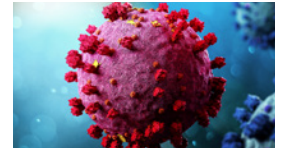


Combined In-Home Services Guidance During COVID-19 – Provider Information



Thank you for your continued dedication to supporting children, youth, and families during the COVID-19 pandemic. We know these have been challenging times for everyone. Given increasing COVID-19 activity across the state, reducing the opportunity to transmit the virus as we provide Combined In-Home Services (CIHS) need to be addressed in each and every case. For more information, go to <https://coronavirus.wa.gov/what-you-need-know/covid-19-risk-assessment-dashboard>. At the same time, it is vitally important that children, youth, and families have access to quality services to support their safety, permanency, and wellbeing.

Guidance

In accordance with the amended Proclamation by the Governor 20-25.12 (www.governor.wa.gov/sites/default/files/proclamations/proc_20-25.12.pdf) and the Healthy Washington Roadmap to Recovery (www.governor.wa.gov/sites/default/files/HealthyWashington.pdf), DCYF Combined In-Home Services will follow a regional recovery approach with each region's phase determined by the Department of Health (DOH).

The metrics for each region will be updated on the Risk Assessment Dashboard every Friday online at <https://coronavirus.wa.gov/what-you-need-know/roadmap-recovery-metrics>. Dependent on a region's metrics, DOH will move into a new phase — forward or backward — the following Monday.

Provision of Combined In-Home Services:

Phase	Service Provision
Phase 1	Primarily Telehealth/Remote, In-Person service allowable for DCYF highest risk cases* when COVID-19 safety precautions can be implemented and maintained.
Phase 2	Primarily In-Person/Face-to-face with exemption for Telehealth/Remote for COVID-19 concerns.

Service Delivery

Phase 1: Service delivery will be primarily Telehealth/Remote. In-person delivery is allowable for DCYF's highest risk cases when COVID-19 safety precautions can be implemented and maintained per DOH (www.doh.wa.gov/Emergencies/COVID19/ClothFaceCoveringsandMasks) and L&I (www.lni.wa.gov/agency/outreach/coronavirus-covid-19-worker-face-covering-and-mask-requirements-questions) guidelines.

DCYF highest risk cases include “imminent risk of out-of-home placement” or “trial return-home” cases in which:

- Caregiver(s) are acting (behaving) violently or dangerously and the behaviors impact child safety.
- There has been an incident of domestic violence that impacts child safety.
- A child/youth suffered serious physical injuries or serious physical conditions resulting from maltreatment.
- A child/youth shows serious emotional symptoms or lacks behavioral control that result in self-destructive behaviors or provokes dangerous reactions in caregivers.
- A child/youth is fearful of the home situation or people within the home.
- Child/youth sexual abuse is suspected, has occurred, or circumstances suggest sexual abuse is likely to occur.
- None of the above criteria are present but the DCYF caseworker requests an in-person service, the DCYF Regional Combined In-home Services Program Manager must review and approve in order for the referral to proceed.



Phase 2: Services will be delivered primarily In-Person/ Face-to-face, with exceptions for telehealth/remote provision when COVID-19 related concerns are present.

COVID-19 related concerns for use of videoconferencing/telehealth during Phase 2 include:

- A participant(s) is considered high risk for COVID-19
- A participant(s) is ill with or experiencing COVID-19 like symptoms or have been exposed to COVID-19
- Safety precautions cannot be implemented or maintained

Telehealth/Remote Service Authorization Process under Phase 2:

- New Referral:
 - Seek a therapist within the agency.
 - Seek a therapist within the community working with a CIHS Regional Program Manager.
 - When no therapists are available to provide in-person CIHS in the area, inform the referring caseworker, then go back to the original therapist who received the referral to move forward with telehealth/remote service as needed.
- Open and Active cases:
 1. Discussion with the family and caseworker to assess case specific needs and status/progress to identify:
 - a. In-person intervention at this point is absolutely necessary.
 - i. If so, seek a therapist within the agency.
 - ii. If there is no therapist within the agency, close the case and make a new referral.
 - b. Telehealth/videoconferencing to complete the service with the current therapist with established rapport is needed and effective.
 - c. Wrap up a service with a closing remote session.

Regional Program Manager approval **is not** needed when a session that had been planned to be in-person needs to shift to telehealth due to reported symptoms, COVID-19 exposure, or safety precaution concerns. Program Manager approval **is** needed if the new referral in a Phase 2 area is going to be accepted for a service provided for entirely over telehealth.

Case Transition:

- When a service area is designated as Phase 2, providers will stop accepting new referrals from outside of their normal catchment area when in-person service provision is not feasible due to the distance between the family and the provider.
- For open cases that came from the outside of normal catchment area when the service area is in Phase 2, discussion with the family and caseworker is required to assess:
 - If in-person intervention is absolutely necessary.
 - If telehealth/videoconferencing to complete the service with the current therapist is needed and effective.
 - If a final closing remote session to wrap up the service is appropriate.

COVID-19 Risk Screening Prior to In-Person Services

Prior to providing in-person services, providers should call the parent to confirm the visit (the day prior). When you contact the parent, you should ask if anyone in the home is experiencing any of the following symptoms, per the Centers for Disease Control and Prevention (CDC) and DOH Screening Guidelines, that cannot be attributed to another health condition:

1. Do you, the child or anyone in the home have any of the following symptoms within the last day that are not caused by another condition?
 - Fever (100.4 F) or chills
 - Cough
 - Shortness of breath or difficulty breathing
 - Unusual fatigue
 - Muscle or body aches
 - Headache
 - Recent loss of taste or smell
 - Sore throat
 - Congestion or runny nose
 - Nausea or vomiting
 - Diarrhea

There are other signs of being sick. Signs may include flushed cheeks, tiredness, and in the case of infants and toddlers, extreme fussiness.



2. Have you, the child or anyone in the home been in close contact with anyone with a confirmed case of COVID-19?
3. Have you, the child or anyone in the home had a positive COVID-19 test for active virus in the past 10 days?
4. Within the past 14 days, has a public health or medical professional told you, the child or anyone in the home to self-monitor, self-isolate, or self-quarantine because of concerns about COVID-19 infection?

If the response is yes to any of the questions above, providers should not conduct an in-person service with the family and proceed with an alternative mode for the visit (i.e., phone and/or video communication) until it is deemed safe.

On the Day of the Service, prior to the scheduled appointment time to meet with the children, youth, and families, the providers must ask COVID-19 screening questions again.

If the responses to the screening questions are in the affirmative, the contracted Combined In-Home Services providers must:

1. Offer to change the appointment from in-person to remote. If the remote appointment is not an option;
2. Cancel the appointment and reschedule.

The contracted Combined In-Home Service provider must contact the caseworker immediately (within one business day) to let them know the change in modality and/or cancellation of the service provision.

During the Session

The following safety protocols will be followed during the in-person service:

- Service participants over the age of 2-years-old will need to wear a mask or cloth face covering that covers the mouth and nose.
- Service participants will be asked to wash hands for at least 20 seconds using warm water and soap or use hand sanitizer when the session begins (DOH recommends hand sanitizer to be 60 percent alcohol).
- Service participants are limited to the person(s) identified in the service referral only. If there are visitors that have been approved by the caseworker to be at the home/site during the scheduled appointment, visitor(s) will be asked to leave the area where the therapy session is taking place.
- The service provider needs to practice social distancing to the extent possible. We do not expect that the parent and child(ren) will practice social distancing during a therapy session.

If these health and safety protocols are not followed before and during the scheduled session, the in-person session will be canceled and the therapists will contact the caseworker immediately (within one business day). The caseworker, the therapist, and the family will discuss and review expectations around in-person sessions so they can be conducted safely in the future.

Resuming In-Person Services

In order to resume in-person session services, Combined In-Home Services Providers and caseworkers must adhere to DOH timelines for when it is okay to no longer self-isolate. DOH guidance states that :

If you have confirmed or suspected COVID-19 and have symptoms, you can end home isolation when:

- It's been at least 24 hours with no fever without using fever-reducing medication AND
- Your symptoms have improved, AND
- It's been at least 10 days since symptoms first appeared.

If you test positive for COVID-19, but have not had any symptoms, you can end home isolation when:

- At least 10 days have passed since the date of your first positive COVID-19 test, AND
- You have had no subsequent illness.

The contracted provider will offer for remote service option during the time the person is recovering from the COVID-19 like symptoms, assuming they feel well enough to participate in the service.

Questions

Communication during this time is essential. It is critical that service providers remain in close communication with the family, assigned caseworker, and supervisor for any challenges or successes.

For questions, contact Taku Mineshita, System of Care and Service Array Program Manager at taku.mineshita@dcyf.wa.gov.

We will continue to provide support to you during this time. Thank you for your patience and cooperation.

Resources

Washington State Coronavirus Response (COVID-19)

- COVID-19 risk assessment dashboard
<https://coronavirus.wa.gov/what-you-need-know/covid-19-risk-assessment-dashboard#additional>

Washington State Department of Health (DOH):

- Guidance for People at Higher Risk for Serious Illness
www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/GuidanceforPeopleatHigherRisk.pdf
- Visual of Washington's COVID-19 Vaccine Phases
www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/VaccinationPhasesInfographic.pdf
- Washington Phase Finder
<http://findyourphasewa.org>
- Infrastructure Workers during COVID-19 Pandemic Recommendations and Guidance to Protect Critical
www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/GuidanceEssentialBusinessesProtectEmp.pdf

Washington State Governor's office

- Healthy Washington Roadmap to Recovery
www.governor.wa.gov/sites/default/files/HealthyWashington.pdf

Centers for Disease Control and Prevention (CDC)

- Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19
www.cdc.gov/coronavirus/2019-ncov/downloads/critical-workers-implementing-safety-practices.pdf
- Protect Yourself When Using Transportation
www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/using-transportation.html

Washington State Department of Labor & Industries (L&I)

- Which Mask for Which Task? COVID-19 Prevention at Work: When to Use Face Coverings and Respirators (09/09/20)
www.lni.wa.gov/forms-publications/F414-168-000.pdf
- Washington Coronavirus Hazard Considerations for Employers (except COVID-19 care in hospitals & clinics) Face Coverings, Masks, and Respirator Choices (5/22/20)
www.lni.wa.gov/agency/_docs/wacoronavirushazardconsiderationsemployers.pdf

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