**PROTECTION AND PERMANENCY MEMORANDUM, 11-04**

**TO:** Service Region Administrators

Service Region Administrator Associates

Service Region Clinical Associates

Regional Program Specialists

Family Services Office Supervisors

**FROM:** Michael Cheek, Director

Division of Protection and Permanency

**DATE:**  September 28, 2011

**SUBJECT:**  Ongoing Contact with Children and Families

Through the Continuous Quality Improvement (CQI) process, it was discovered that language regarding the frequency of visits to children and families was incorrectly defined in the SOP manual. As a result, the language has been corrected to read that visits must occur “every calendar month” with the child and/or family. The language “every thirty (30) calendar days” has been deleted. This update ensures that the agency’s SOP manual is in line with the language in the regulation ([922 KAR 1:430](http://www.lrc.state.ky.us/kar/922/001/430.htm)).

The following SOP sections have been updated to reflect the correct language:

* [SOP 3.10 Ongoing Contact with the Child and Family](https://manuals.sp.chfs.ky.gov/chapter%203/07/Pages/310OngoingContactwiththeChildandFamily.aspx); and
* [SOP 4.24 SSW’s Ongoing Contact with the Birth Family and Child, Including the Medically Fragile Child](https://manuals.sp.chfs.ky.gov/chapter4/12/Pages/424SSW'sOngoingContactwiththeBirthFamilyandChild,IncludingtheMedicallyFragileChild.aspx).

If you have any questions concerning the memorandum, please contact, via e-mail, [sarah.cooper@ky.gov](mailto:sarah.cooper@ky.gov) or by telephone at (502) 564-2147 ext. 4494.