LINKING HOTLINE CALLS TO FACES.NET CPS HOTLINE REFERRAL

CREATION DATE: January 26, 2015
Updated: December 3, 2019

Reports of alleged abuse and neglect are most often reported to CPS via telephone calls. All Hotline calls are recorded and stored for later reference. With this enhancement, Hotline Social Workers (or the designated staff person taking the call) now have the ability to Link Hotline Calls to a CPS Hotline Report Referral in FACES.NET. Workers will also have the ability to determine that the call is not applicable for FACES.NET data entry.

Hotline calls can only be linked to a Hotline Report referral after the worker selects the option to **Submit** a call from the **Caller ID Tracker** screen. After submission, calls will go directly to the Hotline Worker's **My Caller Inbox** in FACES.NET. From the **My Caller Inbox**, submitted calls can then be either linked to a newly created referral or be linked to an existing referral.

The Hotline Worker (or designee) taking the call will have access to play or link calls that are listed in their **My Caller Inbox**.

CPS Supervisor and Managers will be able to play recording only after it has been linked by the Hotline Worker (or designees) to a Hotline Report. They will not have access to the Hotline Worker's **My Caller Inbox**.

From the **My Caller Inbox**, Hotline Workers will be able to (see appendix):

- Create New Referral
- Link to an Existing Referral
- Delink Referral
- Play Recording
- Filter for linked calls

The purpose of this tip sheet is to show how hotline calls are mapped to the Hotline screen in FACES.NET.

Pointers to Remember:

1. Hotline worker will log in to phone as usual practice dictates.
2. Calls will be automatically sent to next available Hotline workers line.
3. Once call is sent to next available Hotline Worker, a pop-up Caller ID Tracker window will automatically display (see below).
4. Calls can be stored in FACES.NET for linking to a Hotline Report by clicking **Submit**, or calls can be flagged as **Not Applicable to FACES** and not linked to a Hotline Report.
5. No supervisory approval is needed to submit calls to My Caller Inbox or to link calls to Hotline Report.
6. Call(s) can be linked to a Hotline Report prior to or post supervisory approval of the Hotline Report
7. Workers must still login to FACES.NET after completing the **Caller ID Tracker** screen.

Logging call through the Caller ID Tracker

Steps include:

Date will automatically populate when call is answered.

Call ID will automatically display telephone number of the caller.

Step 1: Click **Household Name** field to enter the family's name.

Step 2: Click **Reminder Summary** to enter brief reminder or FYI information to be used as reference notes.

Step 3: Click the **Submit button** to have call logged to **My Call Inbox** in FACES.NET.

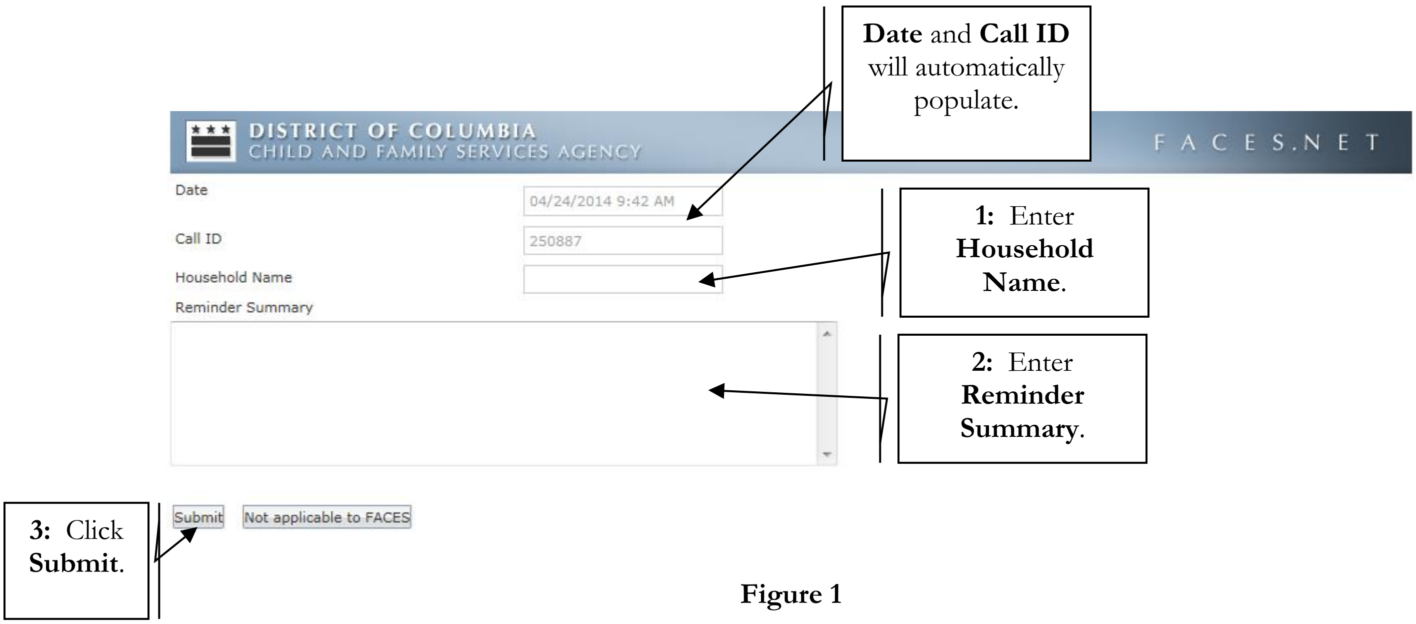

Figure 1

Linking a Hotline Call to New Referral

First, log in to FACES.NET

Step 1: From the Organizer tab on left window pane, Click on **My Task**.

Step 2: Click on **My Call Inbox**.

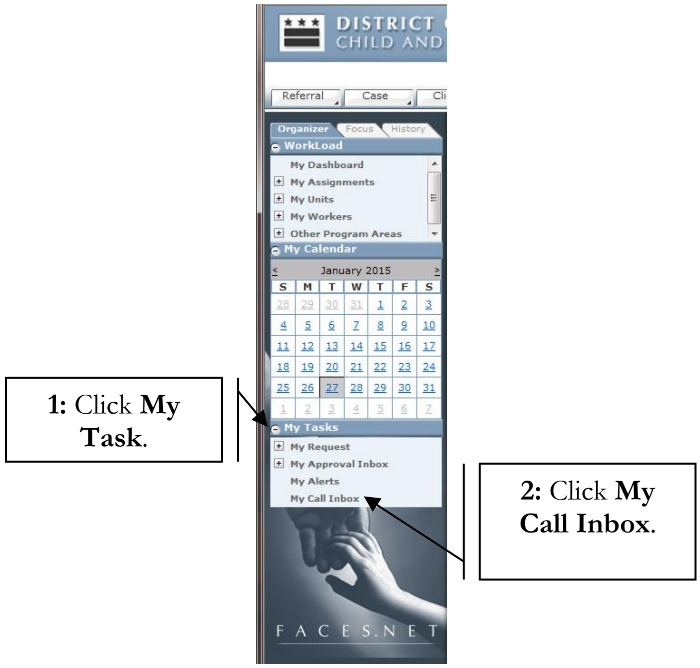

Figure 2

Step 3: From **My Call Inbox Call Details** list, select call to be linked to new referral.

Step 4: Click **Create New Referral** button. *Hotline Report screen will display.*

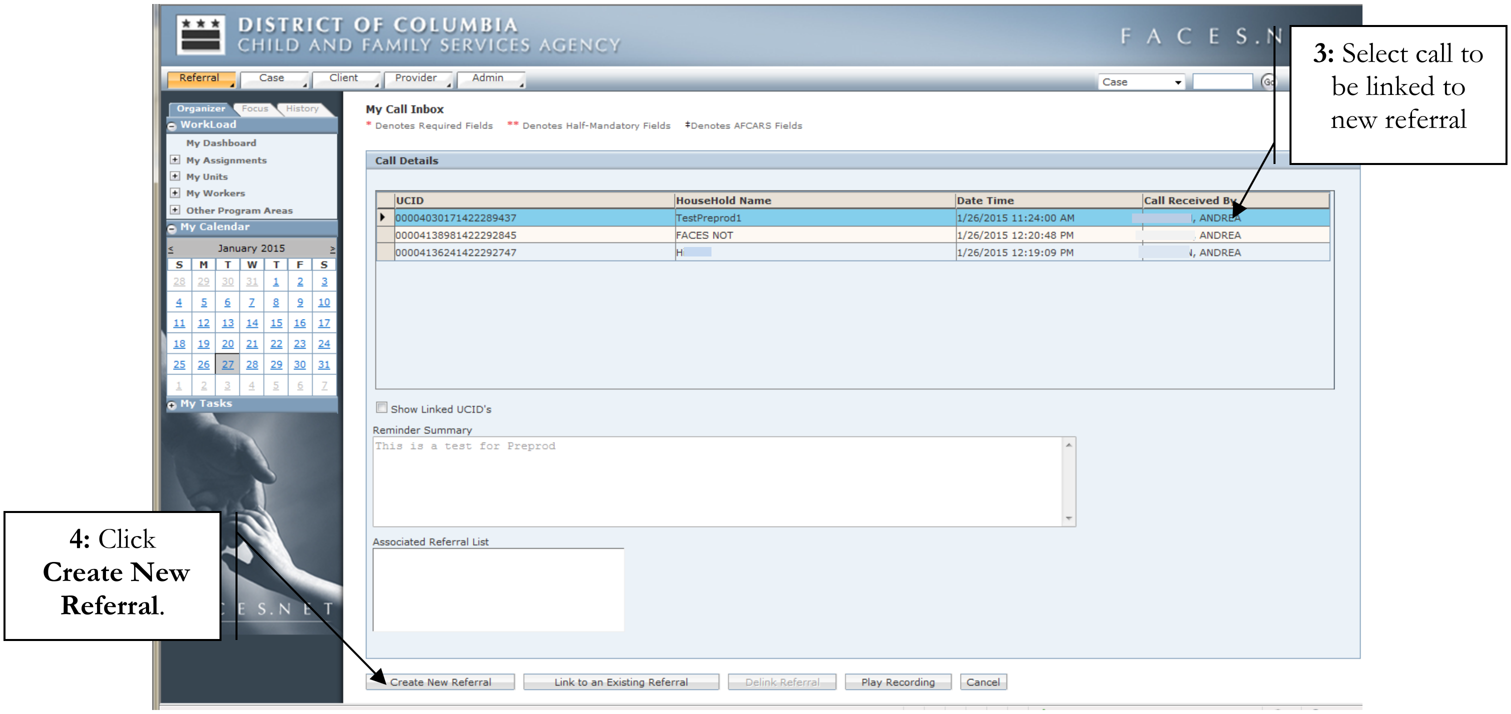

Figure 3

From the new Hotline Report screen, the **Call Details** box will display linked call information.

Step 5: Select the linked call to be played.

Step 6: Click **Play** to listen to call.

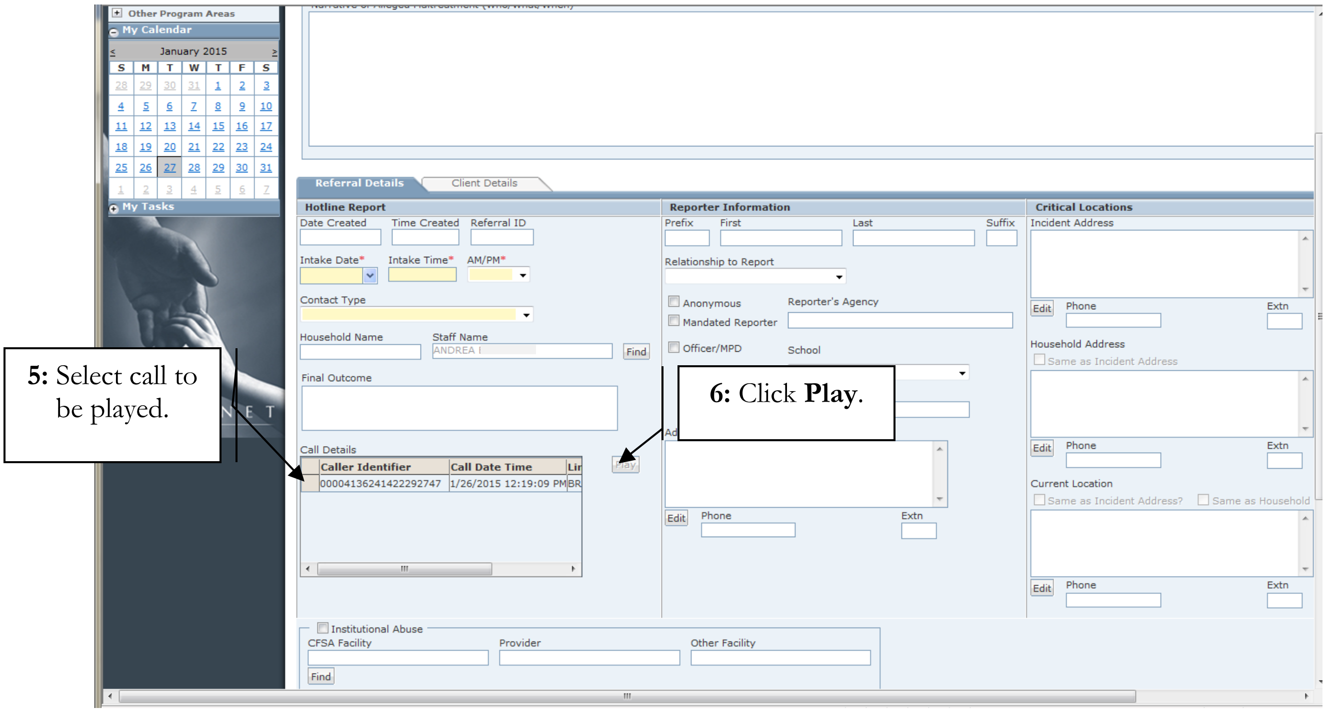

Figure 4

Notes:

- **My Call Inbox** will display **User Caller Identifier (UCIDs)**, **Household Name**, **Date/Time** of call, and **Call Received by** *(worker who took call)*.
- **Show Linked UCIDs** allows worker to display all calls that have been already linked to a referral
- **Reminder Summary** section will pull information documented in the Caller ID tracker.
- **Associated Referral List** will display the referral number(s) in which the selected call has been linked to.
- From within the Hotline Referral, **the Call Details** box displays **Caller Identifier**, **Call Date/Time**, and **Linked Worker Name** (worker who linked call to new referral).

Linking to an Existing Referral

Step 1: From **My Call Inbox Call Details** list, select call to be linked to existing referral.

Step 2: Click on **Linking to an Existing Referral**. *Edit message will display*

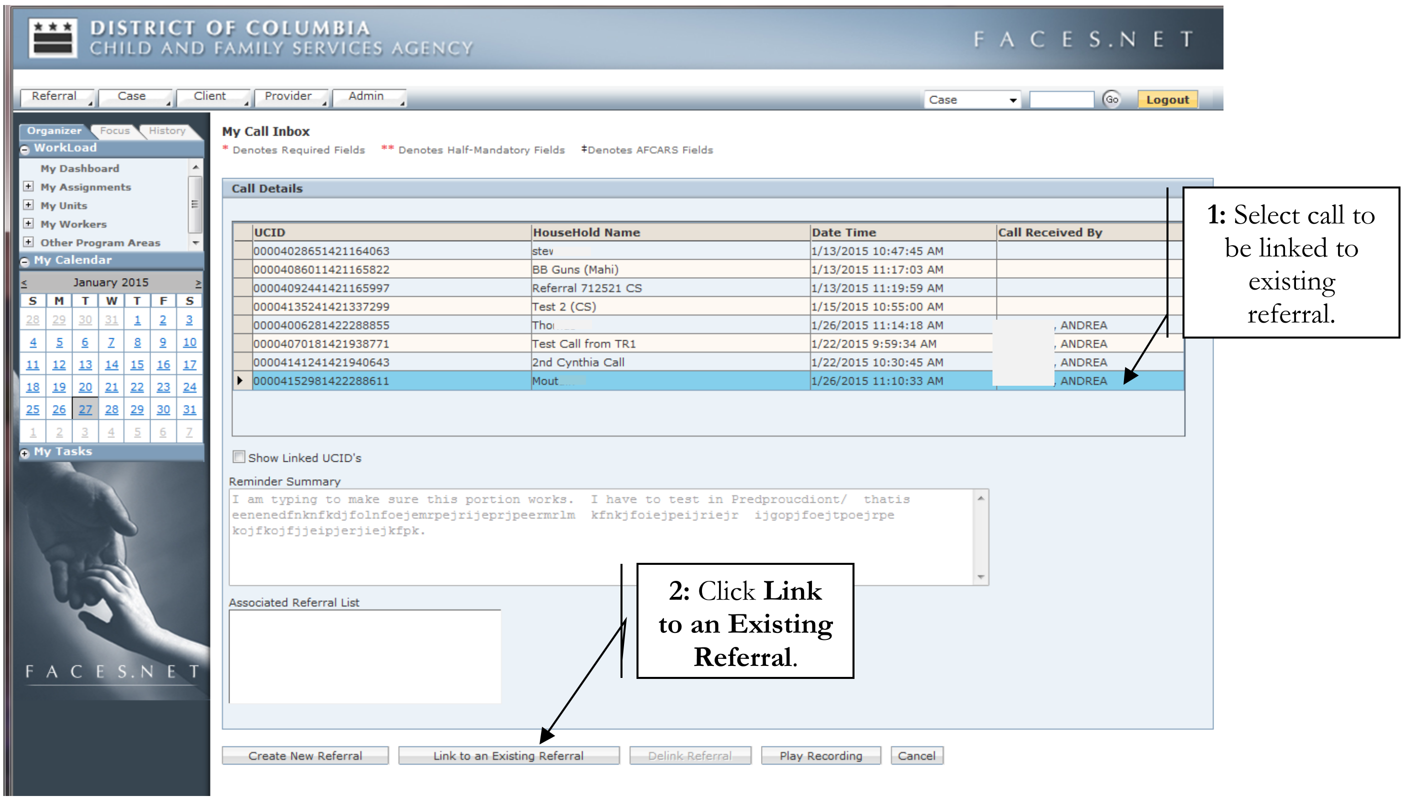

Figure 5

Step 3: Click on **OK**.

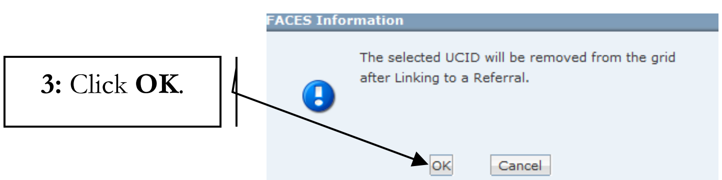

Figure 6

If you have additional questions, please call the HelpDesk at (202) 434-0009
Updated 10/9/2019

Step 4: Enter existing **Referral Name** or **Referral Number** to which call should be linked.

Step 5: Click **Search**.

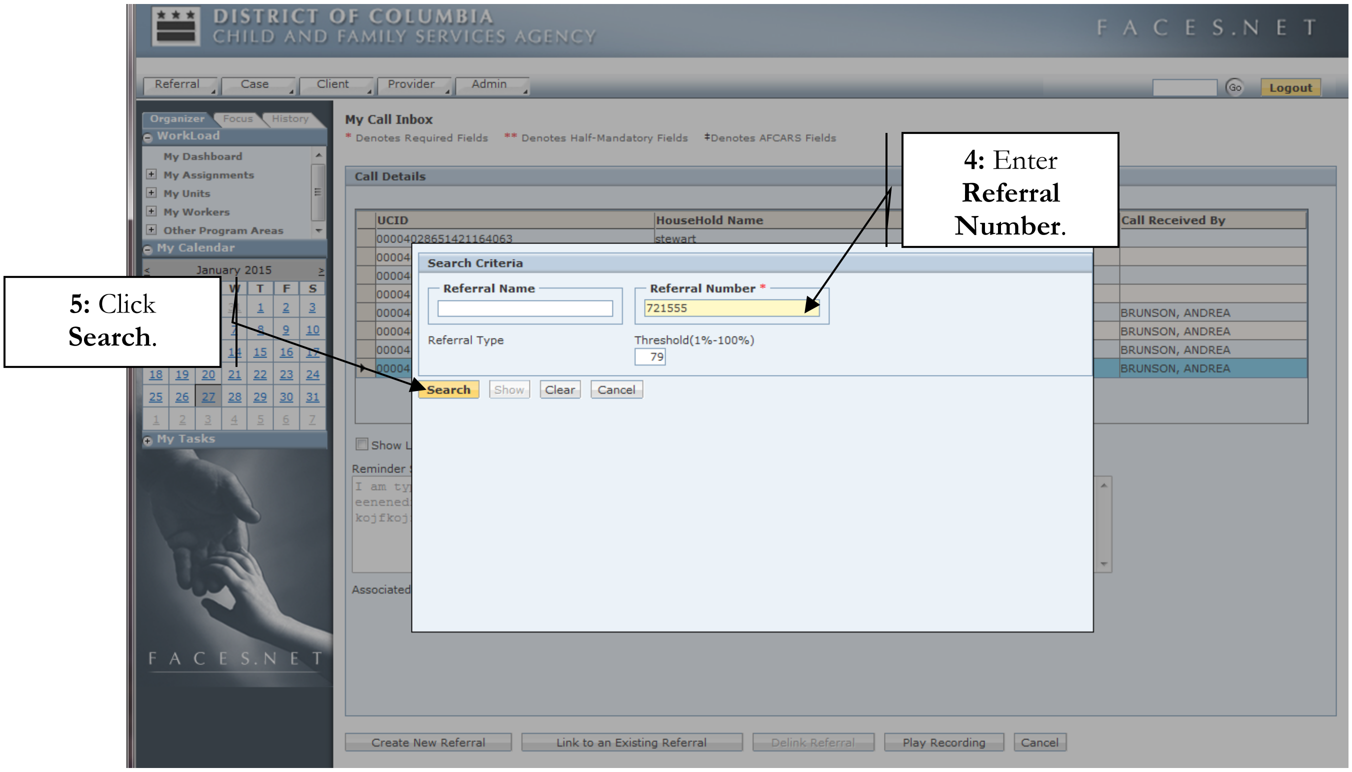

Figure 7

Step 6: Select existing Referral.

Step 7: Click **Show**. *Edit message will appear.*

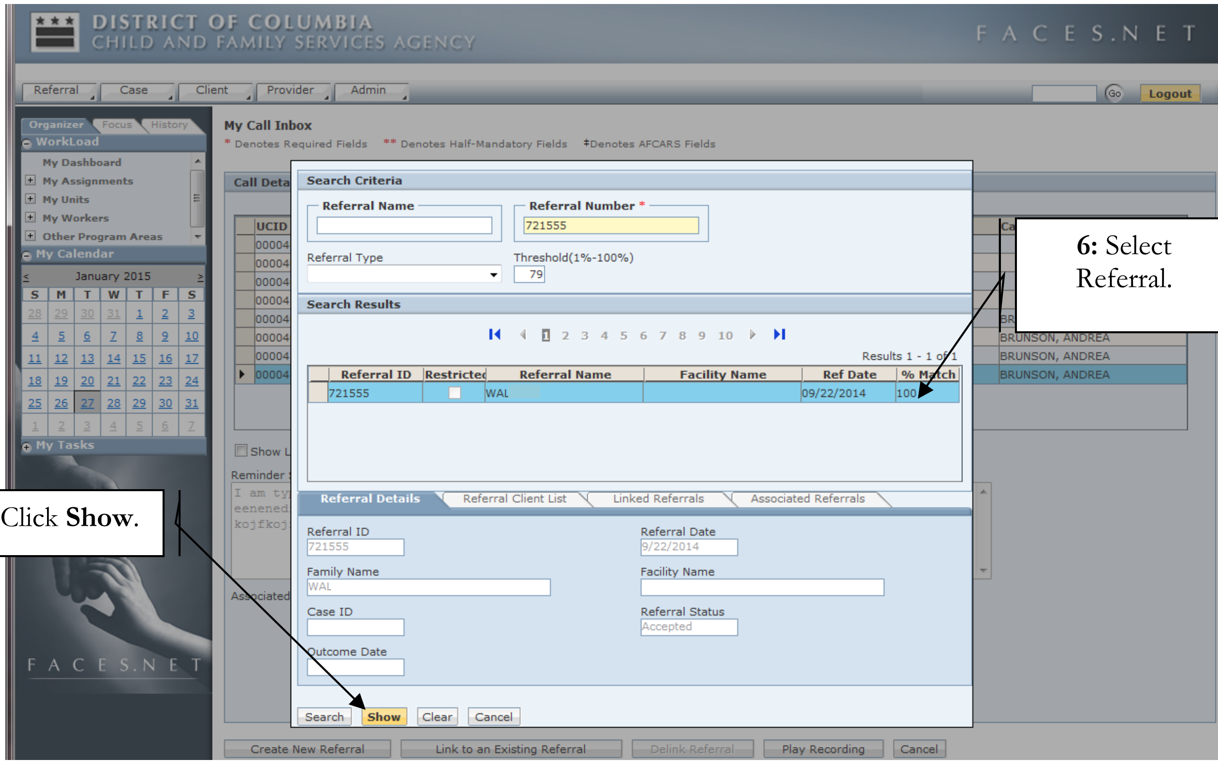

Figure 8

Step 8: Click **Ok**. *Message confirms that call has been successfully linked to referral.*

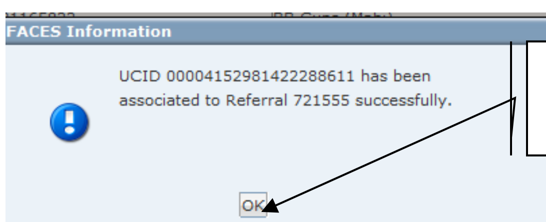

Figure 9

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Place the existing referral in focus.

Linked call information will display in Call Details box along with existing data element. (see Figure 9)

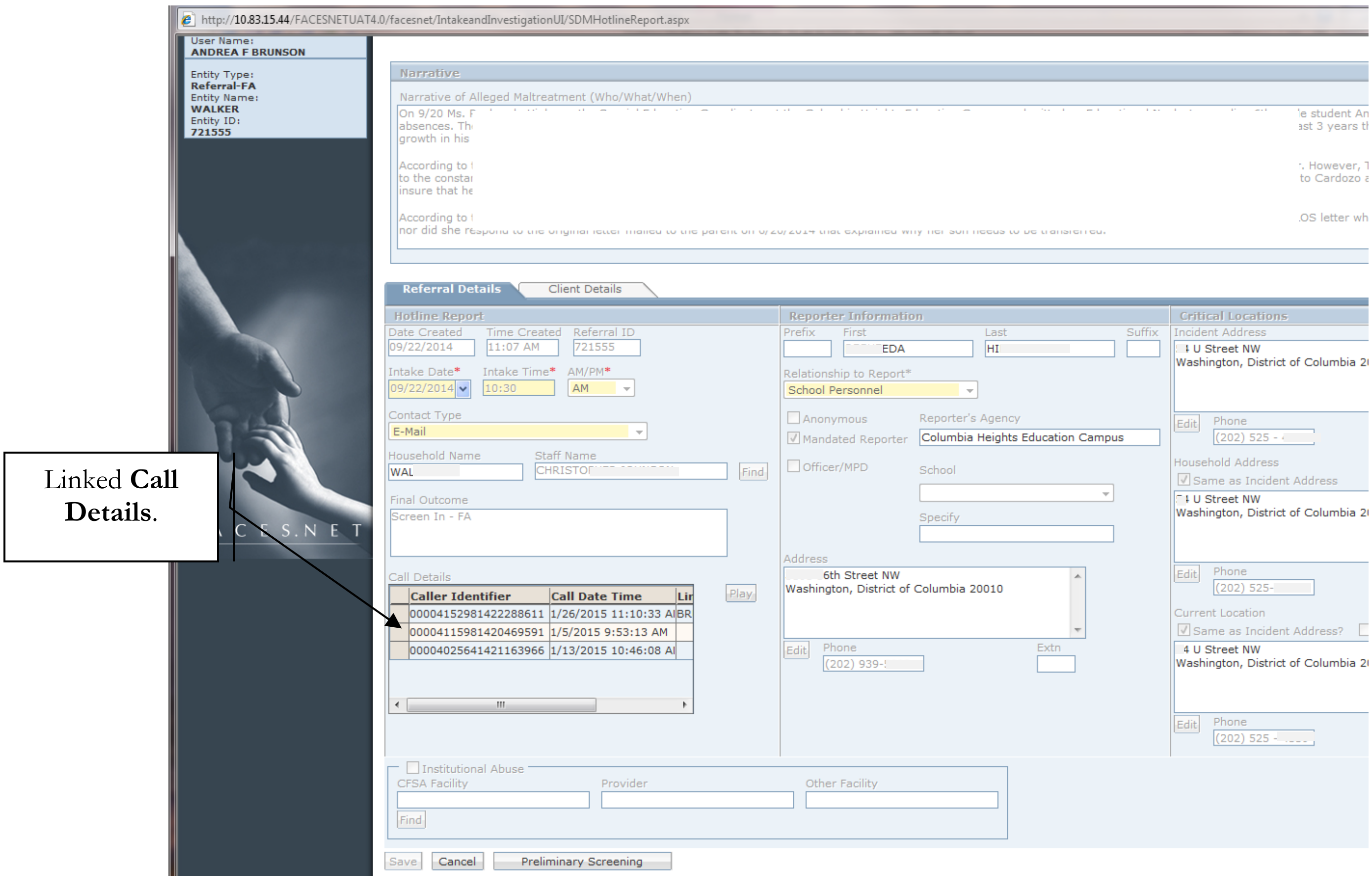

Figure 10

Notes:

- Once call is linked to an existing referral, the call will be removed from the **My Call Inbox list**.
- To see a list of linked calls, select the **Show Linked UCIDs** check box.

Delink Referral

Delinking allows a Hotline Worker to remove a call from the Hotline Report that has been linked.

Step 1: From **My Call Inbox Call Details** list, select **Show Linked UCID's**. *Call Details list will now display all calls that have been linked to an existing Hotline Report.*

Step 2: Select call from list to be delinked. *The Associated Referral List window will display the referral number of the linked call.*

Step 3: Click **Delink Referral** button. *Edit message will appear.*

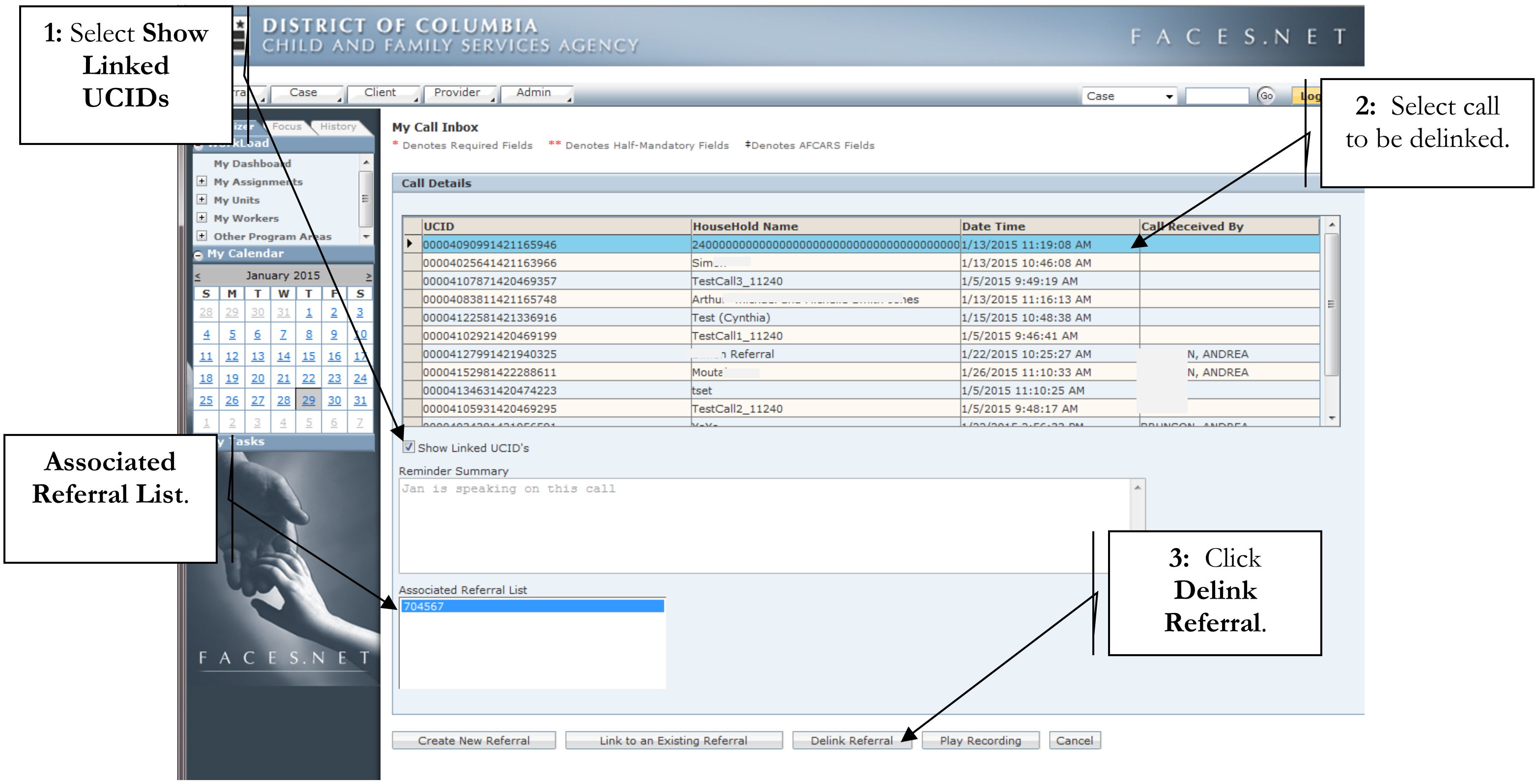

Figure 11

Step 4: Click **Yes**. *Call will be removed from Hotline Report and returned to the My Call Inbox.*

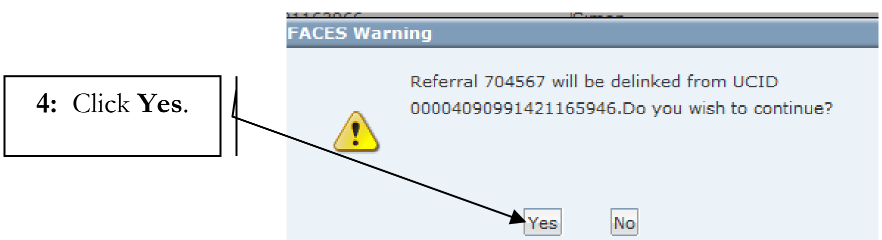

Figure 12

Playing Recording

There are two potential ways to access the recording. However, access is based on login user's role within the process.

Role 1: Recorded calls that have been submitted by a specific Hotline Worker, Supervisor or Manager will display in that particular staff member's **My Call Inbox**. In this case, **t**he recording can then be accessed and played from either the user's **My Call Inbox** or from the **Hotline Report** screen in which the called was linked
Navigate to Organizer tab→ My Task→**My Call Inbox**.

Step 1: Select call from list of **Call Details** list.

Step 2: Click **Play Recording**.

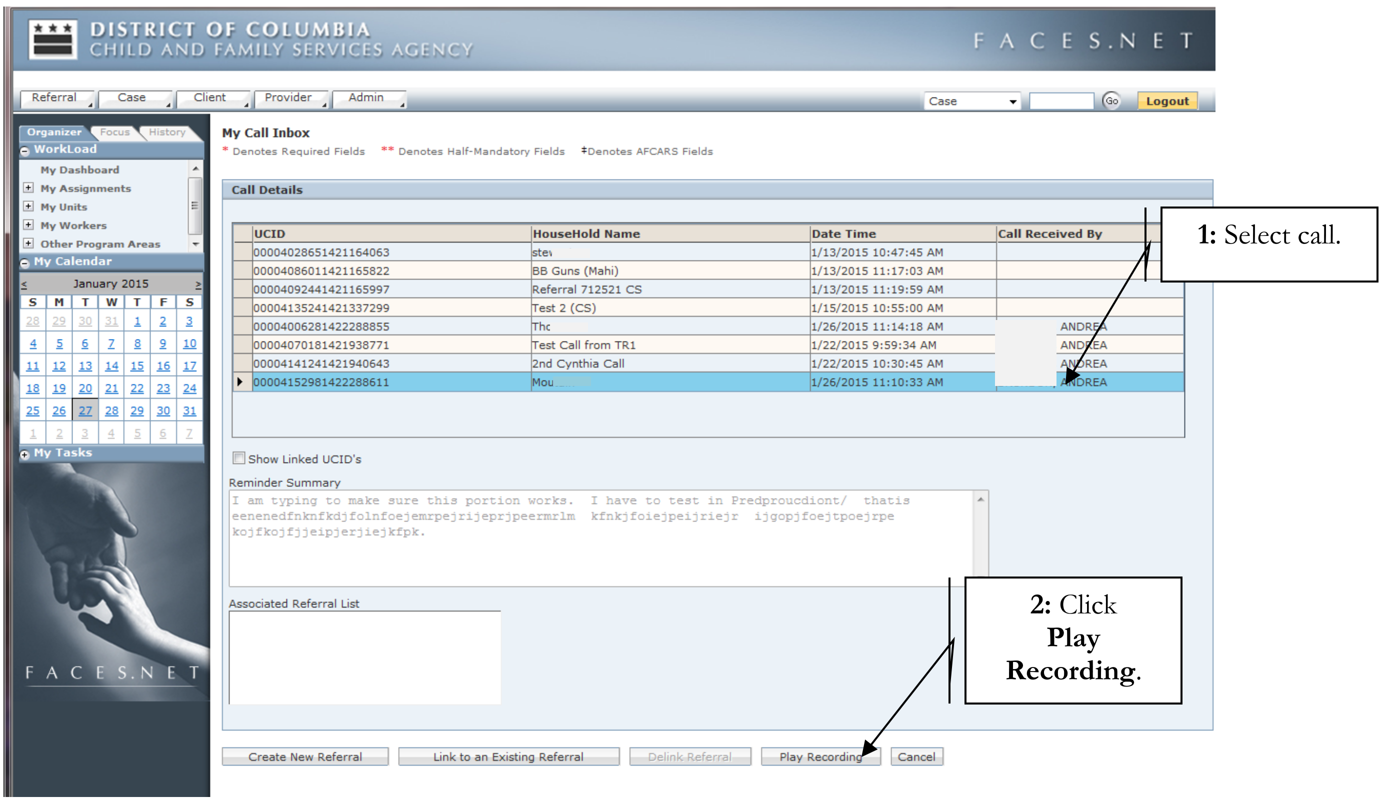

Figure 13

Role 2: CPS Supervisors/Managers with access to the **Hotline Report** in which a call has been linked will be able to play the recording from within the **Hotline Report** screen. This is the only option available for users who did not complete the link.

From the new Hotline Report screen, the **Call Details** box will display linked call information.

Step 1: Select the linked call to be played.

Step 2: Click **Play** to listen to call.

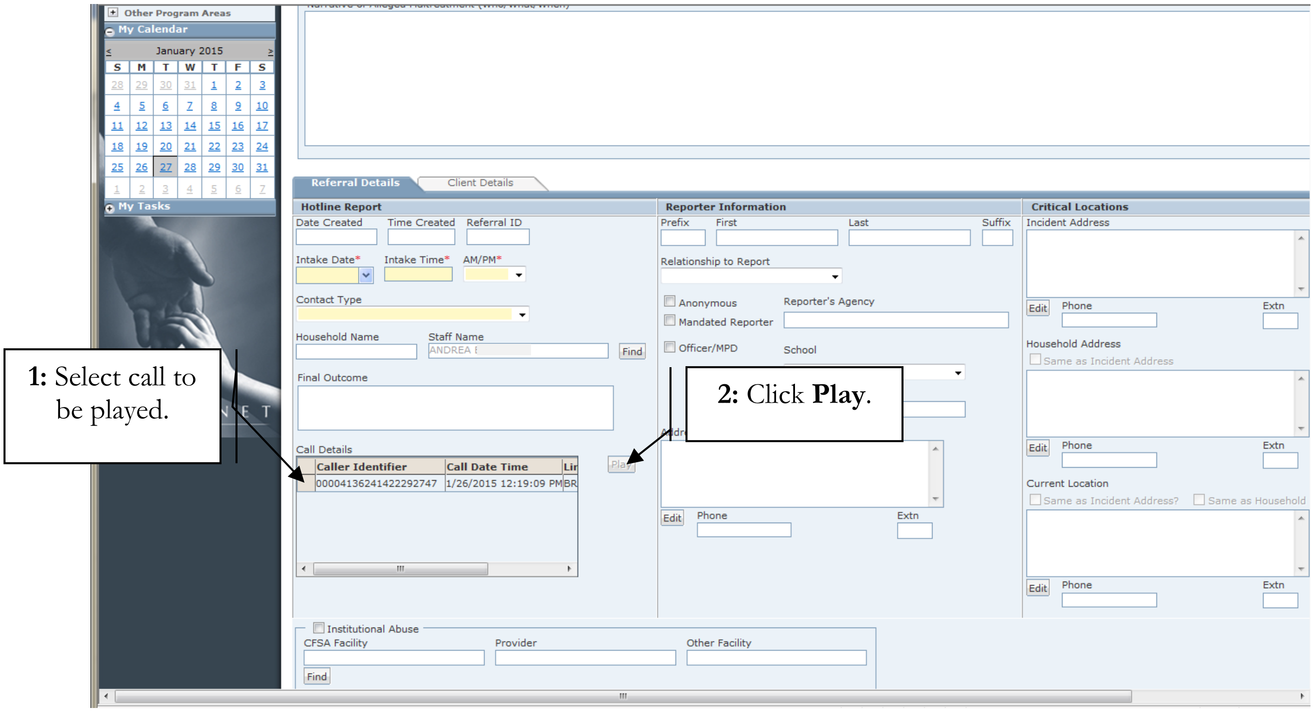

Figure 14

Appendix

Button	Action
Create New Referral	User is redirected to Hotline Report screen to complete. The linked call UCID information is prepopulated.
Link to Existing Referral	Referral Search pop up is opened. User search for existing referral. UCID will be associated to existing referral.
Delink Referral	Remove a linked call from an existing associated referral.
Play Recording	Recording is played using NICE player. Recording can be retrieved from My Call Inbox or Referral, if linked.