



# Residential Services Q&A

This information seeks to guide our service providers during the COVID-19 pandemic. This guidance is subject to change as best practices from the Centers for Disease Control and Prevention are updated.

## Important reminders:

- Remote interventions are appropriate for most DCS cases, particularly when coupled with some face-to-face service when there are child-safety risks. Child and family teams should evaluate every case to determine the best way to serve a specific family with the input of families and providers. Keep in mind the DCS Practice Model, which calls for collaboratively teaming to decide the best way to serve children and families.
- If a child and family team can't decide how to deliver services effectively, or if members disagree on the delivery method after considering all of the presenting risks, teams should consult DCS and provider leadership. Providers should follow the chain of command when seeking the guidance of DCS leadership (starting with the supervisor, escalating to division manager, local office director, regional manager, etc.). FCMs and probation officers should seek guidance from provider leadership, similarly taking into account the provider's chain of command, when a clear agreement can't be reached.

## Provider call: Oct. 26, 2020

Q: I was unable to attend the DCSCARES Act request for funding (RFF) webinar on Oct. 15. Is there a recording?

A: Yes. The webinar can be found on the DCS request for proposal page here: <https://www.in.gov/dcs/3151.htm>

## Provider call: Nov. 9, 2020

**Canceled, no questions submitted**

## Provider call: Nov. 23, 2020

Q: If our service area county is labeled in the orange or red category, are we still required to have face-to-face meetings, or is telehealth acceptable under those circumstances?

A: Child and family teams may decide how services are delivered for specific cases, balancing both COVID-19 and child-safety risks. Child and family teams working cases in counties in which there is significant COVID-19 spread should take that into consideration when determining how to deliver services in a specific case. Keep in mind that it is very difficult to mitigate serious risks to child safety through virtual service delivery only.

Q: At what age does DCS expect children to wear a mask? We acknowledge the CDC recommends children under the age of 2 should not wear a mask and schools have different guidelines at times. We have been in situations where a child has tested positive and wasn't wearing a mask so we wanted to get some guidance on this.

A: CDC guidance states that all children except those 2 and younger or any age with special needs should wear a face mask. If there are issues with this, or if a particular child has recently tested positive, the child and family team should discuss the case circumstances and consider virtual visits until the child (or anyone else personally involved in the service/visit) no longer tests positive and/or is deemed not contagious. Please see our May 22 guidance for further details.

Q: Is prior DCS approval required to have a foster child tested for COVID if a health provider recommends it?

A: No approval is needed if the test is recommended by a qualified health care provider. Other requests to test a DCS youth should be discussed with the family case manager in advance.

**Provider call: Dec. 7, 2020**

Q: Has DCS received any communication about when the COVID-19 vaccine will be available to service providers?

A: We do not know specifics. The Indiana Department of Health will make those decisions and notify those impacted when the time comes. We will communicate with providers as we learn more. In the meantime, please continue to follow all previous IDOH and CDC precautions related to COVID-19.

**Provider call: Jan. 4, 2021 – no questions submitted**

**Provider call: Jan. 25, 2021 – canceled**

**Provider call: Feb. 8, 2021 – no questions submitted**