

# Child Placing Agency Webinar Q&A

## CONTRACTS

An expedited contract waiver process is currently in development that will allow DCYF and the contractor to agree to the changes via a web portal. Contract waivers at this time include:

- The health and safety definition in the contract, which currently states that there is to be face-to-face contact with the family. This is being modified to clarify that face-to-face contact includes the use of videoconferencing technology.
- A definition for “videoconferencing” was added.
- Timeframes for referral requests for intensive case management and quarterly reports were adjusted.
- The requirement to ensure children have initial and ongoing health screens (EPSDTs) is waived if providers are unavailable.

### **Are initial and ongoing health screens (EPSDT) being waived?**

*The requirement will be waived if a provider is unavailable. CHET screens are being conducted by phone/videoconference. Guidance is being developed and will be disseminated on the use of **Teladoc**. Resource and information will be sent out broadly.*

### **Contact Information, Resources and Follow-Up:**

- Please contact Holly Luna at [Holly.Luna@dcyf.wa.gov](mailto:Holly.Luna@dcyf.wa.gov) if you have questions about the CPA contract.

## LICENSING/WAIVERS

### **Can the timeframes for submitting licensing packets be relaxed during the COVID-19 crisis?**

*There are relaxed timeframes and the Licensing Division has a waiver process to provide flexibility. The Licensing Division is developing a guide for commonly requested waivers and administrative approvals. If there are specific concerns, barriers or roadblocks, please reach out to your regional licensor.*



**Can we complete virtual interviews for our adoption home study updates, new licenses, renewals and licensing updates?**

*Yes, you can provide virtual interviews without a waiver and virtual foster home inspections with a waiver. Waivers and administrative approvals will need to go through your regional licensor. If completing a virtual inspection, please be aware that an in-person walkthrough will be required when COVID-19 restrictions are lifted.*

**Will waivers also be considered for adoption home study updates (for example, if a family cannot get in to see their doctor for a medical update) as once an adoption is complete, we will likely not revisit that home study to bring it into compliance?**

*If the adoption is complete, we would not revisit the medical. However, for CPR, other medicals, pet vaccinations and home inspections, we would want those things completed after the COVID-19 crisis is alleviated.*

**What flexibility will be afforded to licensed families regarding financial requirements – given that there have been significant (and likely will be further) layoffs?**

*There will be flexibility in this area. The Washington Administrative Code (WAC) indicates that families must be able to meet the financial needs of the family without the foster home reimbursement. That section is being adjusted to highlight the employment history and plan for current circumstances.*

### **Regional Licensor CPA Requirements—Health and Safety Visits**

During COVID-19 restrictions, health and safety visits can be completed virtually without obtaining a waiver. When completing virtual health and safety visits, please include this information in your documentation.

**How can we best address regional and office-by-office inconsistencies? For example, some caseworkers say they cannot participate in health and safety visits using Zoom but can do so by FaceTime. Some regional licensors are saying to do waivers family by family, etc.**

*We are here to assist you in any way possible. Please do not hesitate to reach out to your regional licensor at any time. If you have additional questions, clarification or are receiving inconsistent information, please feel free to reach out to Jason Churchwell and Pam McKeown.*

*If you have questions regarding technology, please feel free to reach out to Holly Luna. Holly can assist in gathering information from specific programs and will disseminate out to ensure that information is accessible.*

**For CPR, we are instructing our families to take an online class and then complete an in-person component once COVID-19 restrictions are lifted. Has there been any discussion about Keep the Beat offering the in-person component without requiring families to re-do the whole 6-hour class?**

*The Licensing Division is in discussions with Keep the Beat.*

**Will there be background check waivers offered for families whose local printing sites are closed? For example, a waiver for someone who lives on the property but does not have interactions with the family. What will the process be for someone who has lived outside of Washington? Will background waivers be an option for that situation?**

*The Licensing Division is currently allowing provisional hire waivers. If someone has been in the state of Washington for three years, we are running WSP background checks and issuing waivers for fingerprinting. Once vendors reopen, the individual can complete fingerprinting and national checks.*

**Contact Information, Resources and Follow-Up:**

- For licensing questions, please contact Jason Churchwell at [Jason.Churchwell@dcyf.wa.gov](mailto:Jason.Churchwell@dcyf.wa.gov) or Pam McKeown at [Pamela.McKeown@dcyf.wa.gov](mailto:Pamela.McKeown@dcyf.wa.gov).

## **FAMILY TIME VISITS**

**We need clear and consistent messaging for us, our families and for DCYF field staff about the approval of virtual visits during this crisis (both Family Time and health and safety visits).**

*We are asking CPAs to follow the same **guidance as Family Time Providers.***

**Are there specific guidelines around what platforms can be utilized for videoconferencing?  
How will this be communicated directly to field staff and how can we help with that communication?**

*This is an evolving situation and worked on regularly. The guidance received from DCYF IT thus far is to make a distinction between Family Time and health and safety visits. Health and safety visits necessitate more privacy and more protected information so the recommendation is to use Zoom or WebEx as they are more secure. DCYF has an enterprise license for WebEx and is working on obtaining an enterprise license for Zoom.*

*Less privacy may be needed for Family Time visits. Tip sheets have been created (see question above) with recommendations for Zoom or Webex; however, if providers have a safe and stable platform that they are already using, they can continue to utilize that platform.*

**Any idea of how and when we can expect the retainer payment under the Family Time contract?**

*For the Family Time contract, we are working out the details on the retainer payment and will have more information to share.*

### **Contact Information, Resources and Follow-Up:**

- See interim Family Time policy  
<https://dcyf.wa.gov/sites/default/files/pdf/FamilyTimeInterimPolicy.pdf>
- See Family Time tip sheets on conducting virtual visitations:
  - **Caregiver Tip Sheet**
  - **Visitation Providers Tip Sheet**
  - **Parents Tip Sheet**
  - **Foster Parents Tip Sheet**

## FINANCIAL

### **Is the retainer payment being considered for the Receiving Care and Assessment contract?**

*Contracted placement services will continue to receive the contracted monthly rate, even though services being provided may be minimal due to COVID -19 issues. The goal is to allow as much flexibility with contracted services as safely possible while protecting and supporting the provider network. Exceptions would be a contracted provider not providing any services due to COVID-19 issues. Further discussion needs to occur with finance regarding these unique situations and if and what type of payment could be provided.*

### **Contact Information, Resources and Follow-Up:**

- If you have a CPA Specialized Receiving Care contract and have questions about the contracted service, please contact Michael Campbell at **Michael.Campbell@dcyf.wa.gov**.

## GENERAL QUESTIONS

### **Are there clients or service providers with confirmed cases?**

*Confirmed cases of COVID-19 are reported on the DCYF website:*  
**<https://dcyf.wa.gov/coronavirus-covid-19/confirmed-cases>**.

### **What duration of social distancing/stay home order is DCYF planning for?**

*DCYF is regularly looking at the needs of the children, youth and families we serve as well as for our providers. We are trying our best to be responsive to the current circumstances as much as possible and continue to look to the future in anticipation that the stay at home order may be in place longer. We do not currently have a specific date that we are focusing on at this time.*

### **Do we know if placement is screening kids for health issues or possible exposure when they are placed in our foster homes? Or, before placements are made?**

*General screening and a basic COVID assessment are being conducted with children, youth and families.*

## Contact Information, Resources and Follow-Up

- DCYF's Coronavirus-COVID-19 webpage  
<https://dcyf.wa.gov/coronavirus-covid-19>
  
- Contacts
  - DCYF's Community Engagement team  
**DCYF.CommunityEngagement@dcyf.wa.gov**
  - CPA Contract—Holly Luna **Holly.Luna@dcyf.wa.gov**
  - Licensing Division
    - Jason Churchwell **Jason.Churchwell@dcyf.wa.gov**
    - Pam McKeown **Pamela.McKeown@dcyf.wa.gov**