

March 25, 2020

Dear Psych and Counseling Providers,

Engaging with families to ensure safety and achieve permanency remains at the heart of the DCS mission despite the COVID-19 outbreak. The department continues evaluating the situation and is making service delivery adjustments to best serve children and families while adhering to public health recommendations regarding social distancing.

Below is the department's guidance regarding adaptations in service delivery:

Psychological Evaluations and Bonding/Best Interest Evaluations

- Psychological Evaluations should continue in person as long as both parties are symptom free for 72 hrs without the aid of medication and are willing to participate in the evaluation.
- If the evaluation cannot be conducted in person, and the evaluation objective can be met through a clinically appropriate telemedicine approach, the evaluation should occur virtually through teleconference or telephonic means.
- If the psychological evaluation cannot be conducted in person or virtually, reschedule the appointment after April 10th.
- All changes to the client's scheduled evaluation must be communicated to the referring DCS Specialist, with the date and time of the new appointment.

Individual/Family Counseling Services

- These services may be provided temporarily via a virtual visit/videoconferencing system.
 - Please ensure that your clients have access to the system you are proposing to utilize
 - Please remember that services provided need to be documented in the Monthly Progress Note (CSO-1139A).
- One telemed system that was recommended, is called doxy.me. This system is a free, secure telemedicine system that is HIPPA compliant.

Unit Consultation Services

- These services may be provided temporarily via a virtual visit/videoconferencing system.
 - Please ensure that the Program Manager of your assigned office is aware of the proper contact information
 - Providers are still required to complete the Focus Questions/Referral Question, Unit Consultation Summary, and Unit Consult Log.
 - Please make arrangement to receive all required information from the DCS Specialist prior to the start of the session

Please feel free to contact me if you have any questions about these services. We thank you for helping us fulfill our mission of ensuring child safety and achieving permanency.



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to report child abuse or neglect: 1-888-SOS-CHILD