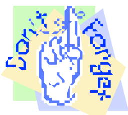
FACE TO FACE VISITS TO CHILDREN IN FOSTER CARE

CREATION DATE: April 24, 2008

Creating a New Contact for Foster Care Visit

Standard: All children/families will be visited by their Social Worker in their placement.



Pointers to Remember:

1. After any placement of a child, the Social Worker will visit the child weekly during the first four weeks in their placement.
2. After the fourth week of the child in placement, the Social Worker will visit the child twice per month in their placement.
3. Children in institutions (residential treatment facilities) located 100 miles outside of the District of Columbia will be visited by the Social Worker twice per year in their placement.
4. At least one contact with a child per month shall be recorded as in the provider's home; the second and all other contacts can be recorded as in the child's school, day care, or elsewhere.
5. In the event there is a crisis within the child's placement (foster home), social worker will use his/her clinical skills to assess increasing number of visits to support and assist families.
6. Once you have attempted or completed a contact with a client or collateral involved in a Foster Care case (Client, Provider, Collateral or other service provider) this information should be recorded in the Contacts screen in FACES.NET.
7. Contacts made to clients by the following workers will count towards the Social Worker Visits to Children in Foster Care visitation measure of the Amended Implementation Plan: Licensed Social Workers, Licensed Social Worker Associates, Licensed Supervisory Social Workers, Program Managers, and Administrators as defined by the security positions in FACES.NET
8. Visits between the child (ren) and parent or siblings should be recorded in the Visit Log screen.
9. You can view the contact screen in several modules: I&R/MPD, Investigation, Workload, Case, Provider.
10. The purpose of the contact screen is to record contacts made between the Social Worker and the Client.
11. * + yellow = Mandatory fields and ** + yellow = Half mandatory fields.

The two types of Visits are:

a. Attempted Visit:	- when a worker has tried to visit a client, foster parent, provider, collateral or other participant face-to-face but actual contact was not made with the child or other individual.
b. Completed Visit:	- when a worker has successfully held a face-to-face meeting with a client, foster parent, provider, collateral or other participant involved with a case.

(a) Click Select to record whom the contact is "in regards to", (which may be different from the participants).
(b) Before a "Collateral" is displayed on the contacts collateral picklist, the collateral must first be entered on the collateral screen.
(c) Before a "Provider" is displayed on the Contacts Provider picklist, the child's placement must be recorded on the placement screen.
(d) Contacts appear in the Investigation and in the Case in FACES.NET.

In the following steps, we will enter a contact in FACES.NET detailing a visit made by a social worker of the Jackson family.

Enter a New Contact

Steps include:

Step 1: Place a case in focus from My Assignments from the left window pane in FACES.NET.

Step 2: Highlight the identified case from the Workload list grid.

Step 3: Click on the Show button to place the case in focus.

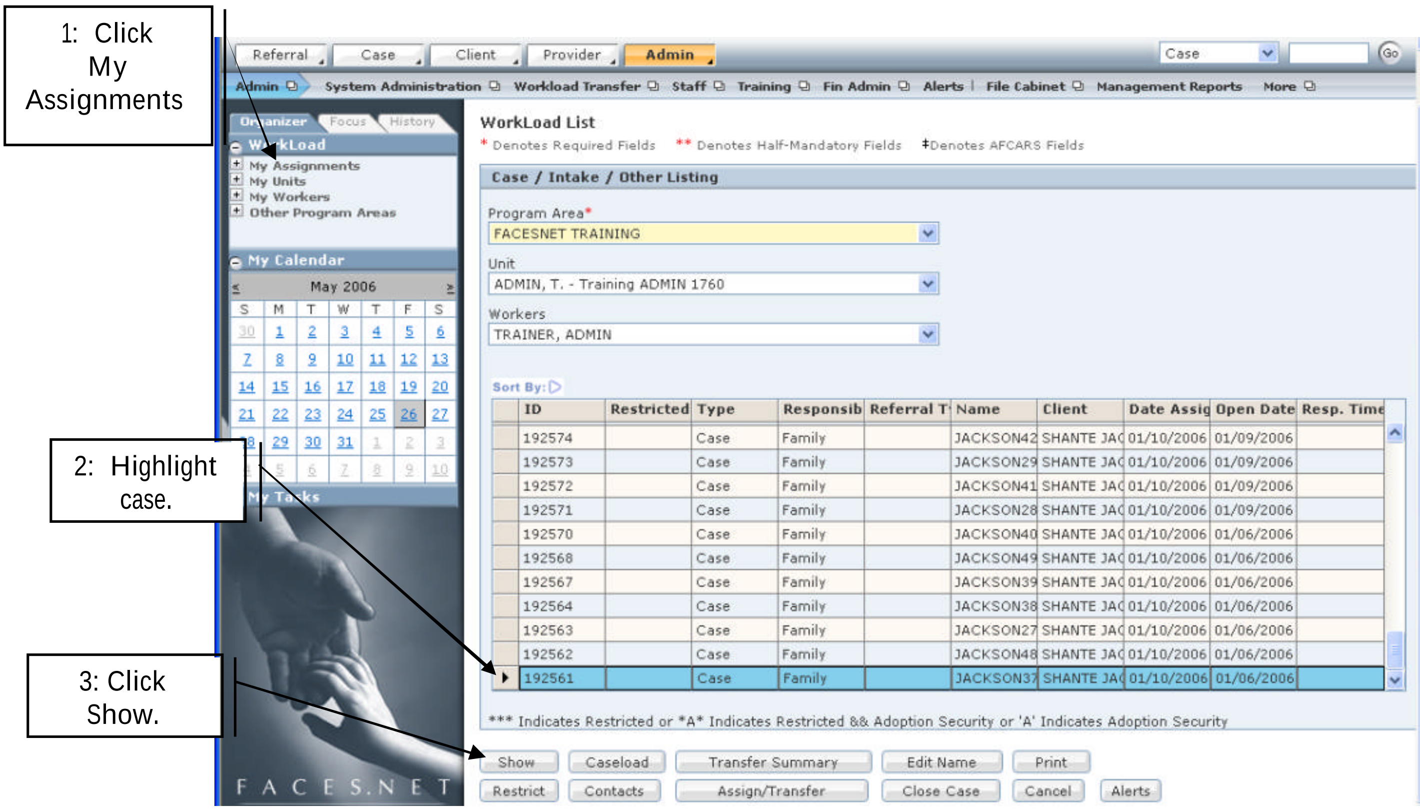


Figure 1

Step 4: Hold cursor over Case.

Step 5: Click Contacts.

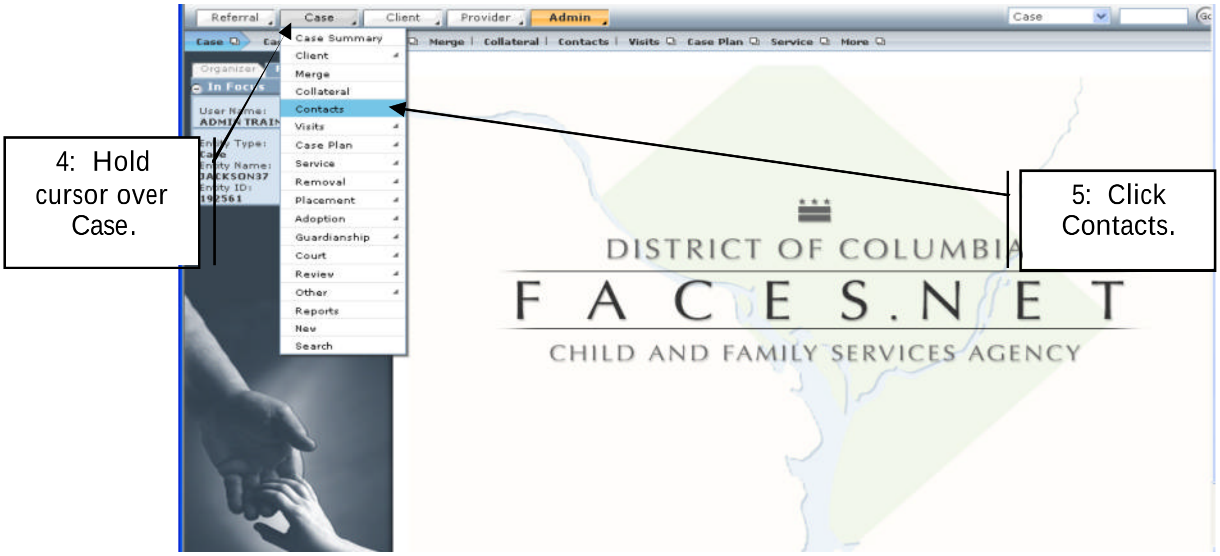


Figure 2

Step 6: Click New to enter a new contact record.

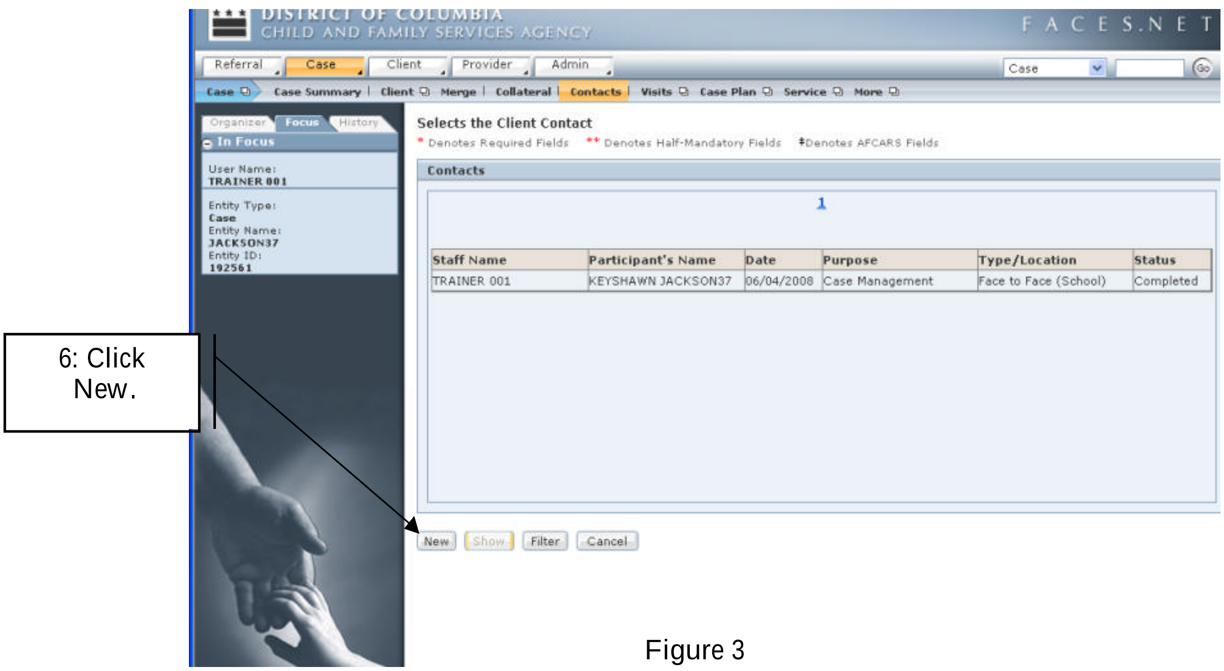


Figure 3

General Information/Contact Participants

Staff Name will default to the worker logged into the system. To select another staff person, use the Find button. (e.g., if an SSA or clerical assistant is entering information for the social worker).

Steps Include:

The Source field will default to Case, Intake/Referral, and Investigation/Assessment.

Step 1: Type/Loc. – Click on the drop down picklist to choose the type of contact (e.g. Face to Face Foster Home, Face to Face Placement Provider's Home, etc.)

Step 2: Date – Enter the Date of the contact.

Step 3: Time – Enter the Time of the contact.

Step 4: Status- Click on the radio button to show Attempted or Completed.

Step 5: Clients Discussed – Click Select to record the Clients Discussed.

Step 6: Contact Participants – Select Client/Collateral to enter contact participants.

Step 7: Enter any Non-Client/ Non-Collateral Participants by typing their names

Step 8: Purpose –Click Select to enter the Purpose of the contact. Highlight selection, click arrow to move items to selected values column, and click ok. To select multiple values, hold down the [Ctrl] key while clicking the selections.

Step 9: Type of Contact – Click Select to enter Type of Contact. Highlight selection, click arrow to move items to selected values column, and click ok. To select multiple values, hold down the [Ctrl] key while clicking the selections.

Step 10: Comments – Enter Comments.

Step 11: Save – Click Save to save the information on the screen.

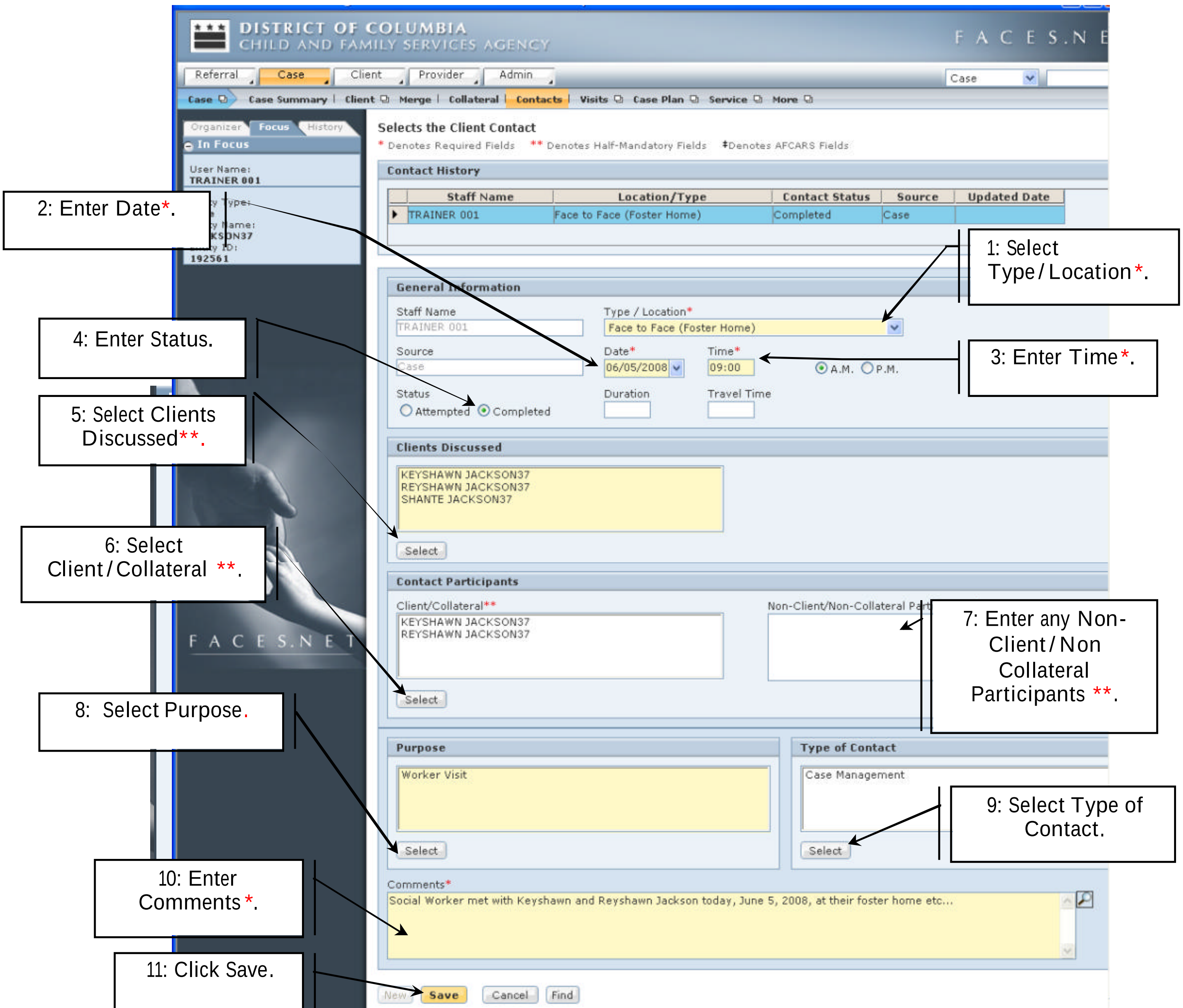

DISTRICT OF COLUMBIA
CHILD AND FAMILY SERVICES AGENCY
FACES.NET
Referral
Case
Client
Provider
Admin
Case
Case Summary
Client
Merge
Collateral
Contacts
Visits
Case Plan
Service
More
Organizer
Focus
History
In Focus
User Name:
TRAINER 001
192561
Selects the Client Contact
* Denotes Required Fields
** Denotes Half-Mandatory Fields
‡Denotes AFCARS Fields
Contact History
Staff Name
Location/Type
Contact Status
Source
Updated Date
TRAINER 001
Face to Face (Foster Home)
Completed
Case
General Information
Staff Name
TRAINER 001
Type / Location*
Face to Face (Foster Home)
Source
Case
Date*
06/05/2008
Time*
09:00
A.M.
P.M.
Status
Attempted
Completed
Duration
Travel Time
Clients Discussed
KEYSHAWN JACKSON37
REYSHAWN JACKSON37
SHANTE JACKSON37
Select
Contact Participants
Client/Collateral**
KEYSHAWN JACKSON37
REYSHAWN JACKSON37
Select
Purpose
Worker Visit
Select
Type of Contact
Case Management
Select
Comments*
Social Worker met with Keyshawn and Reyshawn Jackson today, June 5, 2008, at their foster home etc...
New
Save
Cancel
Find
1: Select Type/Location*.
2: Enter Date*.
3: Enter Time*.
4: Enter Status.
5: Select Clients Discussed**.
6: Select Client/Collateral **.
7: Enter any Non-Client/Non Collateral Participants **.
8: Select Purpose.
9: Select Type of Contact.
10: Enter Comments*.
11: Click Save.

Figure 4

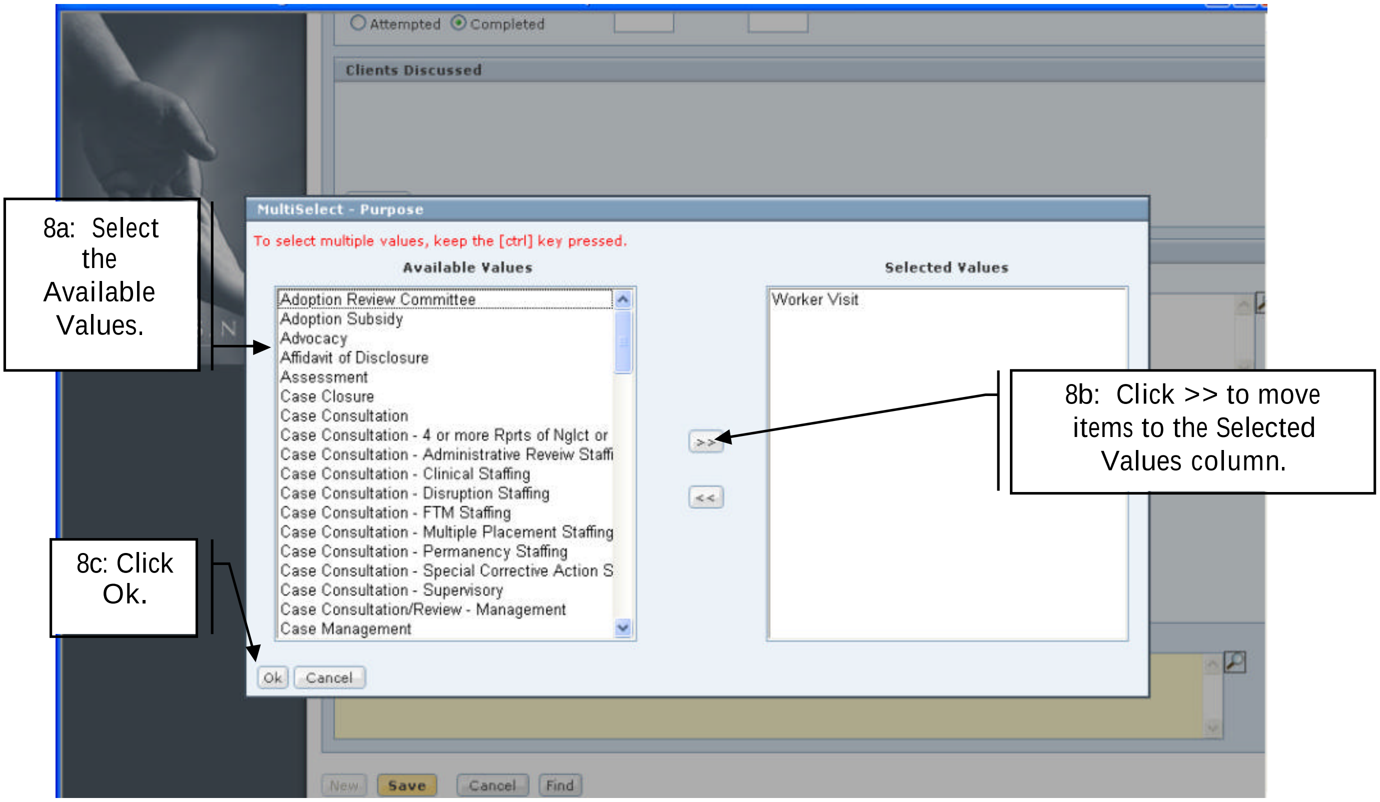

8a: Select the Available Values.
8b: Click >> to move items to the Selected Values column.
8c: Click Ok.
Attempted
Completed
Clients Discussed
MultiSelect - Purpose
To select multiple values, keep the [ctrl] key pressed.
Available Values
Selected Values
Adoption Review Committee
Adoption Subsidy
Advocacy
Affidavit of Disclosure
Assessment
Case Closure
Case Consultation
Case Consultation - 4 or more Rprts of Nglct or
Case Consultation - Administrative Reveiw Staffi
Case Consultation - Clinical Staffing
Case Consultation - Disruption Staffing
Case Consultation - FTM Staffing
Case Consultation - Multiple Placement Staffing
Case Consultation - Permanency Staffing
Case Consultation - Special Corrective Action S
Case Consultation - Supervisory
Case Consultation/Review - Management
Case Management
Worker Visit
>>
<<
Ok
Cancel
New
Save
Cancel
Find

Figure 5

Step 12: Verification – A verification message will appear; Click OK to verify the change or click Cancel to return to the screen.

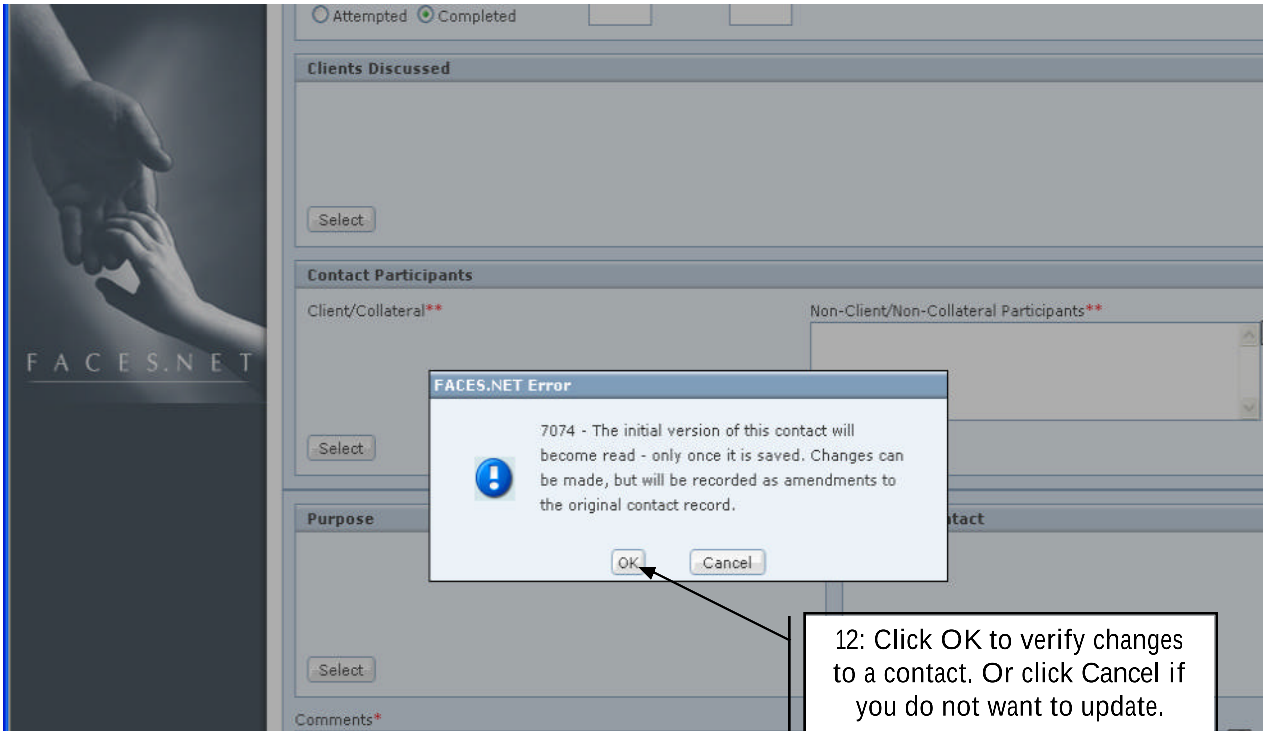
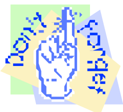


Figure 6

Note:

In order for a social worker's contacts to count towards the measure, four fields must be completed:

- The Social Worker's name completing the visit must be listed as the Staff Name.
- The Type/Loc. field must be a 'Face to Face"
- The Status field must be "Completed".
- The clients with whom the social worker met must be entered into the Contact Participants field.



View a Contact/ Amend a Contact

Pointer to Remember:

Any changes made to a contact upon re-entering the screen will result in an amendment. FACES.NET will keep a record of each amendment to the Contact Screen.

Steps Include:

You must first have a Case in focus.

Step 1: Hold cursor over Case.

Step 2: Click on Contacts.

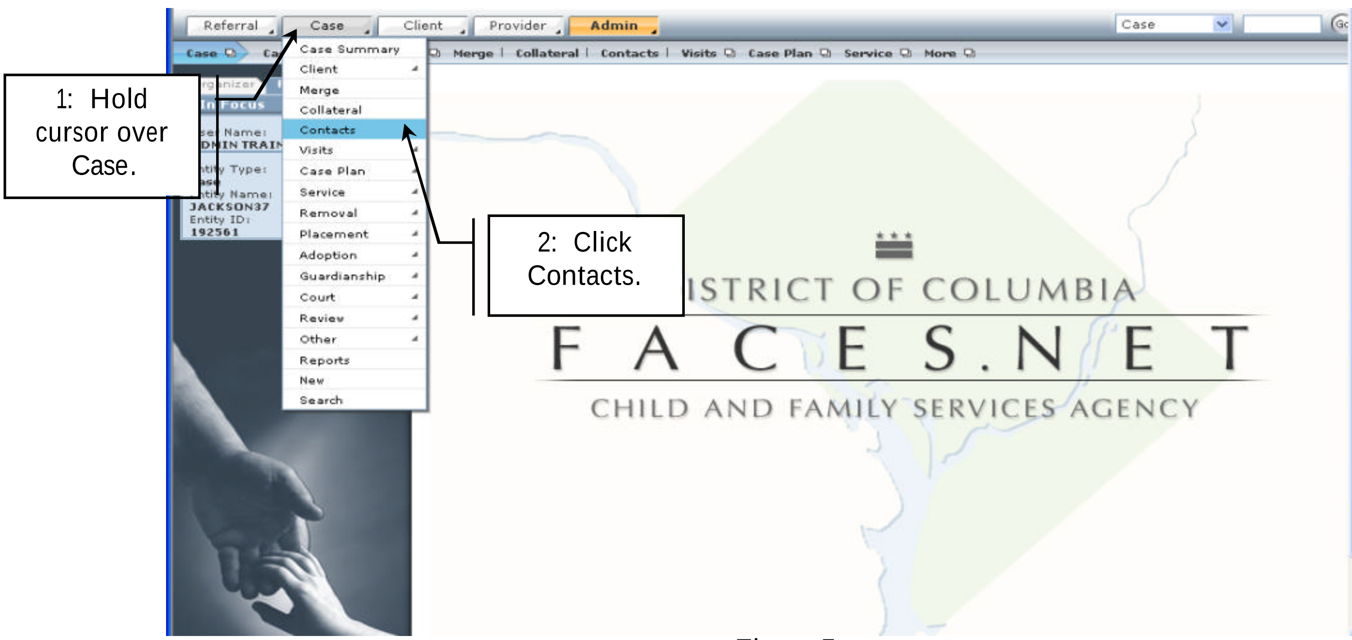


Figure 7

Step 3: Highlight the contact to be viewed or amended.

Step 4: Click Show.

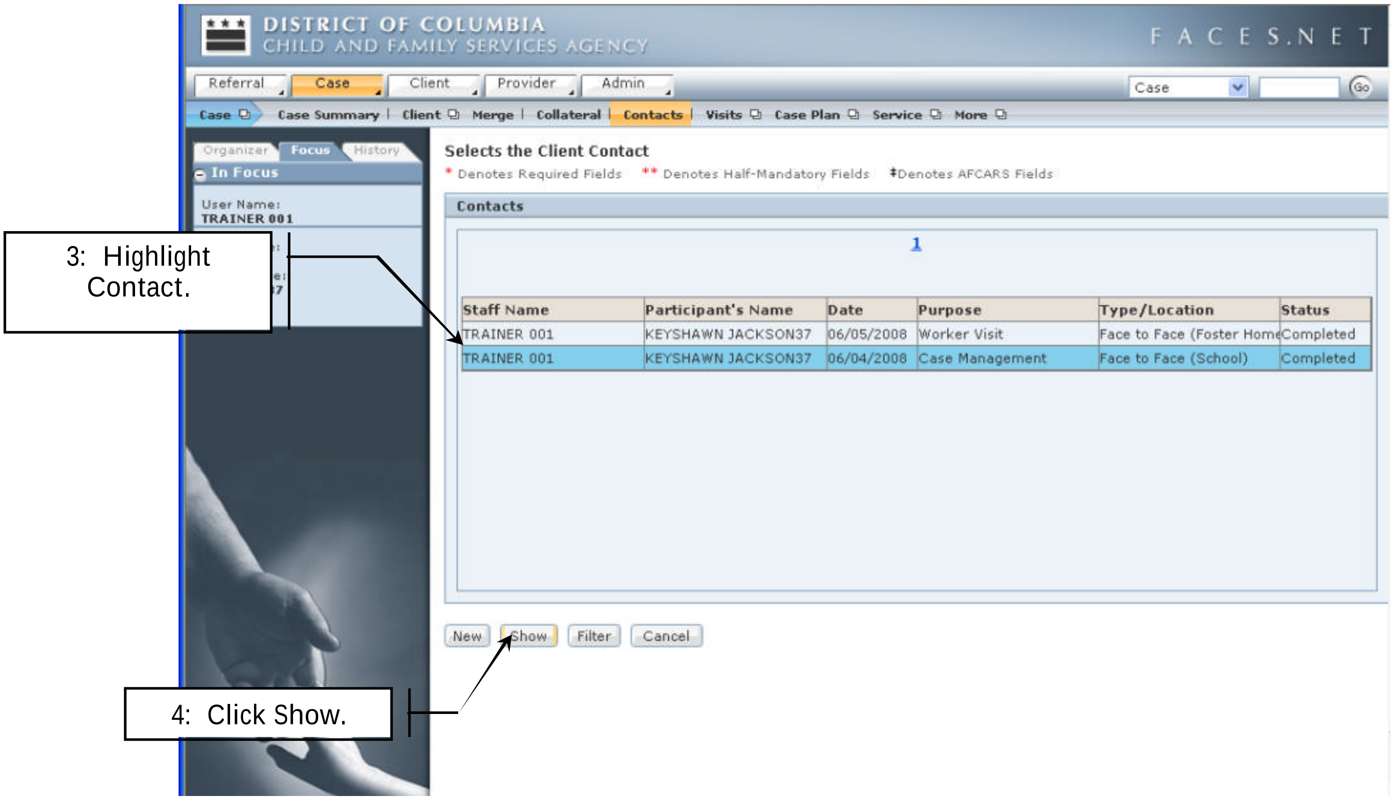
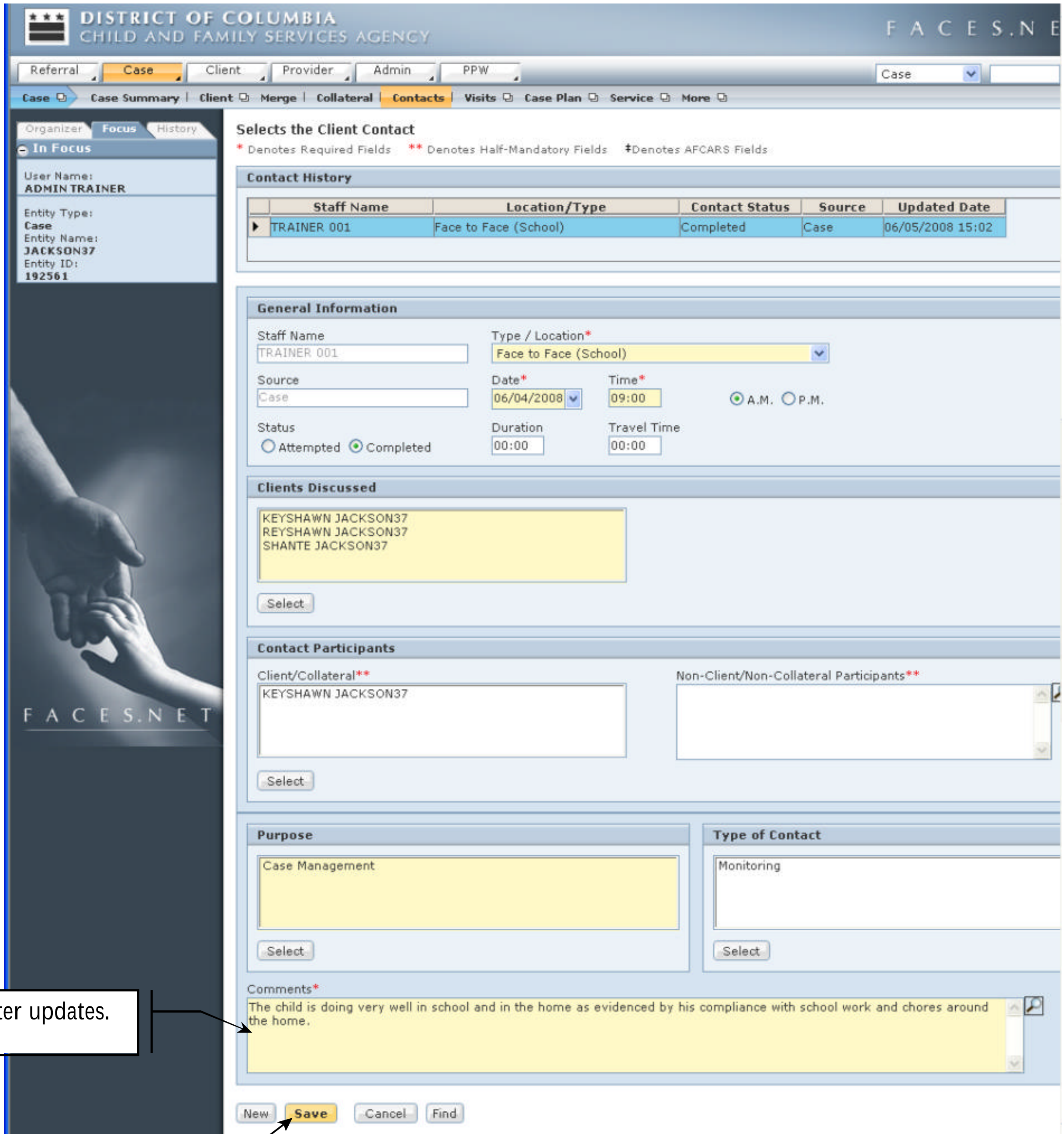


Figure 8

Step 5: Enter all updates or view contact.

Step 6: Click Save if changes were made to the screen.

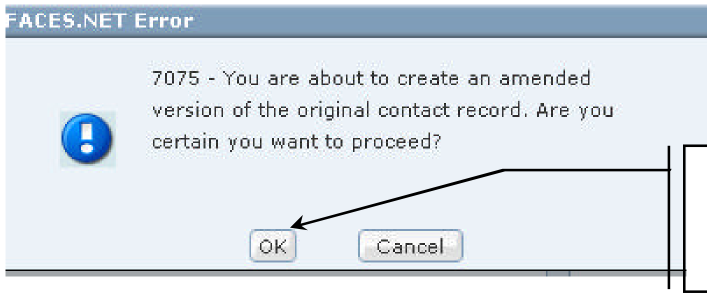


5: Enter updates.

6: Click Save.

Figure 9

Step 7: A verification message will appear. Click OK to verify the change or click Cancel to return to the screen.



7: Click OK to verify changes to a contact. Or click Cancel if you do not wish to update it.

Figure 10

Note:

- Please refer to the LaShawn A. v. Fenty Amended Implementation Plan for requirements concerning the frequency of visits to children. This information can be found on the CFSA Intranet site.

Amended Implementation Plan Reference Guide

Data input for the above tip sheet will affect statistics recorded for Amended Implementation Plan I.A.5.a -CMT165MS—Social Worker Visits to Children in Foster Care.

CMT165MS captures the following information:

- This report does not include children in 3rd Party Kinship Non-Foster Care.
- Children whose placement type is Abscondance for the entire month are excluded from the visitation counts.
- This report counts all completed face-to-face contacts that are entered in the Contact Screen where the child's name is listed as a participant.
- This report counts all completed face-to-face contacts made by Licensed Social Workers, Licensed Social Worker Associates, Licensed Supervisory Social Workers, Program Managers, and Administrators as defined by the security positions in FACES.NET.
- Credit towards compliance will no longer be given towards contacts made by Social Service Associates.
- Children in “Open less than 7 days No Visits’ are no longer counted in the summary of total children requiring visitations.
- Contacts with a status of “Attempted" or no visits will be counted under the “No Visits at All” category.
- Children with completed contacts without at least one contact in the provider’s home are counted in “No Visits in Foster Home’ category.
- At least one face-to-face contact with a client per month shall be recorded as in the provider’s home; the second and all other contacts can be recorded as at the client’s school, daycare etc.
- This report will not include contacts entered on the visit log screen.
- This report counts children in placement on the last day of the month and shows the visits that took place throughout the month.
- Children placed outside DC, Maryland, and Virginia, and in Residential Treatment Facilities 100 Miles outside the District are excluded from the visitation counts. The “Visits” column will reflect “N/A”.

Examples of credited and non-credited Contacts

Contacts Credited Towards Compliance

A. If the Social Worker completes a contact and records the information on the contact screen, the worker will receive credit for that contact.

B. If the Social Worker completes a contact and the SSA records that information on the contact screen, providing the Social Worker's Name is in the Staff Name field, the Social Worker will receive credit for that contact.

Contacts Not Credited Towards Compliance

A. If the SSA completes a contact with the client and records that information on the contact screen the Social Worker will not receive credit for that contact.

B. If the Social Worker completes a contact with the client and records that information on the visit log screen, the Social Worker will not receive credit for that contact.