

May 28, 2020

Dear DCS Contracted Service Providers,

The Department would like to clarify and provide more detail to the letter dated May 21, 2020 titled “*Letter on Extending Virtual Services*”. Directives are being reassessed daily/weekly to determine if extensions, alterations or expiration is warranted. Each of the items below are in effect until 6/15/2020 and will be reexamined individually as that date nears and new information is acquired. Please continue to refer to the DCS COVID-19 webpage - <https://dcs.az.gov/covid19> for all official communications from the Department.

Please see the updates below:

Foster & Adoption Supports

- All licensing activities may be completed virtually through 6/15/2020.
- DCS will continue to do routine in-person visits.

Parent Aide/SVO

- DCS is requiring return to 100% in-person visits after 5/29/2020.
- For all Parent Aide referrals with a service authorization start date after 3/15/20, skill building sessions must be done in person in order to establish rapport and engagement with the family.
- For all Parent Aide referrals prior to 3/15/20 and have already done a minimum of one skill building sessions in-person, skill building sessions may continue to be done virtually through 6/15/2020.

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 residence in these cases. Providers are to go to the residence and visually see the children. We are asking providers to see the children either through the window, at distance, or some creative way to check on the family.
- For **Reunification** cases & **In Home Preservation** cases with a an active safety plan – 100% of visits must be done in-person
- For **Moderate Preservation** cases – 1 in-person visit per week is required, remaining visits may be conducted virtually through 6/15/2020.
- For **Intensive Preservation** cases – 2 in-person visits per week are required (1 session must be completely in-person and the second must minimally include visually seeing the child) remaining visits can be conducted virtually through 6/15/2020.

As DCS Specialists and Contracted service providers further increase the number of interactions with parents in their residence, we have required that DCS Specialists share the following consistent message when engaging with families. Contracted service providers should also share this message when scheduling in-person sessions for In-Home Preservation, In-Home Reunification, Parent Skill Building and Visitations occurring in the home of the parent.

Please help us to create awareness of this request by informing parents about the use of facial coverings:

“Out of precaution for your safety and that of those residing in your home, DCS team members and all DCS contracted service providers will wear a facial covering when entering your home. This safety precaution will remain in place until guidance from AZ DHS and the CDC state otherwise. We respectfully request that the adults in the home who are engaging in the services also wear a facial covering while DCS or DCS contracted providers are in the home. Additionally, for your safety, DCS and DCS contracted providers are self-monitoring for COVID-19-like symptoms and will not enter your home if they are exhibiting any symptoms consistent with COVID-19. If you or anyone in your home is experiencing COVID-19-like symptoms, are positive with or awaiting results from a COVID-19 test, we ask that you share that with DCS and the DCS contracted provider prior to the visit.”

Thank you,

Mike Faust
Director