# HOW TO RECORD PARENTAL VISITS FOR CHILDREN WITH THE GOAL OF REUNIFICATION

CREATION DATE: May 24, 2006

Creating a Contact for Children with Permanency Goal of Reunification


Pointers to Remember:

1. Children with the Goal of Reunification will have weekly visits with their parents.
2. When recording Parental visits with Children with the Goal of reunification, in FACES.NET the worker should record the visit in either the Contacts screen or the Visit Log.
3. If the parents' parental rights have been terminated/waived or there are visit plan restrictions in effect then the parental visit is not required.
4. The Healthy Families/Thriving Communities Collaborative is available to Transport and Supervise visits with siblings and visits with parents.
5. Check to see if Child has a Permanency Goal of Reunification on the Permanency Plan section of the Case Plan.

6. Attempted vs. Completed Contacts:

A. Attempted: -when actual face-to-face contact is not made with the child
B. Completed: -when a face-to-face contact is made with the child
-when contact is made with the participants (i.e. foster parents, teachers, etc.)

7. A contact that includes both face-to-face time with a child and also time spent with other participants should be entered as two separate contacts in FACES.NET.
8. Before a "Collateral" is displayed on the Contact pick list, the Collateral must first be entered on the Collateral screen.
9. Before a "Provider" is displayed on the Contacts pick list, the Provider must first be entered into the Provider Directory and associated to the case via the Placement screen or Service Log screen.
10. Contacts screen appear in both the Investigation side and the Case side of FACES.NET.

Notes:

Once you have determined that the Goal is Reunification and that the parental rights have not been terminated or waived, then proceed to record your Contact. You will record your contact on the Contact Screen or the Visit Log Screen. Let's review how to document a contact on the Contact screen.

Enter a New Contact

Steps include:

Step 1: Place a case in focus from My Assignments from the left window pane in FACES.NET. Highlight the case, and then click on Show.

Step 2: Highlight the identified case from the WorkLoad List grid.

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

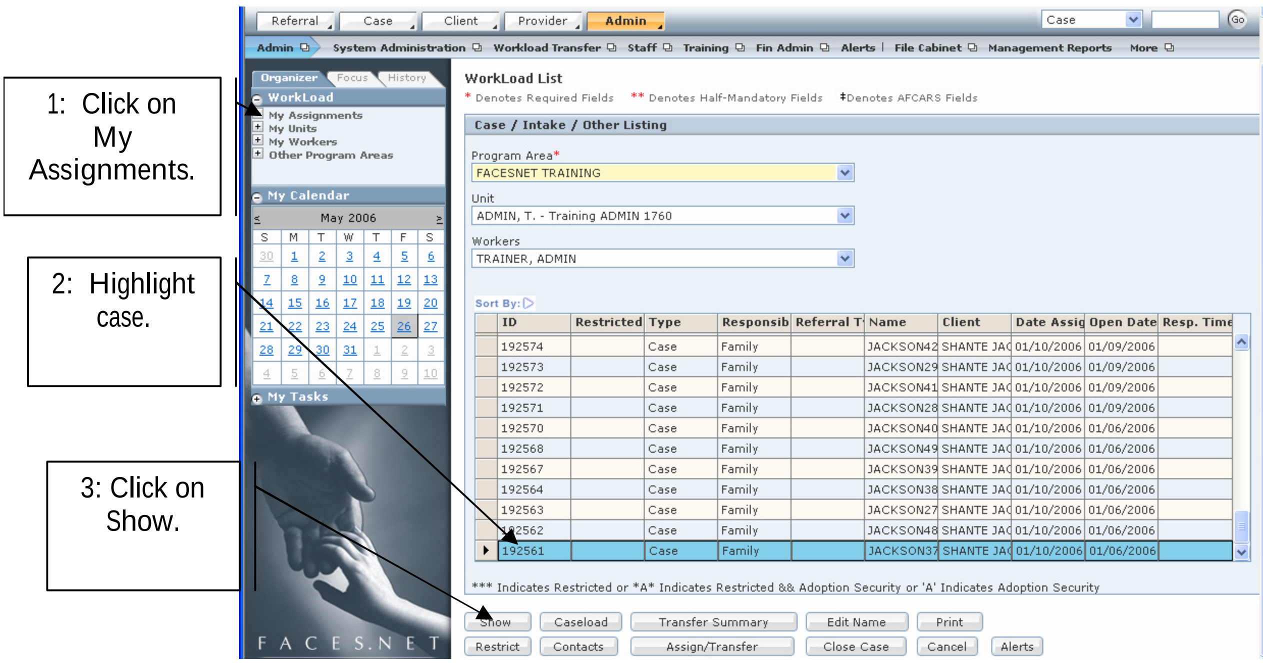


Figure 1

Step 4: Hold cursor over Case.

Step 5: Click on Contacts. (You will see the Selects the Client Contact pop up screen).

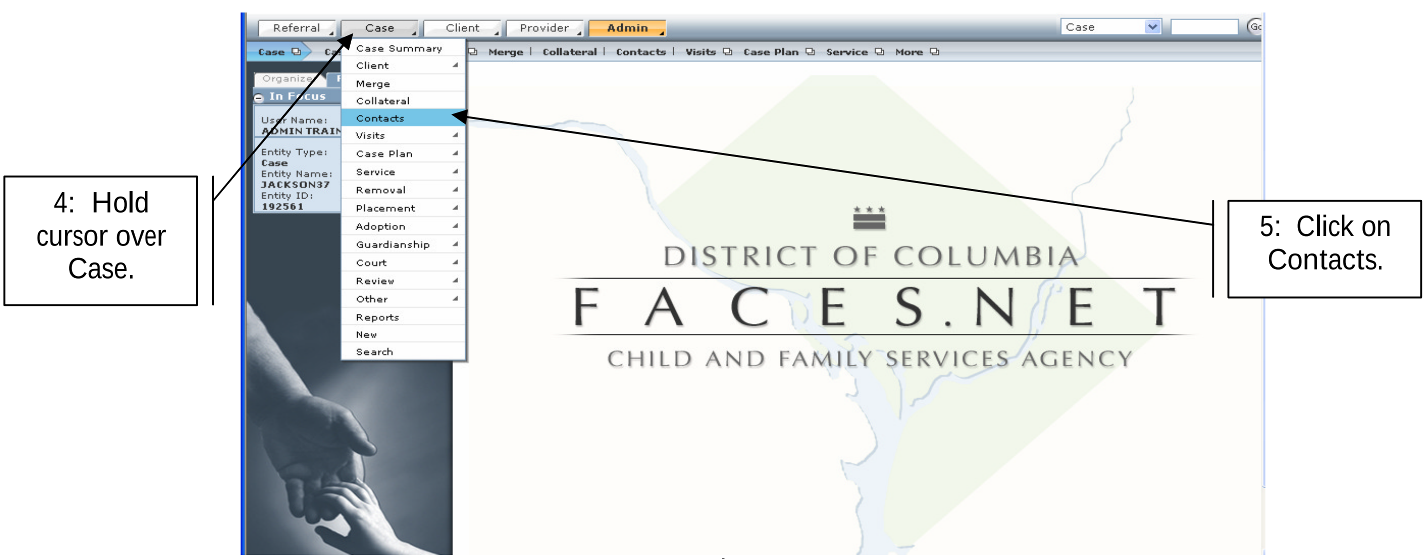


Figure 2

If you have any additional questions, please call the HelpDesk at (202) 434-0009.

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

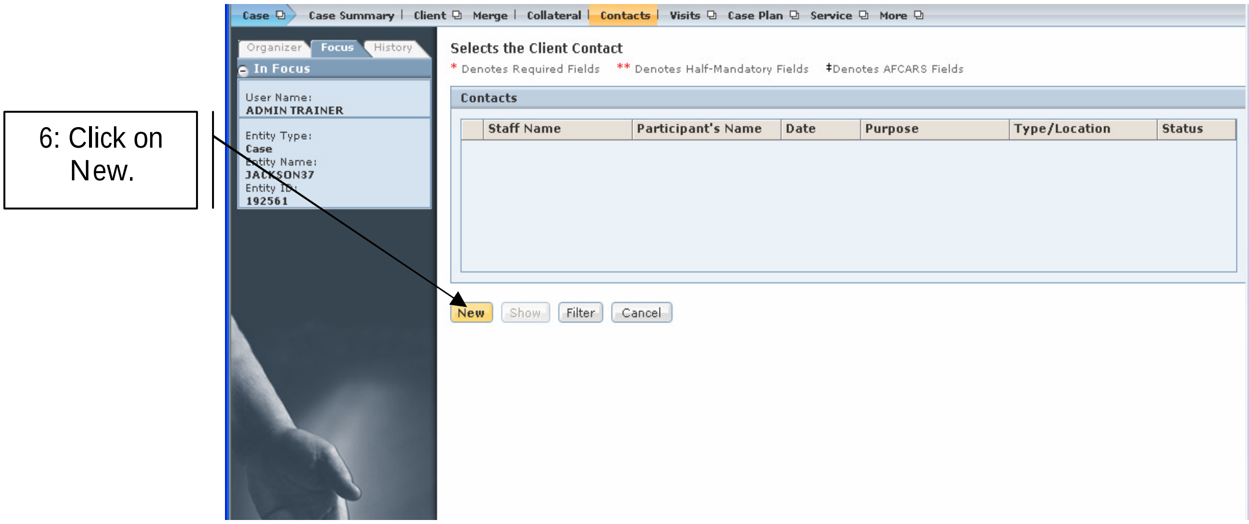


Figure 3

General Information

Staff Name will default to the worker logged into the system. To select another staff person, use the Find button. (i.e.: If an SSA is entering information for the social worker).

Steps include:

Step 1: Click Find (the Find Worker box will pop up).

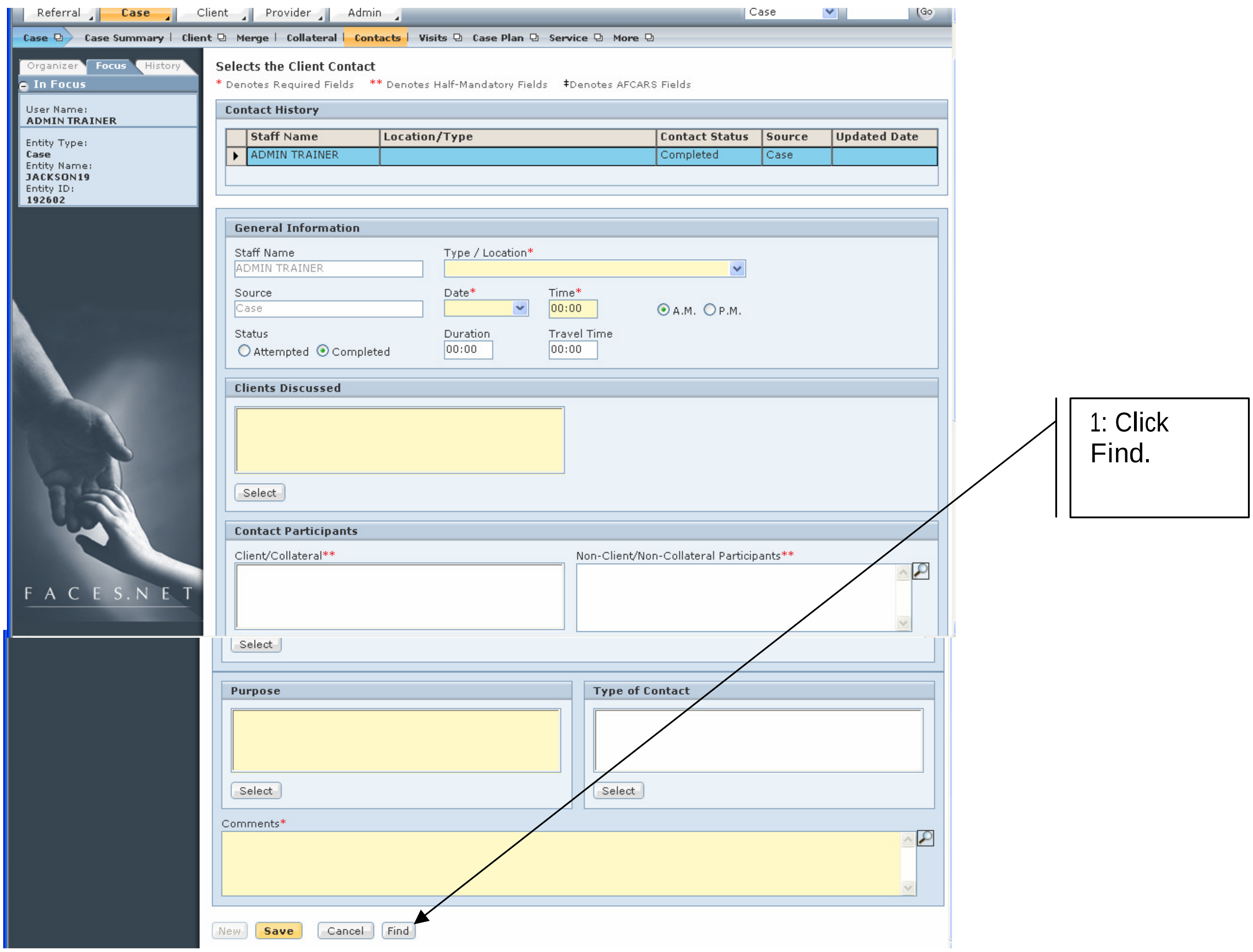


Figure 4

Step 2: Search for another worker or staff person using any of the available fields.

Step 3: Click Search.

- The results of your search will appear in the results window at the bottom of the screen.

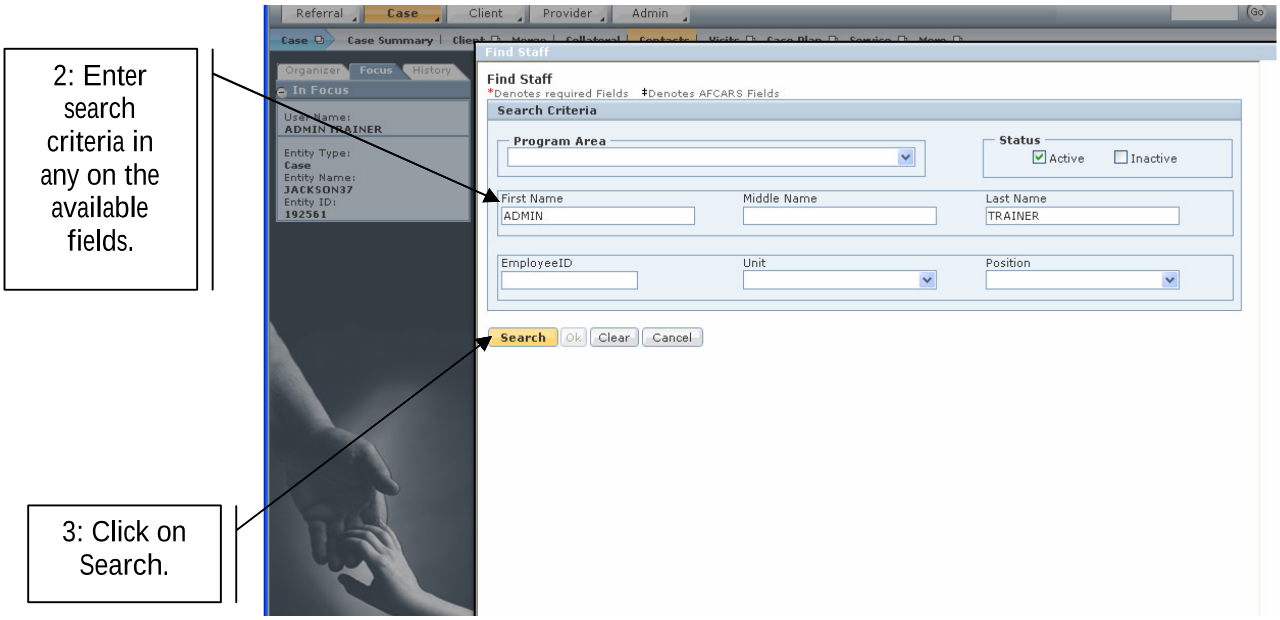


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Figure 5

Step 4: Highlight the worker or staff that actually participated in the contact.

Step 5: Click Ok.

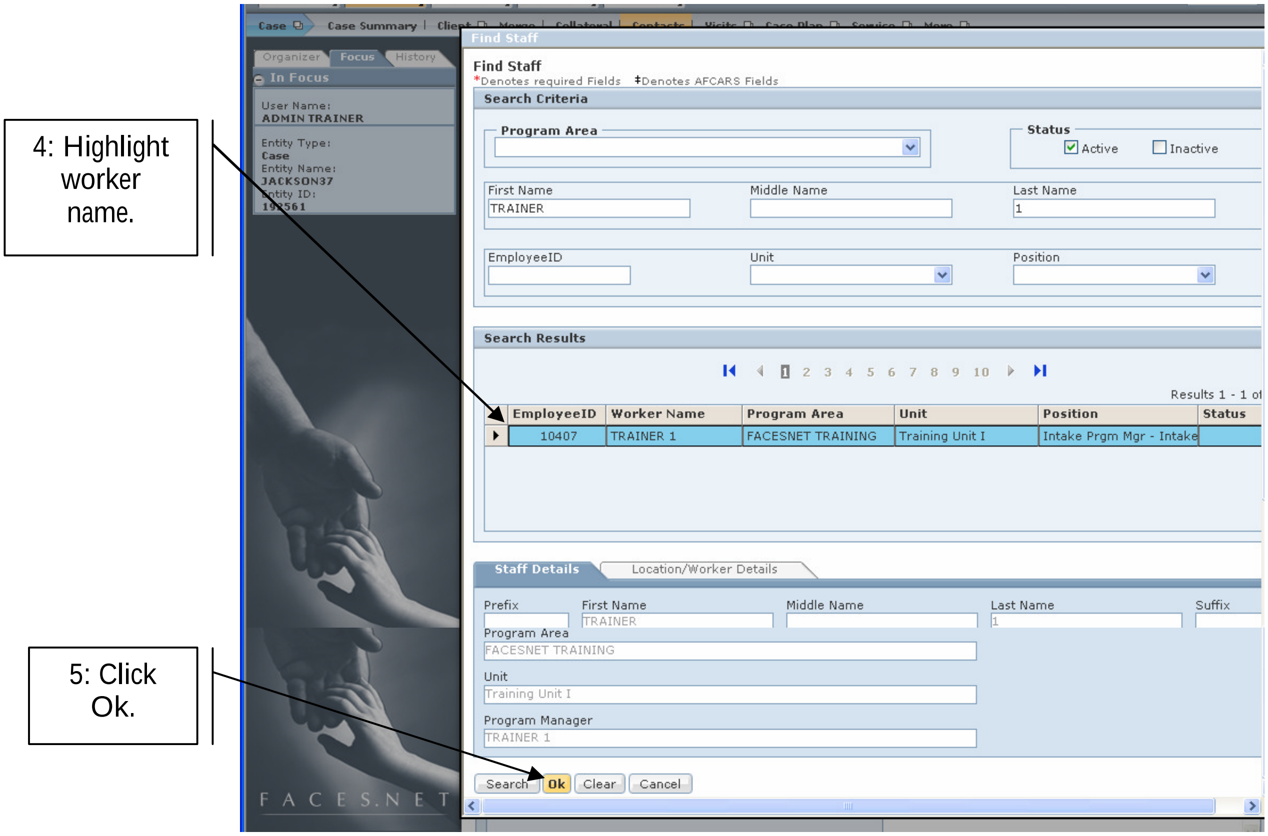


Figure 6

Step 6: Complete the General Information section

- Source will default to Case, Referral, or Provider.
- Status – Click on the radio button to show attempted or completed.
- Type/Location* – Click on the drop down pick list to choose the type of contact (Phone, Letter, Face to Face etc.)
- Date* – Enter the date of the contact.
- Time* – Enter the time of the contact.
- Duration – Enter the length of time the contact lasted.
- Travel Time – Enter the length of travel time if applicable.

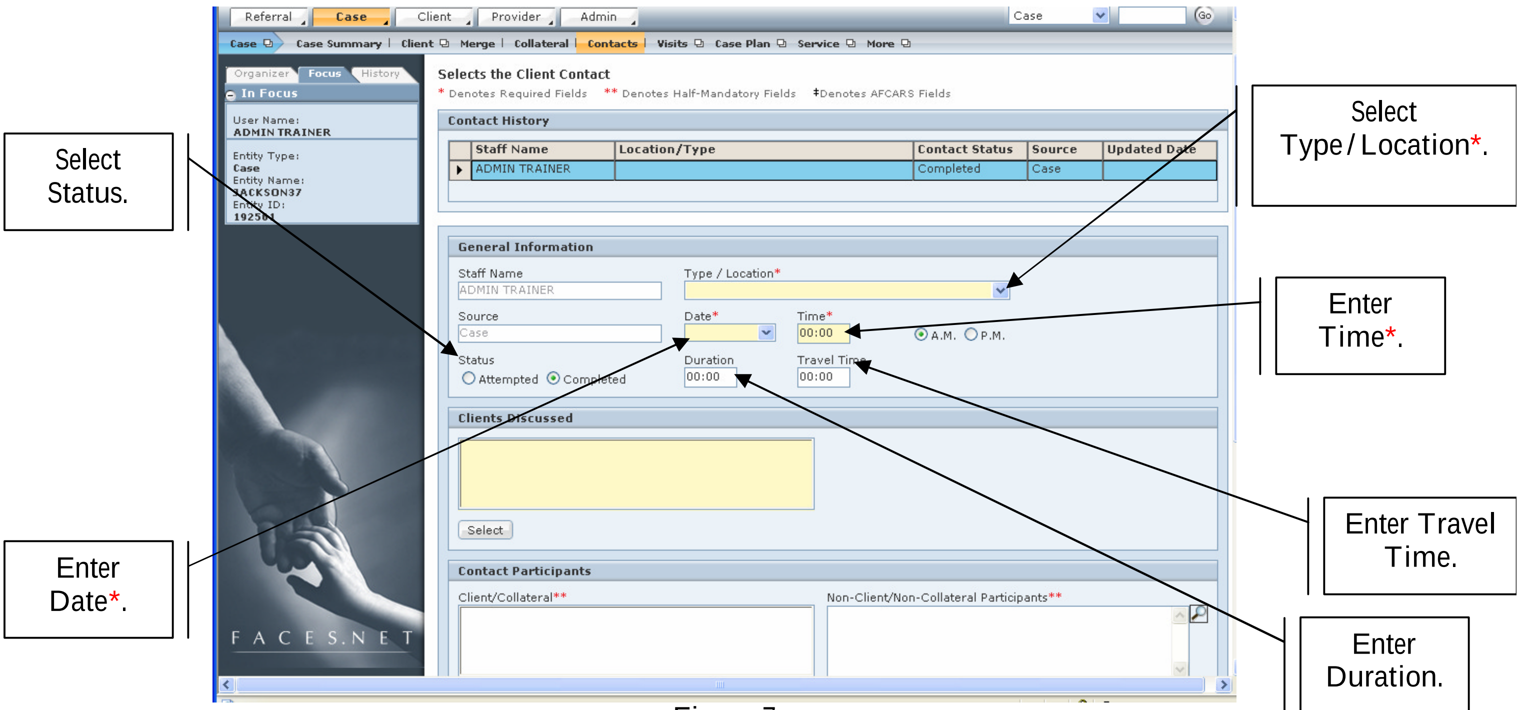

Figure 7

Step 7: Click on the Select button to enter the Clients Discussed section to record who the contact is “in regards to”. In other words, what clients were discussed even if they were not present.

7: Click on Select.

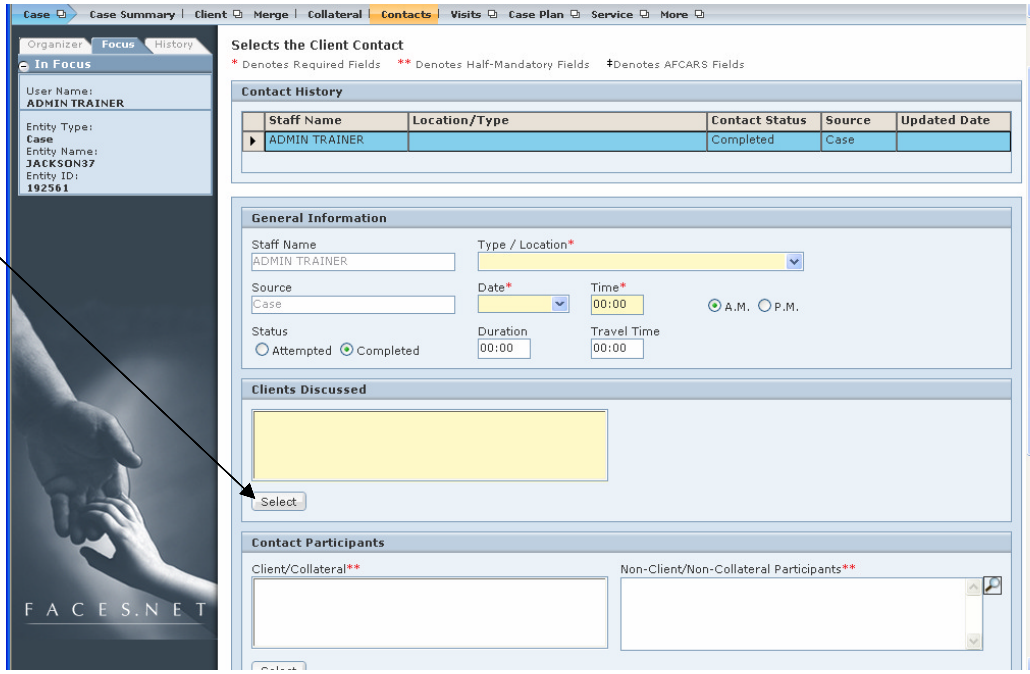


Figure 8

Step 8:  Click on the Select button to select to complete the Contact Participants section.

8:  Click on Select.

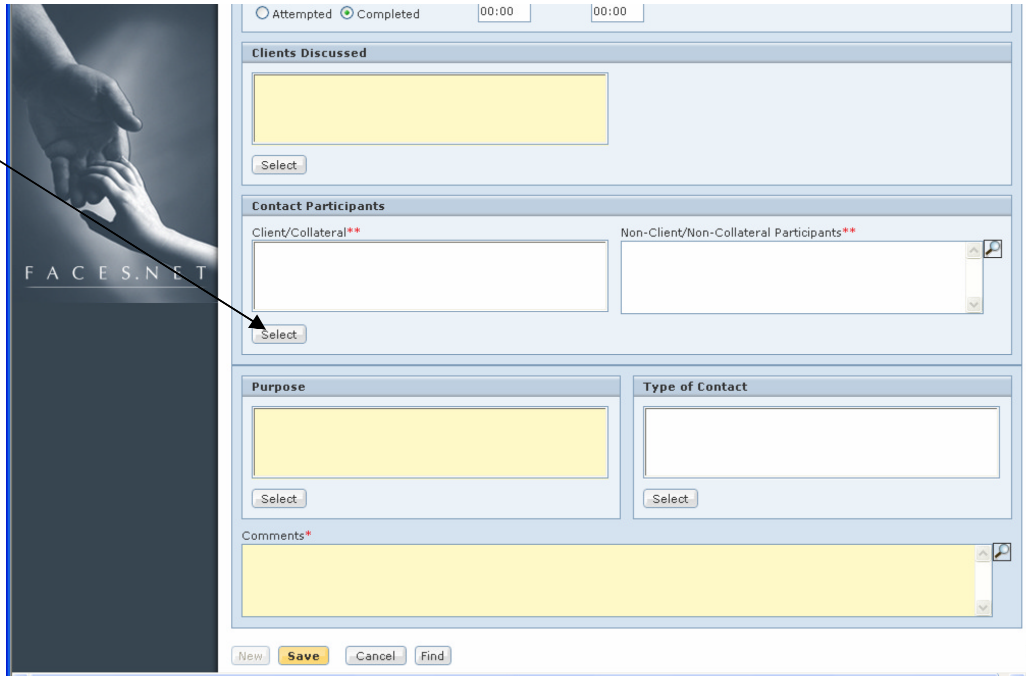


Figure 9

**Note:** The Contact Participants window will pop up.  From the selection, choose the participating client, collateral, or provider.

Step 9: Select the participants to be entered in the Client/Collateral** field by placing a check in the box prior to the name of the identified Client, Collateral and/or Provider.

Step 10:  Click Ok.

9:  Select Participant(s).

10:  Click Ok.

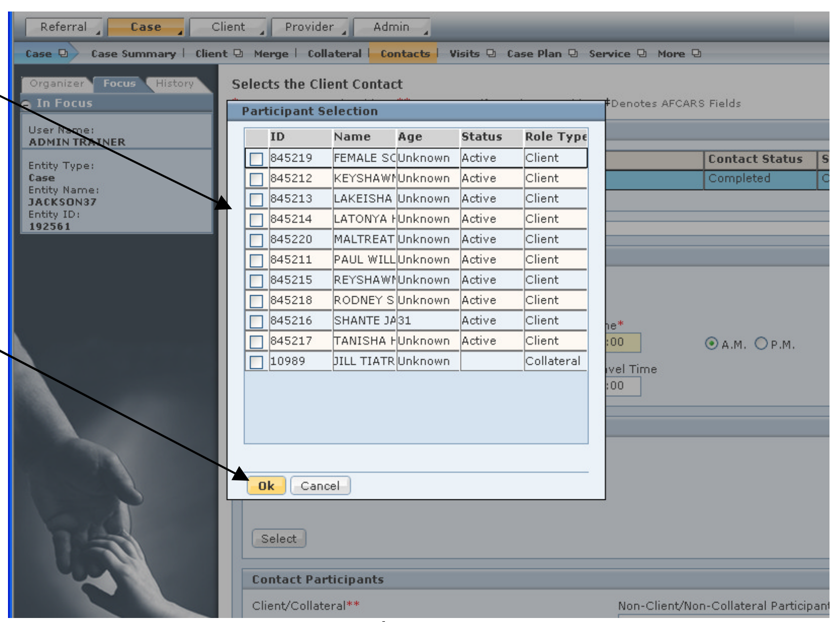


Figure 10

Note: Non-client and non-collateral participant's names can be typed in the Non-Client / Non-Collateral Participant** field.

Step 11: Click on the Select button to select the Purpose of the contact.

11: Click Select.

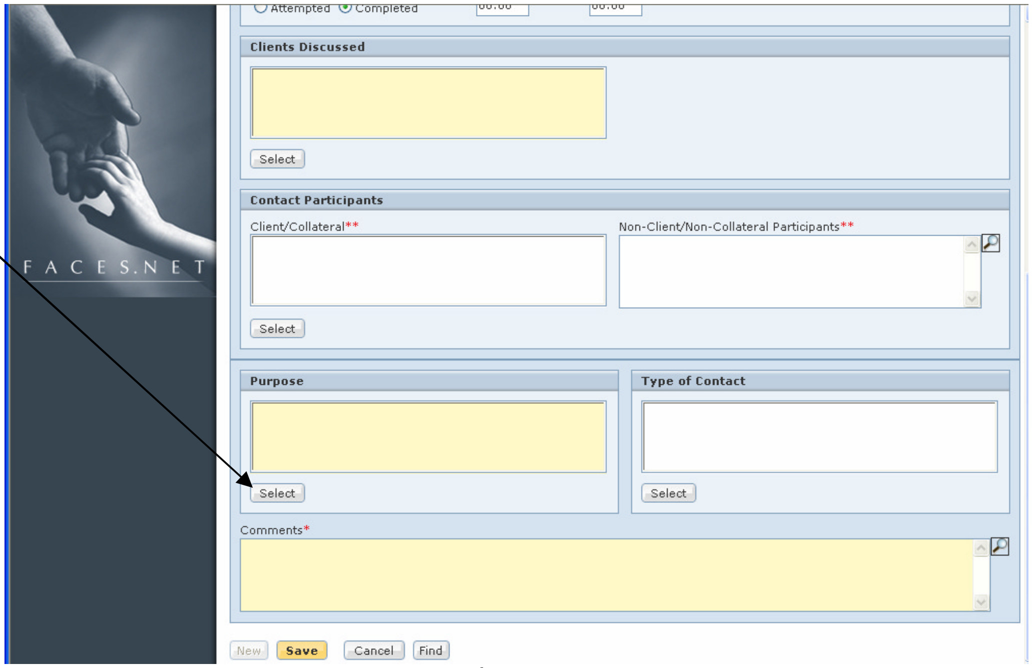


Figure 11

Step 12: Highlight the purpose(s) from the MultiSelect - Purpose screen. If more than one selection is chosen, hold down the Ctrl key on your keyboard and click on the appropriate options from the list of Available Values.

Step 13: Click on the >> symbol to move your selection from the Available Values section to the Selected Values pick list. If a selection was made in error, highlight the mistake and click on the << symbol to return to the Available Values pick list.

Step 14: Click Ok.

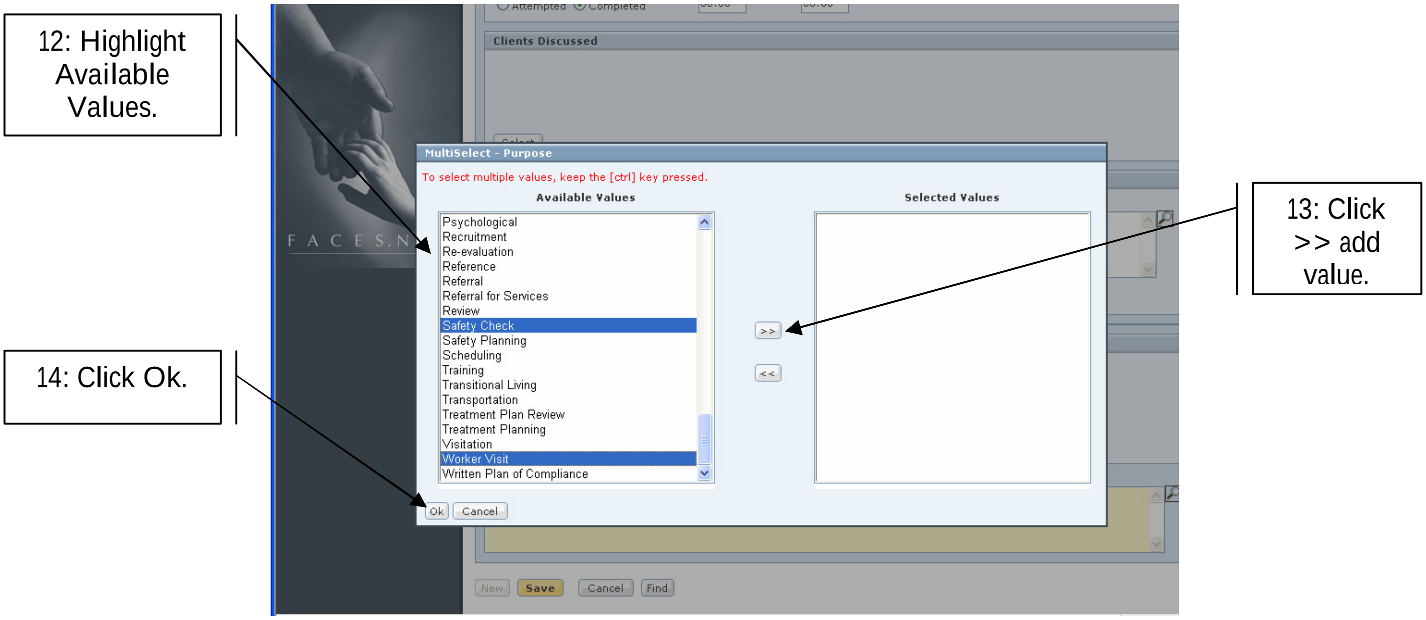


Figure 12

Step 15: Click on Select to enter Type of Contact from the Available Values pick list.

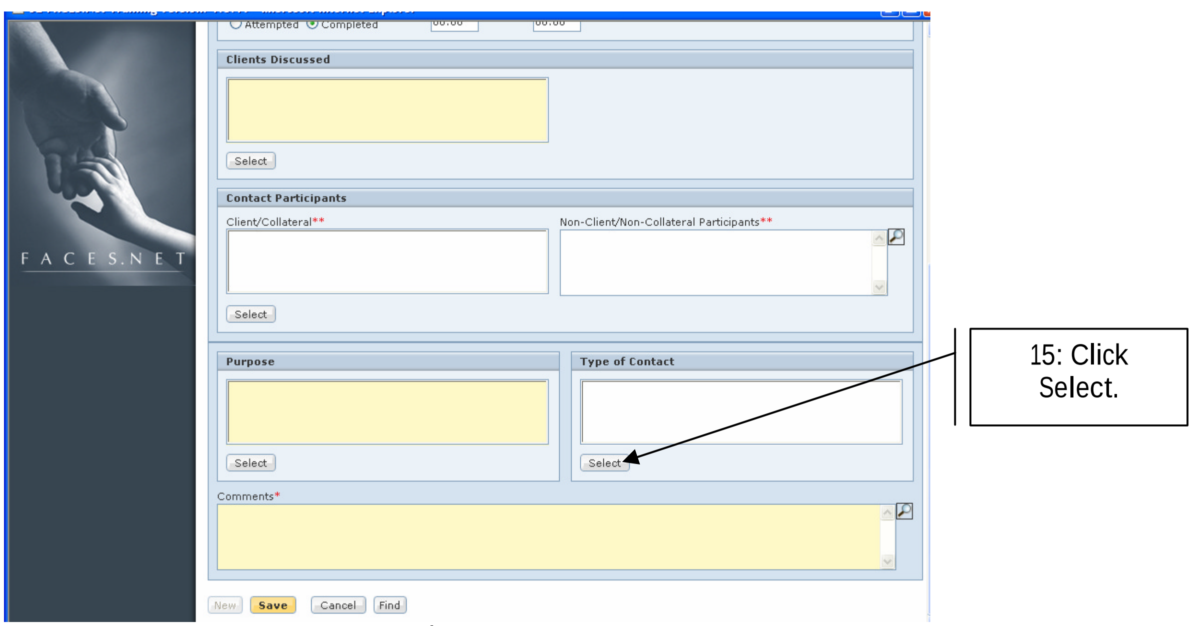


Figure 13

Step 16: Enter contact notes in the Comments* text box.

Step 17: Click Save.

16: Enter Comments*.

17: Click Save.

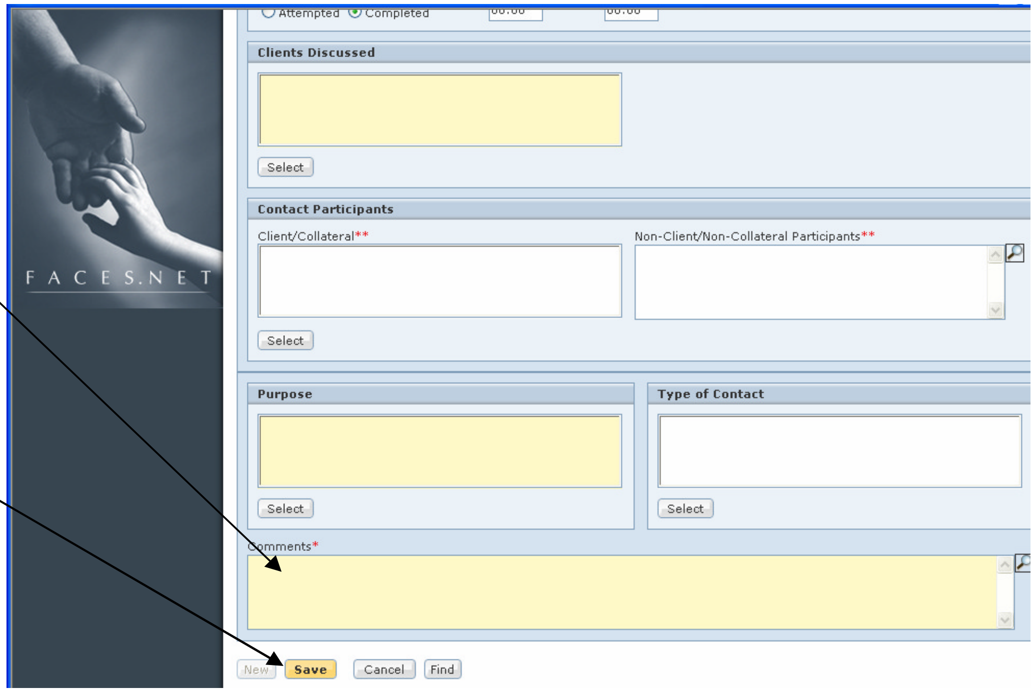


Figure 14

Note: Click on the magnifying glass to reveal the Zoom Box. The Character Limits, Number of Characters Used, and the Spell Check feature will be available.

Step 18: Click OK to create an original note from the information box.

17: Click Ok.

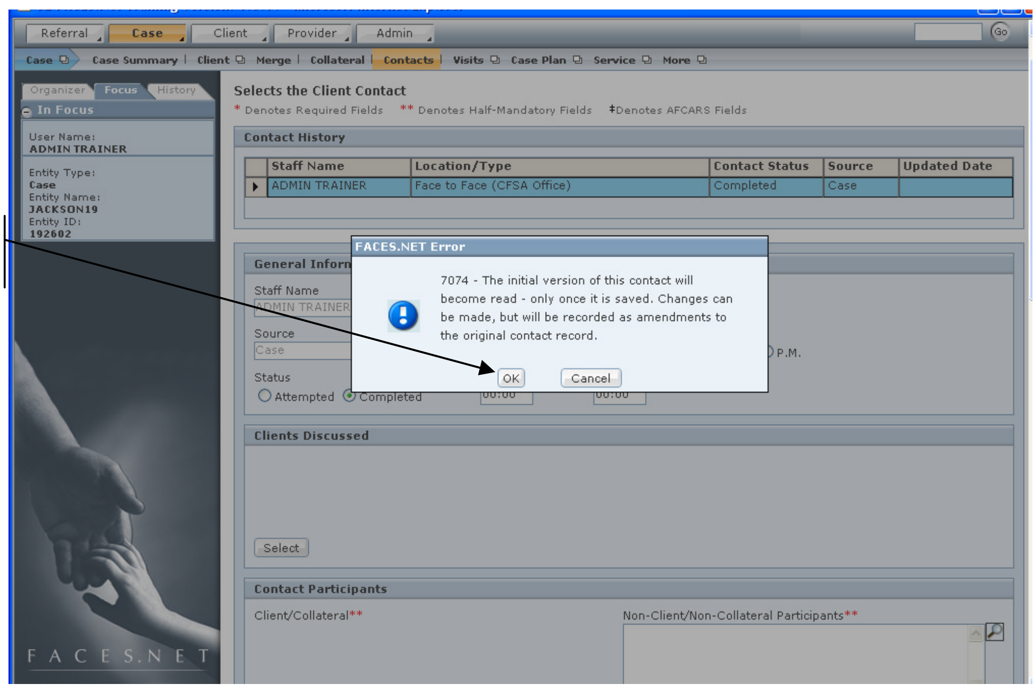


Figure 15

View an Existing Contact

Steps include:

Hold cursor over Case, and click Contacts.

Step 1: Highlight the contact to be viewed on the Contact window.

Step 2: Click Show.

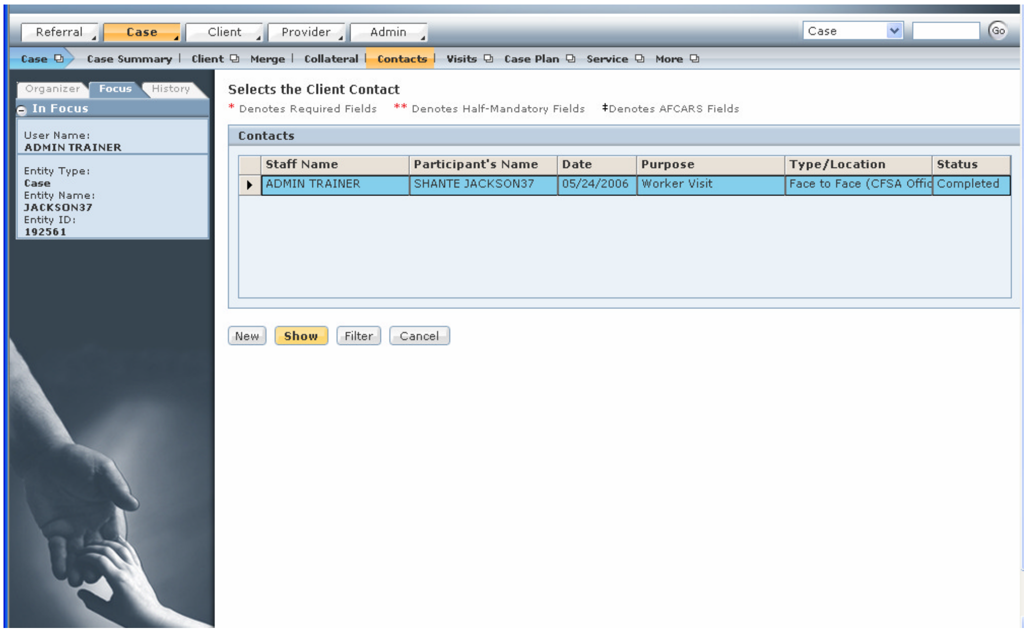


Figure 16

Amend an Existing 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:

Step 1: Click Contacts.

Step 2: Highlight the contact to be amended and click Show.

Step 3: Make any necessary changes.

Step 4: Click Change.

Note: The change button will be enabled on the screen once an edit has been made.

Data input for the above tip sheet will affect statistics recorded for Best Practice # VII.3 – CMT012MS—Parent-Child Visits to Foster Children with Goal of Reunification.

CMT012MS captures the following information:

- The above numbers represent information entered into FACES as of the report run date. The numbers may change as further updates are made in FACES
- Visits can be any completed face-to-face contacts (contact screen) or visits (visit log) with the parent or caretaker. Many community visits may have taken place which were not recorded in FACES.
- Universe of this report is comprised of all the foster care children with the permanency goal of reunification.

Data input for the above tip sheet may affect statistics recorded for Best Practice # VII.4 – CMT267MS—Social Worker Visits to Parents of Foster Children with Goal of Reunification.

CMT267MS captures the following information:

- A parent is defined as the caretaker of the child at the time of removal. This may include grandparents, stepparents, etc.
- This report counts the visits made to the caretakers of the children whose initial placement occurred in the last three months.
- This report counts all completed contacts that are entered in the Contact screen or the Visit Log where the parent's name is selected as a participant.
- Only CFSA and Private Agency supervised visits in the visit log are counted.
- All visits with caretakers are counted except caretakers defined as: "Unknown Perpetrator" or "Not Established".