

Good afternoon HFNY,

First, we want to let you all know that we are thinking of you all and the families you serve. We hope that you are all doing the best you can to take care of yourselves and those around you during this challenging time.

As things have continued to progress over the last few days, we wanted to update our guidance for HFNY programs.

- At this time we are asking you to follow your **agency policy** regarding the virus and any restrictions or actions taken to keep you and your staff safe. Please let us know ASAP if your agency has suspended home visits, meetings, large gatherings or attendance to training.
- If your agency has not suspended home visiting, please follow the NYSDOH and NYSOCFS guidance for screening families using the three screening questions before conducting face to face visits.
- Please complete a Critical Incident Report (attached) and send it to your OCFS Program Contract Manager if;
 1. All visits have been suspended at your site.
 2. A family or staff member in your program has a confirmed diagnosis of COVID-19.
- If a family refuses visits because of concerns for exposure, please put the family on level TR and document in the notes in MIS that the family is refusing visits due to COVID-19 concerns. Virtual visits should be checked as “out of home visit” and include activities consistent with the HFA definition (see attachment). Please follow HFA guidance on documentation of CHEERS during virtual visits. There will be more guidance provided by PCANY.
- If your agency has suspended all visits, please place ALL families on level TR and document in the notes in MIS that the site has suspended visits due to COVID-19 concerns. Virtual Visits should be checked as “out of home visit” and include activities consistent with HFA definition. Please follow HFA guidance on documentation of CHEERS during virtual visits. There will be more guidance provided by PCANY.
- If you have assessments scheduled and you are able to continue in home visits, you should ask the screening questions provided by NYSDOH and NYSOCFS prior to going to the home.
- If your agency has suspended visits and you have assessments scheduled, you should talk with the family about conducting the assessment virtually.
- Supervision with direct service staff should continue. If your agency has closed and you are unable to meet for supervision face to face, you should conduct supervision virtually.
- In light of the current situation we are faced with, Central Administration has decided to suspend this Performance Indicator period.

OCFS staff have been directed to work from home beginning tomorrow. We will be able access our emails so we can continue to communication with you all.

In addition, Central Administration will continue to meet and discuss the needs of our system and update as necessary. We thank you for your hard work and dedication. Please do not hesitate to reach out with any questions or concerns.

Thank you,

Allison and Sue