

June 26, 2020

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

**EXECUTIVE SUMMARY**

**ALL COUNTY LETTER NO. 20-73**

The purpose of this All County Letter is to notify county child welfare agencies and juvenile probation departments regarding the extension of prior issued guidance pertaining to the documentation of monthly caseworker visits within the Child Welfare Services/Case Management System (CWS/CMS) conducted through alternate means of contact due to the Novel Coronavirus (COVID-19) State of Emergency.



**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](http://www.cdss.ca.gov)



**GAVIN NEWSOM**  
GOVERNOR

June 26, 2020

ALL COUNTY LETTER NO. 20-73

TO: ALL COUNTY WELFARE DIRECTORS  
ALL COUNTY MENTAL HEALTH DIRECTORS  
ALL CHIEF PROBATION OFFICERS  
ALL TITLE IV-E AGREEMENT TRIBES  
ALL LICENSED CHILDREN'S RESIDENTIAL FACILITIES  
ALL LICENSED CHILDREN'S RESIDENTIAL PROVIDERS

SUBJECT: EXTENSIONS OF PRIOR GUIDANCE PERTAINING TO THE DOCUMENTATION OF MONTHLY CASEWORKER VISITS WITHIN CWS/CMS CONDUCTED THROUGH ALTERNATE MEANS OF CONTACT DUE TO THE COVID-19 STATE OF EMERGENCY

REFERENCE: [GOVERNOR'S PROCLAMATION OF A STATE OF EMERGENCY, MARCH 4, 2020](#); [ALL COUNTY LETTER \(ACL\) 20-31](#); [ALL COUNTY INFORMATION NOTICE \(ACIN\) I-33-20](#); [ACL 20-70](#)

The purpose of this letter is to inform county child welfare agencies and juvenile probation departments of the extension of prior guidance related to the documentation of monthly caseworker visits by alternate means of contact, such as videoconferencing, within CWS/CMS.

The following guidance is being extended for the duration of the COVID-19 State of Emergency declared by Governor Newsom on March 4, 2020:

- [ACL 20-31](#): Documenting Child Welfare and Probation Contacts by Alternate Means to Children and Families During the Novel Coronavirus (COVID-19) California State of Emergency.
- [ACIN I-33-20](#): Monthly Caseworker Visit Compliance Using Alternate Contact Methods During the COVID-19 California State of Emergency.

While the guidance above regarding how to properly document a monthly caseworker visit conducted through alternate means of contact within CWS/CMS is extended for the duration of the State of Emergency, the information contained in both ACL 20-31 and ACIN I-33-20 regarding when alternate means of contact may be utilized in place of an

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in-person monthly caseworker visit pursuant to [ACL 20-25](#) is superseded by the guidance contained within [ACL 20-70](#).

To the extent that the same or similar flexibilities for alternate means of contact are extended by the Department, this guidance regarding how to document the use of these alternate means of contact will continue throughout the duration of the State of Emergency.

If you have any questions or need additional guidance regarding the information in this letter, please email [CFSD@dss.ca.gov](mailto:CFSD@dss.ca.gov).

Sincerely,

***Original Document Signed By***

GREGORY E. ROSE  
Deputy Director  
Children and Family Services Division