



State of Florida
Department of Children and Families

Ron DeSantis
Governor

Chad Poppell
Secretary

DATE: August 7, 2020

TO: Regional Managing Directors
Community-Based Care Lead Agency CEOs

THROUGH: Patricia Babcock, Deputy Secretary *Patricia Babcock*

FROM: Patricia Medlock, Assistant Secretary for Child Welfare *PM*
Robert Anderson, Assistant Secretary for Operations *Robert H. Anderson*

SUBJECT: FSFN Enhancement to document Virtual Contacts will deploy on
August 7, 2020

PURPOSE: The purpose of this memorandum is to inform child welfare and adult investigations stakeholders of an enhancement that will be deployed within the Florida Safe Families Network (FSFN) on August 7, 2020. This enhancement will provide the ability to document a 'Virtual Contact'.

BACKGROUND: Beginning March 23, 2020, the Department of Children and Families transitioned to allowing tele-visits as a means for completing the 30-day face-to-face requirement outlined in federal and state policy. This guidance was put in place in an effort to ensure the safety of the staff conducting physical contact visits with children and families served through the child welfare system, including the children and caregivers for those served in out of home care and in home care, and children and families served through Family Support Services for high/very high risk families.

On the evening of August 7, 2020, an enhancement will be deployed within the FSFN system which will allow the identification of a 'Virtual Contact' when creating a note. This note type will be added to the following categories:

- Adult Investigation
- Case
- Independent Living
- Legal
- Post Adoption (also includes a new virtual contact for 1-year post communication)
- Special Conditions

Until the expiration or change of the executive order, the child welfare professional or adult protective professional should select the 'Virtual Contact' note type and document the completed face-to-face contact. 'Virtual Contact' should not be selected along with a 'Home Visit' as this does not supplement the required 30-day home visits in the child's current residence. Any virtual contact that is attempted and not completed should be

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documented in the case note narrative. Additional circumstances in which 'Virtual Contact' can be selected along with a completed face-to-face are as follows:

- Family/Sibling Visitation
- Court hearing
- Staffing's (multidisciplinary, permanency, safety planning, reunification)
- Required monthly parent Contact by Child Welfare Professional
- School/Daycare visits

The type of technology used should also be documented within the narrative of the case note (e.g., Zoom, Skype, Google Duo, Microsoft Teams, etc.).

For more detailed guidance regarding Home Visits and Visitation, please review to the July 23, 2020 memo available at the following link:

<http://www.centerforchildwelfare.org/kb/policymemos/MEMO-DCF%20Visitation%20During%20COVID-FINAL-2020.07.23.pdf>

ACTION REQUESTED: Please share this memo and the attached enhancement overview with FSN users to ensure our workforce is aware and prepared for the upcoming change.

CONTACT INFORMATION: If you have questions about the enhancements please contact Vanessa Snoddy, Case Management & Well Being Policy and Practice Manager, at Vanessa.Snoddy@myflfamilies.com.

cc: Regional Family and Community Services Directors
Sheriff's Offices Conducting Child Protective Investigations
Center for Child Welfare
FSN Consultant Network

Attachment: '*FSN Enhancements – Virtual Contacts*'

FSFN Enhancement

Documenting Virtual Contacts

- 'Virtual Contact' note type available for:
 - Adult Investigation
 - Case
 - Independent Living
 - Legal
 - Post Adoption
 - Special Conditions
- '1 Year Post Communication – Virtual Contact' note type available for Post Adoption notes.

Coming – August 7, 2020

Note Information

Contact Begin Date: 08/07/2020 02:00 ☐ AM ☒ PM

Contact End Date: 00/00/0000 00:00 ☐ AM ☐ PM ☐

Participants

Participants	Person ID	Date of Birth	Applies To
Starnell, Andrew	102284582	02/08/2007	☒
Starnell, Mommy	102627323	07/23/1964	☐
Starnell, Wesley	105412910	09/11/2013	☐

Commence Intakes

Request for Action

Outreach Abuse Model Health (CAMH) Services

Add Face-to-Face Contacts

Add Non Face-to-Face Contacts

Category:

Case

Invs/Assessment Number:

Type

Type

☐ Telephone Contact

☐ Termination Summary

☒ Virtual Contact

☐ Visitation - Other

☐ Visitation - Other Parent

☐ Visitation - Parent/CG Removed From

☐ Visitation - Prospective Adoptive Parent(s)

☐ Visitation - Relative

☐ Visitation - Siblings

Narrative

Contact Information

Name	Face-to-Face Contact	Reason Not Seen	Different Date	Contact Date/Time	
Starnell, Andrew	Completed v	v	☐	☐ AM ☐ PM	Delete

Clear Fields

Create

Save

Close