
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).

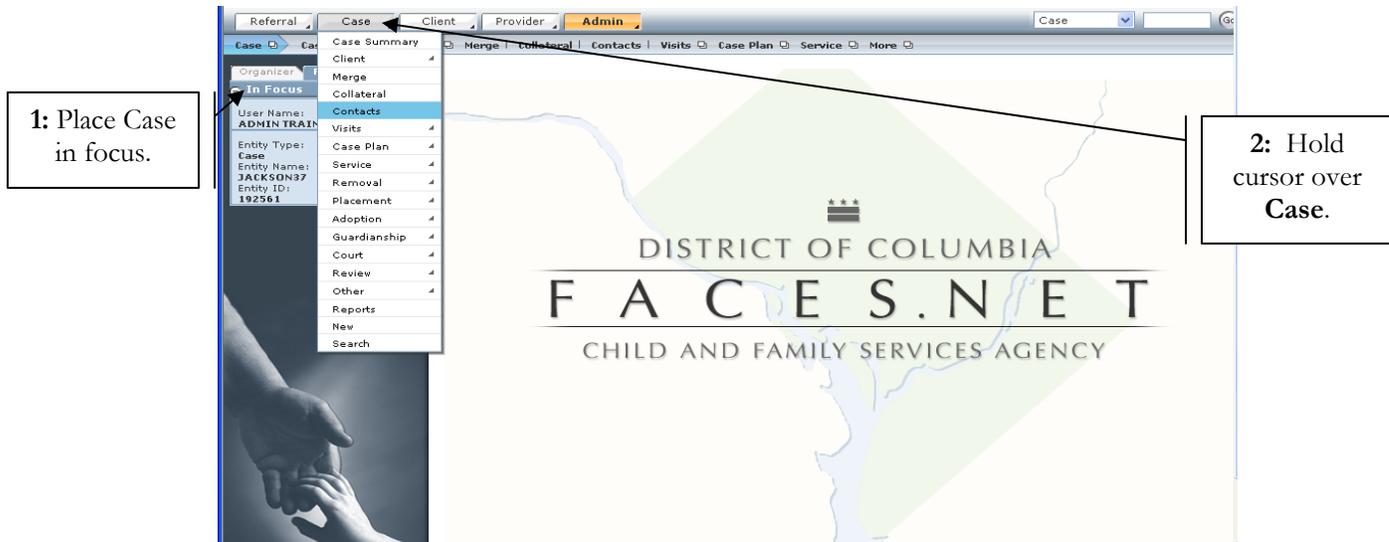


Figure 1

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

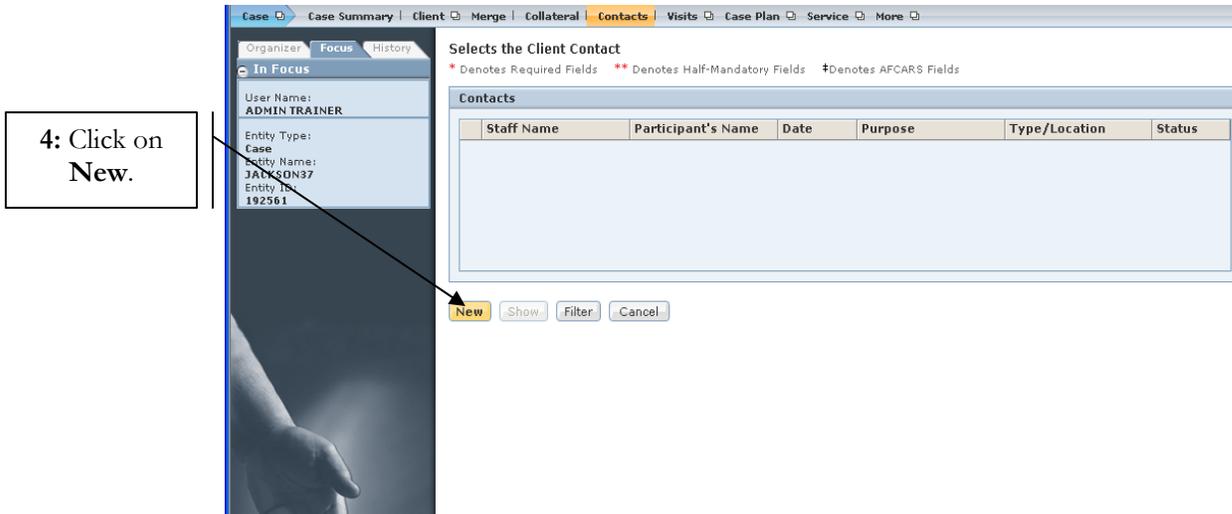


Figure 2

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 a web application interface for 'Selects the Client Contact'. The top navigation bar includes 'Referral', 'Case', 'Client', 'Provider', and 'Admin'. The main content area is titled 'Selects the Client Contact' and contains several sections:

- Contact History:** A table with columns: Staff Name, Location/Type, Contact Status, Source, Updated Date. One entry is visible: ADMIN TRAINER, Completed, Case.
- 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).
- Clients Discussed:** A large empty text area 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 empty text area with a 'Select' button below it.
- Type of Contact:** A large empty text area with a 'Select' button below it.
- Comments*:** A large empty text area.

At the bottom of the form are buttons for 'New', 'Save', 'Cancel', and 'Find'. A callout box with an arrow points to the 'Find' button, containing the text '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.

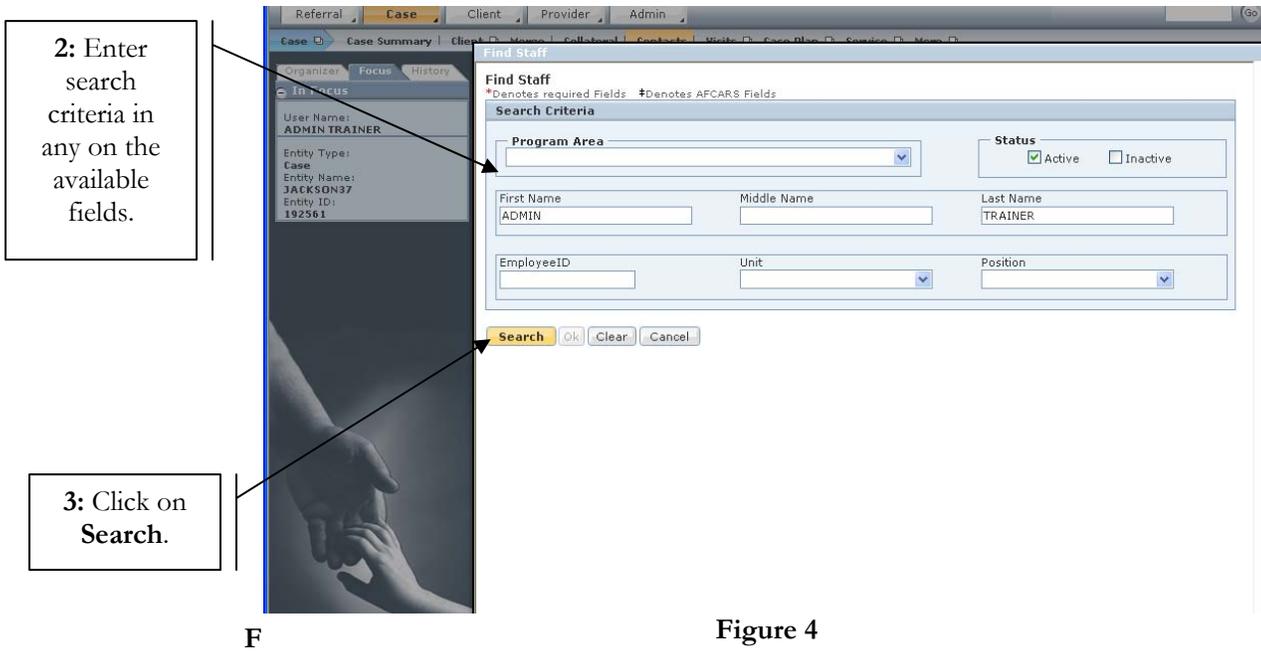


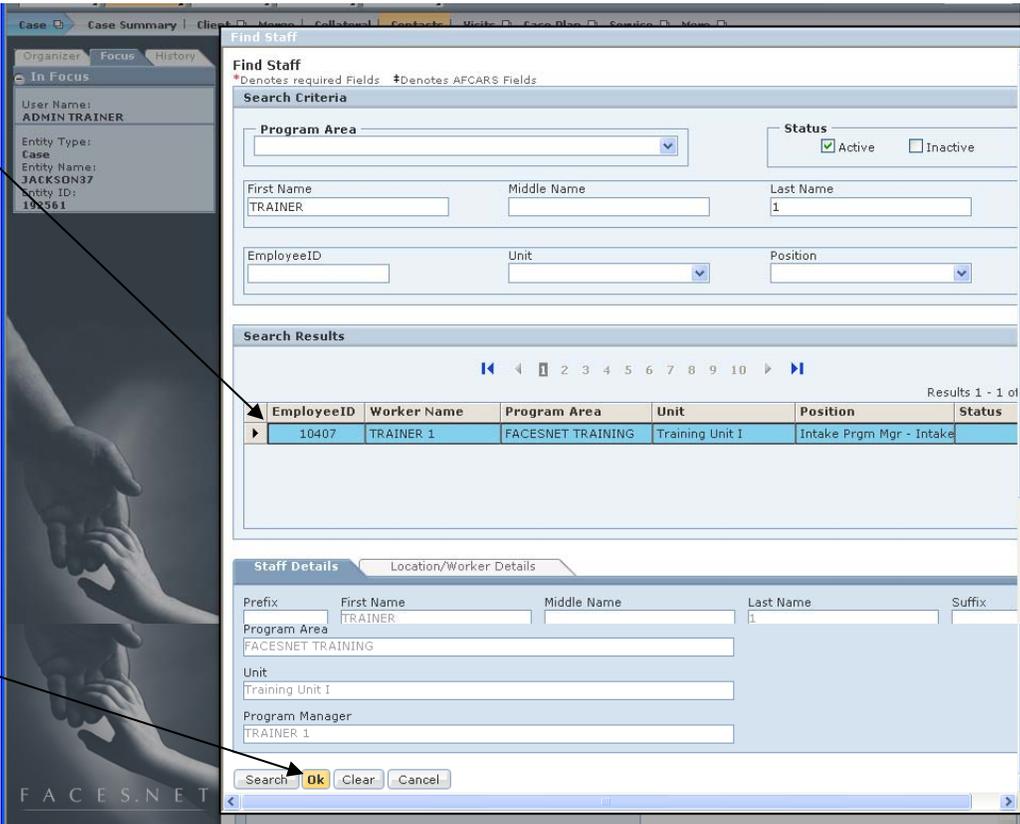
Figure 4

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 shows a 'Find Staff' window with the following sections:

- Search Criteria:** Includes fields for Program Area, Status (Active/Inactive), First Name, Middle Name, Last Name, EmployeeID, Unit, and Position.
- Search Results:** A table with columns: EmployeeID, Worker Name, Program Area, Unit, Position, and Status. One result is shown: EmployeeID 10407, Worker Name TRAINER 1, Program Area FACESNET TRAINING, Unit Training Unit I, Position Intake Prgm Mgr - Intake, Status.
- Staff Details:** A form for 'Location/Worker Details' with fields for Prefix, First Name, Middle Name, Last Name, Suffix, Program Area, Unit, and Program Manager.

Buttons at the bottom include Search, Ok, Clear, and Cancel.

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 a web application interface for entering contact information. The interface includes a sidebar with user information, a main content area with a table of contact history, and a form for entering general information. Callouts point to specific fields in the form:

- Select Status.** points to the Status field with radio buttons for Attempted and Completed.
- Select Type/Location*.** points to the Type / Location* dropdown menu.
- Enter Date*.** points to the Date* field.
- Enter Time*.** points to the Time* field.
- Enter Travel Time.** points to the Travel Time field.
- Enter Duration.** points to the Duration field.

The form fields include: Staff Name (ADMIN TRAINER), Source (Case), Date*, Time* (00:00), Status (Completed), Duration (00:00), Travel Time (00:00), and Type / Location* (dropdown). The interface also includes a table for Contact History and sections for Clients Discussed and Contact Participants.

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**.

The screenshot shows a software interface with a top navigation bar containing 'Case', 'Case Summary', 'Client', 'Merge', 'Collateral', 'Contacts', 'Visits', 'Case Plan', 'Service', and 'More'. On the left, a sidebar shows 'In Focus' with user details: 'User Name: ADMIN TRAINER', 'Entity Type: Case', 'Entity Name: JACKSON37', and 'Entity ID: 192561'. The main content area is titled 'Selects the Client Contact' and includes a legend: '* Denotes Required Fields', '** Denotes Half-Mandatory Fields', and '# Denotes AFCARS Fields'. Below the legend is a 'Contact History' table with columns: Staff Name, Location/Type, Contact Status, Source, and Updated Date. The table contains one entry: 'ADMIN TRAINER', 'Case', 'Completed', 'Case'. The 'General Information' section has fields for Staff Name (ADMIN TRAINER), Type / Location* (dropdown), Source (Case), Date* (dropdown), Time* (00:00), Status (radio buttons for Attempted and Completed), Duration (00:00), and Travel Time (00:00). The 'Clients Discussed' section features a large yellow text area and a 'Select' button. The 'Contact Participants' section has two input fields: 'Client/Collateral**' and 'Non-Client/Non-Collateral Participants**'. A callout box on the left points to the 'Select' button.

Figure 7

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

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**.

ID	Name	Age	Status	Role Type
<input type="checkbox"/> 845219	FEMALE SC	Unknown	Active	Client
<input type="checkbox"/> 845212	KEYSHAW	Unknown	Active	Client
<input type="checkbox"/> 845213	LAKEISHA	Unknown	Active	Client
<input type="checkbox"/> 845214	LATONYA	Unknown	Active	Client
<input type="checkbox"/> 845220	MALTREAT	Unknown	Active	Client
<input type="checkbox"/> 845211	PAUL WILL	Unknown	Active	Client
<input type="checkbox"/> 845215	REYSHAW	Unknown	Active	Client
<input type="checkbox"/> 845218	RODNEY S	Unknown	Active	Client
<input type="checkbox"/> 845216	SHANTE JA	31	Active	Client
<input type="checkbox"/> 845217	TANISHA	Unknown	Active	Client
<input type="checkbox"/> 10989	JILL TIATR	Unknown		Collateral

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.

The screenshot shows a software interface with a dark sidebar on the left containing a hand-holding image and the text 'FACES.NET'. The main area has 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**', and 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'. A callout box on the left contains the text '11: Click Select.' with an arrow pointing to the 'Select' button in the 'Purpose' section.

Figure 10

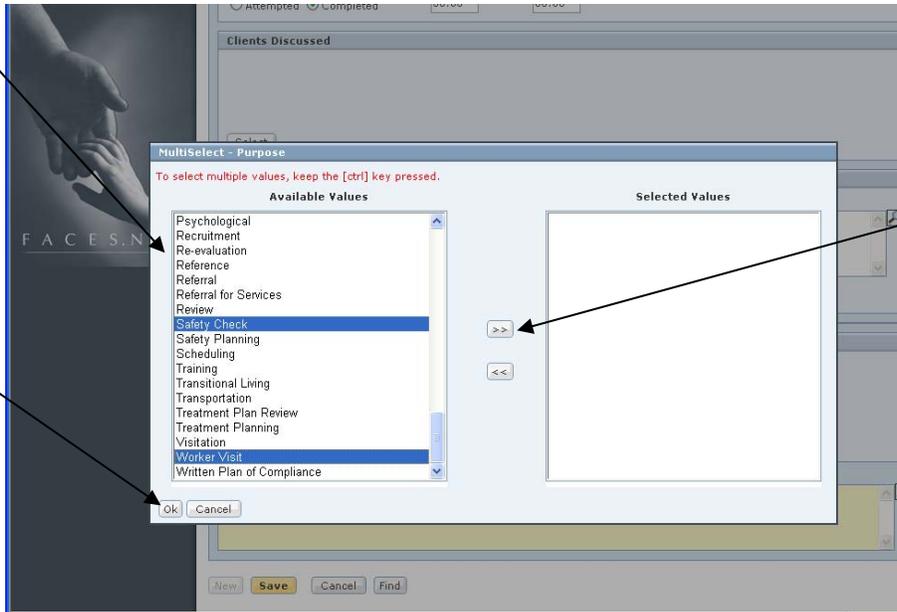
Step 12: Highlight the purpose(s) from the **MultiSelect - Purpose** screen. If more than one selection is chosen, hold down the **Ctrl** key on your keyboard and click on the appropriate options from the list of **Available Values**.

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**.

12: Highlight Available Values.

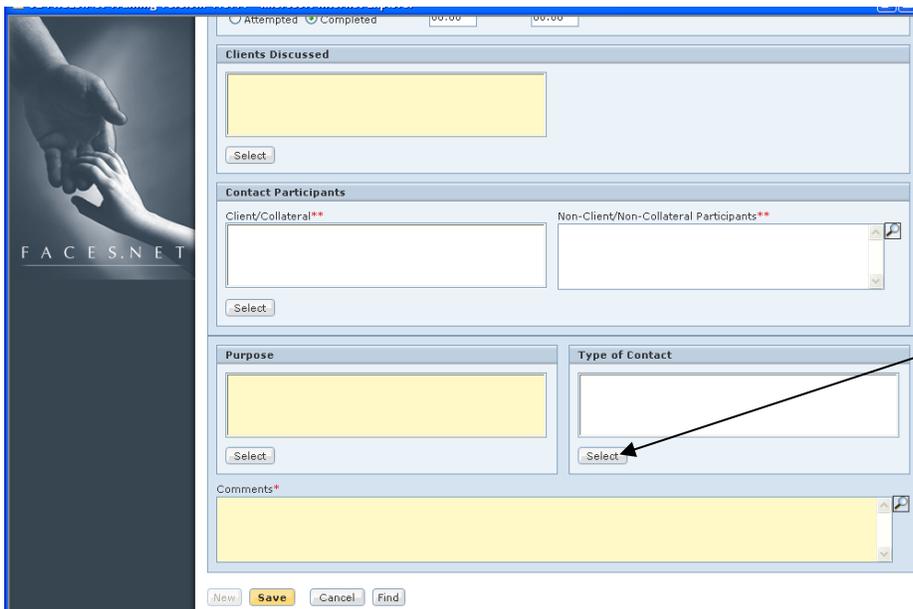
14: Click Ok.



13: Click >> to add value.

Figure 11

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



15: Click Select.

Figure 12

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

Step 17: Click **Save**.

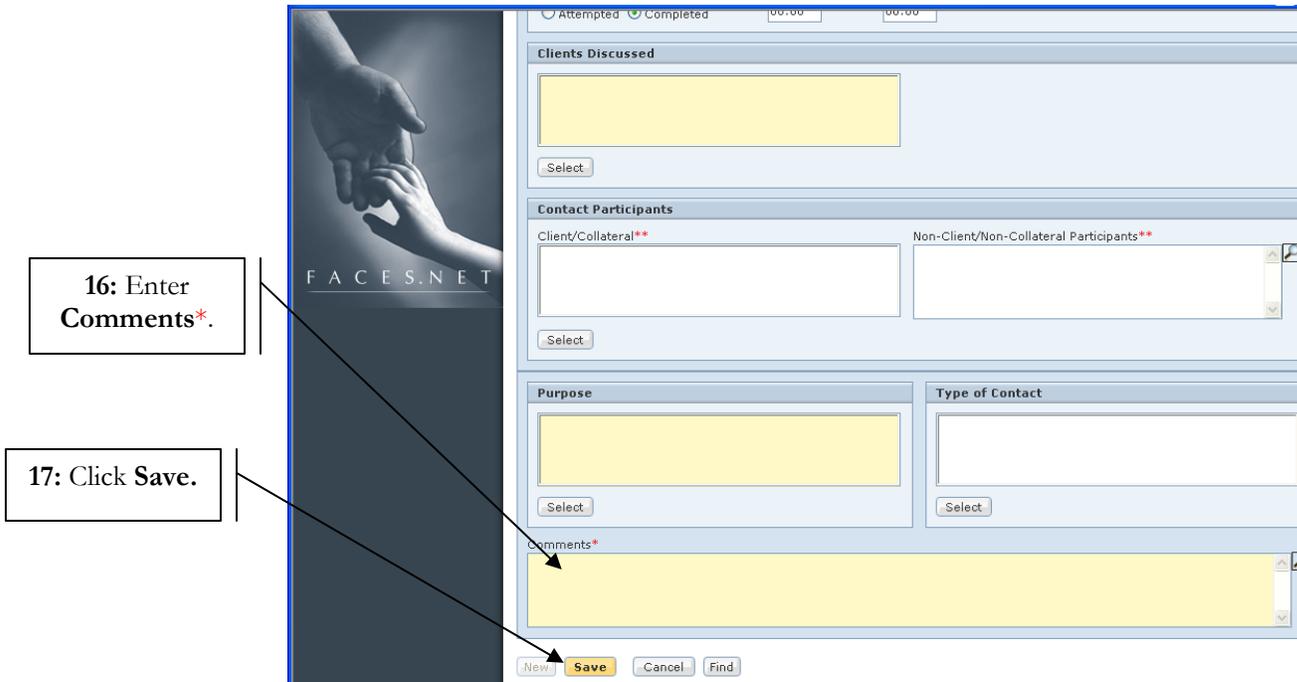


Figure 13



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.

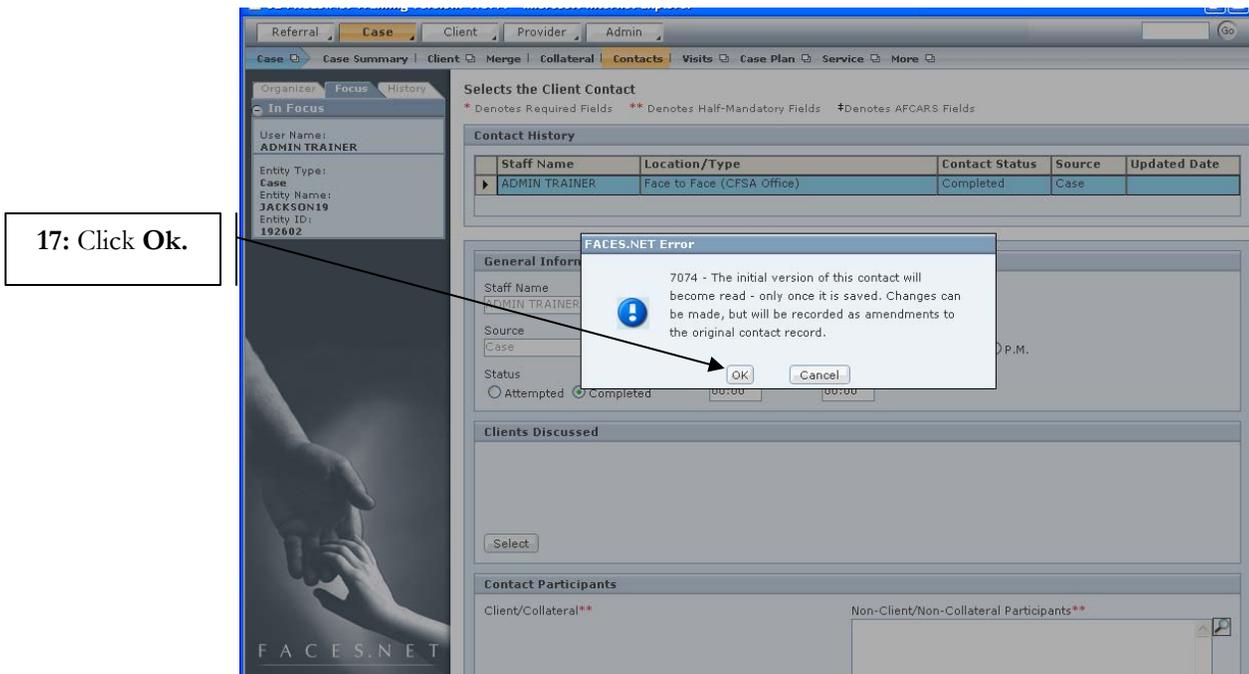


Figure 14

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**.

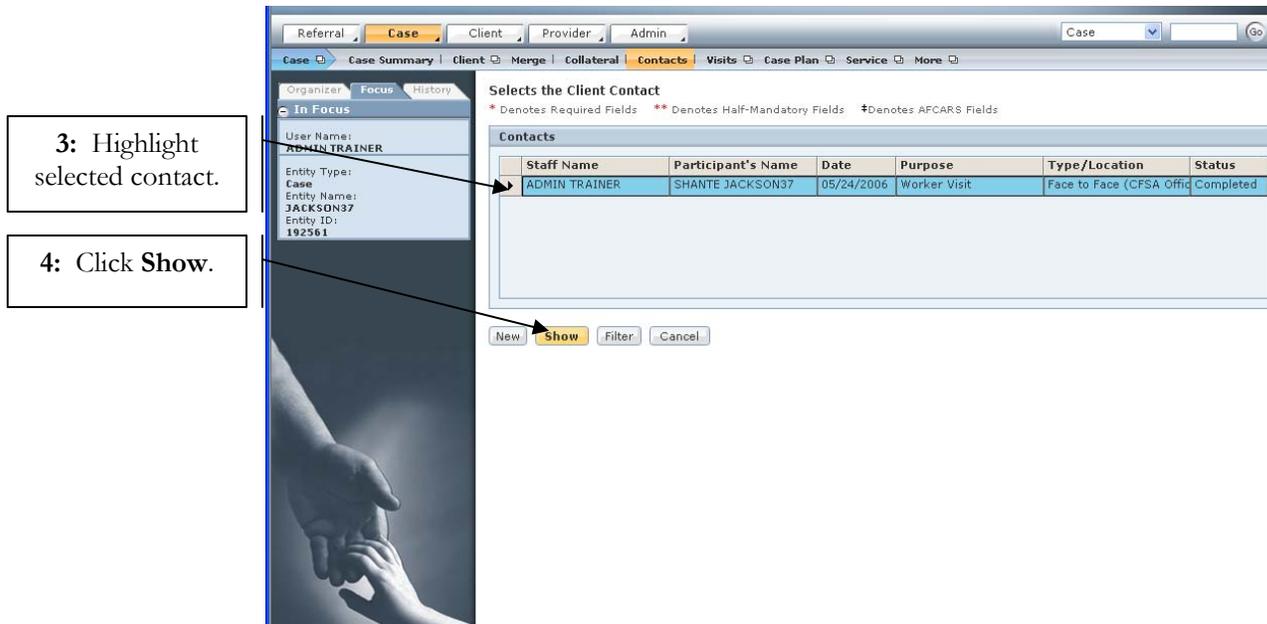


Figure 15

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.

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

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.