

# COVID-19 Agency Fact Sheet

The Department of Children, Youth, and Families (DCYF) updated this fact sheet on May 27, 2020. DCYF will continue to update this document as needed. For more information visit [dcyf.wa.gov](http://dcyf.wa.gov).

To stop the spread of the COVID-19 virus, DCYF closed the public lobbies in all of our buildings and is not conducting business in person.

## Personal Protective Equipment (PPE)

- This includes gloves, masks, gowns, booties and face masks.
- DCYF received PPE and is providing it to 24/7 facilities and to staff who have potential exposure to the COVID-19 virus. We know more PPE is needed, and we are trying to get more.

## Family Support Programs

### Home Visiting

- In March, DCYF asked home visiting providers to stop in-person visits and offer video or telephone visits instead. Virtual visits can continue through June 30. Some home visiting providers use video or web-based visits and telephone, email or text. Some providers are dropping off equipment to families, at a safe distance.
- DCYF asked Home Visiting Service Account (HVSA) funded programs to stop in-person visits through June 30.
  - During this time, DCYF will pay all accounts with valid costs, even if all requirements are not met.

### Early Support for Infants and Toddlers (ESIT)

- Early intervention providers are using phone and video calls through June 30, so visits can safely continue between children and providers.

## Child Welfare

### Intake line

- DCYF continues to operate its toll-free 24/7 abuse and neglect hotline 1-866-363-4276.

### Visitation

- DCYF is resuming in-person visits but during the COVID-19 pandemic, visits may be provided through a combination of virtual and in-person visits.
- To ensure safety for children, DCYF continues to investigate child abuse or neglect reports in-person.



- DCYF asked providers to follow DOH health guidance and protocols to make visits as safe as possible for all participants.

### **Foster Care Licensing**

- DCYF created an emergency foster care waiver and exception process to support programs and families.
  - If they cannot meet Washington Administrative Code requirements during COVID-19, foster care providers need to contact their regional licensor to discuss available options.
  - Call 1-888-543-7414 to learn about becoming a foster parent.
- DCYF asked all providers to social distance, as outlined by DOH and the Governor's directive.

### **Background Checks**

DCYF made changes to background checks for child welfare and early learning programs to decrease turnaround times, safely remove barriers and evaluate people who may provide care to children.

### **Child Care**

- Child care centers and family home providers should not have more than 10 people total per room, including children and adults. If a center has the space to separate more than one group, they may do so.
- First responders and essential workers need child care (nurses, doctors, law enforcement, firefighters, paramedics and social workers). DCYF recommends providers serve families on the essential list and the most vulnerable children based on community needs.
- DCYF is offering support to child care providers under the CARES Act. Providers can apply for grant funding by June 30 or until funding is exhausted at [wacompass.force.com/PP\\_LoginPage](http://wacompass.force.com/PP_LoginPage).

### **Child Care Subsidy**

- DCYF is changing rules for activities so families can access child care during this time.
  - Families must reauthorize for care every 12 months and there are requirements for eligibility. DCYF is making the rules flexible so families can stay eligible.
  - Families need to reapply when they are required to and report their circumstances and activities.
  - We encourage families to reapply to maintain eligibility so they can access child care when it is needed.



- DCYF is waiving copayments for April, May and June for families receiving Working Connections Child Care. DCYF will pay providers the full amount, including the base rate and the copay amount that a family would have paid.

### **Early Achievers Participants**

- Providers who participate in Early Achievers will continue to receive quality improvement awards and tiered reimbursement rates attached to their enrollment-based payment. Governor Inslee waived laws related to Early Achievers timelines and requirements that will not impact payment of these.

### **Juvenile Rehabilitation (JR)**

- DCYF replaced in-person visits with video-based visits.
- All staff and vendors entering 24/7 facilities must be pre-screened for COVID-19 symptoms.
- Before entering a JR building, staff, vendors and contractors are asked if they have come into contact with anyone showing symptoms.
- All staff, residents and contractors must wash their hands when they enter facilities.
- We routinely disinfect facilities, especially high contact areas.
- All residents must inform staff immediately if they are not feeling well.
- If anyone does feel ill, staff will contact a medical provider immediately and notify family.

### **Contact**

Please visit our contact information on the DCYF website or reach out to **dcyf.covid-19@dcyf.wa.gov** with any questions.

If you would like copies of this document in an alternative format or language, please contact DCYF Constituent Relations (1-800-723-4831 | 360-902-8060, **ConstRelations@dcyf.wa.gov**).

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**CHILDREN, YOUTH & FAMILIES**