ENTER, VIEW & AMEND CONTACTS

CREATION DATE: May 24, 2006

Whenever a social worker either completes or attempts a contact with anyone involved in a case (Client, Provider, Collateral, or Others), it is recorded on the **Contacts** screen in FACES.NET.

Pointers to Remember:

1. 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.)
2. Before a "Collateral" is displayed on the Contact pick list, the Collateral must first be entered on the **Collateral** screen.
3. 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.
4. Contacts appear in both the Investigation side and the Case side of FACES.NET.

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: Hold cursor over **Case**.

Step 3: Click on **Contacts**. (You will see the **Selects the Client Contact** pop up screen).

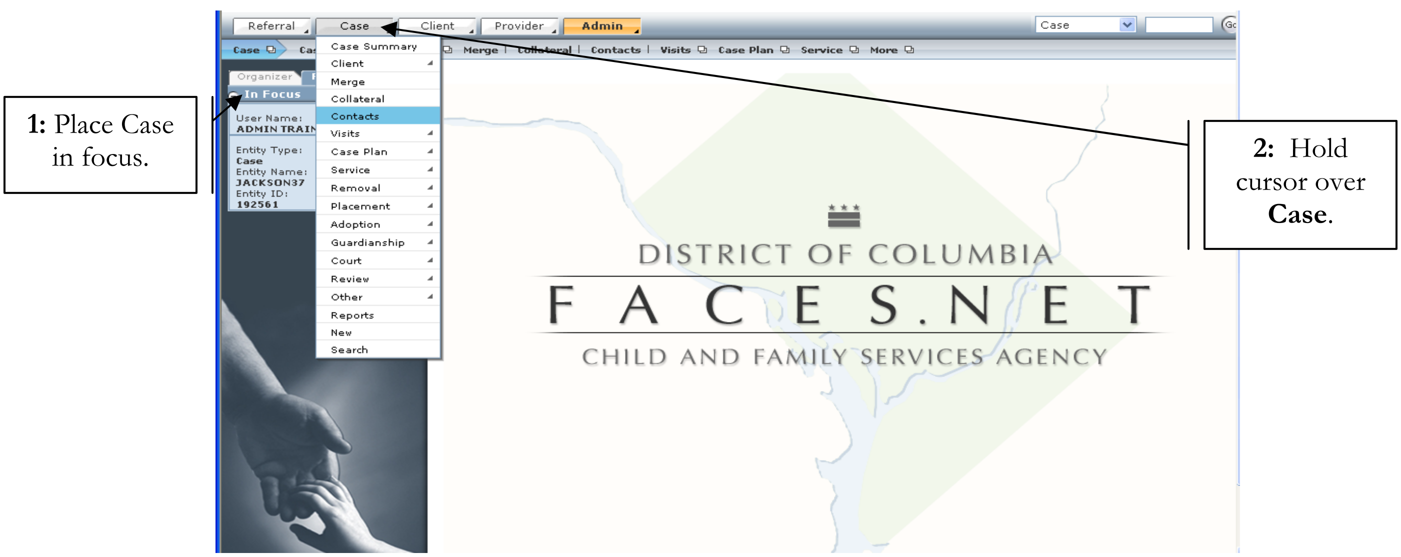

Figure 1

Step 4: Click on **New** to enter a new contact record.

4: Click on **New**.

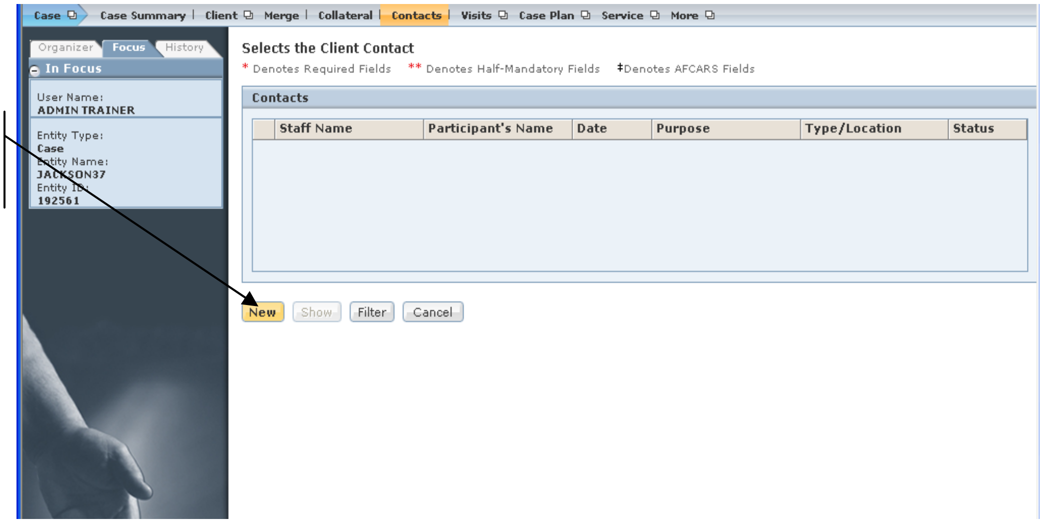

Figure 2

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).

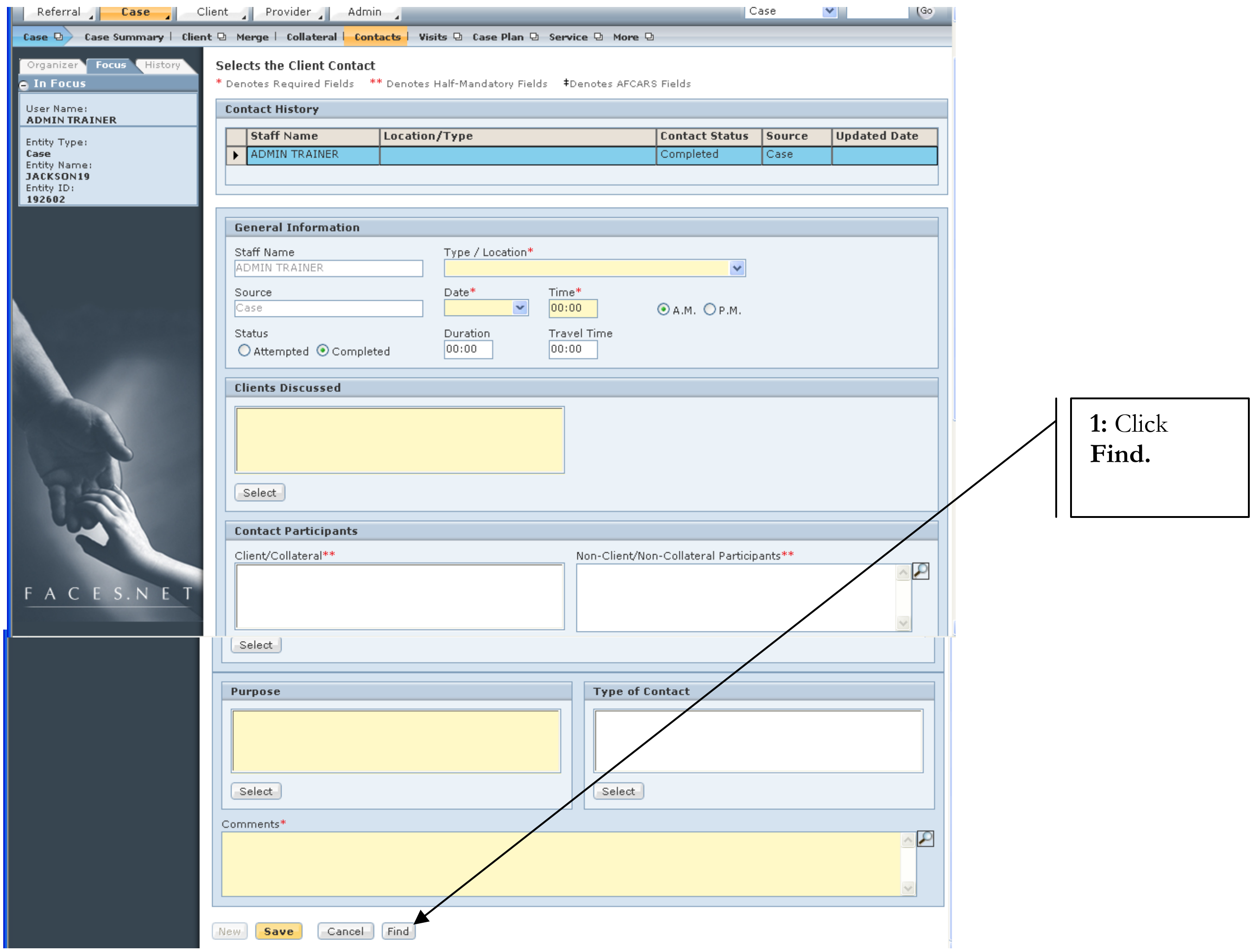

Figure 3

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.

2: Enter search criteria in any on the available fields.

3: Click on **Search**.

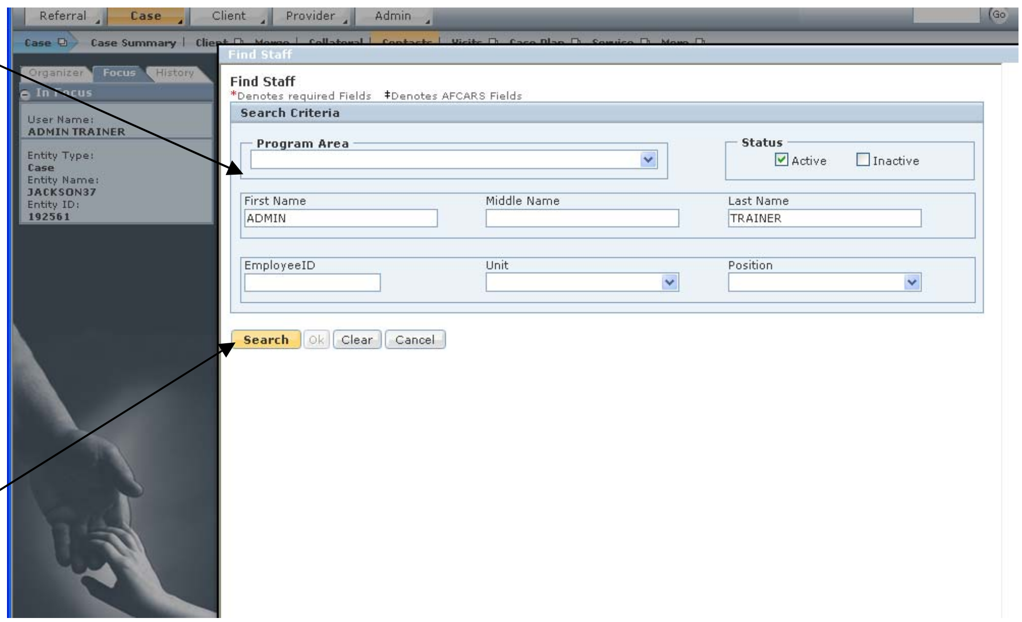

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Figure 4

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

Step 5: Click **Ok.**

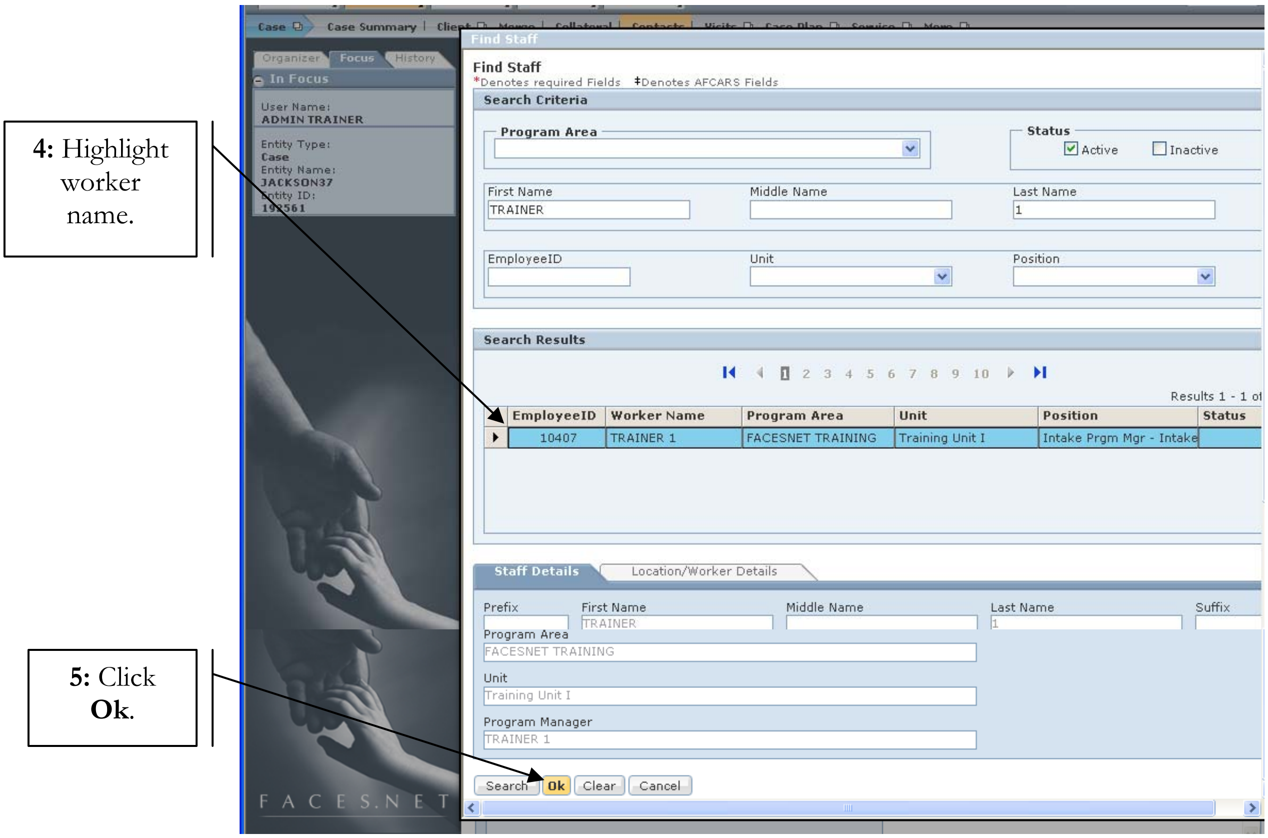

Figure 5

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.

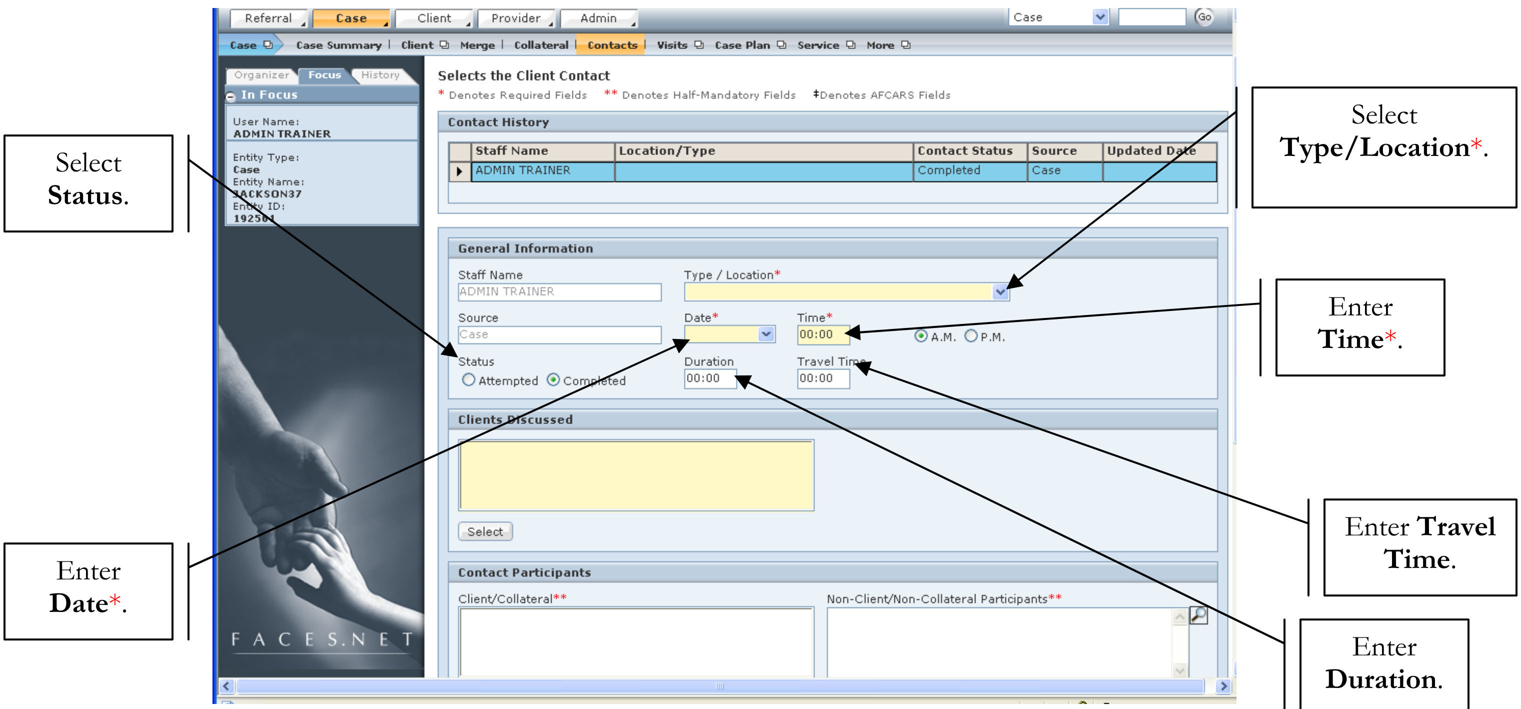

Figure 6

Step 7: Click on the **Select** button to enter the **Clients Discussed s**ection 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**.

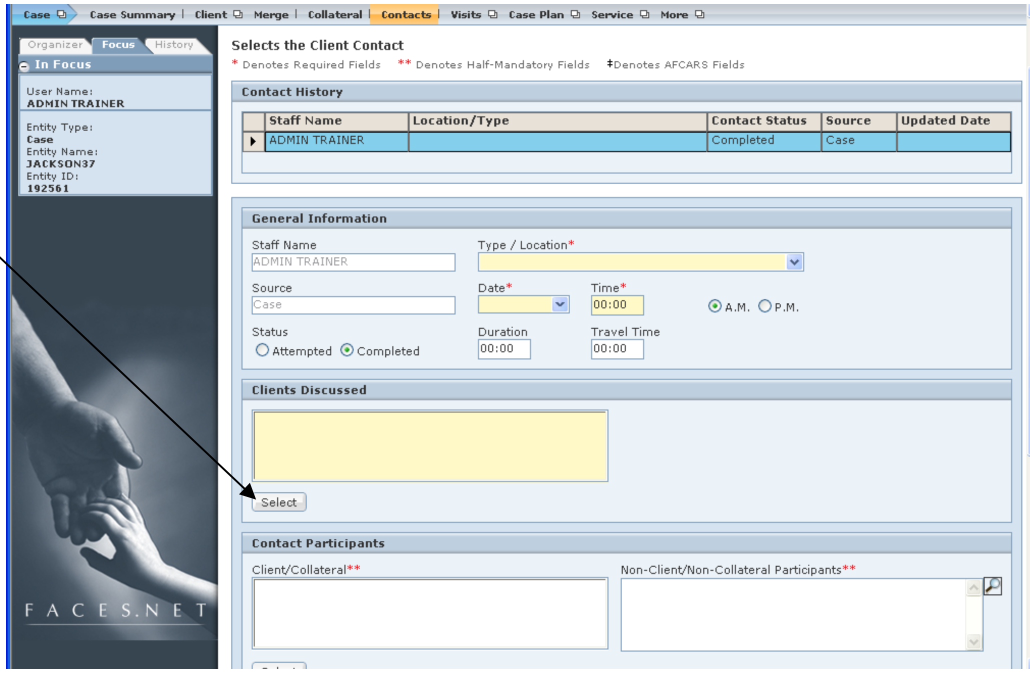

Figure 7

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

8: Click on **Select**.

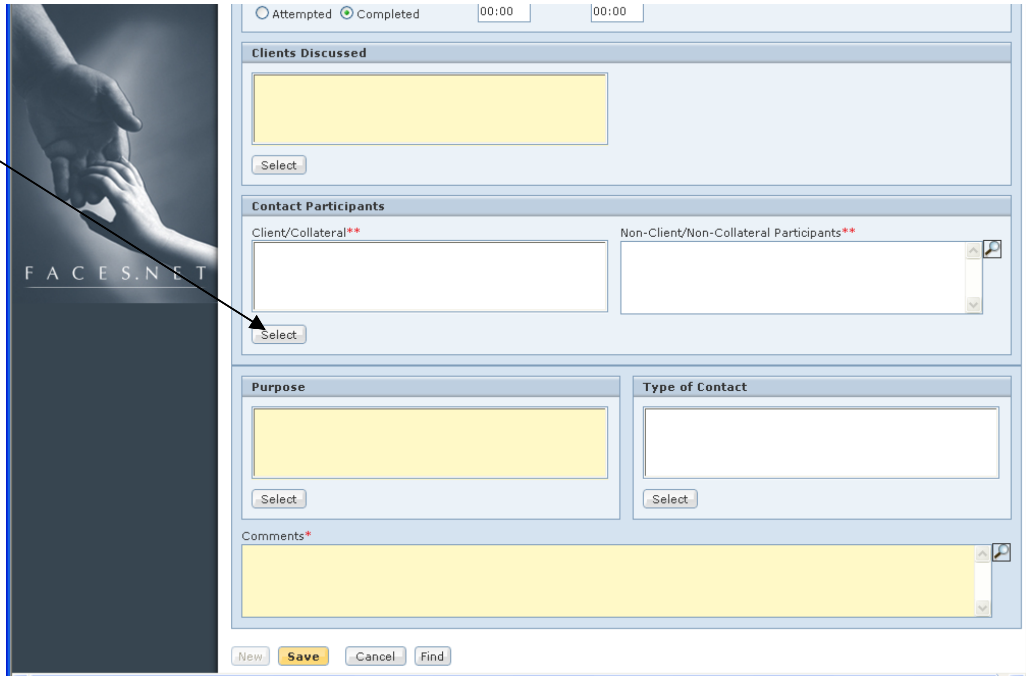

Figure 8

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**.

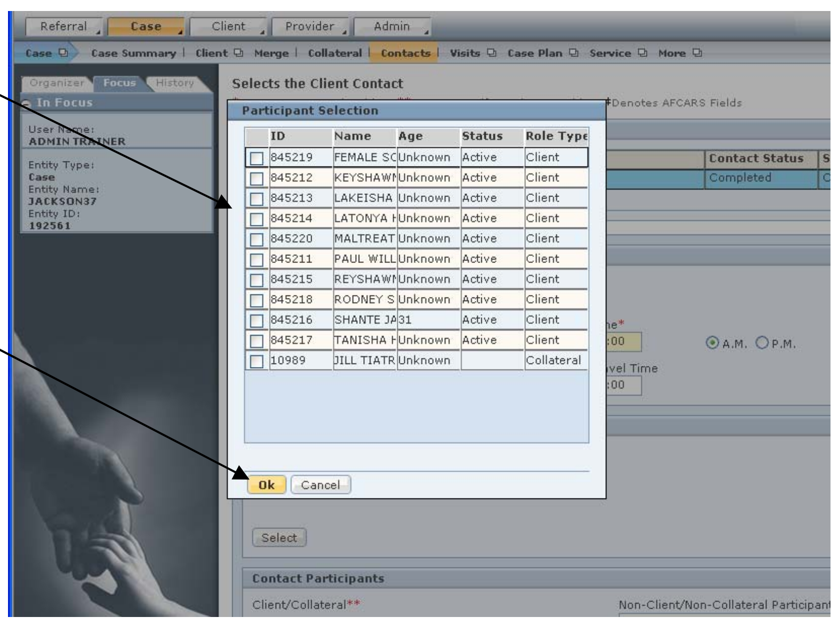

Figure 9

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.

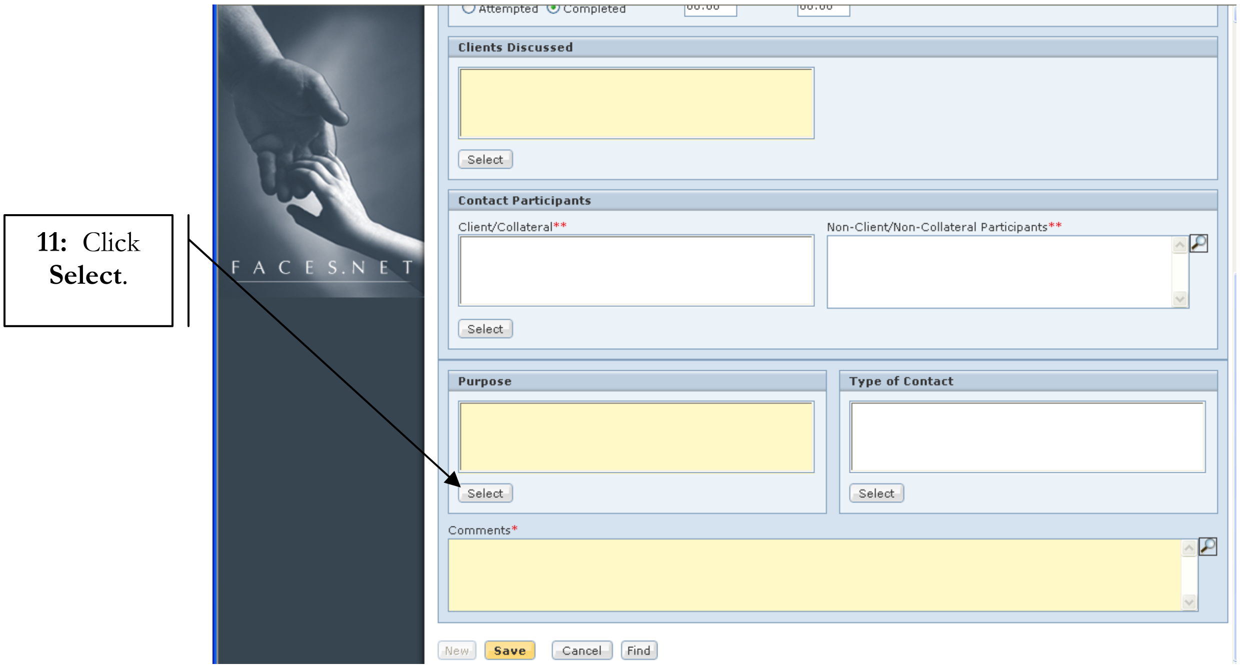

Figure 10

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 on **Ok**.

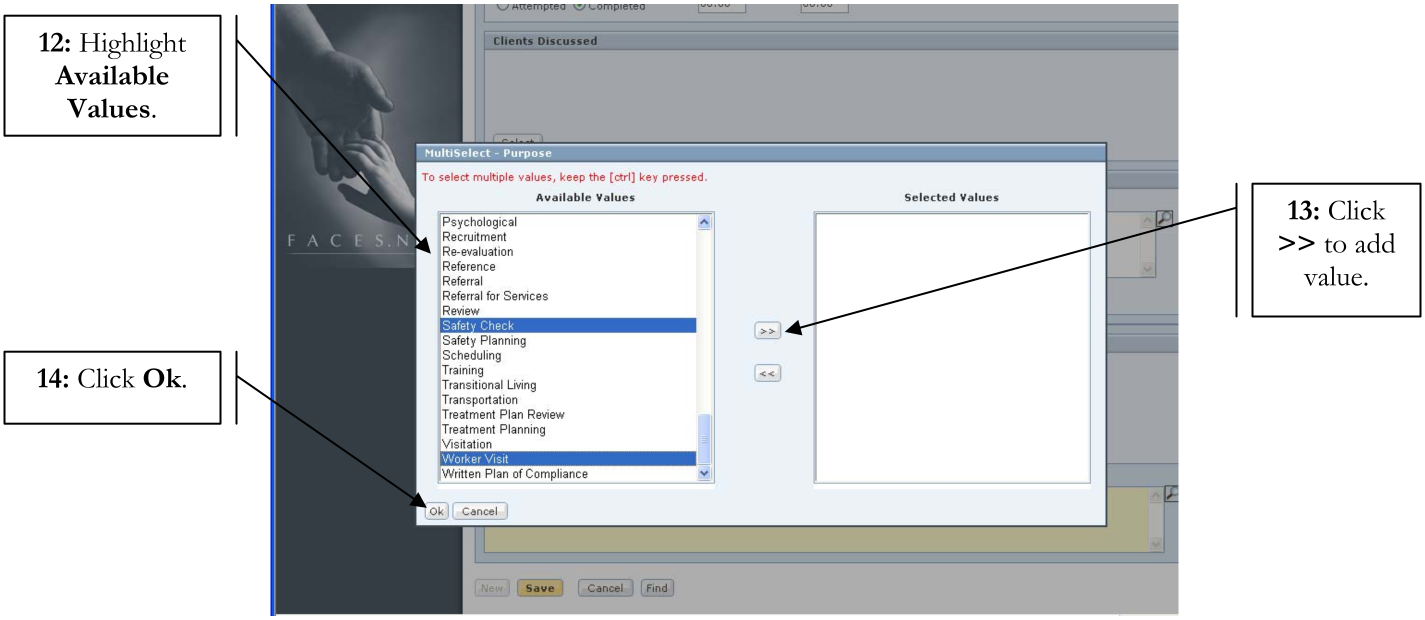

Figure 11

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

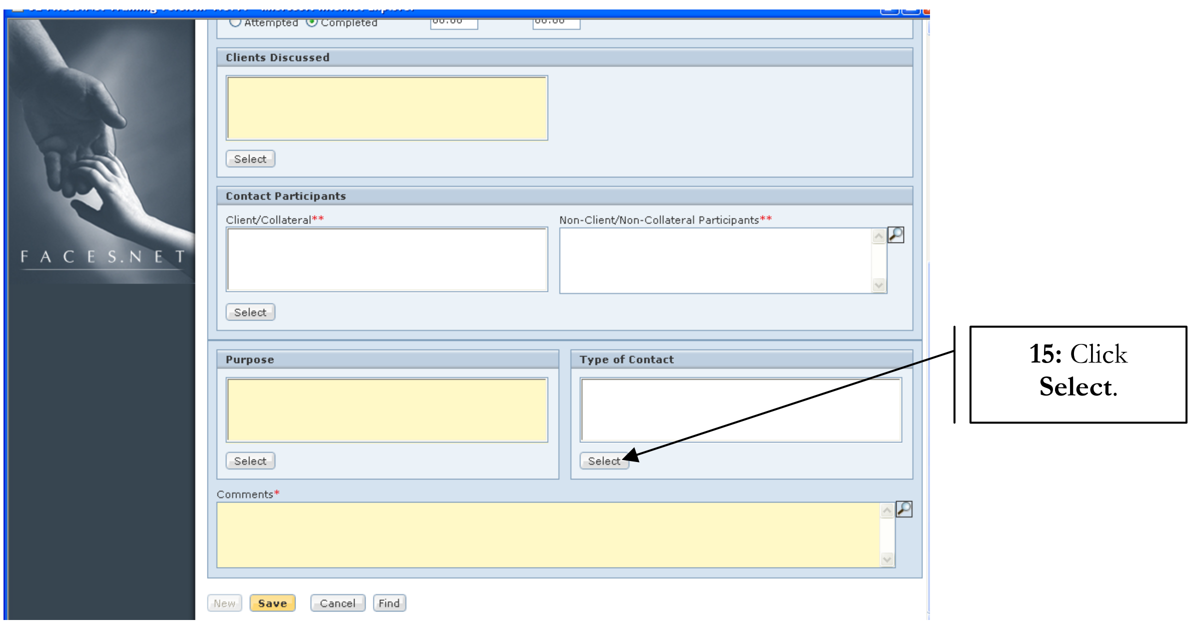

Figure 12

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

Step 17: Click **Save**.

16: Enter **Comments***.

17: Click **Save.**

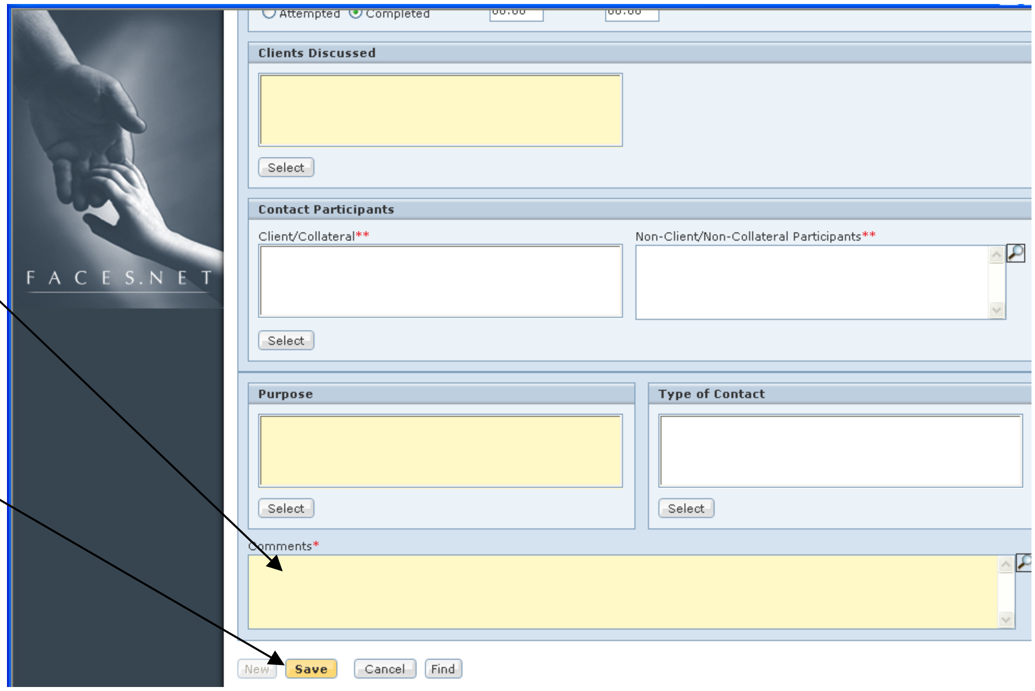

Figure 13

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.**

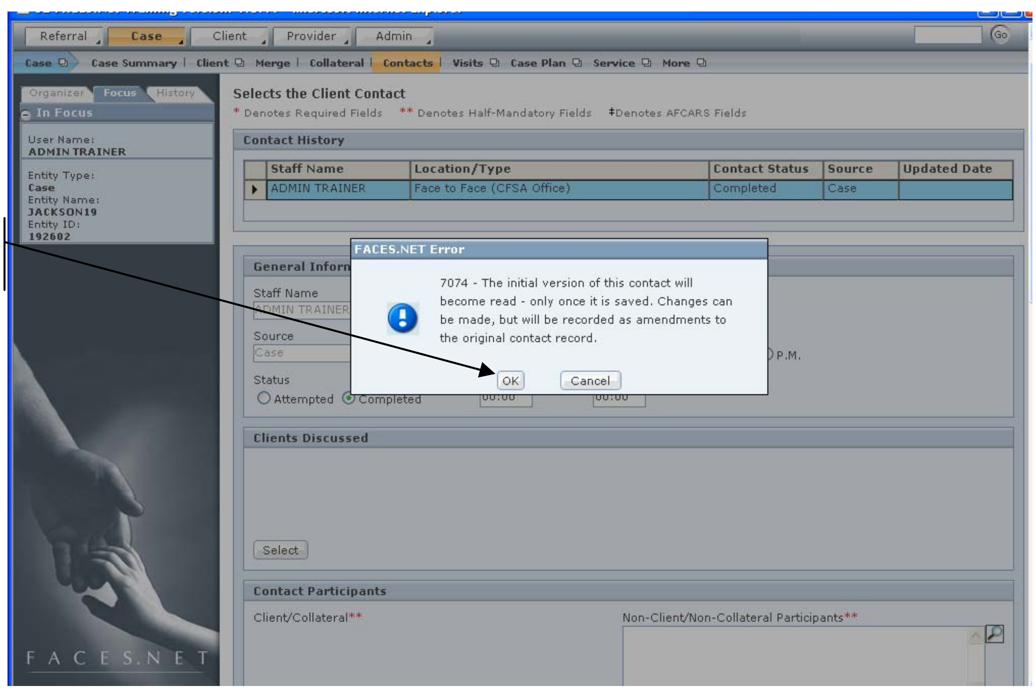

Figure 14

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**.

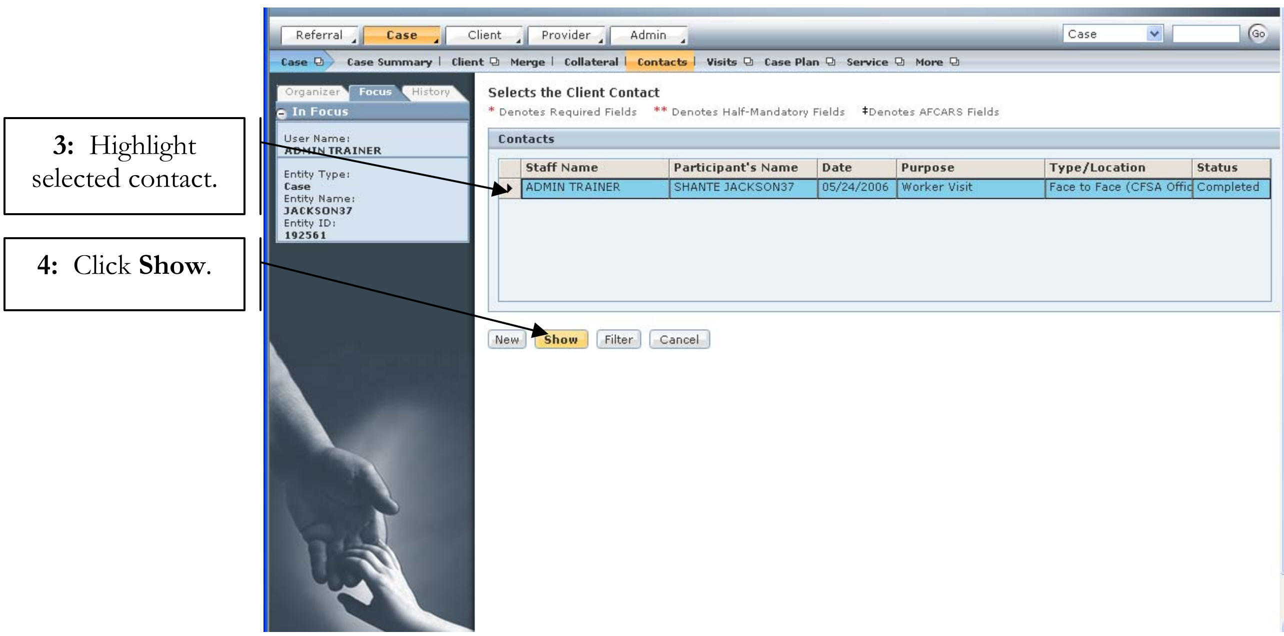

Figure 15

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 may 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 # IX.1.b and # IX.1.c – 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.
- 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.
- For the purposes of this summary, contacts with a status of "Cancelled" "No Show" or "Attempted" are not counted as contacts.
- If no information is entered in FACES.NET for a given record, the detail report will show a blank for that record.
- This report counts children in placement on the last day of the month and shows the visits that took place throughout the month.
- The numbers above represent information entered into FACES.NET as of the report run date. The numbers may change as further updates are made in FACES.NET.
- Children placed outside DC, Maryland and Virginia and Residential Treatment Facilities 100 Miles outside the District are excluded from the visitation counts.

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.