

July 6, 2020

Dear DCS Contracted Service Providers,

As we continue to monitor the COVID-19 situation in Arizona, the Department is constantly reassessing our directives & guidelines to determine if extensions, alterations, or expiration is warranted. At this time, **the Department is extending the expiration date to allow for virtual services to continue through 7/31/2020.**

Each of the items below are in effect through **7/31/2020** and will be reexamined individually as that date nears and new information is acquired. Please continue to reference the DCS COVID-19 website for more information & resources - <https://dcs.az.gov/covid19>.

Foster & Adoption Supports

- All licensing activities may be completed virtually through **7/31/20**.
- Foster Parent College training may be conducted virtually through **7/31/20**.
- DCS will continue to do routine in-person visits.

Parent Aide/SVO

- DCS has returned to 100% in-person visits after 5/29/20.
- Providers are able to request virtual visits if the birth parent and/or caregiver has a qualifying situation. Please reference “*Letter to Parents #12 on Virtual Visits Exceptions*” (<https://dcs.az.gov/covid19>).
- Parent Aide Skill Building sessions may be conducted virtually through **7/31/20** after at least two in-person sessions in order to establish rapport and engagement with the family. Intake meetings are required to be conducted in-person.
- Continue to follow the DCS In-Person Visit Guidelines (<https://dcs.az.gov/covid19>).

In-Home - Preservation & Reunification

- If a family has tested positive for COVID-19 or symptomatic or is self-quarantined pending results of a COVID test, we are not requiring provider staff to enter the home in these cases. Providers are to go to the home and put eyes on child. We are asking providers to see the children either through the window, at distance, or some creative way to check on the family.
- For Moderate Preservation cases – 1 in-person contact per week is required, remaining contacts can be conducted virtually through **7/31/20**.
- For Intensive Preservation cases – 1 in-person contact per week is required. Families with an existing safety threat are required to have 2 in-person contacts per week, remaining contacts can be conducted virtually through **7/31/20**.

- For Reunification cases – 1 in-person contact per week is required. Families with an existing safety threat are required to have 2 in-person contacts per week, remaining contacts can be conducted virtually through 7/31/20.
- Continue to follow the DCS In-Person Visit Guidelines (<https://dcs.az.gov/covid19>).

In-Home - SENSE

- Home visits made by the SENSE trained nurse should continue to be done in-person. This includes the assessment of children(s) general health and developmental screenings.
- All other activities including the completion of the Edinburgh Postnatal Depression scale, education of safety, safe sleep practices, and other resources may be completed virtually through 7/31/20.
- If a family member in the home has tested positive for COVID-19, is symptomatic or is self-quarantined pending results of a COVID-19 test, home visits may be rescheduled until participants are symptom free for at least 10 days have passed since symptoms first appeared and at least 3 days (72 hours) have passed since resolution of fever (including fever, chills, rigors, and body/muscle aches) without the use of fever-reducing medications and improvement in respiratory symptoms. If a home visit is postponed longer than 3 weeks, a virtual visit should be conducted with a follow up in-person visit following the isolation period.
- Continue to follow the DCS In-Person Visit Guidelines (<https://dcs.az.gov/covid19>).

Building Resilient Families

- In the home services may be provided virtually through 7/31/20.

Psych/Counseling & Unit Consultation Services

- Psychological Evaluations should continue in-person as long as both parties are symptom free for 72 hours without the aid of medication.
- Individual/Family Counseling Services may be provided via Telemed system through 7/31/20.
- Unit Consultation with DCS staff may be provided virtually through 7/31/20.
 - Clinical interviews with parents and other participants should be done in-person.

Home Assessment & Courtesy Supervision & ICPC

- Emergency & Scheduled Visitation returned to in-person after 5/29/20.
- Situations where Home Studies may be delayed or rescheduled include:
 - Placement has been made following an emergency home check conducted by DCS.
 - Home check is requested for a prospective placement but no immediate plans to transition children into the home.
- Monthly ICPC child contacts may be conducted virtual through 7/31/20.

Young Adult Programs (Independent Living Skills & Foster Sustainable Connections)

- Virtual visits, if necessary, may be provided through 7/31/20
- All efforts should be made to deliver this service in person, utilizing the precautions outlined in the DCS In-Person Visitation Guides.
- If a youth has symptoms or has tested positive for COVID-19, the service may be suspended until the youth no longer presents a risk.

All contracted services should be conducted virtually if anyone in the household involved with the service has reported symptoms of COVID-19, tested positive for COVID-19, or pending a test for COVID-19. Services shall return to in-person after the CDC recommended isolation period (at least 10

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days have passed since symptoms first appeared AND at least 72 hours have passed without the use of fever-reducing medications and improvement in respiratory symptoms). All other exceptions for virtual services are subject to DCS Program Manager & Program Administrator approval.

Thank you for your partnership,

Mike Faust
Director