




State of Florida
Department of Children and Families



Ron DeSantis
Governor

Shevaun Harris
Secretary

DATE: June 11, 2021

TO: Regional Managing Directors
Community-Based Care Lead Agency CEOs

THROUGH:  Taylor Hatch, Deputy Secretary

FROM: Stefanie Camfield, Assistant Secretary for Child Welfare 
Robert Anderson, Assistant Secretary for Operations 

SUBJECT: Discontinuing Virtual Home Visits, Including Adoption Home Visits, and Adjustments to Licensing Standards – **EFFECTIVE June 30, 2021**

PURPOSE: The purpose of this memorandum is to provide guidance for discontinuing the allowance for virtual home visits, including adoption home visits, and for adjustments to specific non-safety licensing standards.

ACTION REQUIRED: **Effective June 30, 2021**, this memorandum discontinues adjustments to the Department's policies for virtual home visits and licensing of homes.

Community-Based Care Lead Agencies (CBCs) and their contracted case management organizations must ensure all home visits meet requirements outlined in Chapter 65C-30.007, Florida Administrative Code.

Child welfare professionals shall ensure that all virtual home visits conducted prior to June 30, 2021, are entered accurately in FSFN utilizing the following steps:

1. From the Case Note page, enter the contact begin and end date/time.
2. From the Category drop-down, select the applicable value (i.e., "Case").
3. From the Type group box, select the appropriate note type of virtual contact.
4. From the Participant section, select all appropriate persons the note applies to, then select the hyperlink for Add Face-to-Face Contacts to document the completion of the contact.
5. In the Narrative field, describe the reason or circumstance that limits the physical face-to-face contact and include the technology method used to conduct the face-to-face visit. The narrative shall include details of the COVID-19 safety assessment, results of the assessment outlining if it was unsafe to complete a physical face-to-face home visit, and the outcome of the review and approval completed by the agency supervisor.

CBC licensing agencies and DCF regional licensing must ensure that all homes meet requirements outlined in Chapters 65C-14, 65C-15, and 65C-45, Florida Administrative Code, prior to the issuance of a license. Licensing specialists shall ensure all providers, who have been licensed under the adjustments to policy, come into compliance with all licensing

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Mission: Work in Partnership with Local Communities to Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency

MEMO: Discontinuing Virtual Home Visits, Including Adoption Home Visits, and Adjustments to Licensing Standards – EFFECTIVE June 30, 2021
June 11, 2021
Page 2

standards no later than 60 days from June 30, 2021. The licensing standard adjustment log must be updated to reflect the compliance of each provider.

This guidance includes the termination of virtual licensing visits for initial, relicensure, and quarterly visits. Virtual visits may be used to enhance parental and youth engagement in **addition** to face to face requirements. Adoption specialists must ensure that all adoptive homes meet requirements outlined in Chapter 65C-16, Florida Administrative Code, prior to the approval of an adoption home study.

Please share this memorandum with all regional and CBC licensing specialists and all child welfare professionals who will be completing tasks associated with licensing and home visits.

CONTACT INFORMATION: If you have questions or need clarification regarding this memorandum, please contact the Office of Child Welfare as follows:

Licensing: Teanna Houston, Statewide Foster Home Licensing Specialist, at Teanna.Houston@myffamilies.com, or Yanin Schaffer, Statewide Child-Caring and Child Placing Licensing Specialist, at Yanin.Schaffer@myffamilie.com,

Home Visits: Jessica Johnson, Statewide Out-of-Home Care Specialist, at Jessica.Johnson@myffamilies.com, or

Adoptions: Valerie Proctor, Statewide Adoption Policy & Program Specialist, at Valerie.Proctor@myffamilies.com.

cc: Regional Family and Community Services Directors
Grainne O'Sullivan, Statewide Director, Children's Legal Services
Jessica Kemper, Chief Quality Officer
Florida's Center for Child Welfare