

May 21, 2020

Dear DCS Contracted Service Providers,

As we approach the expiration date for the Child Contact & Virtual Visitation directives and transition back to delivering services fully in-person, DCS is aware that some birth families and caregivers have medical needs that warrant continuing virtual service delivery. This letter is to provide clarity on when it is appropriate to continue virtual services past 5/29/2020.

While the Department believes it is critical to return to providing service in-person, **DCS will allow contracted services to be provided virtually only if a person residing in the household receiving services has contracted the COVID-19 virus or is pending results from being tested for the COVID-19 virus. DCS will also allow services to be provided virtually for children deemed Medically Fragile and families who reside on the Navajo Nation.** All other exceptions must be approved by the Field Region Program Manager & Program Administrator.

When virtual services are provided, service provision shall follow the DCS directives outlined during the COVID-19 public health crisis. For additional guidance, please reference the DCS COVID-19 webpage - <https://dcs.az.gov/covid19>. In all cases where services are provided virtually, providers are to document if services were provided virtually in DCS case notes. **This directive will be in place from May 30, 2020 through June 15, 2020.**

Below are contract specific guidelines if the above criteria is met and you must continue virtual services through 6/15/2020:

Contracted Service	Additional Guidelines & Notes
Foster & Adoption Supports (FAS)	Licensing visits & Foster Parent College may be done virtually
	DCS Specialists will continue to see children in the home
In-Home Preservation (Mod/Int.)	One in person contact per week is mandatory (whether on a safety plan or not). All children must be seen.
In-Home Reunification	In-person contact is required for the length of the service
Courtesy Supervision	Emergency & Scheduled Visitation must return to in-person
Parent Aide	Skill building sessions may be done virtually
Psych & Counseling	If telemedicine is appropriate for the session, it is permissible. Otherwise services must be provided in-person