
CPS – ENTER FACE TO FACE CORE CONTACT

CREATION DATE: April 22, 2006

Entering a New Contact for CPS - Investigations

Best Practice Standard: Investigations will be initiated within 24 hours.

Based on the Federal Child Abuse Prevention and Treatment Act and its implementing regulations, provisions in Title 4 and 16 of the D.C. Code, and the Modified Final Order and Implementation Plan in *LaShawn A. v. Williams*: it is the policy of the Child and Family Services Agency that ***all investigations of accepted reports*** of alleged child maltreatment (abuse and neglect) are initiated by establishing face-to-face contact with the alleged child victim within 24 hours of the receipt of the report.



Pointers to Remember:

1. Core contacts should be made with the alleged victim, alleged maltreater, collateral, household member and reporting source.
2. Investigations should be initiated with the alleged victim within 24 hours of the reported incident.
3. Investigations should include appropriate interviews with all children in the household outside the presence of the caretaker, parents, or caregivers and needed collateral contacts.
4. Once you have attempted or completed a contact with an alleged victim, alleged maltreater, collateral, household member and reporting source this information should be recorded in the **Contacts** screen in FACES.NET

The Two Types of Visits are:

- a. Attempted:**
 - when an investigator attempts to see the child within the mandated 24 hours, but could not locate them.
 - when an investigator attempts to see the alleged maltreater, collateral, household member and or reporting source face-to-face but actual contact was not made with the individual.
- b. Completed:**
 - when an investigator has seen the child (ren) within the mandated 24 hours.

In the following steps, we will enter a contact in FACES.NET detailing a visit made by an **Investigation** worker to the Jackson family.

Steps Include:

Step 1: Place your mouse over the **Referral** module at the top of the screen stroll down until you come across **Investigation** and click on **Contacts**.

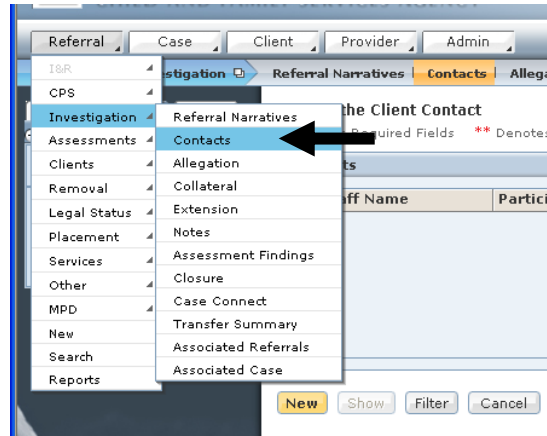


Figure 1

Step 2: Place your mouse over the **Referral** menu item.

Step 3: Click on **Investigation**.

Step 4: Click the **Contacts**.

Step 5: Click **New**.

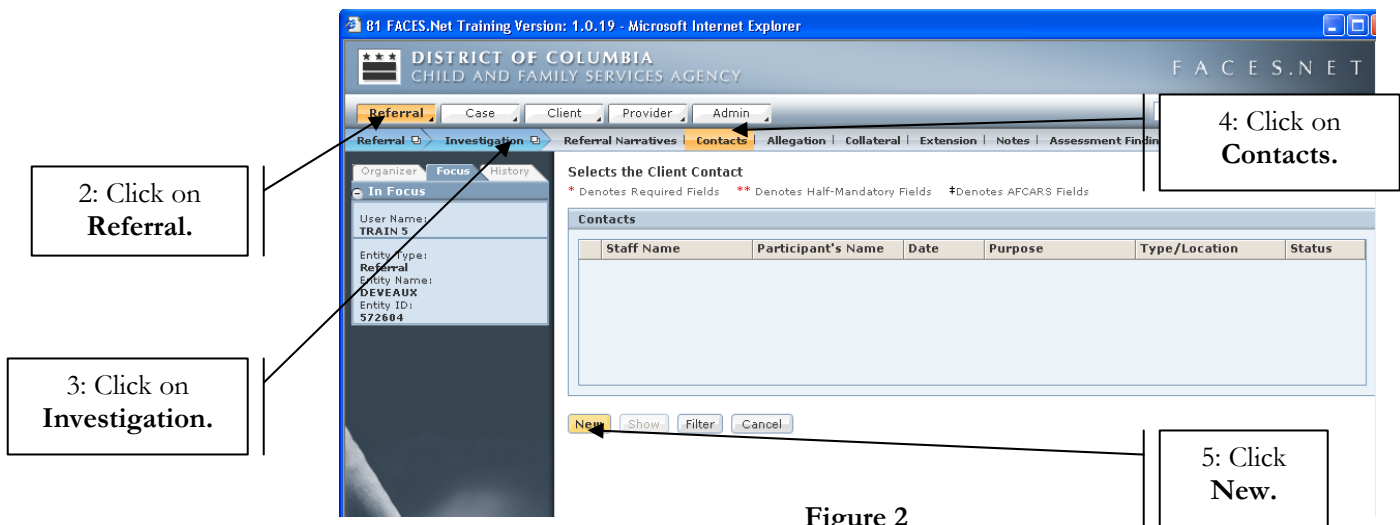


Figure 2

General Information/Contact Participants

Steps Include:

Step 1: You can view it in several modules: **Transfer Summary, Assign/Transfer, and Workload.**

Step 2: Status – Click on the radio button to show attempted or completed.

Step 3: Type/Loc. – Click on the drop down picklist to choose the type of contact (Phone, Letter, Face to Face etc.)

Step 4: Date – Enter the date of the contact occurred.

The screenshot shows a software interface for recording contact information. The interface includes a navigation bar at the top with tabs for Referral, Case, Client, Provider, and Admin. Below the navigation bar, there are several sections for data entry:

- Contact History:** A table with columns for Staff Name, Location/Type, Contact Status, Source, and Updated Date. A row is visible for ANNETTE SIMON, Face to Face (CFSA Office), Completed, Case, and 05/17/2006 11:32.
- General Information:** Fields for Staff Name (ANNETTE SIMON), Type / Location* (Face to Face (CFSA Office)), Source (Case), Date* (5/17/2006), Time* (12:00), Status (Completed), Duration (00:00), and Travel Time (00:00).
- Clients Discussed:** A list containing BABY GIRL LOAD with a Select button.
- Contact Participants:** Fields for Client/Collateral** (DEEDEE JONES) and Non-Client/Non-Collateral Participants**.
- Purpose:** A list containing Assessment with a Select button.
- Type of Contact:** A field with a Select button.
- Comments:** A text area containing the text: "Child is in a stable place at this time. Mother's whereabouts are still unknown."

Numbered callouts (1-18) point to specific fields and actions:

- 4: Enter a Date*.
- 2: Use the radio button to record Status of contact.
- 3: Use the picklist to select the Type/Location*.
- 5: Enter Time*.
- 7: Enter Travel Time
- 6: Enter Duration
- 8: Click Select to record the Client Discussed.
- 10: Click Select to record the Client/Collateral**.
- 17: Click Comments*.
- 11: Click Select to record the Purpose.
- 9: Click Select to record the Non-Client/Non Collateral Participants**.
- 16: Click Select to record the Type of Contact.
- 18: Click Save.

Figure 3

- Step 5: Time** – Enter the time the contact occurred.
- Step 6: Duration** – Enter the length of time the contact lasted.
- Step 7: Travel Time** – Enter the length of travel time if applicable.
- Step 8:** Click **Select** to record the **Clients Discussed**.
- Step 9:** Click **Select** to record the **Client/Collateral**.
- Step 10:** Add any additional participants into the **Non-Client/Non-Collateral Participants** box by typing their names.
- Step 11:** Click **Select** to record the **Purpose** of the contact.
- The **Select Contact Participants** box will pop up. The radio button will default to client.
- Step 12:** Select the **Available Values** from that column; to select multiple values, hold down the [Ctrl] key while clicking the value needed.
- Step 13:** Click the right pointed double-arrow to place selected values on the **Selected Values** column.
- Step 14:** If you select an item in error, then click on selected value and click the left pointing double-arrow.
- Step 15:** Click **Ok** (when all values have been selected.)

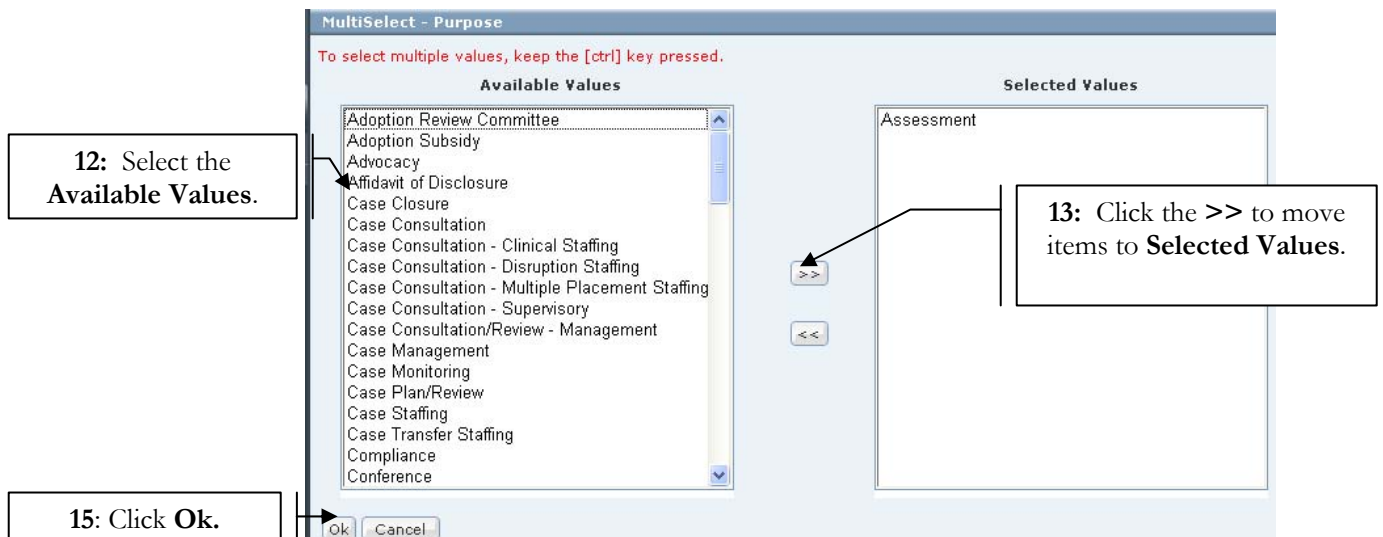


Figure 4

Step 16: Click **Select** to record the **Type of Contact**.

Step 17: Follow **Steps 12 – 15**.

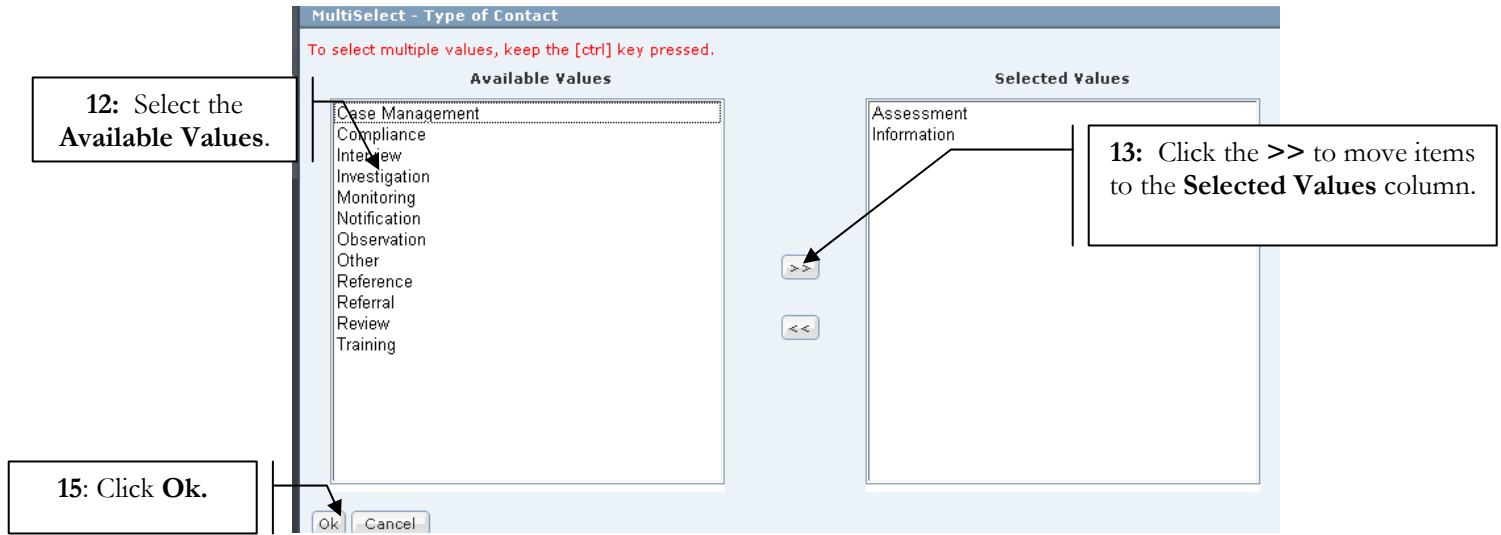


Figure 5

Step 18: Click Save.

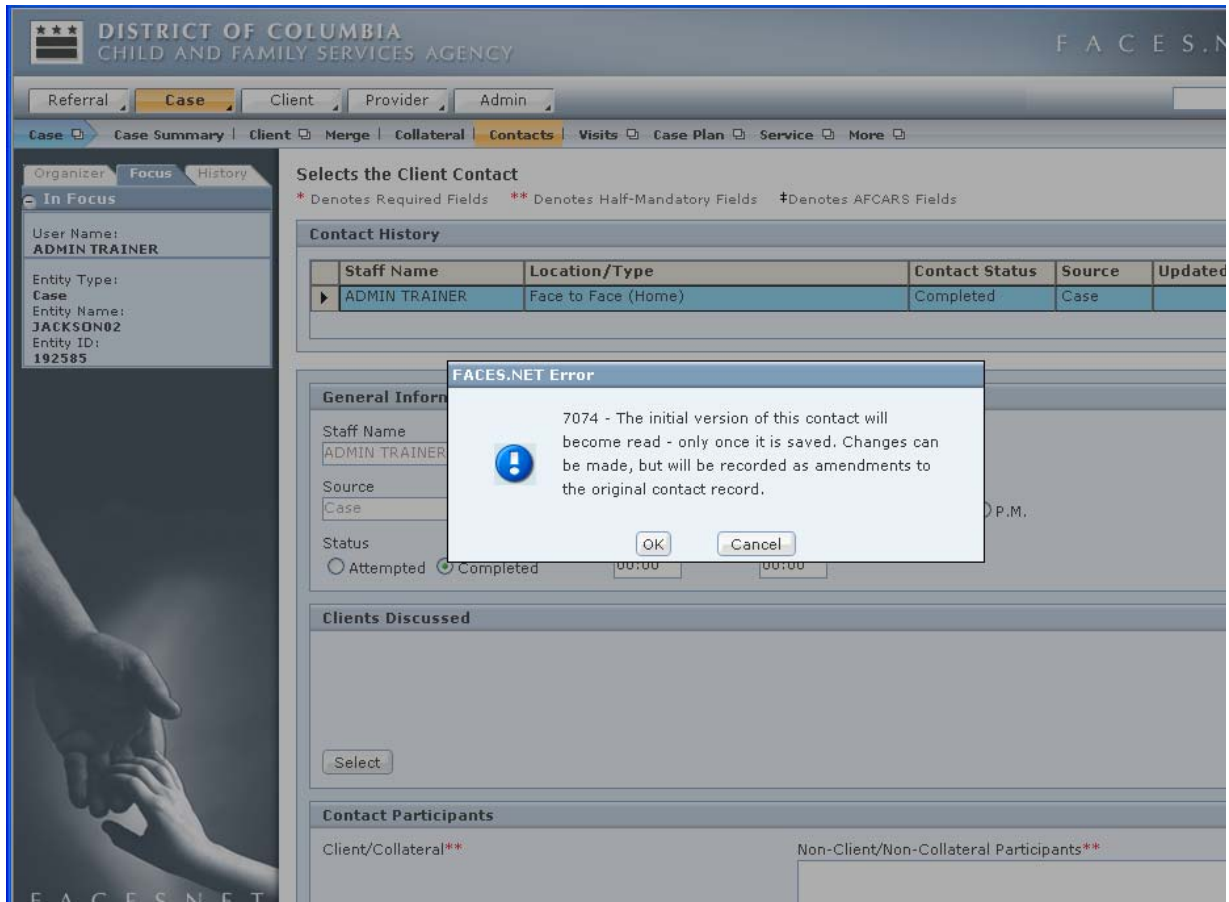


Figure 6

Step 19: A verification message will appear. Click **OK** to verify the change or click **Cancel** to return to the screen.



Note:

In order for a social worker's contacts/visits to count, three fields **must** be completed:

- 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:

Step 1: Click **Contacts**.

Step 2: Highlight the contact to be viewed on the **Select Contact** pop up screen.

Step 3: Click **Show**.

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DISTRICT OF COLUMBIA
CHILD AND FAMILY SERVICES AGENCY

FACES.NET

Case Summary | Client | Merge | Collateral | **Contacts** | Visits | Case Plan | Service | More

Selects the Client Contact

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

Staff Name	Participant's Name	Date	Purpose	Type/Location	Status
TRAIN 5	MS. JILL TIATRA	03/31/2006	Assessment	Face to Face (School)	Completed
▶ TRAIN 5	SHANTE JACKSON50	04/04/2006	Assessment	Face to Face (Home)	Completed

User Name: TRAIN 5
Entity Type: Case
Entity Name: JACKSON50
Entity ID: 192579

3: Click Show.

New Show Filter Cancel

Figure 7

Step 4: View or make any necessary changes.

Step 5: Click **Save** if changes were made to the screen.

Step 6: A verification message will appear. Click **OK** to verify the change or click **Cancel** to return to the screen.

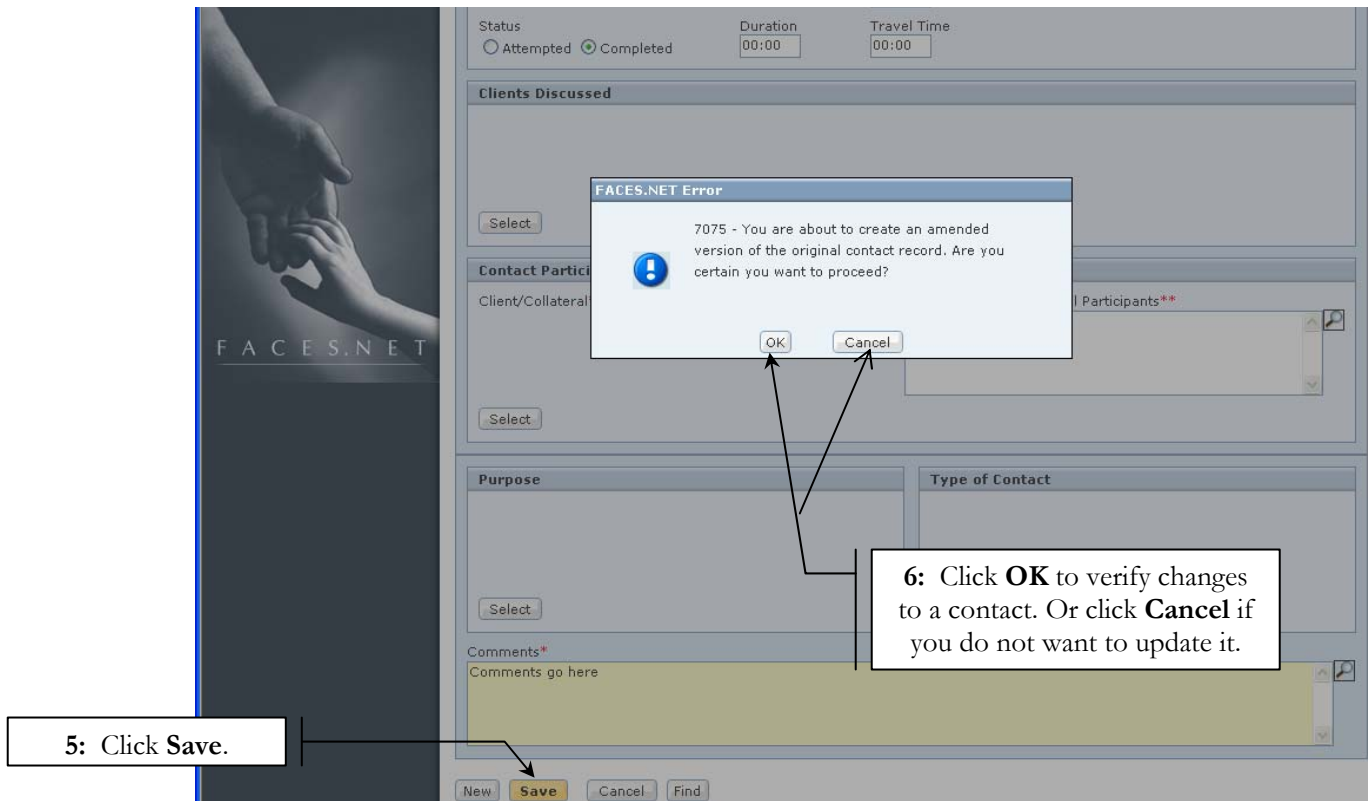


Figure 8



Note:

- Please refer to the Modified Final Order and Best Practice Implementation Plan in LaShawn A. v. Williams for policies and guidelines concerning the frequency of visits to children. This information can be found on the CFSA Intranet site.

Best Practice Reports Reference Guide

Data input for the above tip sheet may affect statistics recorded for **Best Practice # III.3 – CMT166MS-- Visits to Children /Families In-Home.**

CMT166MS captures the following information:

- Percent totals may not add up to 100% due to rounding. Numbers in visit columns may not add up to the total as a child could be in multiple cases across different administrations.
- This population includes all children who are a) actively participating in the case as a child b) under the age of 21 and c) not in placement.
- A child is considered to be "at home" if the placement is end-dated or no placement is entered in FACES.
- This report includes children with in-process placements.

- This report counts all completed contacts that are entered in the Contact screen or the Visit Log where the child's name is selected as a participant.
- If no information is entered in FACES for a given record, the detail report will show a blank for that record.
- For the purposes of this summary, contacts with a status of "Canceled" "No Show" or "Attempted" are not counted as contacts.
- The numbers above represent information entered into FACES as of the report run date. The numbers may change as further updates are made.