

# CURRENT STATUS: CREDENTIALLED OPERATIONS

**What is the current  
status of credentialed  
services?**

- **10 Services Open:** School of Origin Transportation, General Livery Transportation, Community Based Life Skills, CHAP Case Management, After School (Traditional, Youth, Clinical and Clinical Youth), Assessments, Assessment (DV)
- **Open with Caveats (1):** Supervised Visitation, only where DCF triage protocol requires in-person and if outside of DCF staff's ability to accommodate
- **Open for Emergent Needs Only (4):** Animal Assisted Intervention, Support Staff, Temporary Care, Therapeutic Support Staff.

# CREDENTIALLED SERVICE NEED DETERMINATION

**How are DCF staff  
determining that use of  
a credentialed service  
can be successful  
through the lens of the  
COVID pandemic?**

- Open Services (10):
  - DCF staff determination of need and referral as per normal
- Open with Caveat- Supervised Visitation:
  - DCF internal conduct of Triage Protocol to determine need and safety risks of in-person visitation
  - DCF analysis of DCF capacity to facilitate visitation
  - IF DCF conduct is not feasible, collaboration with credentialed provider to determine feasibility of their facilitation
- Open for Emergent Needs Only (4):
  - IF DCF staff have identified a need for a service; and
  - IF DCF triage protocol determine that the need has to be addressed immediately; and
  - IF the service will be provided per model (no deviations)

# CREDENTIALIALED SERVICE OPERATIONAL EXPECTATION

## What to know when providing a credentialed service?

### FULL COMPLIANCE WITH CDC GUIDELINES

- DCF has implemented a new payment process to increase timeliness of payments. Process hinges on WAF completion. Please ensure that WAFs are in place prior to service provision
- DCF has taken all possible steps to mitigate spread of virus and ensure safety of provider staff and children. This depends on partnership of our providers:
  - Use surgical masks over cloth masks when possible (available from DCF if needed)
  - Maintain Safety & Sanitation Protocol nuanced to your service
  - Always wear appropriate PPE and ensure that clients being served do the same. Feel free to communicate to DCF if your clients are struggling with use of PPE
  - Sanitize vehicles used for client transportation after each use
  - Notify the DCF Credentialed Service Program Supervisor as soon as you become aware of a staff COVID positive
  - Protect yourself and your clients, err on side of caution and don't work if sick

**Please refer Contracts Management Memo, 10/28/2020, for full details.**