

March 27, 2020

**Children & Family Services Division – In-Home
Coronavirus (COVID-19) Frequently Asked Questions**

NOTE: For the purposes of this FAQ the term ‘parent’ refers to the person(s) with whom the children were living when the agency became involved with the family and with whom the children will remain (for example, biological parents, relatives, guardians, adoptive parents). Other non-custodial biological parents may also be applicable depending on the circumstances of the case.

Q A previous FAQ talks about visits by parent aides/ in home workers should be limited. Can we get examples for what “limiting” looks like? That is a real struggle in the field.

This guidance is intended to convey in-home caseworkers and parent aides should consider limiting face to face visits due to the COVID-19 pandemic and instead complete the monthly visits via virtual technology such as Zoom, Skype, FaceTime, phone calls, texts, etc.

The caseworker visit requirements continue to be required at minimum monthly with children and parents.

The only aspect of visitation that has been ‘granted flexibility’ is that of requiring face-to-face visits for parent aide/ in-home workers during this unprecedented time.

Parent Aide: The frequency of parent aide visits is not outlined in policy and should be determined on a case by case basis in consultation with the case manager and supervisor.

CHILDREN AND FAMILY SERVICES

600 E Boulevard Ave Dept 325 | Bismarck ND 58505-0250

701.328.3541 | Fax 701.328.3538 | 800.755.2604 | 711 (TTY) | www.nd.gov/dhs