring the appropriateness and tracking of virtual contacts.