



VISITS & CASE-PLAN REPORTS QUICK-ANSWER GUIDE

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*"If it isn't in FACES.NET
it didn't happen."*

FACES.NET Case Plan and Visit Management Reports

The Quick-Answer Guide provides information on visit and case plan information by linking data fields in FACES.NET to the appropriate Best Practice Implementation Plan (BPIP) management report. This Quick-Answer Guide is based on questions received and scenarios experienced by frontline social workers and supervisors related to the logic for pulling the data to the reports and the documentation of specific information in FACES.NET. This Quick-Answer Guide provides the logic for the reports as of: April 18, 2007.

Data and information are critical to measuring and improving CFSA's child welfare practice and to promoting the safety and wellbeing of the children in care. Therefore, it is the intent of this guide to continue to reinforce the relationship between child welfare best practices and accurate, timely data entry.

Visit and Case Plan Reports

This Quick-Answer Guide will focus on BPIP measures in the following Management Reports:

Visit Reports

- **VII.3 Best Practice** - Parent-Child Visits to Foster Children with Goal of Reunification – CMT012
- **IX.1.a Best Practice** - Weekly Visits to Children in their First Four Weeks of Placement – CMT014
- **IX.1.b Best Practice** - Social Worker Visits to Children in Foster Care – CMT165
- **III.3 Best Practice** - Visits to Children/Families In-Home – CMT166
- **VI.1.d Best Practice** - Visits Between Children in Separated Sibling Group – CMT219
- **VII.4 Best Practice** – Social Worker Visits to Parents of Foster Children with Goal of Reunification – CMT267

Case Plan Reports

- **VII.1 Best Practice** - Case Plans for Children in Foster Care – CMT163
- **VII.1 Best Practice** - Case Plans for Family Cases – CMT164



Frequently Asked Questions

Q1. I have the security to access the Management Reports, but am having trouble accessing them. What do I do?

- Call the FACES.NET Help Desk at (202) 434-0009 and an analyst will assist you.

Q2. What is the report run date for management reports that are submitted to CSSP?

- Management reports that are submitted to the court monitor contain data that was entered regarding the previous month. These reports are run on the 15th of the current month unless otherwise stated. Example: On the 15th of April, @12:00 am, a special report will run which shows all data for March on the specified management report that is pulled.

Q3. I entered information today in FACES.NET, but it does not appear on today's report. Why?

- You may be looking at an incorrect timeframe. First, you should look at the report run-date. For reports run on a given date, the information reflected on the report is what was entered prior to 5:00 AM on the report run date. Anything entered in FACES.NET after that time will not appear on that day's report; however, it will appear on the next day's report. Management reports contain a point-in-time snapshot of what is entered into FACES.NET.

Q4. Can I modify the Management Report I am currently viewing in FACES.NET?

- No. Management Reports are read-only but may be downloaded into Microsoft Excel or Microsoft Word for further use. Keep in mind that some reports may require additional formatting once exported into Microsoft Excel or Word.

Q5. Why does the same client or family appear multiple times on a given report?

- There may be several reasons as to why the client or family appears more than once. If a client is active in more than one case, that client may appear more than once on a report. A client may have multiple client IDs if they have been entered in FACES.NET as a duplicate client. Or, a family may have more than one case ID in FACES.NET as a duplicate family.

Q6. Contacts and visits I entered are not showing up on this report, what should I do next?

- Here are some suggested steps: (1) Read the footnotes on the report which provide the logic of the report; (2) Double-check FACES.NET to assure that the Case is properly assigned to you in your caseload i.e., family assignment for in-home family/child or child assignment for out-of-home if you are not the assigned family social worker ; (3) Check if the child has a goal of reunification ; (4) Check the placement entry information if the contact is for an out-of-home case.

- ◆ **CMT012MS** and **CMT267MS** are the most commonly referenced management reports for this question, although other management reports may apply.

Q7. In the Contact screen I completed all the mandatory fields yet my contact does not show up on the report. What are some of the things to check for?

- Here are some suggested steps: (1) Read the footnotes on the report which provide the logic of the report; (2) Assure that you are viewing the correct report (3) Was the data entered in FACES.NET before the run date of the management report? (4) Did you check the Contact screen to make sure that all clients involved in the contact were selected in the Contact Participants box?
 - ◆ **CMT014MS** is the most commonly referenced management report for this question, although other management reports may apply.

Q8. I have a child in my care who is at college more than 100 miles away or who is in abscondence and I cannot visit them; does the report logic take this into account?

- Yes. (1) If the college is not recorded in the placement screen we are unable to report on this. If the college is entered as a provider be sure to check box to show that the college is 100 miles away. (2) Enter the abscondence in FACES.NET as a placement entry. Children who are in abscondence all days of a month are excluded from visitation reports, but if they are not in abscondence for even a single day, they will count as needing visits on the reports. If these instances are properly documented in FACES.NET, then the report logic will exclude these children from your numbers.
 - ◆ **CMT165MS** is the most commonly referenced management report for this question, although other management reports may apply.

Q9. I recorded my visit in the Visit Log and typed details in the comments box concerning the parties involved in the visit; does this report logic read the information in the comments box?

- No. Information entered into the comments or text boxes are not a part of the reports logic and will not be credited as a visit in the reports. You must enter this information in the correct fields, which are "Who Was Present", "Participants", "Supervision Type" etc.
 - ◆ **CMT165MS** is the most commonly referenced management report for this question, although other management reports may apply.

Q10. I entered information concerning the details of a contact on the Purpose and Comments section - does that count towards my face-to-face contacts with the clients in my case?

- No. Information entered into the comments or text boxes are not a part of the reports logic and will not be credited as a visit on the reports. The client (child) should be entered as a contact participant under the **General Information section**, if it is to be counted in the management reports. Foster/Pre-Adoptive parents or birth parents should also be included as participants if you, the social worker had contact with them.
 - ◆ **CMT165MS** is the most commonly referenced management report for this question, although other management reports may apply.

Q11. My client was placed in a new foster home and I visited him in that new placement. After visiting this child I entered that information in FACES.NET but it did not show up on the report - why?

- More than likely, it was an untimely data entry issue. If a child's placement was end-dated in FACES.NET and the new placement entry date was not entered before the report was run, there will be a gap of time in between the end-date and the new entry date. When this occurs the system will not know whether this child is in a placement, because there is *no placement entered in the FACES.NET* system for that child. As a result, visits made to the child and recorded in FACES.NET would **not** show up on a foster care report; instead, this child will show up as needing an In-home visit. The child will not show up on any foster care reports if you pull the report when there is no placement entry date recorded in FACES.NET.

- ◆ **CMT165MS** is the most commonly referenced management report for this question, although other management reports may apply.

Q12. The client was entered in the client discussed field but still did not show up on the report?

- Here are some suggested steps: (1) Read the footnotes on the report which provide the logic of the report; (2) Assure that you are viewing the correct report (3) Was the data entered in FACES.NET before the run date of the management report? (4) Be sure to list the clients involved in the visit in the "Participants" field, not just the "Clients Discussed" field. By doing so, the visit will reflect on the management report.

- ◆ **CMT165MS** is the most commonly referenced management report for this question, although other management reports may apply.

Q13. I ran a report on April 2nd with the run date of March 30th but did not see my visit that occurred on March 27th; I entered the visit into the system on April 1st.

- The visit will be reflected on the April 15th run, because the March 30th report does not recalculate data. Only the April 15th report run does the recalculation. Although you may have completed the client visit on March 27th, the visit was not entered into the FACES.NET system until April 1st. As a result the visit would be reflected on the April 15th monthly report.

- ◆ **CMT165MS** is the most commonly referenced management report for this question, although other management reports may apply.

Q14. I am a social worker from the Office of Youth Development (OYD) and we keep in contact with our clients by telephoning them. We document that type of contact in FACES.NET as an attempted telephone contact. Will this count as a contact on the Management Report?

- No, while your attempted telephone contacts are recorded in FACES.NET, they would not count on the Visit/Contacts management reports. In addition "attempted" contacts or visits, though recorded in FACES.NET do not count as completed. Please read the footnotes on the report which provide the logic of the report.

- ◆ **CMT165MS** is the most commonly referenced management report for this question, although other management reports may apply.

Q15. Contacts and visits I entered in the FACES.NET system are missing from the report, how do I troubleshoot this?

- Here are some suggested steps: (1) Read the footnotes on the report which provide the logic of the report; (2) Assure that you are viewing the correct report; (3) Was the data entered in FACES.NET before the run date of the management report; (4) Check the child data against the report logic; (5) Check the Contacts screen to make sure that all clients involved in the contact are noted in the appropriate screens/fields, i.e. Contact Participants box; (6) Check to make sure the contact is recorded as “completed”; and (7) Check the assignment to the case to assure that you are assigned as the family social worker; if you are not, the visit is credited to the social worker with the family assignment.

- ◆ **CMT166MS** is the most commonly referenced management report for this question, although other management reports may apply.

Q16. If I visit children in the case and I entered that I visited the home, will FACES.NET automatically log this as a sibling visit so that I can receive credit in the sibling visit report?

- No. This report only checks for visits between children who are placed apart. Children living with the same provider do not need a sibling visit and would not show up in this report.

- ◆ **CMT219MS** is the most commonly referenced management report for this question, although other management reports may apply.

Q17. When I complete a child or family case plan, will it be counted as out of compliance if it is past the 180 days?

- Yes. The case plan will be counted as out of compliance if it is past 180 days; it will also be counted as out of compliance if the case (child or family) is open more than 30 days without a case plan.

- ◆ **CMT163MS** and **CMT164MS** are the most commonly referenced management reports for this question, although other management reports may apply.

Q18. I completed the case plan but it is not showing as completed. What went wrong?

- The case plan was not approved prior to the run date of the report, or the case is not assigned to you. Here are some suggested steps: (1) Check the case plan date to make sure that it is current; (2) Check to make sure that the case plan has been approved by your supervisor.

- ◆ **CMT163MS** and **CMT164MS** are the most commonly referenced management reports for this question, although other management reports may apply.

Q19. I did an amendment to my old case plan for my client; can this be counted as a completed case plan?

- No. Amendments to the old case plan for your client do not qualify as a “new” case plan. A new case plan must be created to comply with the Best Practice compliance measures. The case plan amendment does not meet the requirement because it occurs in the narrative section of the old case plan but other aspects of the case plan are unaffected.

- ◆ **CMT163MS** and **CMT164MS** are the most commonly referenced management reports for this question, although other management reports may apply.

Q20. When am I required to complete a child versus a family case plan?

- Social workers are required to complete a child case plan for all children who are in foster care that are assigned to you as either the child or family social worker. A family case plan is required for all families where there is a child at home under the age of 21 or if there is a child in foster care with a permanency goal of reunification.
 - ◆ **CMT163MS** and **CMT164MS** are the most commonly referenced management reports for this question, although other management reports may apply.

Q21. Is it possible to change the Case Plan date if needed?

- Yes. While the case plan date automatically defaults to the date in which you enter the data to create the case plan, this date can be modified if needed.
 - ◆ **CMT163MS** and **CMT164MS** are the most commonly referenced management reports for this question, although other management reports may apply.

Contacts/Visit Checklist

Have you ever asked yourself why certain information does not appear on your Contacts or Visit Management Report? Or perhaps why the data is not in the section in which you thought it would appear? Some suggested questions to ask yourself include:

- A. Do you have the correct management report open?
- B. Did you read the footnotes on the report, which provide the logic of the report?
- C. Did you enter the data into FACES.NET before the run date of the management report?
- D. Did you record the data on a duplicate client? Is the duplicate client the one with the placement? Do you need to correct the duplicate clients in FACES.NET?
- E. Did you check the placement begin date entered for this client? Is there an open placement on the client as of the run date of the report?
- F. Did you check the Contacts screen to make sure that all clients involved in the contact were selected in the Contact Participants box?
- G. Have you checked to make sure the contact is recorded as "complete?"
- H. Has the child's placement been end-dated?
- I. Did you check the assignment to the case to assure that you are assigned as the social worker?
- J. Are placements recorded for clients who are in abscondence?
- K. Has the provider been checked as more than 100 miles away?
- L. Have "suspended", "cancelled", or "no show" visits been recorded?
- M. Are placement entry dates recorded on all of my children who are in foster care placements?

FACT #1

Both CFSA and Private Agency social workers can access the FACES .NET reports database via the Internet. From your browser, type the following IP address: <https://reports.faces.cfsa-dc.org>.

Additional Contacts/Visit Information

- **Multiple entries for one contact are a duplication of efforts** - Management reports capture individual contacts for all participants in a contact entry. If a social worker is visiting two (or more) children in the same home, and all children are entered as participants for the contact, the management reports will capture the visit for each of the children. From a management report standpoint, there is no need to do separate entries for each child in the same foster home if they are all seen during the same contact.
- **Certain contacts should be documented separately** - If more than one location is visited, each location should be entered separately (i.e., if a social worker visits the child at day care

"The new Contacts screen has vastly improved our ease of entering the contacts with our clients."

- Anonymous social worker

then completes a visit at the placement provider home, there should be two entries). Each face-to-face contact is counted separately, even if occurring on the same date (simply noting this in the narrative that contact occurred at both CNMC and daycare will not give you credit for both contacts).

- **Contacts must be entered as “completed” or “attempted”** - Only completed contacts count for measuring BPIP performance; however, good faith efforts in visiting clients should be reported. Although the system defaults to “completed,” please be sure that contacts are appropriately marked as either “attempted” or “completed.” For example, if there were three visits listed on 03/13/07; two entries may indicate in the text that the social worker waited for an hour but the foster parent did not show; these two visits should have been entered as “attempted”.
- **Double check information (date is correct, contact type/location is face-to-face, all participants listed)** - Cross reference dates and participants. As many reports are run daily, it is important that the correct date of contact is entered (which may not always be the date that the social worker is entering the information).

Case Plans Checklist

Some suggested questions to ask yourself concerning the Case Plan include:

- A. Are you looking at the correct management report?
- B. Did you read the footnotes on the report which provide the logic of the report?
- C. Was the data entered in FACES.NET before the run date of the management report?
- D. Is the foster client or the family a duplicate in FACES.NET?
- E. Was the client in an open placement on the last day of the report month?
- F. Is the client active in the case and designated as participating as a child in FACES.NET?
- G. Has the case plan report been approved by the supervisor?
- H. Has a future date been entered that is out of range of the report logic?
- I. Was the information entered during the time the case was open in FACES.NET?

Additional Case Plan Information

Family Case Plan. Family case plans are required for all intact families (i.e. families receiving services from CFSA but in which no child has been removed and placed in out-of-home care) and any family with one or more child(ren) removed so long as at least one child has a goal of reunification.

Child Case Plan. All children in out-of-home care must have an individual case plan. A new case plan is due every 180 days (6 months).

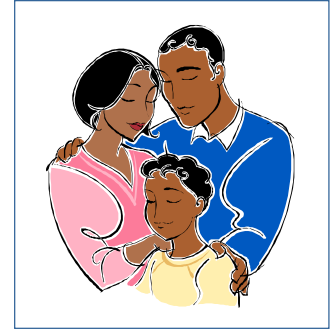
Management Report Logic Excerpts

Contacts/Visit Management Reports

CMT012MS – Parent-Child Visits to Foster Children with Goal of Reunification #VII.3 Best Practice

Report Logic Excerpt

1. This management report looks for all children in a placement with the goal of reunification on the last day of the reporting month.
2. This reports looks specifically for completed Face-to-Face contacts from the Contact screen and social worker visits from the Visit Log screen, with the child's name and the parent or caretaker name selected as participants.



To view all logic pertaining to this management report, please read the footnotes at the bottom of the printed report.

Standard Report Troubleshooting

(1) Review the logic of the report and check the child data against the above report logic; (2) Was the child in an open placement on the last day of the report month; (3) No placement end-date should be entered for this child; (4) Double-check the Contacts and Visit Log screen to make sure that all clients involved in the contact/visit are noted in the appropriate screens/fields, i.e. Contact Participants; (5) Make sure the contact/visit is recorded as “completed”; (6) Make sure you have an assignment to the case; and, (7) Note the run date of your report as that will determine what information gets pulled to the report.

- ◆ Please refer to Frequently Asked Question (Q6).

Where do I enter this in FACES?

Path: Case Visit Visit Log

Visit Detail

Date of Visit* 7/27/2006 End Date Status Completed

Court Ordered

Participants

Visitation Type* Mother-Child(ren)

Visit Purpose* Reunification

Who Was Present*

Participant	Role
MS. JILL TIATRA	Collateral
SHANTE JACKSON26	Client
REYSHAWN JACKSON26	Client
KEYSHAWN JACKSON26	Client

** - Indicates Duplicate client

Select

Supervisor

Supervision Type* Supervised by CFSA

Supervised By

Figure 1

Path: Case ☰ Contact ☰ New or Show ☰ Client Contacts

Figure 2

Information entered into the FACES.NET Contacts and Visits screens impact Best Practice Implementation Outcome Measure VII.3.

Scorecard Measure - Visitation - Parent-Child for Reunification	Implementation Plan Outcomes/Benchmark
<p>1. Visitation - Parent-Child Visits to Foster Children with Goal of Reunification - CMT012</p>	<p>Outcome VII.3 – For children with a goal of reunification, CFSA will facilitate weekly visits between children and their parents.</p> <p>Benchmark VII.3:</p> <p>Target: By December 31, 2005, and thereafter, there will be full compliance with this outcome.</p> <p>By June 30, 2005, in 85% of cases of children with a goal of reunification, CFSA will facilitate weekly visits between children and their parents.</p>

CMT014MS – Weekly Visits to Children in their First Four Weeks of Placement #IX.1.a Best Practice

Report Logic Excerpt

1. This management report looks for children who entered foster care or had a placement change in the last four weeks and are in a placement on the last day of the reporting month.
2. This reports looks for all Face-to-face contacts from the contact screen and social worker visits from the visit log screen, where the child's name is selected as a participant.

To view all logic pertaining to this management report, please read the footnotes at the bottom of the printed report.

Standard Report Troubleshooting

(1) Review the logic of the report and check the child data against the above report logic; (2) Was the child in an open placement on the last day of the report month; (3) No placement end-date should be entered for this child; (4) Double-check the Contacts and Visit Log screen to make sure that all clients involved in the contact/visit are noted in the appropriate screens/fields, i.e. Contact Participants; (5) Make sure the contact/visit is recorded as “completed”; (6) Make sure you have an assignment to the case; and, (7) Note the run date of your report as that will determine what information gets pulled to the report.

- ◆ Please refer to *Frequently Asked Question (Q7)*.

Where do I enter this in FACES?

Path: Case Contact New or Show Client Contacts

The screenshot displays the FACES system interface for entering contact information. It is divided into several sections:

- General Information:** Contains fields for Staff Name (ADMIN TRAINER), Type / Location* (Face to Face (CFSA Office)), Source (Case), Date* (7/26/2006), Time* (09:00), Status (Completed), Duration (00:00), and Travel Time (00:00).
- Clients Discussed:** A list box containing REYSHAWN JACKSON26 and KEYSHAWN JACKSON26, with a Select button below it.
- Contact Participants:** Two list boxes: Client/Collateral** (containing KEYSHAWN JACKSON26, REYSHAWN JACKSON26, and MS. JILL TIATRA) and Non-Client/Non-Collateral Participants**. A Select button is located below the Client/Collateral list box.

Blue arrows in the original image point to the 'Type / Location' dropdown menu and the 'Select' button under the 'Contact Participants' section.

Figure 3

Information entered into the FACES.NET Contacts and Visits screens impact Best Practice Implementation Outcome Measure IX.1.a.

Scorecard Measure - Visitation- First Four Weeks	Implementation Plan Outcomes/Benchmark
<p>1. Visitation - Weekly Visits to Children in their First Four Weeks of Placement - CMT014</p>	<p>Outcome IX.1.a – CFSA or contract agencies...</p> <p><i>AIP: CFSA or contracted agency social workers with case responsibility shall make weekly visits during the first four weeks of placement and twice monthly visits thereafter to each child newly placed in out-of-home care (foster family homes, group homes, congregate care, independent living programs, etc.) or moved to a new placement.</i></p> <p>Benchmark IX.1.a:</p> <p>Target: By June 30, 2005, and thereafter, there will be full compliance with this outcome. By June 30, 2005 90% of applicable cases, there will be weekly visits.</p>

CMT165MS – Social Worker Visits to Children in Foster Care #IX.1.b Best Practice

Report Logic Excerpt

1. This management report looks for all children in a placement on the last day of the reporting month.
2. This reports looks specifically for completed Face-to-face contacts from the contact screen and social worker visits from the visit log screen, where the child's name is selected as a participant.

To view all logic pertaining to this management report, please read the footnotes at the bottom of the printed report.

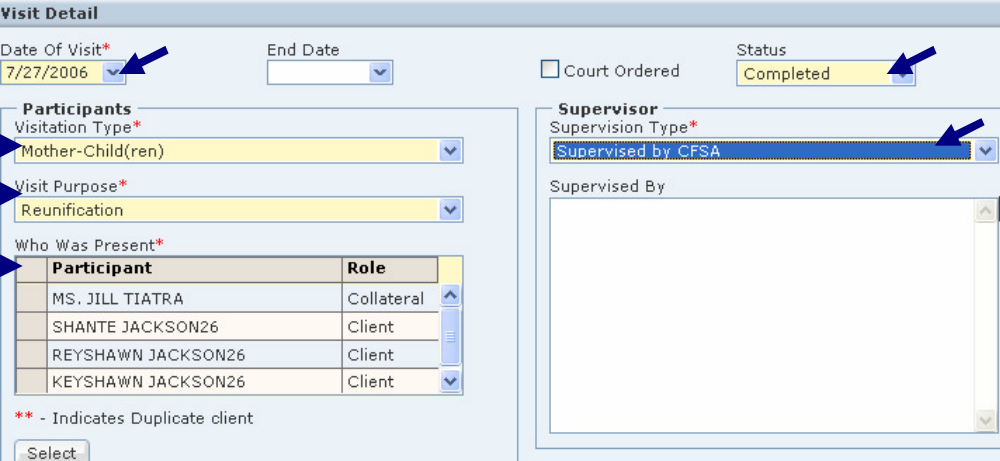
Standard Report Troubleshooting

(1) Review the logic of the report and check the child data against the above report logic; (2) Was the child in an open placement on the last day of the report month; (3) No placement end-date should be entered for this child; (4) Double-check the Contacts and Visit Log screen to make sure that all clients involved in the contact/visit are noted in the appropriate screens/fields, i.e. Contact Participants; (5) Make sure the contact/visit is recorded as “completed”; (6) Make sure you have an assignment to the case; and, (7) Note the run date of your report as that will determine what information gets pulled to the report.

- ◆ Please refer to *Frequently Asked Questions (Q8, Q9, Q10, Q11, Q12, Q13, and Q14)*.

Where do I enter this in FACES?

Path: Case  Visit  Visit Log



Visit Detail

Date Of Visit* 7/27/2006 End Date Status Completed

Court Ordered

Participants
 Visitation Type* Mother-Child(ren)
 Visit Purpose* Reunification

Supervisor
 Supervision Type* Supervised by CFSA
 Supervised By

Who Was Present*

Participant	Role
MS. JILL TIATRA	Collateral
SHANTE JACKSON26	Client
REYSHAWN JACKSON26	Client
KEYSHAWN JACKSON26	Client

** - Indicates Duplicate client

Select

Figure 4

Path: Case Contact New or Show Client Contacts

The screenshot displays a web form with three main sections:

- General Information:** Includes fields for Staff Name (ADMIN TRAINER), Type / Location* (Face to Face (CFSA Office)), Source (Case), Date* (7/26/2006), Time* (09:00), Status (Completed), Duration (00:00), and Travel Time (00:00).
- Clients Discussed:** A list box containing REYSHAWN JACKSON26 and KEYSHAWN JACKSON26, with a 'Select' button below.
- Contact Participants:** Two list boxes: 'Client/Collateral**' (containing SHANTE JACKSON26, REYSHAWN JACKSON26, and KEYSHAWN JACKSON26) and 'Non-Client/Non-Collateral Participants**' (empty). Both have 'Select' buttons.

Figure 5

Information entered into the FACES.NET Contacts and Visits screens impact Best Practice Implementation Outcome Measure IX.1.b.

<p>Scorecard Measure - Visitation - Foster Care</p>	<p>Implementation Plan Outcomes/Benchmark</p>
<p>1. Visitation - Social Worker Visits to Children in Foster Care - CMT165</p>	<p>Outcome IX.1.b – CFSA or contract social workers with case management responsibility shall make monthly visits to children in out-of-home care (foster family homes, group homes, congregate care, independent living programs, etc.).</p> <p><i>AIP: CFSA or contract social workers with case management responsibility shall make twice-monthly visits to each child in out-of-home care (foster family homes, group homes, congregate care, independent living programs, etc.). At least one visit per month shall be in the home, but the second can be at the child’s school, day care or elsewhere.</i></p> <p>Benchmark IX.1.b:</p> <p>Target: By June 30, 2004, CFSA and contract social workers shall make monthly visits to children in out-of-home care in 90% of cases.</p> <p>By June 30, 2005, CFSA and contract social workers shall make bi-weekly (twice monthly) visits to children in out-of-home care in 80% of cases.</p> <p>By December 31, 2005, and thereafter, there will be full compliance with this outcome.</p>

CMT166MS – Visits to Children In-Home #III.3 Best Practice

Report Logic Excerpt

1. This management report looks for all children served in home by CFSA on the last day of the reporting month. These statistics include children who are a) actively participating as a child in an open case; b) under the age of 21, and c) not in a placement.
2. This report also includes children with in-process placements (Placements that have only been recommended, but not yet authorized or approved by the Placement Unit).
3. This reports looks specifically for completed Face-to-face contacts from the contact screen and social worker visits from the visit log screen, where the child's name is selected as a participant.

To view all logic pertaining to this management report, please read the footnotes at the bottom of the printed report.

Standard Report Troubleshooting

(1) Review the logic of the report and check the child data against the above report logic; (2) Child should not have an open placement; (3) Child should be exited out of any placements; (4) Double-check the Contacts and Visit Log screen to make sure that all clients involved in the contact/visit are noted in the appropriate screens/fields, i.e. Contact Participants; (5) Make sure the contact/visit is recorded as “completed”; (6) Make sure you have an assignment to the case; and, (7) Note the run date of your report as that will determine what information gets pulled to the report.

- ◆ Please refer to Frequently Asked Question (Q15).

Where do I enter this in FACES?

Path: Case Contact New or Show Client Contacts

General Information

Staff Name: ADMIN TRAINER

Type / Location*: Face to Face (CFSA Office)

Source: Case

Date*: 7/26/2006

Time*: 09:00

Status: Attempted Completed

Duration: 00:00

Travel Time: 00:00

Clients Discussed

REYSHAWN JACKSON26
KEYSHAWN JACKSON26

Select

Contact Participants

Client/Collateral**

SHANTE JACKSON26
REYSHAWN JACKSON26
KEYSHAWN JACKSON26

Non-Client/Non-Collateral Participants**

Select

Figure 6

Information entered into the FACES.NET Contacts and Visits screens impact Best Practice Implementation Outcome Measure III.3.

Scorecard Measure - Visitation - In Home	Implementation Plan Outcomes/Benchmark
<p>1. Visitation - Visits to Children In-Home - CMT166</p>	<p>Outcome III.3 – CFSA or qualified worker from a service provider authorized by CFSA will visit families in which there has been substantiated abuse or neglect, with a determination that children can be maintained safely in the home with services.</p> <p><i>AIP: CFSA or qualified worker from a service provider authorized by CFSA shall make twice-monthly visits to families in which there has been substantiated abuse or neglect, with a determination that children can be maintained safely in the home with services. At least one visit per month shall be in the home, but the second can be at the child's school, day care or elsewhere.</i></p> <p>Benchmark III.3:</p> <p>Target: By June 30, 2004, there will be visitation at least monthly in 80% of cases and twice monthly in 25% of cases.</p> <p>By June 30, 2005, there will be visitation at least monthly in 90% of cases and twice monthly in 40% of cases.</p>

CMT219MS – Visits between Children in Separated Sibling Groups #VI.1.d Best Practice

Report Logic Excerpt

- 1) This management report looks for siblings who are placed apart from one or more of their siblings in foster care on the last day of the reporting month.
- 2) This report looks specifically for completed Face-to-face contacts from the contact screen and visits from the visit log screen, where more than one sibling is selected as a participant.

To view all logic pertaining to this management report, please read the footnotes at the bottom of the printed report.

Standard Report Troubleshooting

(1) Review the logic of the report and check the child data against the above report logic; (2) Is there a placement begin date entered for each child in foster care?; (3) No placement end-date should be entered for any child still in foster care; (4) Double-check the Contacts and Visit Log screen to make sure that all clients involved in the contact/visit are noted in the appropriate screens/fields, i.e. Contact Participants; (5) Make sure the siblings are in separate placements; (6) Make sure the contact is recorded as “complete”; (7) Make sure you have an assignment to the case; and, (8) Note the run date of your report as that will determine what information gets pulled to the report.

- ◆ Please refer to Frequently Asked Question (Q16).

Where do I enter this in FACES?

Path: Case Visit Visit Log

Visit Detail

Date Of Visit* 7/27/2006 End Date

Court Ordered Status Completed

Participants

Visitation Type* Sibling

Visit Purpose* Sibling

Who Was Present*

Participant	Role
REYSHAWN JACKSON26	Client
KEYSHAWN JACKSON26	Client
PAUL WILLIAMS26	Client

** - Indicates Duplicate client

Select

Supervisor

Supervision Type* Supervised by CFSA

Supervised By

Figure 7

Path: Case Contact New or Show Client Contacts

Figure 8

Information entered into the FACES.NET Contacts and Visits screens impact Best Practice Implementation Outcome Measure VI.1.d.

Scorecard Measure - Visitation - Siblings	Implementation Plan Outcomes/Benchmark
<p>1. Visitation - Visits between Children in Separated Sibling Groups - CMT219</p>	<p>Outcome VI.1.d – Children placed apart from their siblings will have at least twice monthly visitation with some or all of their siblings.</p> <p>Benchmark VI.1.d:</p> <p>Target: By June 30, 2006, 75% of children placed apart from their siblings will have at least twice monthly visitation with some or all of their siblings.</p> <p>By June 30, 2005, 70% of children placed apart from their siblings will have at least twice monthly visitation with some or all of their siblings.</p>

CMT267MS – Social Worker Visits to Parents of Foster Children with Goal of Reunification #VII.4 Best Practice

Report Logic Excerpt

1. This report looks for all visits to parents of children who are in placements with a goal of reunification on the last day of the reporting month.
2. This report counts face to face contacts made to the caretakers of the children whose initial placement occurred in the last three months unless the parent is unavailable or refuses to cooperate.
3. 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.

To view all logic pertaining to this management report, please read the footnotes at the bottom of the printed report.

Standard Report Troubleshooting

(1) Review the logic of the report and check the child data against the above report logic; (2) Is there a placement begin date entered for this child?; (3) No placement end-date should be entered for this child; (4) Double-check the Contacts and Visit Log screen to make sure that all clients involved in the contact/visit are noted in the appropriate screens/fields, i.e. Contact Participants; (5) Make sure the contact is recorded as “complete”; (6) Make sure you have an assignment to the case; and, (7) Note the run date of your report as that will determine what information gets pulled to the report.

- ◆ Please refer to Frequently Asked Question (Q6).

Where do I enter this in FACES?

Path: Case Contact New or Show Client Contacts

The screenshot displays the FACES system interface for entering contact information. It is divided into three main sections:

- General Information:** Contains fields for Staff Name (ADMIN TRAINER), Type / Location* (Face to Face (CFSA Office)), Source (Case), Date* (7/26/2006), Time* (09:00), Status (Completed), Duration (00:00), and Travel Time (00:00). A blue arrow points to the 'Type / Location' dropdown menu.
- Clients Discussed:** Lists REYSHAWN JACKSON26 and KEYSHAWN JACKSON26. A 'Select' button is located below the list.
- Contact Participants:** Divided into 'Client/Collateral**' and 'Non-Client/Non-Collateral Participants**'. The 'Client/Collateral' list includes SHANTE JACKSON26, REYSHAWN JACKSON26, and KEYSHAWN JACKSON26. A blue arrow points to this list. A 'Select' button is located below the list.

Figure 9

Information entered into the FACES.NET Contacts and Visits screens impact Best Practice Implementation Outcome Measure VII.4.

Scorecard Measure - Parent-Worker	Implementation Plan Outcomes/Benchmark
<p>1. Visitation - Social Worker Visits to Parents of Foster Children with Goal of Reunification - CMT267</p>	<p>Outcome VII.4 – For children with a goal of reunification, in accordance with the case plan, the assigned worker or designated family services provider shall meet with the parent(s) no less frequently than twice a month in the first three months post-placement unless there is documentation that the parent(s) is(are) unavailable or refuses to cooperate with the Agency.</p> <p>Benchmark VII.4:</p> <p>Target: By June 30, 2006, there will be full compliance with this outcome.</p> <p>By June 30, 2005, in 80% of cases of children with a goal of reunification, in accordance with the case plan, the assigned worker or designated family service provider shall meet with the parent(s) no less frequently than twice a month in the first three months post-placement unless there is documentation that the parent(s) is(are) unavailable or refuses to cooperate with the Agency.</p>

Case Plan Management Reports

CMT163MS – Case Plan for Children in Foster Care
#VII.1 Best Practice

Report Logic Excerpt

1. This management report looks for all children in placement on the last day of the reporting month.
2. This report counts only approved child case plans. It does not count family case plans.

To view all logic pertaining to this management report, please read the footnotes at the bottom of the printed report.

Standard Report Troubleshooting

(1) Review the logic of the report and check the child data against the above report logic; (2) Is there a placement begin date entered for this child; (3) No placement end-date should be entered for this child; (4) Is the case plan date within the range of the report run date; (5) Make sure you have an assignment to the case; (6) Note the run date of your report as that will determine what information gets pulled to the report; and, (7) Make sure the Case Plan was approved by your supervisor.

- ◆ *Please refer to Frequently Asked Questions (Q17, Q18, Q19, Q20, and Q21).*

FACT #5

Case Plans
expire every 6
months in the
FACES.NET
system.

Where do I enter this in FACES?

Path: Case > Case Plan > Assessment/Service Plan/Permanency Plan/Report

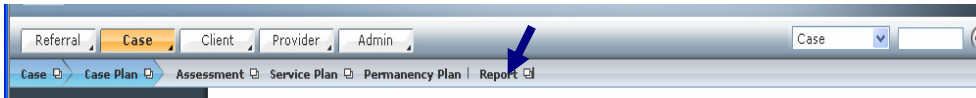


Figure 10

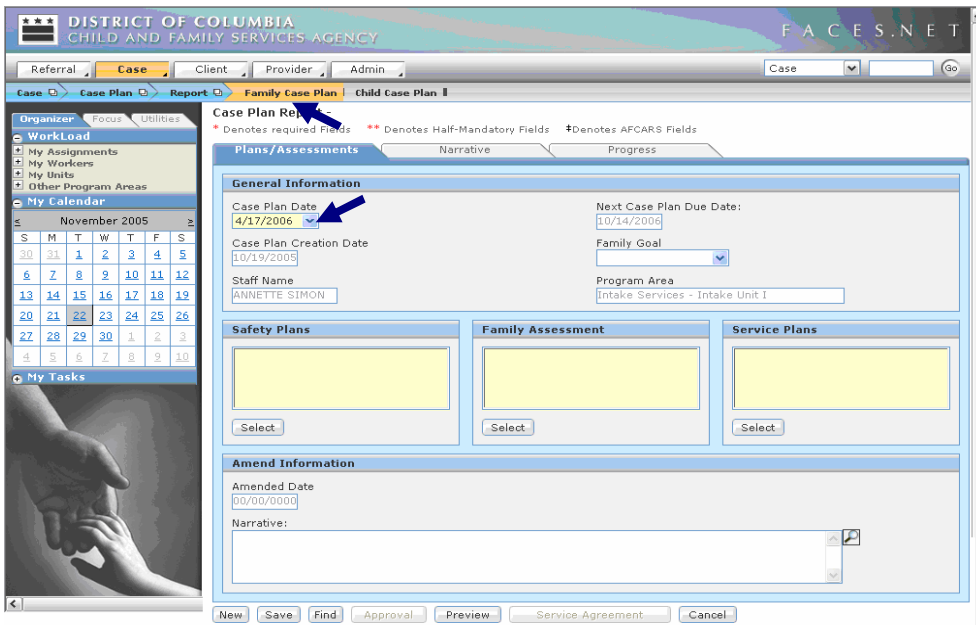


Figure 11

Information entered into the FACES.NET Contacts and Visits screens impact Best Practice Implementation Outcome Measure VII.1.

Scorecard Measure - Child Case Plans	Implementation Plan Outcomes/Benchmark
<p>1. Case Plans - Case Plan for Children in Foster Care - CMT163</p>	<p>Outcome VII.1 – All open cases will have current case plans. (1) Initial case plans will be created within the first 30 days of a child's removal from home and, (2) case plans will be updated to reflect changing needs, and (3) case plans will be updated minimally every six months.</p> <p>Benchmark VII.1:</p> <p>Target: By December 31, 2004, 95% of the case plans will be current.</p> <p>By June 30, 2005, and thereafter, there will be full compliance with this outcome.</p>

CMT164MS – Case Plan for Family Cases #VII.1 Best Practice

Report Logic Excerpt

1. This management report includes the following cases open as of the last day of the reporting month:
 - a. Cases with at least one active child under the age of 21 at home;
 - b. Cases where no children are home but at least one child has the goal of reunification;
 - c. Cases where no children are at home but at least one child is in a Kinship Non-Foster (3rd party) placement.
2. A child is considered to be “at home” if the placement is end-dated, or no placement is entered or has an in-process placement in FACES (Placements that have only been recommended, but not yet authorized or approved by the Placement Unit). Non-wards and OTI’s are excluded from this report.
3. This report counts only approved family case plans.

To view all logic pertaining to this management report, please read the footnotes at the bottom of the printed report.

Standard Report Troubleshooting

(1) Review the logic of the report and check the data against the above report logic; (2) Is the case plan date within the range of the report run date; (3) Make sure you have an assignment to the case; (4) Note the run date of your report as that will determine what information gets pulled to the report; and, (7) Make sure the case plan was approved by your supervisor.

- ◆ *Please refer to Frequently Asked Questions (Q17, Q18, Q19, Q20, and Q21).*

Where do I enter this in FACES?

Path: Case > Case Plan > Assessment/Service Plan/Permanency Plan/Report

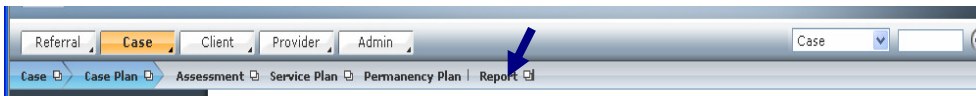


Figure 12

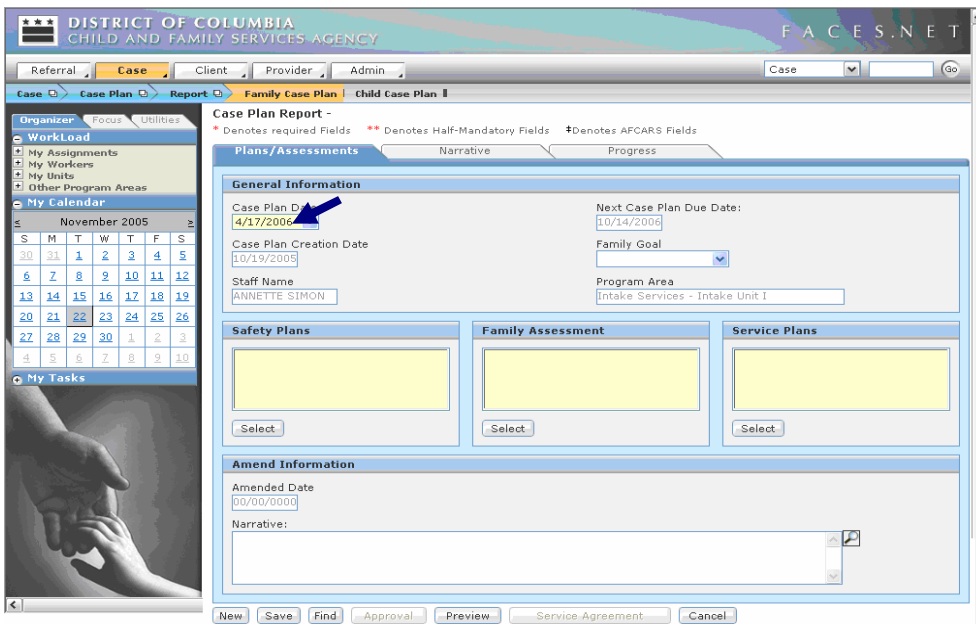
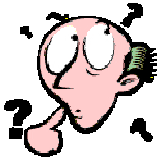


Figure 13

Information entered into the FACES.NET Contacts and Visits screens impact Best Practice Implementation Outcome Measure VII.1.

Scorecard Measure - Family Case Plans	Implementation Plan Outcomes/Benchmark
<p>1. Case Plans - Case Plan for Family Cases - CMT164</p>	<p>Outcome VII.1 – All open cases will have current case plans. (1) Initial case plans will be created within the first 30 days of a child’s removal from home and, (2) case plans will be updated to reflect changing needs, and (3) case plans will be updated minimally every six months.</p> <p>Benchmark VII.1</p> <p>Target: By December 31, 2005, and thereafter, there will be full compliance with this outcome.</p> <p>By December 31, 2004, 85% of the case plans will be current.</p>

Glossary of FACES.NET Terms



Common Definitions

1. **Attempted contact** - one in which the attempted radio button on the contact screen is selected.
2. **Completed contact** - one in which the completed radio button on the contact screen is selected.
3. **Case Plan** – An approved document that serves to guide the provision of services to a family and/or to a specific child. The case plan, developed with members of the family and/or the child, clearly identifies goals and objectives to be achieved and spells out tasks to be performed by the social worker, adult family members and/or child. This approved document includes: the family assessment, safety assessment, service plan, and progress notes.
4. **Case Plan Date** – This is a system generated Case Plan due date. Initial Case Plans use the system date, whereas future Case Plans populate a date 180 days from the previous Case Plan date. This date can be modified if needed.
5. **Case Plan Creation Date** – System generated date of when the Case Plan information was entered. This date cannot be modified.
6. **Client Discussed** – A field on the Contacts screen which includes all clients, active and inactive, in the referral/case. These clients are clients who were talked about, but not necessarily present for the contact.
7. **Contact Participants** – A field on the Contacts screen which includes all active and inactive clients, providers, and collaterals. The Contact Participants include those individuals who were actually present for the contact.
8. **Daily report** – A management report that is generated daily.
9. **Face-to-Face contact** - one in which the participants had a physical face-to-face encounter of time together. (They saw each other.)
10. **In-process placements** – A placement request that been made or authorized but a placement entry date has not been entered.
11. **Participating as a Child** – A client whose Participating as a Child? picklist has been marked “Yes” on the General Information screen.
12. **Purpose** – A picklist value on the Contact screen. This is a field that contains the reason for the contact.
13. **Report run date** - the calendar date that the report is calculated. This report will pull information entered in the system prior to that date.
14. **Source** – This field on the Contact screen identifies the track from which the contact from created (i.e.: Intake/Investigation, or Case, or Provider).
15. **Staff Name** – The name of the person recording the contact, visit or case plan. This field can be modified.
16. **Type/Location** – This field on the Contacts screen contains pick list values to identify the type and/or location of the contact.

Appendix: Sample Management Report Summary Page

Social Worker Visits to Children in Foster Care
Month of October 2006
Best Practices # IX.1.b and # IX.1.c

Target: By June 30, 2004, CFSA and contract social workers shall make monthly visits to children in out-of-home care in 90% of cases.
 By June 30, 2005, CFSA and contract social workers shall make bi-weekly (twice monthly) visits to children in out-of-home care in 80% of cases.
 By December 31, 2005, and thereafter, there will be full compliance with this outcome.

Number of Children with at least one visit = **Number of Children with at least two visits =**
Children with at least one visit = **Children with at least two visits =**

Agency	Program Administrator	0 Visits	1 Visit	2 Visits	3 Visits	4+ Visits	Total
CFSA							
Sub total							
Percent Sub total		0	0	%			
Private Agencies							
Sub total							
Percent Sub total		0	0	%			
Total							
Percent Total		%	0	5%	%	0	

Number of Children more than 100 Miles outside the District

Notes:
 1. This report does not include children in 3rd Party Kinship Non-Foster Care.
 2. This report counts all completed contacts that are entered in the Contact Screen or the Visit Log where the child's name is listed as a participant.
 3. For the purposes of this summary, contacts with a status of "Cancelled" "No Show" or "Attempted" are not counted as contacts.
 4. If no information is entered in FACES for a given record, the detail report will show a blank for that record.

