



April 6, 2020

Dear Parent Aide, SVO Contracted Providers,

Below are the questions and answers from the Parent Aide, SVO conference call on **4/3/20**. All questions and answers will also be posted on the DCS website: <https://dcs.az.gov/covid19>.

1. Does the Department have more direction on how to conduct virtual visitation for Parenting Time (Parent & Child Visits)?
 - a. Please see the attached ***Virtual Visitation Guidelines*** – Guidance and resources to support virtual parenting time.
2. If participants are not engaging in services, refuse virtual visits, do we put these cases on hold?
 - a. Please work with the DCS Specialist and Program Manager to determine if visits should be put on hold, closed out or assistance with reengaging the family to continue visits.
3. How do we face the technology issues? One or more parties do not have the technology or do not want to participate virtually.
 - a. Refer to the DCS website <https://dcs.az.gov/covid19> - ***Letter to PA/SVO on Virtual Visits***
 - i. When the parent and caregiver both have technology to facilitate virtual visitation, the DCS Staff, or provider supervising the parenting time, will facilitate a 3- way video conference.
 - ii. When one party has the technology but the other does not, the DCS Staff, or provider supervising the parenting time, will go to the location of the individual without the technology, or transport the individual to a location that has technology, to facilitate the parenting time.
 - iii. When neither party has the technology to facilitate video conferencing, but both parties have a telephonic option, the DCS Staff, or the provider supervising the parenting time, will facilitate a 3-way audio only call.
 - iv. When one or both parties do not have technology to facilitate any of the prior 3 methods: DCS staff shall hold a Supervision Consultation with the Program Manager to discuss option for maintaining contact between the child and parent and determining how to proceed.
4. How do we face the challenge of either families do not want us in their homes even if everyone is healthy or employees do not want to enter homes.
 - a. Please work with the DCS Specialist & Program Manager to staff these issues.
5. Requirements for random drug screenings current employees and new hire drug testing.
 - a. Suspend the random drug testing for now but there should be no more than three months in between the randoms. If you were scheduled to do a random today, make sure the random is done anytime between now and three months from today. This is the process only until all of this levels out and then your regular process should be followed

- b. Currently over the counter kits may be used for new hires. No observation is required and this is only for new hires that occur during the pandemic. Once this is leveled out all employees should be sent through your normal process.

DCS is committed to supporting our provider community. Please understand we are learning more on COVID-19 each day just as the rest of the community. We will be communicating regularly as we have information and will continue having Friday conference calls to provide updates and take questions.

If your organization has any other questions or if there is any other way DCS can assist during this time please reach out to:

Lori Noyes, Deputy Chief Procurement Officer, Lori.Noyes@azdcs.gov
Barbara Corella, Chief Procurement Officer, Barbara.Corella@azdcs.gov
Alex Ong, Assistant Director, Alex.Ong@azdcs.gov

Thank you for your partnership at this time,



Alex Ong

Assistant Director of Support Services
Arizona Department of Child Safety
3003 N. Central Avenue
Phoenix, AZ 85012

Office: (602) 255-2704
Mobile: (480) 290-2962

Alex.Ong@azdcs.gov

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