

March 20, 2020

Community Update: We are Fully Operational



By Carol DeLoach
Chief Executive Officer

Much has changed since my first update to the community earlier this week regarding our organization's response to COVID-19. At that time, I shared with you our plans to adapt our operations to the nation's call to slow the spread of COVID-19 through social distancing.

I am happy to report today that we are well on our way to a smooth transition of operations, and I am confident that we will maintain the safety, permanency and well-being of the children and families we serve. We continue to work closely with the Department of Children and Families and the courts, which released directives this week that allow us to maintain safe visits with children while also ensuring their health as well as the health of our staff.

Some of those measures include:

- The use of Telehealth and other online communications
- Video conferencing to maintain safe distances from vulnerable families while also allowing us to monitor the safety of children in care
- A comprehensive communications plan to keep our families, staff and the community fully apprised of our COVID-19 response and its impact on our system of care

Although much of our staff is working remotely, we are now, and will continue to be, fully operational. If you are a parent or caregiver with questions, please call your case manager. Likewise, foster parents should maintain communication with their licensing specialists, CCKids vendors should call their assigned contracts managers, and CCKids staff should continue to direct questions to supervisors.

Members of the community may continue to call our main number at 1-772-873-7800, and Katherine will be there to direct your inquiries to the appropriate staff. I also want to remind you that we are making daily updates to our information line, which you can access at 1-866-322-3535.

As we settle into our new routine, these updates may become less frequent. Please rest assured that I will continue to reach out with any news that may impact our system of care. Our community is, after all, part of that system. I know that, together, we can navigate this strange time and be all the stronger for it.

Sincerely,

Carol Deloach