



Los Angeles County
Department of Children and Family Services
Probation Department
Department of Mental Health

Response to COVID-19

Frequently Asked Questions for Contracted Providers

The Department of Children and Family Services (DCFS), Probation Department, and Department of Mental Health (DMH) leadership are working closely with the Los Angeles County Board of Supervisors and health officials to address Novel Coronavirus, or COVID-19, concerns. We recognize that this is a challenging time for the community right now and that many are fearful or anxious. When you hear, read, or watch news about an outbreak of an infectious disease, you may feel anxious and show signs of stress—even when the outbreak affects people far from where you live and you are at low risk of getting sick. We want to emphasize that you are our valued partners in the care of our children and we want to ensure that you have access to accurate information and guidance about what can be done to minimize the risk of infection and further transmission of COVID-19.

We are working quickly to help accommodate and address provider needs and to connect you with additional resources for the children in your care. Although information is evolving quickly, we have a dedicated team in place monitoring developments and additional staff are available to address your questions and provide you with further guidance.

We will also share updates as they become available on the [DCFS website](#), [Facebook](#), and [Twitter](#) accounts. Please check these channels regularly for updates on frequently asked questions and concerns.

Do I need to allow visitation for parents/family or others that have a court order or are approved for visitation?

DCFS remains committed to maintaining timely reunification and sibling bonding for our children and families during these challenging times. Visitation between children and their parents or other family members is essential and mandated by Court order. Please be creative with alternative planning during this difficult time.

If someone in your home is feeling ill or showing flu-like symptoms ahead of a visit, please contact your Children's Social Worker to determine if it is safe for the visit to be done in-person or if it should instead be done by Skype,



FaceTime or telephone. Prior to a scheduled visitation, please utilize the following screening questions over the phone to ensure that it is safe for visits to occur. Among the questions to ask are:

1. Do you currently have any of the following symptoms?
 - ☐ Fever/chills/body aches --and-- _____
 - ☐ Cough --or-- _____
 - ☐ Shortness of breath _____
2. Have you travelled to any county or region with significant community transmission (including communities in the United States)?
3. Have you had close contact to a patient with laboratory confirmed COVID-19 in the last 14 days?

If the answers to any of these questions is “yes” for anyone requesting a visit, please ask the person to self-isolate, refer them to their personal Medical Provider as soon as possible, document why it is unsafe to allow the visit, and notify the assigned Children’s Social Worker immediately.

In those situations, where in-person visits cannot safely be held, after notifying the Children’s Social Worker, please arrange communication between the parents, relatives and children by alternative methods, such as Skype, FaceTime or telephone.

We have also consulted the Community Care Licensing Division and they do not recommend a complete restriction on all visitors, but at the same time understand that providers should use their professional judgement.

Does a Special Incident Report need to be submitted since schools are closed and children will be missing school for 2 weeks or more?

Please submit one Special Incident Report with the educational plans for all children, youth and Non-Minor Dependents in the facility. The Special Incident Reports should include the availability of online classes.

What should I do if a member of the resource family, placed children, or Foster Family Agency/Short Term Residential Therapeutic Program or Group Home staff is diagnosed with the COVID-19 or is suspected to have COVID-19?



If it is believed that a child is suspected of having COVID-19, utilize sound professional judgement and prudent parenting standards by taking the following steps:

- Keep the child away from others and contact their primary care doctor.
- If you do not have contact information for the child's primary care doctor, contact the minor's social worker.
- Continue to make sensible and reasonable parenting decisions for the child in your care including identifying alternate childcare options with school closures.
- For serious symptoms, such as difficulty breathing, inability to keep fluids down, dehydration, confusion and other serious symptoms, please contact the child's medical provider.
- People with potentially life-threatening symptoms should call 911.

For more information on prudent parenting standards, [click here](#). It is crucial to follow Special Incident Reporting guidelines, report all incidents pertaining to COVID-19 that impact children in Out-of-Home care, and ensure your assigned Out-of-Home Care Quality Assurance Section Technical Assistance Specialists are kept abreast of all related occurrences.

Please refer to the Contract Exhibit A-5 and the chart below for more information:

How	To Whom	When
Telephone	Local Fire Authority for all fires and explosions (Section 80061(b)(1) of CCR)	Immediately
	Local Health Officer for all epidemic outbreaks [California Code of Regulations §80061(b)(1)]	Immediately
	CSW or DPO	Within 24 hours
	OHCMQD QAS or PPQA CM OD	Within 24 hours
	CCLD	Within 24 hours
I-Track (Email only if I-Track is down)	CSW or DPO	Within 24 hours
	OHCMQD QAS or PPQA CM	Within 24 hours
	CCLD	Within 24 hours

For more information, please also follow the Los Angeles County Department of Public Health (DPH) guidelines on what to do if you are exposed. For your convenience, please [click here](#).



Are we able to take children and youth on outings?

Per DPH, significant protective measures are ordered to stem or slow the spread of COVID-19 within the County of Los Angeles. Effective March 16, 2020, and continuing through March 31, 2020, all public and private group events and mass gathers of 50 or more people are prohibited anywhere within the DPH Jurisdiction. For additional information on the order, please [click here](#).

Additionally, on March 16, 2020 the White House issued guidelines advising that everyone should avoid any social gathering of 10 or more. For more details, please [click here](#).

Where can I get updated information from LA County about COVID-19?

DCFS, Probation Department, and DMH leadership have established the following websites with information about COVID-19. Please see the links below for additional guidance and support:

- DCFS
<https://dcfs.lacounty.gov/COVID-19-covid-19-updates/>
- Probation
<https://probation.lacounty.gov/COVID-19/>
- DMH
<https://dmh.lacounty.gov/covid-19-information/>

Who can I contact regarding questions related to supply disruption of food/medication/other basic necessities or challenges in obtaining these items and other urgent issues?

DCFS, Probation Department, and DMH are working quickly to help accommodate and address provider needs or connect you with additional resources for the children in your care during this time. The following interim points of contact have been established to report urgent issues and needs for food and/or emergency supplies:

- Luz Moran, Department of Children and Family Services
Contact at (562) 965-1610 or moranl@dcfs.lacounty.gov for emergency supplies
- Andrya Markham-Moguel, Department of Children and Family Services



Contact at (213) 840-0270 or OHCMDQAS1@dcfs.lacounty.gov for all other urgent DCFS issues

- Lisa Campbell-Motton, Probation Department
Contact at (323) 240-2435 for urgent Probation issues
- Felicia Davis, Probation Department
Contact at (323) 493-5571 for urgent Probation issues

Can agencies transition to remote work?

The Community Care Licensing Division has confirmed that until further notice, Foster Family Agencies may use their professional judgment to permit Foster Family Agency social workers to telecommute and to use technology to conduct in-home visits instead of going in person, which can include, but not be limited to, phone calls, video-chat, FaceTime, Skype, Zoom, etc. DCFS will continue to facilitate Child and Family Team Meetings via Skype or telephone (when families do not have Skype capabilities).

Want More Information?

Below is a short list of resources to help keep you informed during this time.

United States Centers for Disease Prevention and Control (CDC)

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

World Health Organization (WHO, International)

<https://www.who.int/health-topics/coronavirus/coronavirus>

California Department of Public Health

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>

California Department of Education

<https://www.cde.ca.gov/ls/he/hn/coronavirus.asp>

California Department of Social Services

<https://www.cdss.ca.gov/>

Los Angeles County Department of Public Health



<http://publichealth.lacounty.gov/media/Coronavirus/>

Los Angeles County Department of Mental Health “Coping with Stress” Flyers (available in 13 languages)

<https://dmh.lacounty.gov/covid-19-information/>

Los Angeles County Office of Education

<https://www.lacoe.edu>

Los Angeles Unified School District

<https://achieve.lausd.net/latestnews>

Hotline for families: (213) 443-1300

Long Beach Unified School District

<http://www.lbschools.net/District/coronavirus.cfm>