

April 8, 2020

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY INFORMATION NOTICE NO. I-31-20

This All County Information Notice (ACIN) provides instructions for the documentation of Novel Coronavirus (COVID-19) in the Child Welfare Services/Case Management System (CWS/CMS) for the purpose of facilitating child welfare services for children and nonminor dependents, families, and caregivers who have been exposed to, exhibit symptoms of, or test positive for, COVID-19.



KIM JOHNSON
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



GAVIN NEWSOM
GOVERNOR

April 8, 2020

ALL COUNTY INFORMATION NOTICE NO. I-31-20

TO: ALL COUNTY WELFARE DIRECTORS
ALL CHIEF PROBATION OFFICERS
ALL INDEPENDENT LIVING PROGRAM MANAGERS
ALL INDEPENDENT LIVING PROGRAM COORDINATORS
ALL FOSTER CARE MANAGERS
ALL TITLE IV-E AGREEMENT TRIBES
ALL TRANSITIONAL HOUSING COORDINATORS
ALL COUNTY RFA AND ADOPTION PROGRAM MANAGERS
ALL CDSS ADOPTION REGIONAL OFFICES
ALL LICENSED FOSTER FAMILY AND ADOPTION AGENCIES
ALL CHILDREN'S RESIDENTIAL PROGRAM STAFF
ALL LICENSED CHILDREN'S RESIDENTIAL FACILITIES
ALL LICENSED CHILDREN'S RESIDENTIAL PROVIDERS

SUBJECT: DOCUMENTATION OF CORONAVIRUS (COVID-19) IN THE
CHILD WELFARE SERVICES/CASE MANAGEMENT SYSTEM
(CWS/CMS)

REFERENCE: [GOVERNOR'S PROCLAMATION OF A STATE OF EMERGENCY,
MARCH 4, 2020](#); PROVISION OF COUNTY CHILD WELFARE
SERVICES DURING COVID-19 [ALL COUNTY LETTER
\(ACL\) 20-25](#)

The purpose of this ACIN is to provide instruction to county child welfare agencies, Title IV-E agreement tribes,¹ and probation departments on how to utilize the newly created Special Project Codes (SPCs) to provide appropriate emergency response and/or case management services to children,² families,³ and caregivers who have been exposed to, exhibit symptoms of, or test positive for, COVID-19. This will additionally enable county placing agencies and Title IV-E Agreement tribes to take appropriate actions to help

¹ For the purpose of this notice, a Title IV-E Agreement tribe means those with an agreement pursuant to WIC section 10553.1

² For the purpose of this notice, child includes minors and nonminor dependents that are child welfare and probation supervised or new referrals/re-entries, as applicable.

³ For the purpose of this notice, family also includes legal guardians.

prevent the spread of COVID-19 and ensure the county and tribal caseworkers and probation officers take appropriate precautions when conducting necessary in-person visits.

The use of this data by county placing agencies and Title-IV E Agreement tribes is limited to emergency response activities, case management, ensuring appropriate safety precautions, and, where necessary, ensuring additional services are provided for children, families, and caregivers for COVID-19 isolation, quarantine, and care needs. The state may additionally utilize the data to (1) obtain additional state or federal funding that is tied to COVID-19 impacts, and (2) help address the short and long term impacts of COVID-19 on child welfare in California.

Collection of this data is consistent with [federal guidance](#), which allows the sharing of health information, as specified, to lessen the threat of health safety to an individual and the public, and the Governor's Emergency Proclamation, which authorized the use or sharing of limited medical information among federal, state, and local governmental agencies, and nongovernmental partners, as necessary to address the effect of the COVID-19 outbreak, with the limited purposes of monitoring, investigation and control, and treatment and coordination of care. Data collected in accordance with this ACIN shall not be shared outside of state and county employees, Title IV- E Agreement tribes, contracted service providers, or client family members at risk of exposure, or utilized for reasons not outlined in this notice.

Nine (9) COVID-19 SPCs have been created to include children (clients), Substitute Care Providers, and other adults, persons, or children in the placement home or facility. Instructions are included in Attachment A regarding the creation of Case Alerts and client Safety Alerts to identify when biological parents, family members, or service providers with whom clients have regular contact have tested positive for COVID-19.

USE OF THE NINE (9) COVID-19 SPCS

The nine COVID-19 SPCs can be selected on the Special Project page of the Referral Notebook, the Client Notebook, and the Placement Home. The nine codes are related to exposure, testing positive, and testing negative, and grouped by client, Substitute Care Providers, and other adults. The "Other Adult" codes include biological children of the Substitute Care Provider, or another child in the home or congregate care facility, in addition to the adults in the home or facility that do not have care responsibility for the client but may have regular contact.

The new codes are active as of the release of this ACIN and will be available until the Department determines the documentation of COVID-19, for the purposes described in this notice, are no longer necessary to address its impact, at which time the codes will

be disabled. Explanations for how to use the codes and end dating codes are below. See Attachment A for specific data entry instructions.

Positive or Negative SPCs are only applicable if the client/person had a **TEST** for COVID-19. Exposure is only applicable if exposed to someone who tested positive. A test refers to a test administered/ordered by a doctor or other health care professional.

NOTE: If a client/person has symptoms consistent with COVID-19 and a doctor or health care professional presumes COVID-19, but does not administer a test to confirm, the appropriate SPC for exposure should be used. Additionally, a Safety Alert should be added noting that symptoms are present but COVID-19 is not confirmed.

Client SPCs

The client SPCs will be attached to the Client Notebook. They are specific to referrals, nonminors eligible for re-entry, and dependent children/nonminors, both child welfare and probation supervised:

- S-COVID-19 client positive:
 - Use when child or nonminor tested positive for COVID-19.
- S-COVID-19 client negative:
 - Use when child or nonminor tested negative for COVID-19.
- S-COVID-19 client exposed:
 - Use when child or nonminor had direct exposure⁴ to someone who tested positive for COVID-19; or
 - Use when child or nonminor has symptoms consistent with COVID-19 and a doctor or health care professional presumes COVID-19

Substitute Care Provider SPCs

These SPCs will be attached to the Placement Home for all placement types. These are specific to the Substitute Care Provider (SCP) which includes those adults who have been licensed or approved to provide care to the client, including congregate care facility staff:

- S-COVID-19 SCP positive:
 - Use when the Substitute Care Provider tested positive for COVID-19.

⁴ For the purpose of this notice, direct exposure includes: (1) living in the same household as a sick person with COVID-19; (2) caring for a sick person with COVID-19; being within six feet of a sick person with COVID-19 for at least 10 minutes; or (4) being in direct contact with secretions from a sick person with COVID-19 (e.g., being coughed on, kissing, sharing utensils, etc.).

- S-COVID-19 SCP negative:
 - Use when the Substitute Care Provider tested negative for COVID-19.
- S-COVID-19 SCP exposed:
 - Use when the Substitute Care Provider had direct exposure to someone who tested positive for COVID-19; or
 - Use when the Substitute Care Provider has symptoms consistent with COVID-19 and COVID-19 is presumed by a doctor or health care professional.

Other Adults (persons)

These codes will be attached to the Placement Home for all facility types. These are specific to any adults/other persons who also reside in the home of the Substitute Care Providers (including biological children). In the congregate care facility, this includes other children in the same facility and adults regularly present who do not have care providing responsibility for the client, such as a nurse:

- S-COVID-19 other adult (or other person) positive:
 - Use when another adult who resides in the home of the Substitute Care Provider, biological child of the Substitute Care Provider or another child/adult in the home or congregate care facility tested positive for COVID-19.
- S-COVID-19 other adult (or other person) negative:
 - Use when another adult who resides in the home of the Substitute Care Provider, biological child of the Substitute Care Provider or another child/adult in the home or congregate care facility tested negative for COVID-19.
- S-COVID-19 other adult (or other person) exposed:
 - Use when another adult who resides in the home of the Substitute Care Provider, biological child of the Substitute Care Provider or another child/adult in the home or congregate care facility had direct exposure to someone who tested positive for COVID-19; or
 - Use when the other adult has symptoms consistent with COVID-19 and COVID-19 presumed by a doctor or health care professional.

End Dating the COVID-19 SPCs

To ensure all case information is accurate, the SPCs must be end dated when no longer applicable. “Person” in this section refers to use of the Client, Substitute Care Provider or Other Adult codes.

- Exposure to COVID-19 – the end date should be once the threat for transmitting the disease is over, such as:
 - The person has a negative test for COVID-19 and a doctor or health care professional confirms the person is not otherwise a threat for transmitting COVID-19.
 - If person is not tested but has symptoms, the end date should be at least 3 days (72 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications **and** improvement in respiratory symptoms (e.g., cough, shortness of breath); **and**, at least 7 days have passed *since symptoms first appeared*
 - If person is not tested, the end date should be 21 days after exposure date only if the person remained symptom free. This is longer than current recommended 14-day quarantine, just to ensure safety for the more vulnerable populations.
 - If a test is administered and the person is positive, the exposure SPC should be end dated and the positive SPC should be activated, as well as a Safety Alert.
- Positive test for COVID-19 – the end date should be determined in accordance with the person’s doctor or other health care professional, and the most current [public health guidance](#). At this time, the [current public health guidance](#) recommendation for discontinuing isolation is when: the person no longer has a fever, without the use of medicine that reduces fever, AND other symptoms have improved (for example, the cough and shortness of breath have improved), AND the person received two negative tests in a row, 24 hours apart. The tests must have been administered by a doctor or other health professional.

Information around the transmission of COVID-19 is still developing. If information changes that justifies longer time frames, please be consistent with the up to date health information provided by the CDC.

CLIENT SAFETY ALERTS AND CASE ALERTS

Client Safety Alerts can be used to document COVID-19. This will be important for anyone who provides services, such as visitation supervision or transportation for the client, that may only have access to information on the client ID page. Use a Safety Alert when:

- Client has tested positive for COVID-19.
- Client was exposed to someone who has tested positive for COVID-19 or someone who is symptomatic AND a doctor or health care professional presumes COVID 19, AND the Client is symptomatic AND a doctor or health care professional presumes COVID-19, but no test was administered.

If a Substitute Care Provider has tested positive, the client should be maintained in the home in accordance with [ACL 20-33](#) guidelines. If the client must be moved from a home or facility where the Substitute Care Provider has tested positive, the Safety Alert should reflect the client was exposed in the prior placement home. Do not use Substitute Care Provider names.

A Case Alert can be used if it becomes known that a biological parent, other family member, other person, or service provider that the child or nonminor has regular contact with has tested positive.

Privacy Note: Do not use names of non-clients when adding explanatory comments in the alert boxes to help maintain privacy.

It is essential to DEACTIVATE THE SAFETY ALERT OR REMOVE THE CASE ALERT once the client or other person has recovered and no longer poses a risk of spreading the disease. Please refer to the section of end dating the SPC for guidance on when to end alerts.

VISITATION/CONTACT REQUIREMENTS

Please refer to [ACL 20-25](#) regarding updated information on face-to-face contact protocols, including the specific situations which still require face-to-face contact or allow for remote videoconference contact. Please refer to [ACL 20-31](#) for instructions on how to document these alternative methods of contact within CWS/CMS.

Additionally, SafeMeasures is developing a report so that counties can track the use of the codes and numbers of individuals affected without needing to query CWS/CMS directly.

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Counties seeking additional assistance regarding data entry should contact their System Support Consultant at the Office of Systems Integration. For other data related questions, please contact the Child Welfare System Branch at CFSD_CARES_Admin@osi.ca.gov.

Sincerely,

Original Document Signed By

KEVIN GAINES, CHIEF
Child Welfare System Branch
Children and Family Services Division

Attachments

ATTACHMENT A

Referrals

An intake or investigation worker will use the SPC for any referrals where there is a disclosure of a child or nonminor eligible for re-entry having had exposure or testing for COVID-19. Please refer to [ACL 20-25](#) regarding protocol questions to screen for COVID-19. In the Referral Notebook, choose the “Spec Proj” page. Click the + sign to add the appropriate SPC from the drop-down list. Enter a start date. This should be the date of the client’s test results or exposure. If the date is unknown, use the date it became known to the agency. End date the SPC when appropriate. Please see the section regarding guidelines around end dating the SPCs.

Note: also use the Safety Alerts for a client who has tested positive for COVID-19.

Client Services - [Referral [0588-6095-6940-0095878]]

File Edit Search Action Associated Attach/Detach Window Help Tools

Summary ID Reporter Assignment Spec Proj

Special Project Name	Start Date	End Date	County
1			

Special Project Name Start Date End Date County Description

- (None)
- S-COVID-19 Client Exposed
- S-COVID-19 Client Negative
- S-COVID-19 Client Positive
- S-COVID-19 Oth Adult Exposed
- S-COVID-19 Oth Adult Negative
- S-COVID-19 Oth Adult Positive
- S-COVID-19 SCP Exposed
- S-COVID-19 SCP Negative
- S-COVID-19 SCP Positive

Ready [Referral [0588-6095-6940-0095878]]

The SPC should also be put on the Client Notebook for referrals. Choose the “Spec Proj” page, click the + sign to add the appropriate SPC from the drop-down list. Enter a start date. This should be the date of the client’s test results or exposure. If the date is unknown, use the date it became known to the agency. End date the SPC when appropriate. Please see the section regarding guidelines around end dating the SPCs.

The screenshot shows a software application window with the following components:

- Title Bar:** Client Services - Case [1490-5568-9586-4095878] - [Client (Case Focus Child) [Test Case]]
- Menu Bar:** File, Edit, Search, Action, Associated, Attach/Detach, Window, Help, Toolz
- Toolbar:** Contains various icons for file operations and navigation.
- Navigation Tabs:** Summary, ID, Demog, Address, Names, Related Clients, ID Num, Juv Cr, Search Log, AFDC-FC, Attorneys, Service Providers, L.C.W.A., Spec Proj (selected), Adoption Info, AAP Eligibility
- Table:**

Special Project Name	Start Date	End Date	County
1			State of California
- Form Fields:**
 - Special Project Name:** A dropdown menu with a list of options including S-COVID-19 Client Exposed, S-COVID-19 Client Negative, S-COVID-19 Client Positive, S-COVID-19 Oth Adult Exposed, S-COVID-19 Oth Adult Negative, S-COVID-19 Oth Adult Positive, S-COVID-19 SCP Exposed, S-COVID-19 SCP Negative, S-COVID-19 SCP Positive, and S-CSEC Referral.
 - Start Date:** A date input field.
 - End Date:** A date input field.
 - County:** A dropdown menu currently showing "State of California".
 - Description:** A text input field.
- Status Bar:** Ready | Case [1490-5568-9586-4095878] -> Client (Case Focus Child) [Test Case]

Clients

Staff will use the SPC for when it becomes known that a client has had exposure or testing for COVID-19. In the Client Notebook, choose the “Spec Proj” page. Click the + sign to add the appropriate SPC from the drop-down list. Enter a start date. This should be the date of the client’s test results or exposure. If the date is unknown, use the date it became known to the agency. End date the SPC when appropriate. Please see the section regarding guidelines around end dating the SPCs.

Note: also use the Safety Alerts for a client who has tested positive for COVID-19 or is symptomatic after exposure as some workers who have contact with clients will only have access to the client ID page. See section on using Safety Alerts and Case Alerts.

Client Services - Case [1490-5568-9586-4095878] - [Client (Case Focus Child) [Test Case]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Summary ID Demog Address Names Related Clients ID Num Juv Crt# Search Log AFD/FC Attorneys Service Providers L.C.W.A. Spec Proj Adoption Info AAP Eligibility

Special Project Name	Start Date	End Date	County
1			State of California

Special Project Name Start Date End Date County Description

<None> State of California

- S-COVID-19 Client Exposed
- S-COVID-19 Client Negative
- S-COVID-19 Client Positive
- S-COVID-19 0th Adult Exposed
- S-COVID-19 0th Adult Negative
- S-COVID-19 0th Adult Positive
- S-COVID-19 SCP Exposed
- S-COVID-19 SCP Negative
- S-COVID-19 SCP Positive
- S-CSEC Referral

Ready Case [1490-5568-9586-4095878] -> Client (Case Focus Child) [Test Case]

Substitute Care Provider

Staff will use the SPC for when it becomes known that the Substitute Care Provider in any placement type had exposure or testing for COVID-19. In the Placement Home Notebook, choose the “Special Projects” page. Click the +sign to add the appropriate SPC from the drop-down list. Enter a start date. This should be the date of the Substitute Care Provider’s test results or exposure. If the date is unknown, use the date it became known to the agency. End date the SPC when appropriate. Please see the section regarding guidelines around end dating the SPCs.

Client Services - Case [Test Case] - [Placement Home [Test Home]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Substitute Care Provider | Other Children | Other Adults | Chag/Pref | License Info | Comments | Special Projects | Payee | LA Payee | Hold Status | Background Check

Special Projects		
	Special Project	Start Date
1		

Special Projects

- <None>
- S-COVID-19 Client Exposed
- S-COVID-19 Client Negative
- S-COVID-19 Client Positive
- S-COVID-19 Oth Adult Exposed
- S-COVID-19 Oth Adult Negative
- S-COVID-19 Oth Adult Positive
- S-COVID-19 SCP Exposed
- S-COVID-19 SCP Negative
- S-COVID-19 SCP Positive
- S-CSEC Referral

Ready | Case [Test Case] -> Placement Home [Test Home]

Other adults (persons) in the home/facility

Staff will use the SPC for when it becomes known that another adult in the Substitute Care Provider home, biological child of the Substitute Care Provider or another adult (non-care providing) in a home or congregate care facility has had exposure or testing for COVID-19. In the Placement Home Notebook, choose the “Special Projects” page. Click the + sign to add the appropriate SPC from the drop-down list. Enter a start date. This should be the date of the person’s test results or exposure. If the date is unknown, use the date it became known to the agency. End date the SPC when appropriate. Please see the section regarding guidelines around end dating the SPCs.

Client Services - Case [Test Case] - [Placement Home [Test Home]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Substitute Care Provider Other Children Other Adults Chag/Pref License Info Comments Special Projects Payee LA Payee Hold Status Background Check

+	Special Project	Start Date	End Date
1			

Special Projects

- <None>
- S-COVID-19 Client Exposed
- S-COVID-19 Client Negative
- S-COVID-19 Client Positive
- S-COVID-19 Oth Adult Exposed
- S-COVID-19 Oth Adult Negative
- S-COVID-19 Oth Adult Positive
- S-COVID-19 SCP Exposed
- S-COVID-19 SCP Negative
- S-COVID-19 SCP Positive
- S-CSEC Referral

Ready [Case [Test Case] -> Placement Home [Test Home]]

Safety Alerts

For clients in active cases or referrals, use the “Client ID” page to enter Safety Alerts when the client has tested positive or was exposed to COVID-19. In the “Safety Alert Information” box click the + sign to open the drop-down under “Safety Alert Activation”. In the drop-down box, select Other. Add Activation Date. In explanation box write in whether client or Substitute Care Provider has tested positive or been exposed to COVID-19. Do not use Substitute Care Provider name(s). End date the alert by entering in the deactivation date. Please see the section regarding guidelines around end dating the SPCs.

Client Services - Case [L. Pedro Case] - [Client [Pedro L]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Summary ID Demgg Address Names Related Clients ID Num Juv Cr:# Search Log AFD-C-FC Attorneys Service Providers I.C.W.A. Spec Prj Adoption Info AAP Eligibility

Gender Expression
Did Not Ask

This Client has been involved in the Safety Surrendered Baby Program Confidentiality In Effect
Effective Date 09/15/2004

Other Client Information

ICWA Eligible
 Yes
 No
 Not Asked
 Pending

Incapacitated Parent
 Yes
 No
 Unknown
 Not Applicable

Child has Indian Ancestry

Indian Ancestry Notification

+	County	Date
	County	Date Informed

Safety Alert Information

+	Activation Date	Reason	Deactivation Date
1	03/02/2020	Other	

Safety Alert Activation

Activation Date: 03/02/2020 County: Sacramento

Reason: Other

Explanation: Client may have been exposed to COVID-19

Safety Alert Deactivation

Deactivation Date: County:

Explanation:

Ready Case [L. Pedro Case] -> Client [Pedro L]

An active Safety Alert will appear at the top of the ID page as shown below. It is important to deactivate the Safety Alert by entering the deactivation date once the alert is no longer applicable. Please see the section regarding guidelines around end dating the SPCs.

Client Services - [Referral (L. Pedro Referral)]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Summary ID Reporter Assignment Spec Proj

Identification and Common Address
Active Safety Alert Exists - See Client Notebooks

Referral Identification

Date: 03/20/2020 Time: 12:20pm Referral Name: L. Pedro Referral

Screener: W. Chris Report Method: Primary Agency Responsible: County Welfare Department

Common Address

Street No. Street Name Phone
 City State California ZIP ZIP Ext Phone Ext
 County Homeless Location of Children
 Address Comment

Screener Alerts

CACI Notice to Perpetrator

Date Sent	Delivery Method	Perpetrator

Date Sent: Delivery Method: In Person By Mail Perpetrator:

Ready [Referral (L. Pedro Referral)]

Case Alert

Narrative can be added to the “Case Alert” box (bottom right) to identify if the client’s biological parent or a sibling, etc. whom they have visitation contact, or any service provider with regular contact, has tested positive. Do not use names of individuals. **Add date** to the comment. Remember to delete Case Alert when it is no longer applicable. Please see the section regarding guidelines around end dating the SPCs.

The screenshot displays the 'Client Services' application window for Case [1657-8717-4565-6000018]. The interface is divided into several sections:

- Case Info:** Contains fields for Case Name (highlighted in yellow), Case Number (1657-8717-4565-6000018), Start Date (03/20/2020), End Date, Projected End Date, County (Sacramento), State (California), and Country (United States).
- Case Status:** Features a table with columns for Status, Effective Date, and End Date. Below the table, there are radio buttons for 'Court Involvement' and 'Voluntary', along with fields for Effective Date and End Date.
- Associated Referral Information:** Includes fields for Referral Name, Referral ID, and Received Date.
- Intervention:** A table with a '+' button and a 'Reason' column.
- Case Alerts:** A text area containing the alert: 'Client may have been exposed to COVID-19'.

The status bar at the bottom shows 'Ready' and the case ID '[Case [1657-8717-4565-6000018]]'.