



Memorandum

To: Child Welfare Staff
From: Mary Havick, Deputy Commissioner
Date: March 8, 2022
Re: Temporary Expansion of Virtual Case Manager Contacts

Effective immediately, the use of virtual contacts is being expanded for families, children, and youth when there is a reasonable assumption of no present or impending danger. Virtual contacts may 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.*

It remains critical that collateral contacts are made each month with service providers and other individuals actively involved with the family. **If there are any safety concerns or any impending danger identified, an in-person visit must be made to assess the situation.** As a child welfare practitioner, you may choose to make an in-person visit instead of a virtual visit based on your professional judgment.

This expansion of virtual contacts is permitted through the end of the state fiscal year and will be evaluated for continued use based on impact and our services to families.

County and regional directors are responsible for ensuring the appropriateness and tracking of virtual contacts. Authorization for case managers to use virtual contacts will be revoked if the case manager does not comply with documentation requirements following any virtual contact.