



Memorandum

To: Child Welfare Staff
From: Mary Havick, Deputy Commissioner
Date: December 30, 2022
Re: Temporary Expansion of Virtual Case Manager Contacts & Upcoming Change from 72-Hour to 5-Business Day Response Time

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 the end of March 2023 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.

Upcoming Change to 5-Business Day Response Time

The current 72-hour response time will be changed to 5-business days in early 2023. This change is designed to prevent non-emergency interventions that can disrupt family life over the weekend when supportive resources are least available. It also aims to improve operational effectiveness and efficiency while providing increased county discretion. The new response time will be implemented following SHINES changes, with an anticipated start date of no later than February 1, 2023.