



Valued Partners,

The Department of Children and Family Services (DCFS) leadership is 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 and that many of you are fearful or anxious. As a valued partner in the care of our children, we want to assure you that DCFS has a dedicated team in place monitoring developments and will provide updates whenever possible. While information is quickly evolving, we are compiling Frequently Asked Questions that can be found on the DCFS website under the section, "Stay In the Know." During this time, please remember the prudent parenting standards you learned in your caregiver training. We ask that you continue to make sensible and reasonable parenting decisions for the child in your care including identifying alternate childcare options with school closures. For more information on prudent parenting standards, [click here](#).

DCFS is quickly working to help accommodate and address provider needs for additional resources. During this time, we have established two interim points of contact to report urgent issues and needs for food and/or emergency supplies (additional staff are also assigned to address your questions and provide further guidance - a Provider roster with contact information is forthcoming):

- Urgent issues - Division Chief, Andrya Markham-Moguel at (213) 840-0270 or OHCMDQAS1@dcfs.lacounty.gov ; and
- Emergency supplies - Luz Moran at (562) 965-1610 or moranl@dcfs.lacounty.gov.

Note: Following the California Department of Social Services (CDSS) webinar, all providers will receive a subsequent invitation to join a webinar hosted by DCFS Director Bobby Cagle.

DCFS leadership has increased the frequency of communication with caregivers will share updates as they become available on the [DCFS website](#), [Facebook](#), and [Twitter](#) accounts. Please check these channels regularly for updates. For your general information, below are some excerpts from the DCFS FAQs mentioned above:

Children's Social Worker (CSW) Monthly Visits

Per All County Letter 20-23, DCFS Children's Social Workers (CSW) are still required by CDSS to conduct monthly visits. To ensure these visits occur, please work with our CSWs and utilize the health screening questions below:



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 the countries listed below in the last 14 days?

- China (Level 3 Travel Health Notice)
- Iran (Level 3 Travel Health Notice)
- Italy (Level 3 Travel Health Notice)
- South Korea (Level 3 Travel Health Notice)
- Japan (Level 2 Travel Health Notice)

3. Have you had close contact to a patient with laboratory confirmed COVID-19 in the last 14 days?

If yes to 1 **AND** (2 or 3), you may refuse entry and contact your County representative/Social Worker for additional guidance. Additionally, please ask the person to self-isolate, refer to their primary healthcare provider, document in CWS/CMS why it is unsafe to proceed with the visitation, and arrange communication between the parent/relative and children by alternative method, i.e., Skype, telephone, etc.

What if a child in Out-of-Home Care is suspected of having COVID-19?

Utilize professional judgment, keep the child away from others, and contact their primary healthcare doctor. If you do not have this information, please contact the assigned CSW. You should continue to make sensible and reasonable parenting decisions for the child by using “prudent parenting standards”. For more information, [click here](#).

It is crucial to follow all Special Incident Reporting guidelines and report all COVID-19 related incidents. It is also necessary to ensure your assigned Out-of-Home Care Quality Assurance Technical Assistance Specialists are also informed of all related occurrences.

Dependency Court Hearings

The Dependency Court is closed to the public for the next three days (March 17, 18, 19). All cases including Arraignment/Detention hearings are postponed. Every LA Superior Court Courthouse will be closed to the public. LA Superior Court will resume limited



operations on Friday, March 20, 2020, handling Arraignment/Detentions and emergency matters only. Information is evolving quickly – stay tuned to DCFS Facebook and website for the latest information. Citizens continue to have the right to be heard by submitting written information to the court, by using the [JV-290](#), Caregiver Information Form, or by submitting a letter to the court.

Child and Family Team Meetings

DCFS will continue to facilitate Child and Family Team Meetings via Skype or telephone (for families not having Skype capabilities).

Visitation with Parents and Siblings

DCFS remains committed to maintaining timely reunification and sibling bonding for our children and families during these challenging times. Visitation between children in Out-of-Home care, their parents and other family members are essential and mandated by the court order. Prior to a scheduled visitation, social workers will complete pre-screening questions (see above) to determine if it is safe to visit. If someone in your home is feeling ill or showing flu-like symptoms ahead of a visit, please contact your social worker to determine if you should still have an in-person visit or if the visit should be done by telephone or video conference, e.g., FaceTime or Skype.

Resources for Caregivers

DCFS has postponed all in-person trainings for resource parents and caregivers. For more information, please call your social worker, the RFA warm line at (877) 323-7165 or visit <https://dcfs.lacounty.gov/coronavirus-covid-19-updates/>.

DCFS is working with local school districts and community partners to help accommodate caregiver needs or connect you with additional resources for the children in your care. We understand that staying home with children for the next several weeks while practicing social distancing may be tough. We have assembled a list of community-based resources available:

- The Los Angeles Unified School District (LAUSD) will open 60 “grab-and-go” food centers for school families, beginning Wednesday, March 18, 2020.

Each child can take home two nutritious meals. Centers will be open Monday through Friday from 7:00 a.m. to 10:00 a.m. To find the center nearest you: [click here](#). Check your local school district for additional resources.

- The Los Angeles County Library provides various digital resources you can access 24/7, no matter where you are. With a library card number and PIN - you can access:
 - Read [eBooks](#) and listen to [audiobooks](#) on OverDrive or Libby.



- Stream [movies and TV shows](#) on Kanopy and Hoopla.
- Check out [digital magazines](#) via RBdigital.
- Stream [music](#) on Freegal.
- [TumbleBook Library](#) is an online collection of animated and talking picture books.
- [Brainfuse](#) provides kids and learners of all ages with one-on-one homework help and tutoring from 1:00 – 10:00 p.m. every day.
- Sign up for [ReadyRosie](#) to get texts or emails with ideas for family engagement tips and early learning opportunities.
- Educational content will stream on the [PBS SoCal](#) and [KCET](#) websites, on the free KCET app – available on Roku and Apple TV – and on the PBS Video app, also available on Roku, Apple TV as well as Amazon Fire TV, Samsung Smart TV, Google Play and YouTube.
- Sign up for a [weekly newsletter](#) from PBS Kids with ideas for activities and tips you can use to help children play and learn at home.

For more Los Angeles County resources for children, families and schools, [click here](#).

Health and Safety Precautions

DCFS is taking the health and safety of its staff, children in care, and caregivers very seriously. For this reason, we are increasing the deep cleaning and sanitation efforts of DCFS facilities including child visitation rooms, Regional Offices, and other locations where groups or members of the community congregate. Additionally, you can take these simple precautions to stay safe and healthy during this time:

- Wash your hands for at least 20 seconds with soap and water after interacting with a child or family member or after touching surfaces in a family's home;
 - Teach children to sing a song while scrubbing hands with soap for 20 seconds - like the ABC or Happy Birthday songs.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry;
- Avoid touching your eyes, nose, mouth, and ears with unwashed hands;



- Clean and disinfect [frequently touched surfaces](#) daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks;
- Practice "social distancing" by limiting the time you spend in public. Avoid large groups of people and try to maintain distance from others when you do go out.

Stay in the Know

Resources below can also help keep you informed during this time:

- US Centers for Disease Prevention and Control (CDC)
<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- California Dept. of Public Health
<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>
- California Dept. of Education
<https://www.cde.ca.gov/ls/he/hn/coronavirus.asp>
- California Dept. of Social Services
<https://www.cdss.ca.gov/>
- LA County Dept. of Public Health
<http://publichealth.lacounty.gov/media/Coronavirus/>
- LA County Dept. of Mental Health “Coping with Stress” Flyers (available in 13 languages)
<https://dmh.lacounty.gov/covid-19-information/>
- LACOE
<https://www.lacoe.edu>
- LAUSD
<https://achieve.lausd.net/latestnews>
- Hotline for families: (213) 443-1300
- Long Beach Unified School District
<http://www.lbschools.net/District/coronavirus.cfm>
- World Health Organization (WHO, International)
<https://www.who.int/health-topics/coronavirus/coronavirus>