
MISSED VISIT EFFORTS BETWEEN: PARENT/WORKER AND PARENT/CHILD

CREATION DATE: June 18, 2013

The LaShawn Exit Plan allows CFSA to consider the standards for Missed Visit Efforts visits between parents and workers, and between parents and children to be satisfied when there is documentation in the case record that visitation was not in the child's best interest, is clinically inappropriate or did not occur despite efforts by the Agency to facilitate it. Thus, it was proposed that FACES.NET be enhanced to capture missed visit efforts. Similar to "good faith efforts" during an investigation, this process would allow workers to document the full range of their work and ultimately produce reports which incorporate these efforts into measuring performance.

For the purpose of recording when and why visits did not occur, worker must use the **Contacts** screen. *Visits that did occur between parent and child can still be entered on the Visit Log screen.*

Pointers to Remember:



- Workers should be reminded to document ALL attempted or missed visits in FACES.NET by selecting the **Attempted** radio button. *See Figure 4.*
- Efforts conducted by the worker to coordinate/schedule any type of visit must be entered on the **Contacts** screen in FACES.NET. This includes visits between parent/worker and those between parent/child. *This is a shift from current practice since the Visit Log has been the primary source of capturing parent/child visits.*
- The appropriate reason for each missed visit should be documented prior to entering a "missed visit effort" contact in FACES.NET. The Worker's contact note/comments should reflect that each of the activities based on the reason category has been completed. The chart below provides a detailed summary of the activities for each value:

<u>Reason: UNABLE TO LOCATE</u> (as applicable)	<u>Reason: REFUSED/NO SHOW</u> (as applicable)	<u>Reason: UNAVAILABLE</u> (as applicable)
<ol style="list-style-type: none"> Submit diligent search/ACEDS Visit social media site Contact attorney(s) Contact known relative/landlord/FTM Contact the school Phone/email 	<ol style="list-style-type: none"> Parent has refused to visit 3 or more times in the last 30 days Parent has been a no show 3 or more times in last 30 days. Make a referral to Parent Advocacy Project (PAP) or evidence-based DMH referral for engagement services (as appropriate) Worker has explored reasons for no show/refusal by: <ul style="list-style-type: none"> Rescheduling the visits Revision of visitation template Explore reasons/engage parent during scheduled team meeting Provide alternative visiting location Provide transportation assistance (as appropriate and feasible) 	<ol style="list-style-type: none"> Hospitalized (and hospital policy does not permit visits) Incarcerated (based on policy and /or mileage) Clinically inappropriate (as ordered by court)

Figure 1

4. Worker must select all clients that would have attended/participated in the visit in the Client/Collateral field and document the intended purpose of the contact.
5. Once all effort activity reasons have been documented, workers will be able to enter a Missed Visit Efforts contact. Pick list values will be added to the **Contacts** screen **Type/Location** field to capture the reason for entering the Missed Visit Efforts. Those values include:
 - A. Missed visit efforts – Unable to locate
 - B. Missed visit efforts – Refused/No Show
 - C. Missed visit efforts – Unavailable
6. During Supervision, supervisors should review and verify that all activities have been completed based on the specific missed visit effort reason.
7. Supervisors will acknowledge all missed visit efforts by amending the worker's "Missed Visit Efforts" contact note. It is mandatory that the supervisor amend the worker's missed visit efforts contact note by updating the record with one of the newly added pick list values on the **Contacts** screen **Purpose** field. The newly added **Purpose** field values include:
 - A. Missed visit efforts – Supervisory Approved
 - B. Missed visit efforts – Supervisory Denied

Entering Worker Attempted Visit with Parent

Steps include:

First, put Case Record in focus

Step 1: Hold cursor over **Case**

Step 2: Click on **Contacts**.

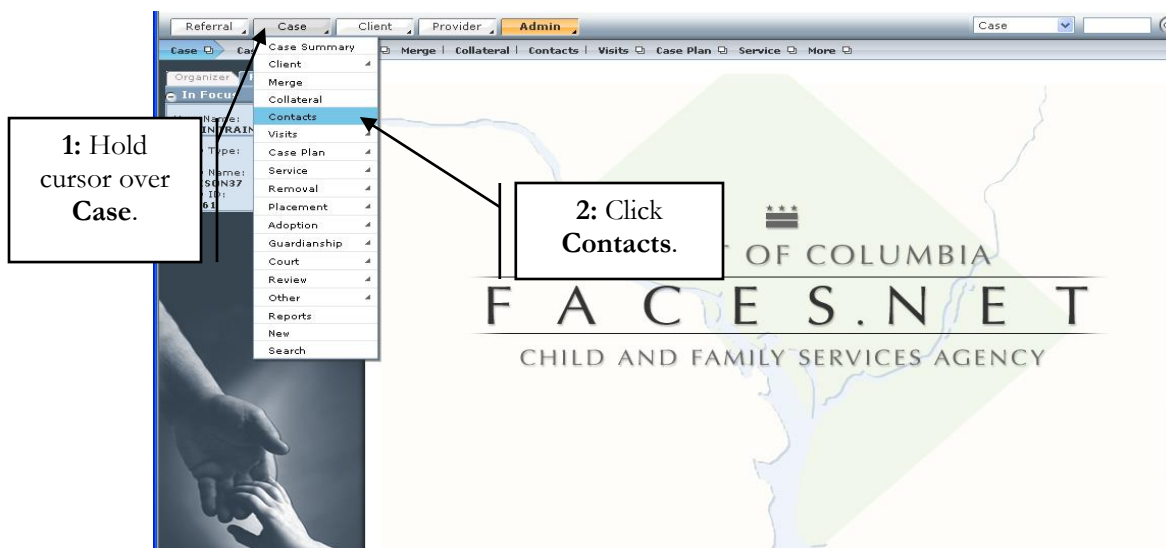
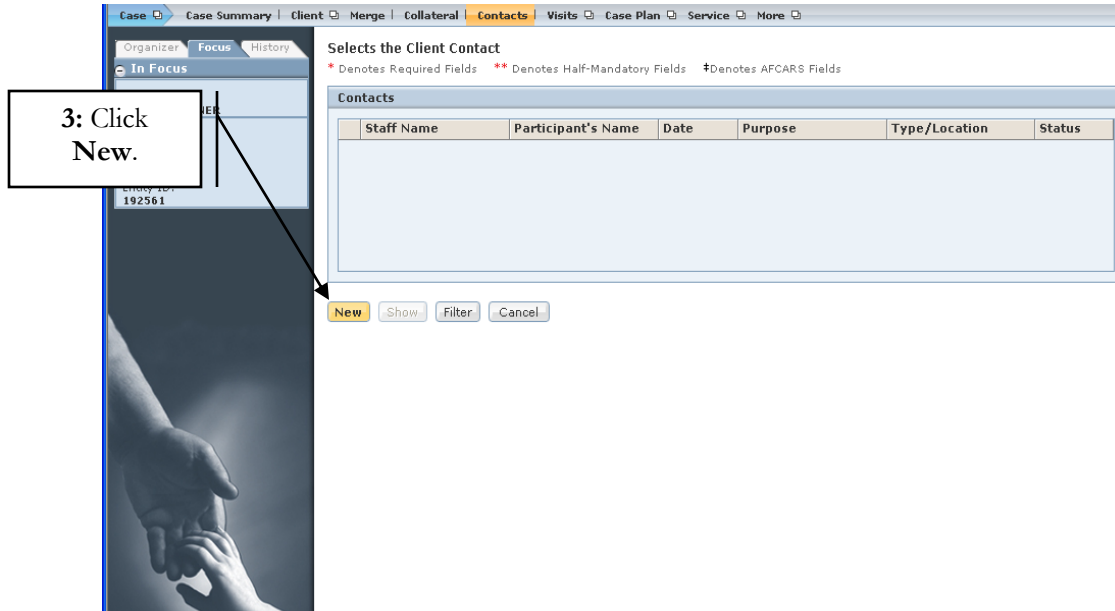


Figure 2

Step 3: Click on **New** to enter a new contact record.



Step 4: Type/Location – Click on the drop-down pick list to choose the type of contact (Phone, Letter, Face to Face, etc.)

Step 5: Date – Enter the date when the contact was attempted.

Step 6: Time – Enter the time that contact was attempted.

Step 7: Status – Select **Attempted** radio button.

Step 8: Client Discussed – Select who was to be discussed.

Step 9: Contact Participants – Select client(s) to whom the attempted visit was scheduled. *For this example, select parent.*

Step 10: Purpose – Select the intended purpose of the attempted visit.

Step 11: Comments – Enter clinical narrative notes to support missed visit efforts reason.

Step 12: Click **Save**.

**DISTRICT OF COLUMBIA
CHILD AND FAMILY SERVICES AGENCY**

FACES.NET

Referral Case Client Provider Admin PPW Case Summary Client Collateral **Contacts** Household Visits Case Plan Service More

Organizer Focus History

Selects the Client Contact

Denotes Required Fields ** Denotes Half-Mandatory Fields *Denotes AFCARS Fields

5: Enter a Date.

4: Enter Type/Location.

6: Enter Time.

7: Select Attempted.

8: Select Clients Discussed.

9: Select Client (Parent).

10: Select Purpose.

11: Enter Comments.

12: Click Save.

General Information

Staff Name: BELINDA BARTON D.

Type / Location*: Face to Face (Home)

Source: Case

Date*: 06/13/2013

Time*: 02:00

Status: ☒ Attempted ☐ Completed

Duration:

Travel Time:

Clients Discussed

SHANTE JACKSON

Select

Contact Participants

Client/Collateral**: SHANTE JACKSON

Non-Client/Non-Collateral Participants**

Select

Purpose

Worker Visit

Select

Type of Contact

Select

Comments*

This is worker's third attempted home visit with Shante Jackson, Mother, this month. Attempted visit dates: June 1, 7, and 13, 2013. Although all visits were prescheduled Ms. Jackson, has not been home.....

Save Cancel Find

Figure 4

Entering Worker Missed Visit Efforts

Steps include:

First, place Contacts screen in focus.

Step 1: Type/Location – Click on the drop-down pick list to choose the type of contact. *For this example, select Missed visit efforts- Refused/ No show.*

Step 2: Date – Enter date.

Step 3: Time – Enter time.

Step 4: Status – Select **Attempted** radio button.

Step 5: Client Discussed – Select who was to be discussed.

Step 6: Contact Participants – Select client(s) to whom missed visit efforts is being requested for approval. *For this example, select parent.*

Step 7: Purpose – Select the intended purpose of the attempted visit.

Step 8: Comments – Enter clinical narrative notes to support missed visit efforts reason.

Step 9: Click **Save**.

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Referral Case Client Provider Admin PPW Case Go

Case Summary Client Collateral Contacts Household Visits Case Plan Service More

Organizer Focus History In Focus

Selects the Client Contact
* Denotes Required Fields ** Denotes Half-Mandatory Fields *Denotes AFCARS Fields

Contact History

Staff Name	Location/Type	Contact Status	Case	Date	Time
BE TON	Missed visit efforts - Refused/No show	Attempted	Case	06/19/2013	11:37

General Information

Staff Name: BELINDA D. BARTON Type / Location*: Missed visit efforts - Refused/No show

Source: Case Date*: 06/19/2013 Time*: 09:00 A.M. P.M.

Status: ☒ Attempted ☐ Completed Duration: 00:00 Travel Time: 00:00

Clients Discussed

SHANTE JACKSON

Contact Participants

Client/Collateral*: SHANTE JACKSON Non-Client/Non-Collateral Participants**

Purpose

Worker Visit

Type of Contact

Comments*

Worker was not able to meet with mother, Shante Jackson, this month. Attempted home visits occurred on June.....

Next Save Cancel Find

Figure 5

Capturing Supervisory Approval/Denial of Missed Visit Efforts

As mentioned, supervisors are responsible for verifying whether or not all of the appropriate efforts have been completed and will amend the worker's "Missed Visit Efforts" contact record to document whether the contact is approved or denied.

Steps include:

First, place Contacts screen in focus.

Step 1: Select the **Missed visit efforts – Refused/No show** contact type from list of contacts to be amended.

Step 2: Click **Show**.

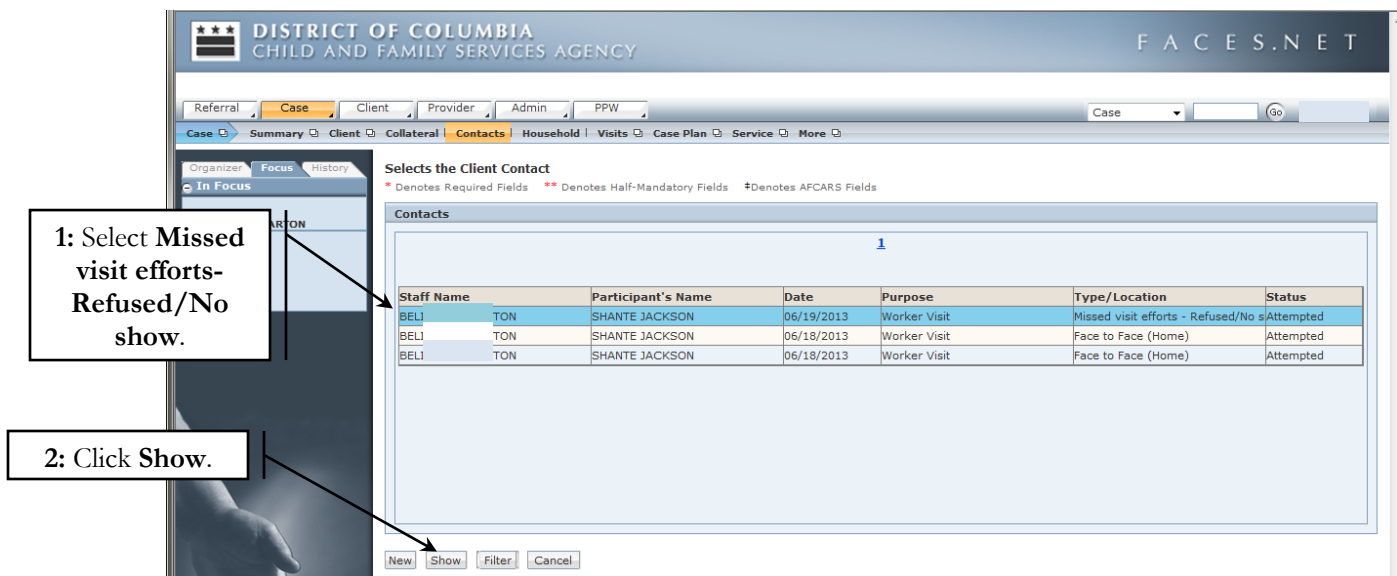


Figure 6

Step 3: From the **Purpose** field, click **Select**.

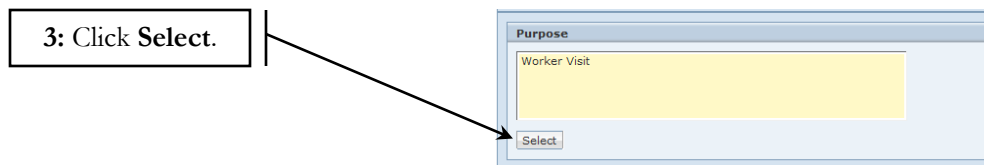


Figure 7

Step 4: Select **Missed visit efforts - Supervisory approved**, *for this example*.

Step 5: Click Ok.

MultiSelect - Purpose
To select multiple values, keep the [ctrl] key pressed.

Available Values

- Investigation with Law Enforcement
- Law Enforcement Intervention/Assistance
- Legal
- Licensing Review
- MDT Meeting
- Medical/Dental
- Meeting
- Missed visit efforts - Supervisor denied
- Monitor Visit
- Monitoring Meeting
- Monitoring Review
- Notification of Change
- Nurse Case Management - Health/Medical
- Nurse Case Management - Medically Necessary Educational
- Nurse Case Management - Medically Necessary Other
- Nurse Case Management - Medically Necessary Social
- Other
- Placement

Selected Values

- Worker Visit
- Missed visit efforts - Supervisor approved

5: Click Ok.

4: Select Missed visit efforts – Supervisory approved.

Figure 8

Step 6: Click **Save** to Amend worker's missed visit efforts contact note and to document supervisory approval.

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FACES.NET

Referral Case Client Provider Admin PPW

Case Summary Client Collateral Contacts Household Visits Case Plan Service More

Selects the Client Contact
* Denotes Required Fields ** Denotes Half-Mandatory Fields *Denotes AFCARS Fields

Contact History

Staff Name	Location/Type	Contact Status	Source	Updated Date	
BELI	ON	Missed visit efforts - Refused/No show	Attempted	Case	06/19/2013 11:37

General Information

Staff Name: BELINDA D. BARTON
Type / Location*: Missed visit efforts - Refused/No show
Source: Case
Date*: 06/19/2013
Time*: 09:00
Status: ☒ Attempted ☐ Completed
Duration: 00:00
Travel Time: 00:00

Clients Discussed
SHANTE JACKSON
Select

Contact Participants
Client/Collateral**: SHANTE JACKSON
Non-Client/Non-Collateral Participants**:
Select

Purpose
Missed visit efforts - Supervisor approved
Worker Visit
Select

Type of Contact
Select

Comments*
Worker was not able to meet with mother, Shante Jackson, this month. Attempted home visits occurred on June.....

New Save Cancel Find

2: Click Save.

Figure 9