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**PROTECTION AND PERMANENCY TRANSMITTAL LETTER, 25-37**

**TO:** Service Region Administrators  
Service Region Administrator Associates  
Service Region Clinical Associates  
Regional Program Specialists  
Family Services Office Supervisors

**FROM:** Clifton S. Bryant, Assistant Director II

**DATE:** December 22, 2025

**SUBJECT:** SOP G1.35 Alternative Methods of Communication

This transmittal letter notifies staff of the new [SOP G1.35 Alternative Methods of Communication](#). This section provides guidance on communication methods, including in-person, virtual, text, email, and phone.

The above SOP was sent for field draft review; however, a statement of consideration is not required.

Please remember to use CHROME as the browser when accessing the SOP manual.

If you have questions regarding this transmittal letter, please contact:

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