
ENTER, VIEW & AMEND CONTACTS

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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).

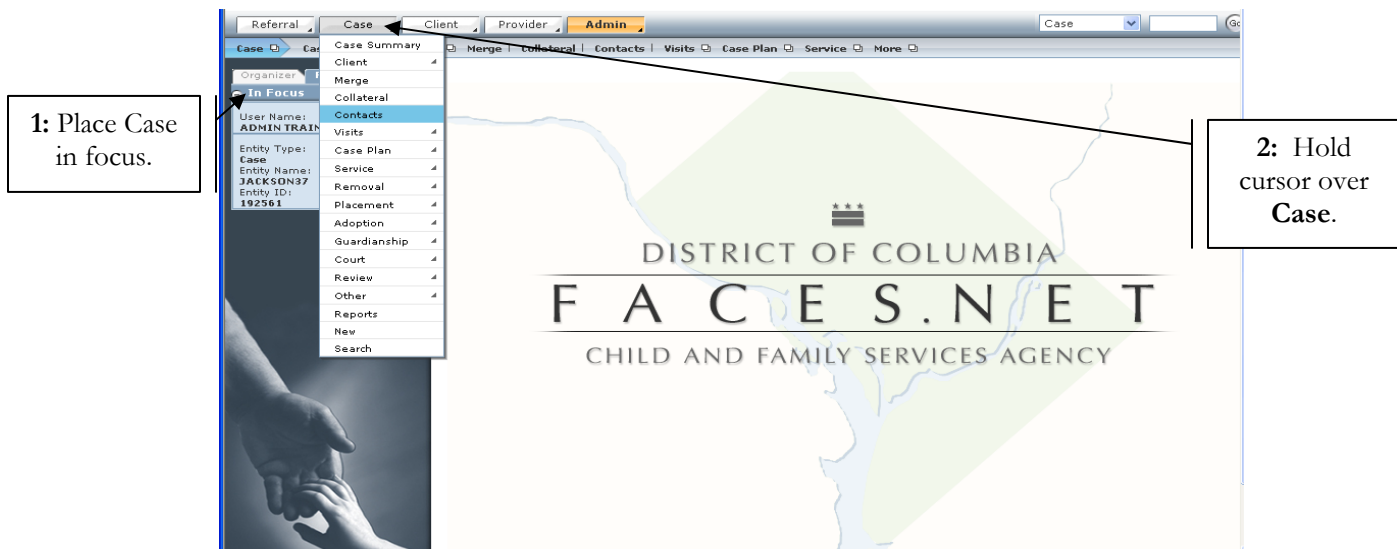


Figure 1

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

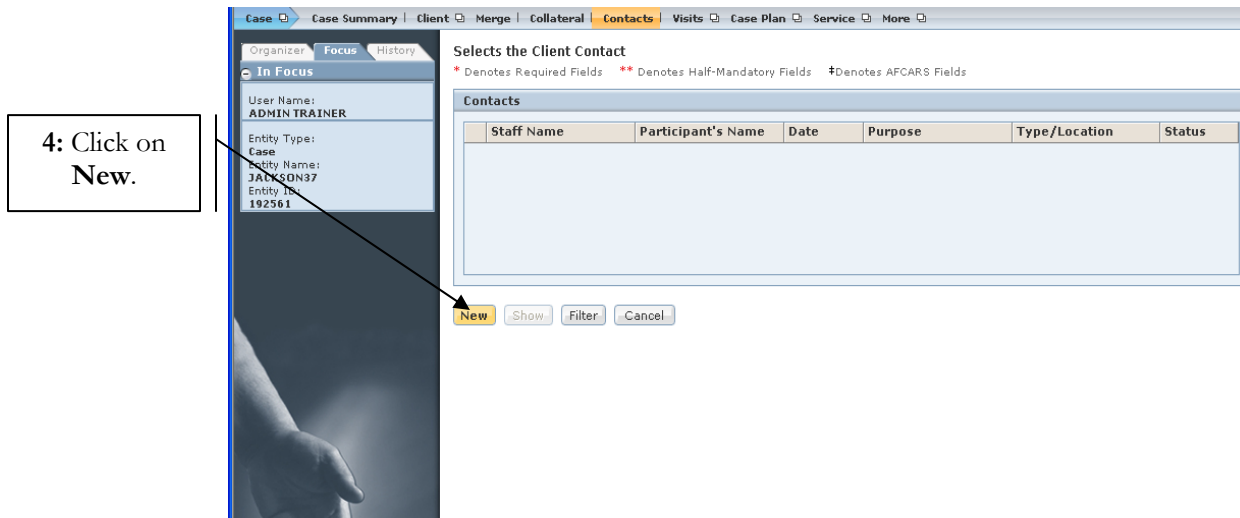


Figure 2

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).

The screenshot shows the 'Selects the Client Contact' form in the FACES.NET system. The form is divided into several sections:

- Contact History:** A table with columns: Staff Name, Location/Type, Contact Status, Source, and Updated Date. The first row shows 'ADMIN TRAINER' with 'Completed' status and 'Case' source.
- General Information:** Fields for Staff Name (ADMIN TRAINER), Type / Location*, Source (Case), Date*, Time* (00:00), Status (Completed), Duration (00:00), and Travel Time (00:00). There are also radio buttons for A.M. and P.M.
- Clients Discussed:** A large text area for notes, with a 'Select' button below it.
- Contact Participants:** Two text areas for 'Client/Collateral**' and 'Non-Client/Non-Collateral Participants**', each with a 'Select' button.
- Purpose:** A large text area for notes, with a 'Select' button below it.
- Type of Contact:** A large text area for notes, with a 'Select' button below it.
- Comments*:** A large text area for notes, with a 'Select' button below it.

At the bottom of the form, there are buttons for 'New', 'Save', 'Cancel', and 'Find'. An arrow points from the 'Find' button to a callout box on the right.

1: Click Find.

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.

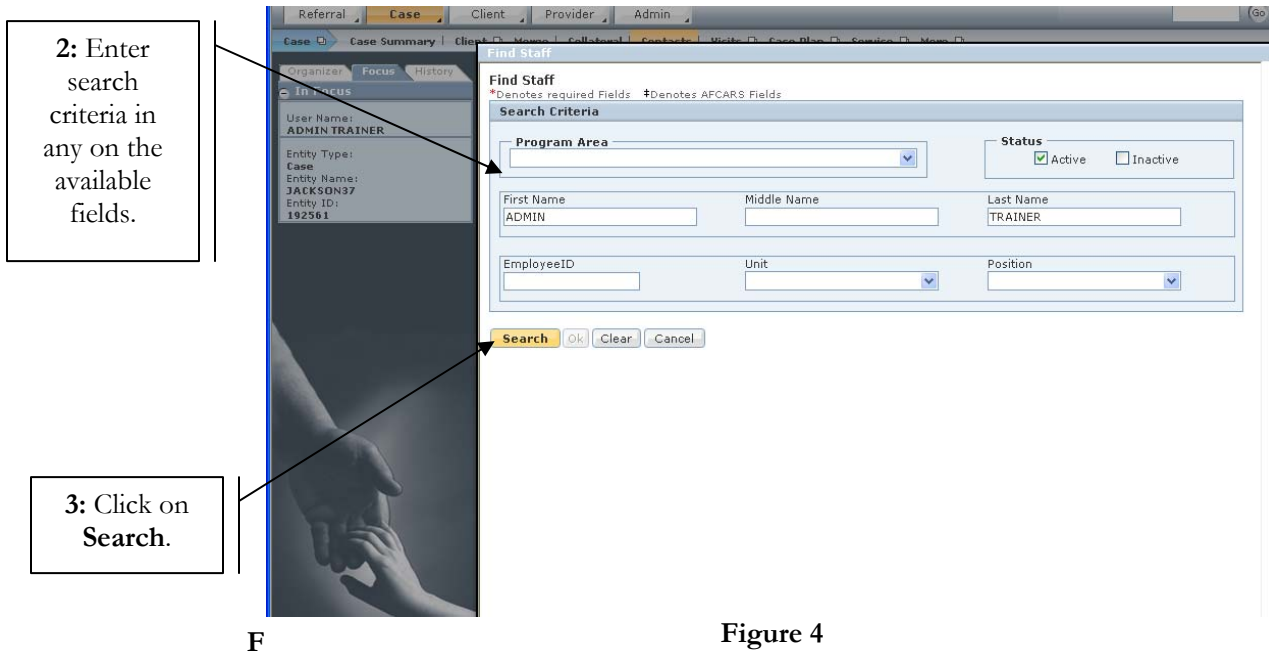


Figure 4

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

Step 5: Click **Ok**.

4: Highlight worker name.

5: Click Ok.

The screenshot displays the 'Find Staff' window. On the left, a sidebar shows 'In Focus' with user details: User Name: ADMIN TRAINER, Entity Type: Case, Entity Name: JACKSON37, Entity ID: 192561. The main area is titled 'Find Staff' and includes a 'Search Criteria' section with fields for Program Area, Status (Active/Inactive), First Name, Middle Name, Last Name, EmployeeID, Unit, and Position. Below this is a 'Search Results' table with one entry: EmployeeID 10407, Worker Name TRAINER 1, Program Area FACESNET TRAINING, Unit Training Unit I, Position Intake Prgm Mgr - Intake, and Status. A callout points to the 'Worker Name' column. At the bottom, the 'Staff Details' section shows fields for Prefix, First Name, Middle Name, Last Name, and Suffix, along with Program Area, Unit, and Program Manager. A callout points to the 'Ok' button in the 'Search' section.

EmployeeID	Worker Name	Program Area	Unit	Position	Status
10407	TRAINER 1	FACESNET TRAINING	Training Unit I	Intake Prgm Mgr - Intake	

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.

The screenshot shows the 'Select the Client Contact' form in the FACES.NET system. The form is divided into several sections:

- Contact History:** A table with columns: Staff Name, Location/Type, Contact Status, Source, and Updated Date. The first row shows 'ADMIN TRAINER' with 'Completed' status and 'Case' source.
- General Information:** Contains fields for Staff Name (ADMIN TRAINER), Type / Location* (dropdown), Source (Case), Date* (dropdown), Time* (dropdown), Status (radio buttons: Attempted, Completed), Duration (00:00), and Travel Time (00:00). There are also A.M. and P.M. radio buttons.
- Clients Discussed:** A section with a large yellow box and a 'Select' button.
- Contact Participants:** A section with two sub-sections: 'Client/Collateral**' and 'Non-Client/Non-Collateral Participants**'.

Annotations with arrows point to the following fields:

- Select Status:** Points to the Status radio buttons.
- Enter Date*:** Points to the Date* dropdown.
- Enter Time*:** Points to the Time* dropdown.
- Enter Travel Time:** Points to the Travel Time field.
- Enter Duration:** Points to the Duration field.
- Select Type/Location*:** Points to the Type / Location* dropdown.

Figure 6

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**.

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
ADMIN TRAINER		Completed	Case	

General Information

Staff Name: ADMIN TRAINER Type / Location*:

Source: Case Date*: Time*: 00:00 ☒ A.M. ☐ P.M.

Status: ☐ Attempted ☒ Completed Duration: 00:00 Travel Time: 00:00

Clients Discussed

Contact Participants

Client/Collateral** Non-Client/Non-Collateral Participants**

Figure 7

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

The screenshot shows the FACES.NET interface. On the left is a sidebar with a hand icon and the text 'FACES.NET'. The main area contains several sections: 'Clients Discussed' with a yellow box and a 'Select' button; 'Contact Participants' with two input fields for 'Client/Collateral**' and 'Non-Client/Non-Collateral Participants**', each with a 'Select' button; 'Purpose' with a yellow box and a 'Select' button; 'Type of Contact' with a yellow box and a 'Select' button; and 'Comments*' with a large yellow text area. At the bottom are buttons for 'New', 'Save', 'Cancel', and 'Find'.

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**.

The screenshot shows the 'Selects the Client Contact' window. It contains a table titled 'Participant Selection' with columns: ID, Name, Age, Status, and Role Type. The table lists several participants, including 845219 (FEMALE SC), 845212 (KEYSHAWN), 845213 (LAKEISHA), 845214 (LATONYA), 845220 (MALTREAT), 845211 (PAUL WILL), 845215 (REYSHAWN), 845218 (RODNEY S), 845216 (SHANTE JA), 845217 (TANISHA H), and 10989 (JILL TIATR). Each row has a checkbox in the ID column. Below the table are 'Ok' and 'Cancel' buttons. A callout box labeled '9: Select Participant(s)' points to the table, and another callout box labeled '10: Click Ok.' points to the 'Ok' button.

Figure 9

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



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.

The screenshot shows the Faces.net interface. On the left is a vertical banner with a hand holding a child's hand and the text 'FACES.NET'. The main area contains several sections: 'Clients Discussed' with a yellow box and a 'Select' button; 'Contact Participants' with two input fields labeled 'Client/Collateral**' and 'Non-Client/Non-Collateral Participants**', each with a 'Select' button; 'Purpose' with a yellow box and a 'Select' button; 'Type of Contact' with a white box and a 'Select' button; and 'Comments*' with a large yellow box. At the bottom are buttons for 'New', 'Save', 'Cancel', and 'Find'. An arrow points from the text '11: Click Select.' to the 'Select' button in the 'Purpose' section.

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**.

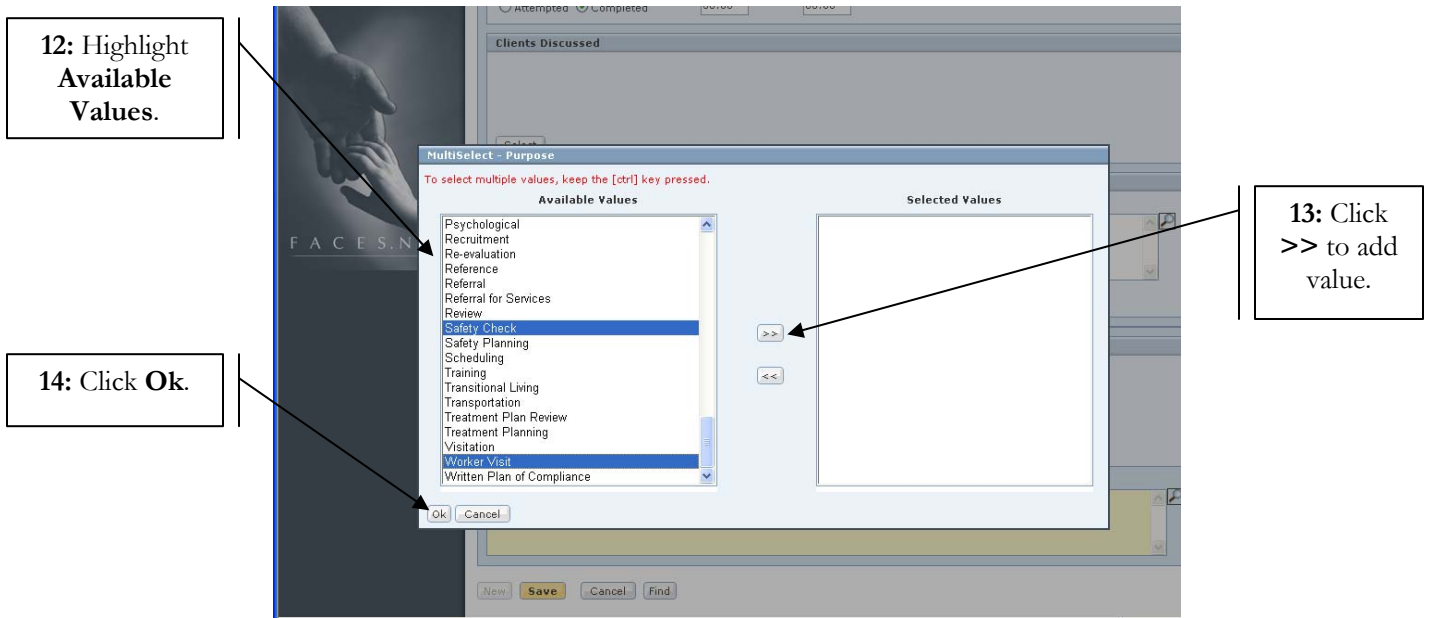


Figure 11

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

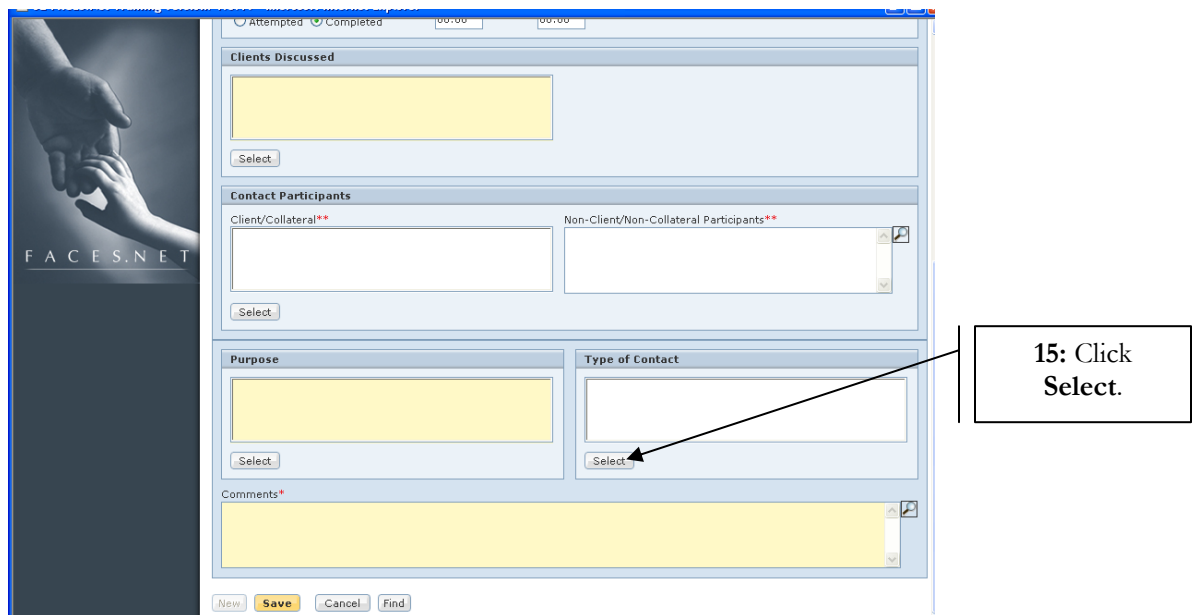


Figure 12

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

Step 17: Click **Save**.

16: Enter Comments*.

17: Click Save.

The screenshot shows the FACES.NET interface with the following sections:

- Clients Discussed:** A yellow text area for entering client names.
- Contact Participants:** Two text areas for 'Client/Collateral**' and 'Non-Client/Non-Collateral Participants**'.
- Purpose:** A yellow text area for entering the purpose of the contact.
- Type of Contact:** A text area for selecting the type of contact.
- Comments*:** A large yellow text area for entering comments.
- Buttons:** 'New', 'Save', 'Cancel', and 'Find' buttons at the bottom.

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.

The screenshot shows the FACES.NET interface with the following sections:

- Referral:** A tab for selecting the client contact.
- Selects the Client Contact:** A section for selecting the client contact.
- Contact History:** A table showing contact history.
- General Information:** A section for entering general information.
- Clients Discussed:** A yellow text area for entering client names.
- Contact Participants:** Two text areas for 'Client/Collateral**' and 'Non-Client/Non-Collateral Participants**'.
- Buttons:** 'New', 'Save', 'Cancel', and 'Find' buttons at the bottom.

FACES.NET Error

7074 - The initial version of this contact will become read - only once it is saved. Changes can be made, but will be recorded as amendments to the original contact record.

OK Cancel

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**.

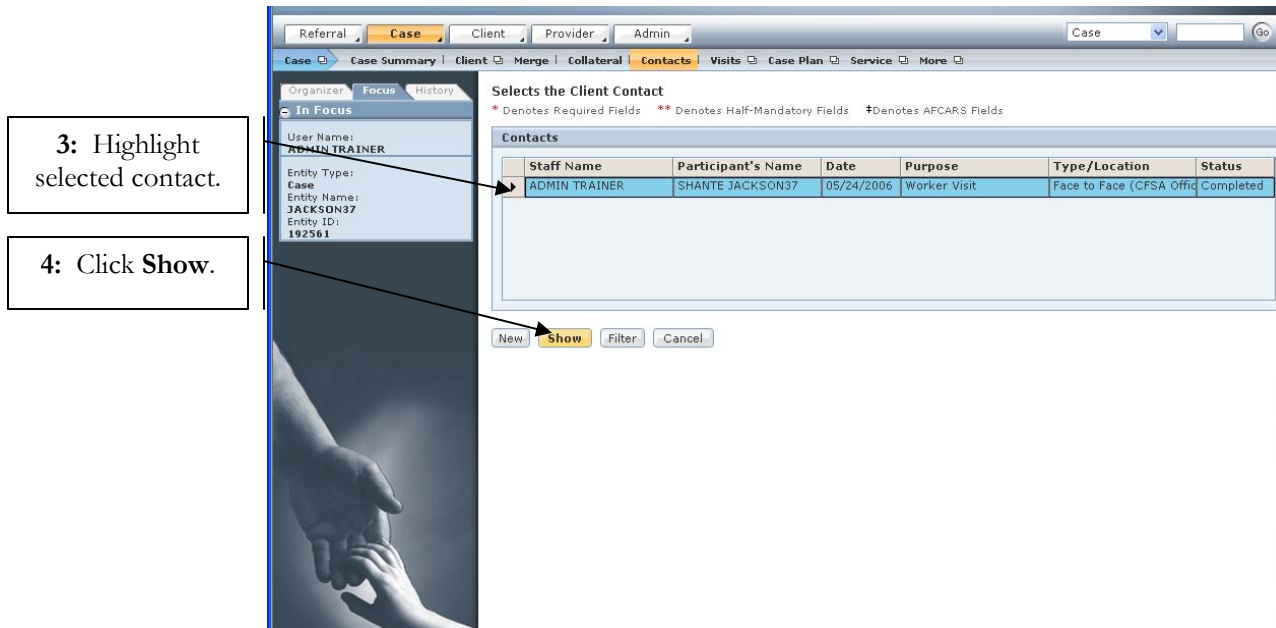


Figure 15

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.

Best Practice Reports Reference Guide

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.