

Family Time & Combined In-Home Provider Q&A

The following are Q&As from a webinar conducted on Friday, April 10, 2020:

Billing

Q: When will I get my a-19?

A: DCYF is actively working on these and anticipates starting to send out A-19 on Thursday, April 16.

Q: Will I automatically get a retainer payment?

A: No, you must request a retainer payment from Tim Kelly (Timothy.Kelly@dcyf.wa.gov) to start the process and request the A-19 from Jim Smith at James.Smith@dcyf.wa.gov.

Q: If I request a March retainer, will I have to send another request for April?

A: Yes, you will re-send the A-19 you received in March, having changed the date to April. This is to confirm you are continuing to support clients and have staff on stand-by. The retainer payment change notice for Family Time and Combined In-Home services during the COVID-19 crisis can be found [here](#).

Q: What about Sprout Billing?

A: At this time retainer payments will only be paid. Please do not submit any invoices to FA's. For any retainer payment questions please reach out to Timothy.Kelly@dcyf.wa.gov.

Combined In-Home Providers

Q: We are providing EBP's virtually with the approval of the EBP developers. They do tend to be shorter in duration but are delivered per fidelity with the approval of the developer. Do we continue as planned?



A: The primary focus of CIHS during the COVID-19 crisis will be through Family Support Activities (please see **guidance**). Please make sure to accurately document the scope and method of what is provided for existing cases with families amid treatment and cases where a portion of the EBP is provided via videoconferencing.

We sincerely appreciate that you are doing your best to support and serve our families during this unforeseen crisis. In the meantime, we also acknowledge the completed and published research for the EBPs are based on the service delivery methods that include in-person direct contact. Some research shows the EBPs are still effective when using remote technology; however, the research was not done on a large scale to demonstrate its fidelity to the model specifically for child-welfare involved population.

Q.: Are we still required to do the CANS?

A: Please continue to use CANS-F to the best of your ability. We recognize the limitations in dealing with this crisis and there will be no actions taken for not being able to complete CANS-F for the duration of the State of Emergency.

Q: For those providing Incredible Years services, can we contact concrete goods providers to help with phone/tablet and data support if needed?

A: For all CIHS providers, we ask to consider first if these communication devices are essential and in what circumstances telephone and cell phones may be sufficient. We want to support the families and increase connectivity between family members, providers and caseworkers and not necessarily focusing solely on the provision of a specific EBP. We are working with limited state resources and we want to make sure people who have the highest need are able to access these essential communication devices.

Additional Questions

Family Time: Contact Deanna L. Morrison, DCYF Permanency Planning Program Manager, by calling 360.902.7590 or email at **Deanna.Morrison@dcyf.wa.gov**

Combined In-Home Services: Contact Taku Mineshita, DCYF Systems of Care & Service Array Program Manager, by calling 360.999.3110 or email at **Taku.Mineshita@dcyf.wa.gov**

Billing & Retainer Payments: Contact Tim Kelly, DCYF Rates & Fiscal, by calling 360.742.4090 or email at Timothy.Kelly@dcyf.wa.gov