CONTACTS

CREATION DATE: March 29, 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. A contact that includes both face-to-face time with a child and also time spent with other participants should be entered as two separate contacts in FACES.NET.
3. Before a "Collateral" is displayed on the Contact pick list, the Collateral must first be entered on the **Collateral** screen.
4. 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.
5. Contacts appear in both the Investigation side and the Case side of FACES.NET.

Enter a New Contacts

Steps include:

Step 1: Put a case in focus from workload by clicking on **My Assignments** from the left window pane in FACES.NET.

Step 2: Highlight the client that you want to view.

Step 3: Click on **Show**.

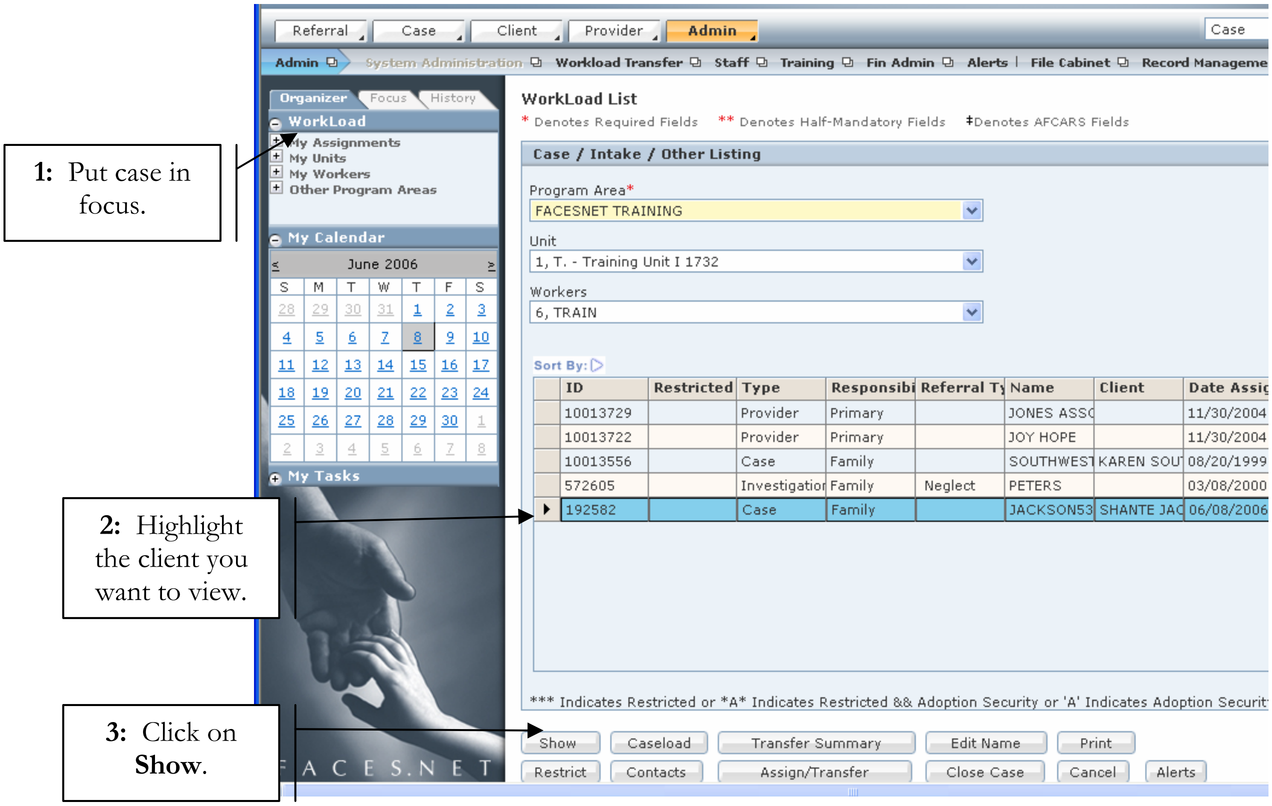

Figure 1

Step 4: Place a case in focus from **My Assignments** from the left window pane in FACES.NET.

Step 5: Hold cursor over **Case**.

Step 6: Click on **Contacts**. (You will see the Selects the **Client Contact** pop up screen).

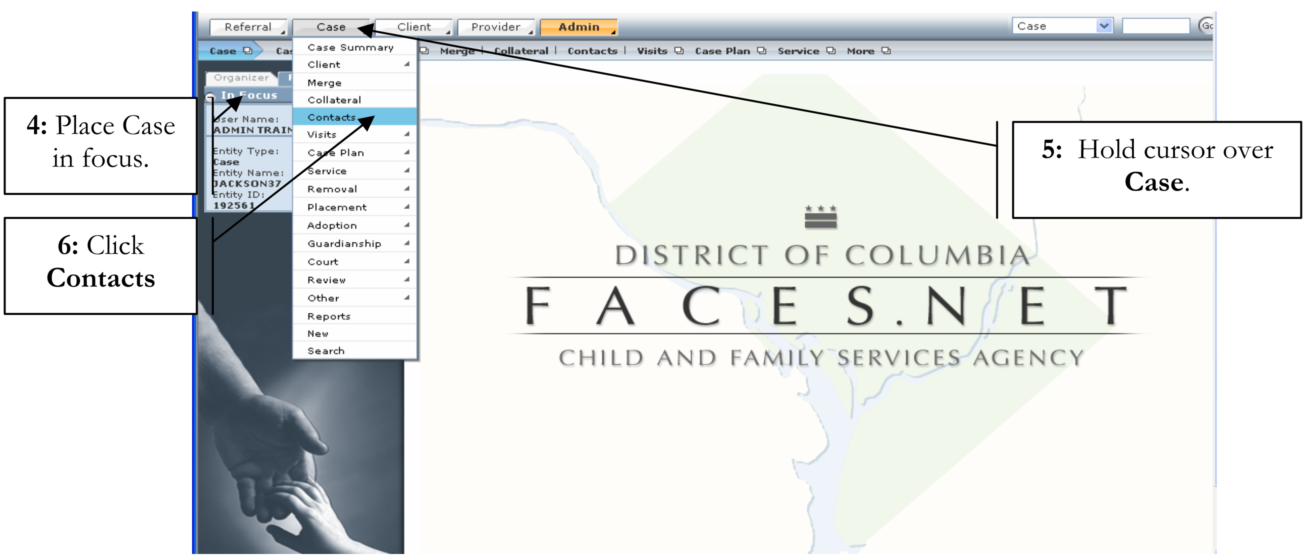

Figure 2

Step 7: Click on **New** to enter a new contact record.

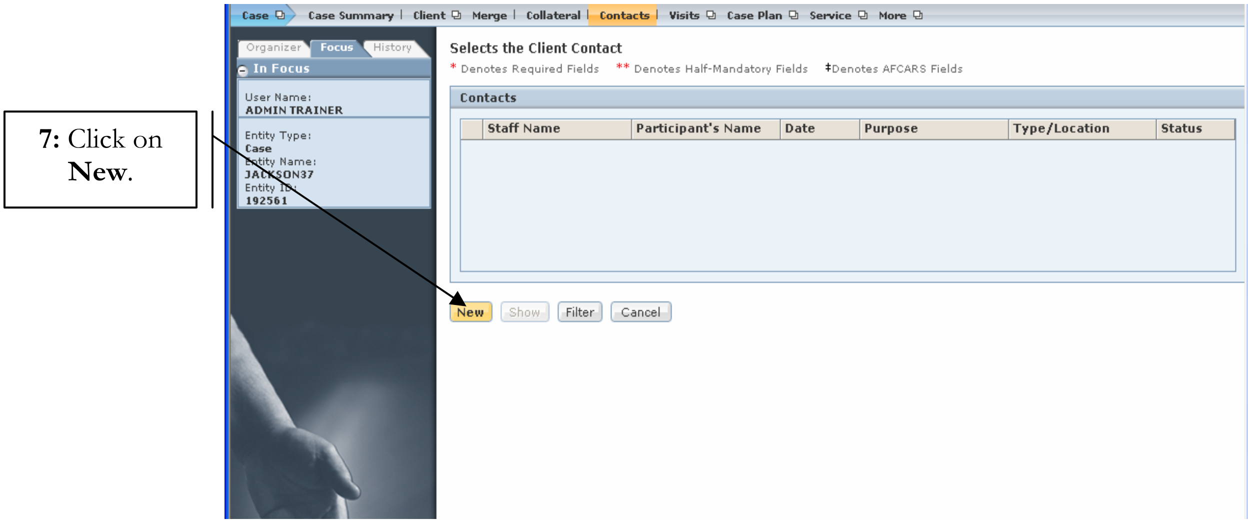

Figure 3

Find Staff

- *Staff Name* will default to the worker inputting the information. 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 Staff** box will pop up). 

Step 2: Search for another person using any of the available fields and click **Search.**
The results of your search will appear in the results window at the bottom of the screen.

Step 3: Click **Search**.

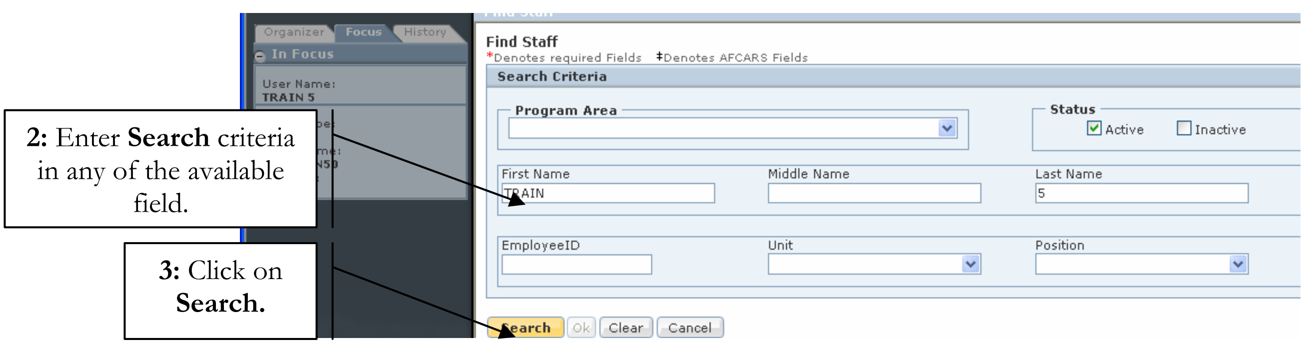

Figure 4

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

4: Select worker from search results.

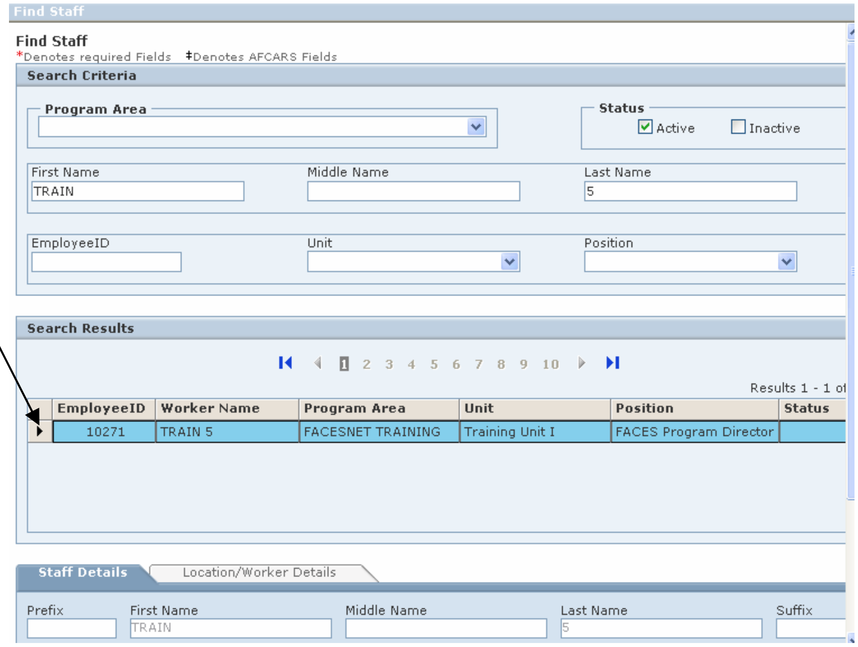

Figure 5

Step 5: Click **Ok**.

5: Click **Ok**.

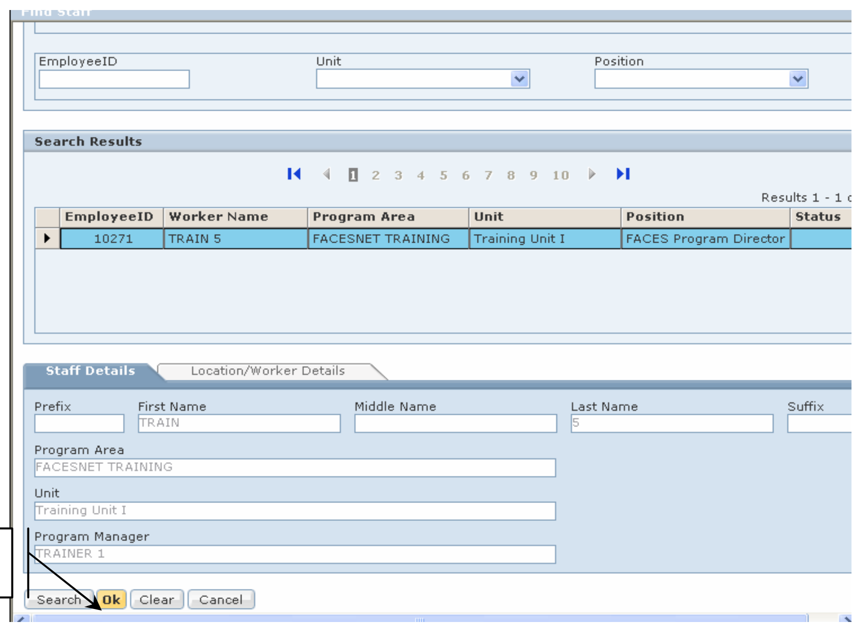

Figure 6

General Information/Contact Participants

Pointers to Remember:

Source will default to **Referral**, **Case**, or **Provider**.

The **Source** will populate here.

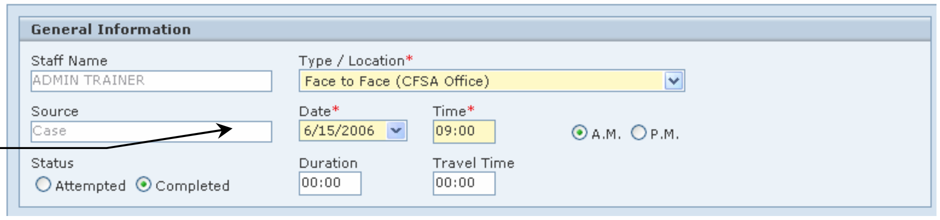

Figure 7

In the following steps, we will enter a contact in FACES.NET detailing a visit made by a social worker of the Jackson family.

Steps Include:

Step 1: Type/Location* – Click on the drop down picklist to choose the type of contact (Phone, Letter, Face to Face, etc.)

Step 2: Date * – Enter the date when the contact occurred.

Step 3: Time * – Enter the time that contact occurred.

Step 4: Status – Click on the radio button to select **Attempted** or **Completed** contacts

Step 5: Duration – Enter the length of time the contact lasted.

Step 6: Travel Time – Enter the length of travel time if applicable.

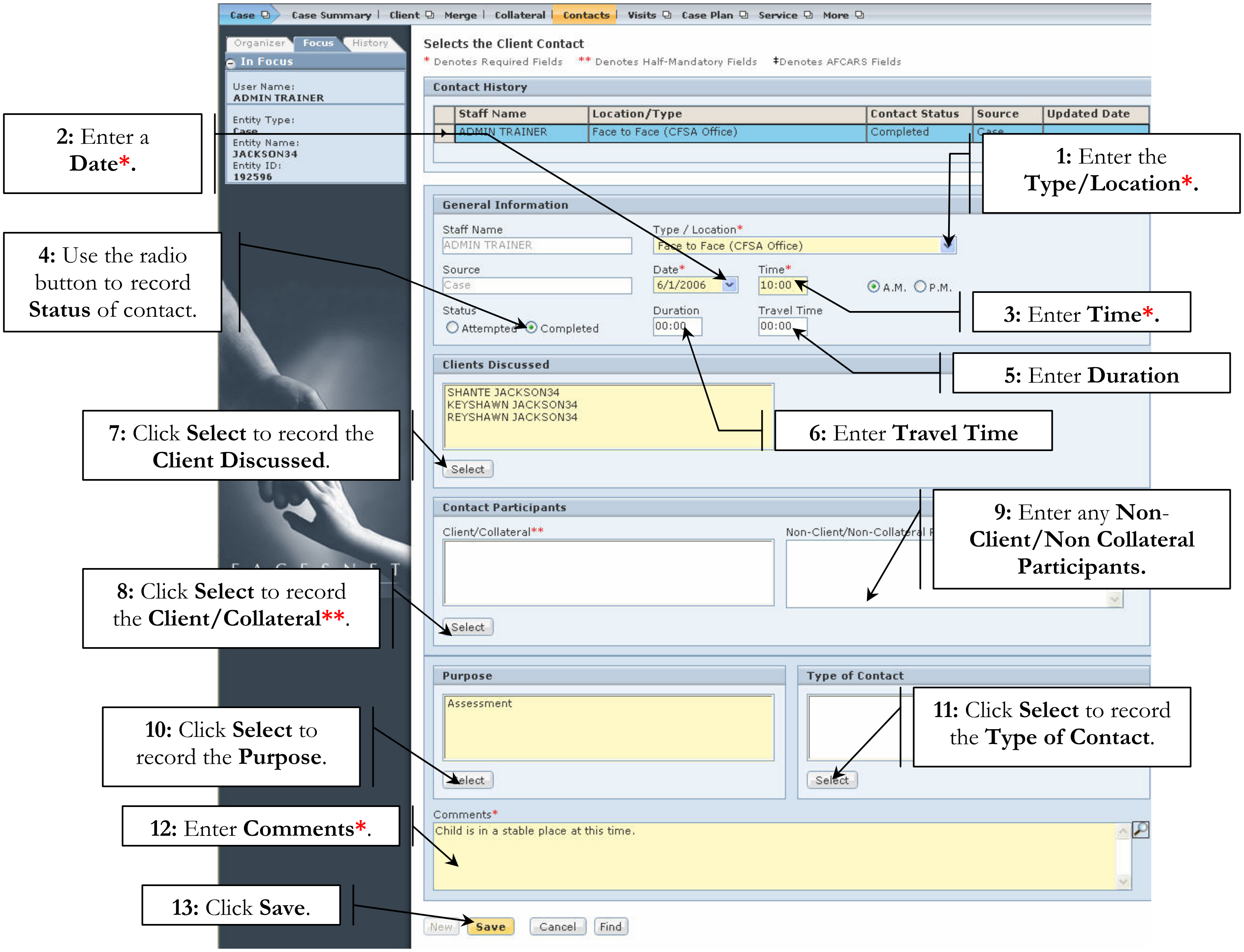
1: Enter the Type/Location*.
2: Enter a Date*.
3: Enter Time*.
4: Use the radio button to record Status of contact.
5: Enter Duration
6: Enter Travel Time
7: Click Select to record the Client Discussed.
8: Click Select to record the Client/Collateral**.
9: Enter any Non-Client/Non Collateral Participants.
10: Click Select to record the Purpose.
11: Click Select to record the Type of Contact.
12: Enter Comments*.
13: Click Save.
Case
Case Summary
Client
Merge
Collateral
Contacts
Visits
Case Plan
Service
More
Organizer
Focus
History
In Focus
User Name:
ADMIN TRAINER
Entity Type:
Case
Entity Name:
JACKSON34
Entity ID:
192596
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
Face to Face (CFSA Office)
Completed
Case
General Information
Staff Name
ADMIN TRAINER
Type / Location*
Face to Face (CFSA Office)
Source
Case
Date*
6/1/2006
Time*
10:00
A.M.
P.M.
Status
Attempted
Completed
Duration
00:00
Travel Time
00:00
Clients Discussed
SHANTE JACKSON34
KEYSHAWN JACKSON34
REYSHAWN JACKSON34
Select
Contact Participants
Client/Collateral**
Select
Purpose
Assessment
Select
Type of Contact
Select
Comments*
Child is in a stable place at this time.
New
Save
Cancel
Find

Figure 8

Step 7: Click **Select** to record the **Clients Discussed**.

Step 7a: Click the right pointed double-arrow to place selected values on the **Selected Values** column.

Step 7b: If you select an item in error, then click on selected value and click the left pointed double-arrow

Step 7c: Click **Ok**.

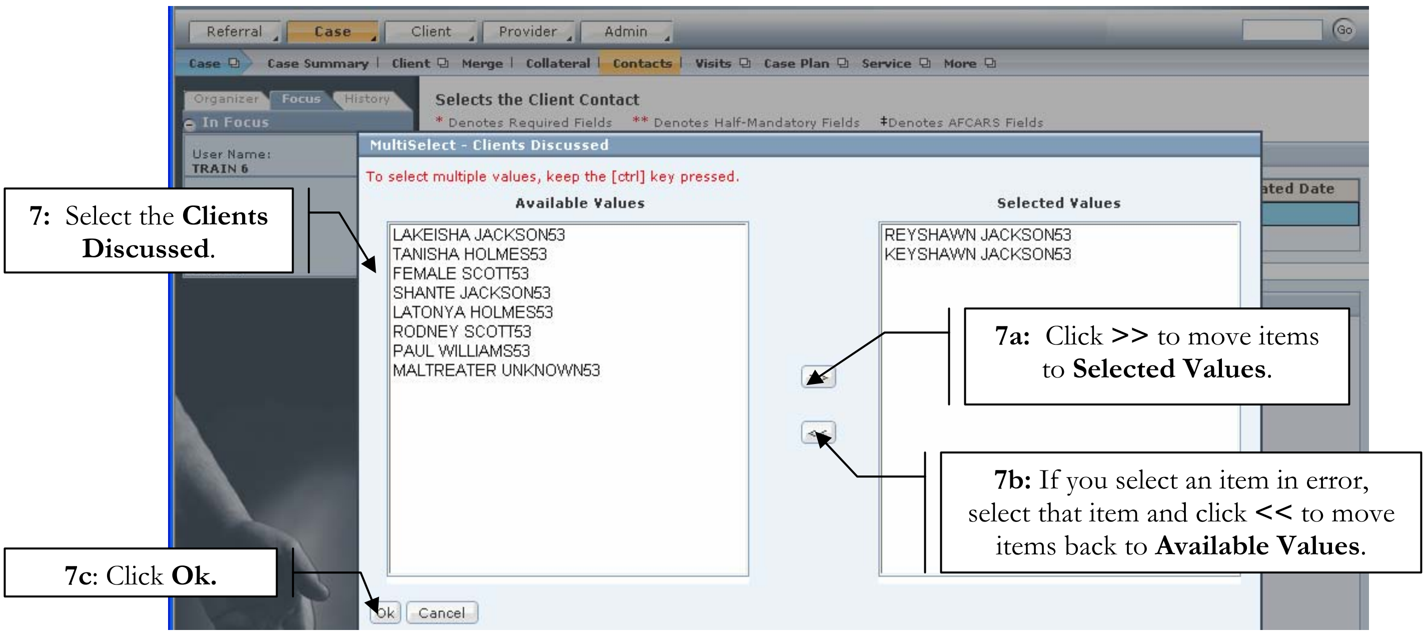

Figure 9

Step 8: Click **Select** to record the **Contact Participants**.

Step 8a: Place a check in the box to select **Client/Collateral**.

Step 8b: Click **Ok**.

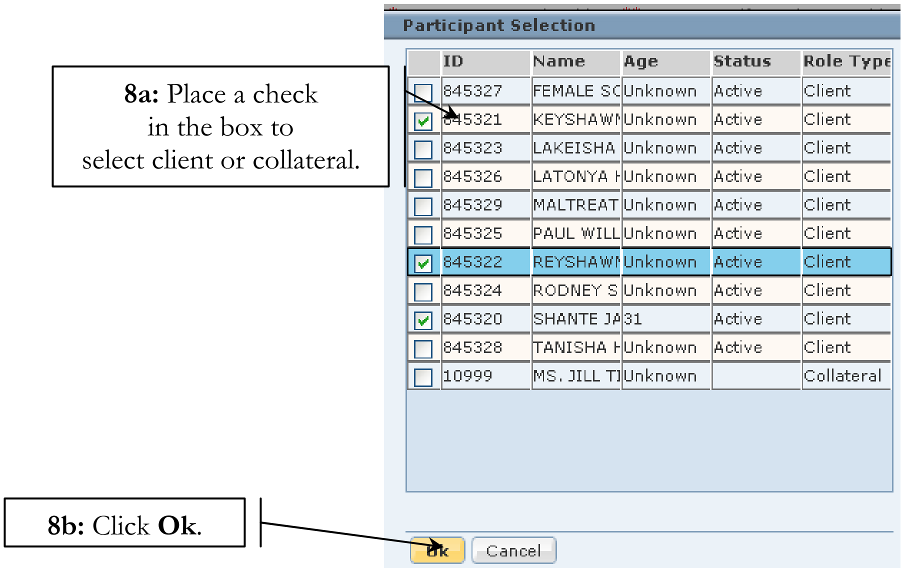

Figure 10

Step 9: Add any additional participants into the **Non-Client/Non-Collateral Participants** box by typing their names.

Step 10: Click **Select** to record the **Purpose** of the contact. (See **Figure 8**)

Step 11: Click **Select** to record the **Type of Contact** (See **Figure 8**)

Step 12: Type the comments into the **Comments*** textbox.

Step 13: Click **Save.**

Step 14: A verification message will appear. Click **OK** to save initial version of contact. Click **Cancel** to return to the screen.

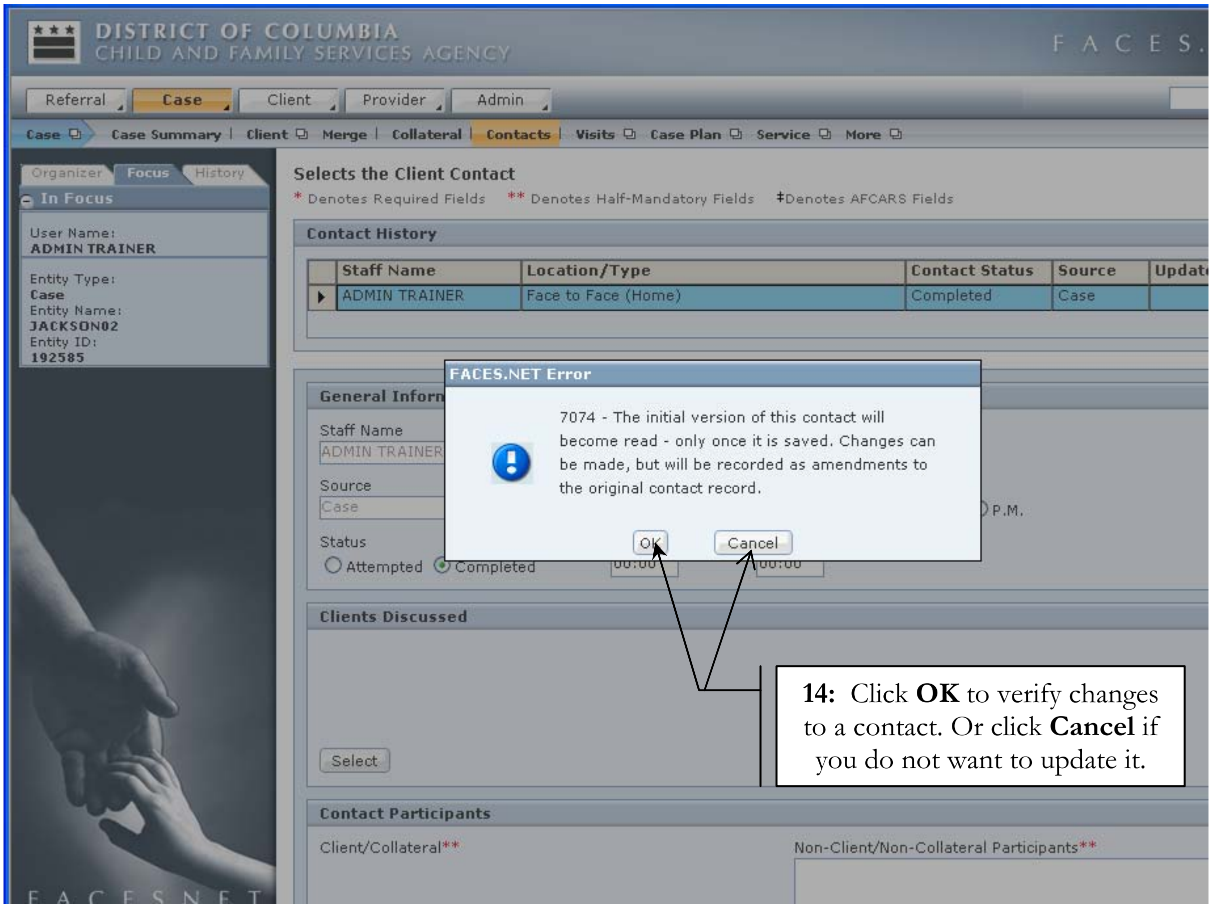

Figure 11

Note:

In order for a social worker's contacts/visits to count in the Visit or Contact Management Reports, four areas **must** be completed.

- The **Type/Loc.** field must be a 'Face to Face"
- Timely entry of contact. Best Practice states that documentation should occur within 24 hours the occurrence of the contact.
- 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: Put a case in focus from workload by clicking on **My Assignments**.

Step 2: Highlight the client that you want to view.

Step 3: Click on **Show**.

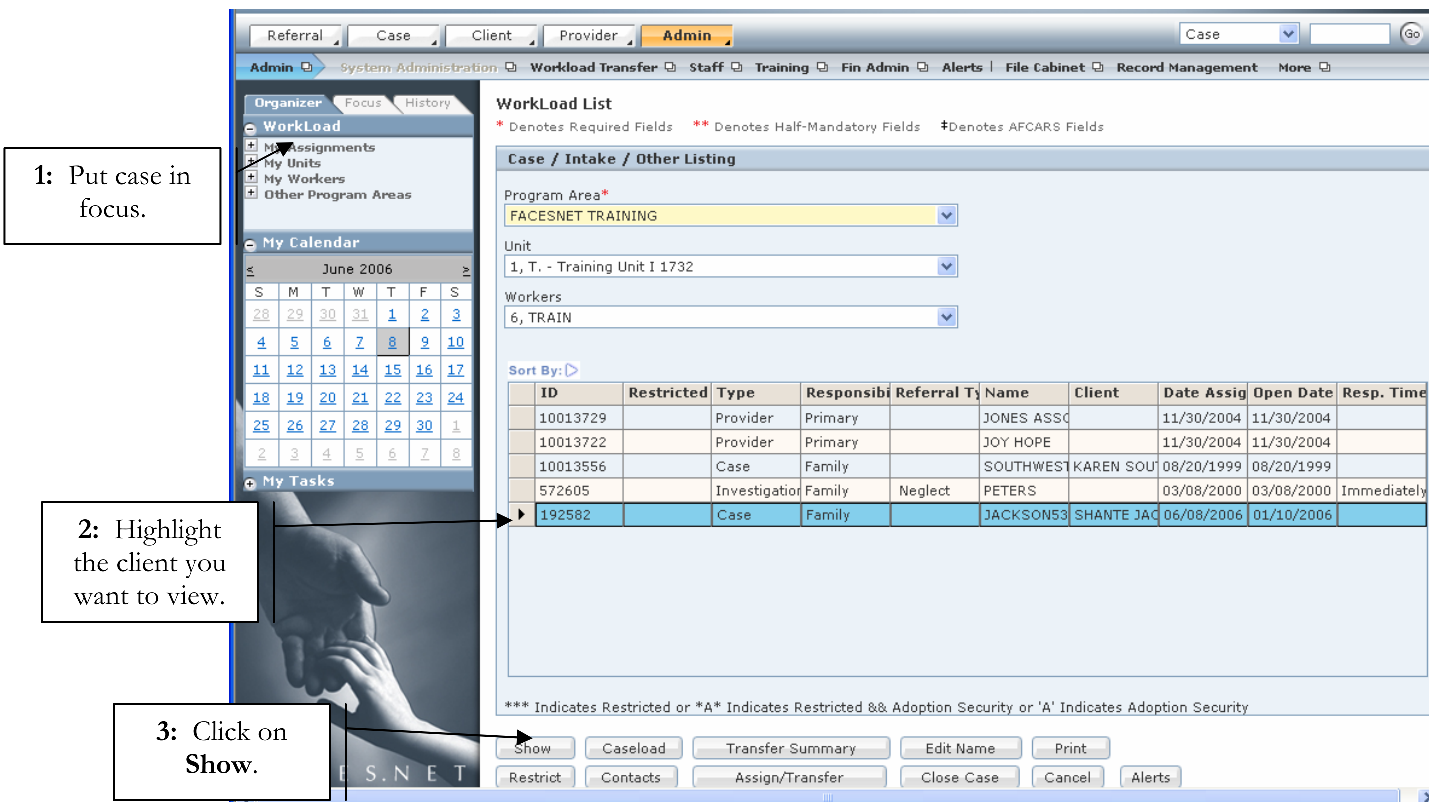

Figure 12

Step 4: Hold cursor over **Case.**

Step 5: Click **Contacts.**

Step 6: Highlight the contact to be viewed on the **Contact** window.

Step 7: Click **Show.**

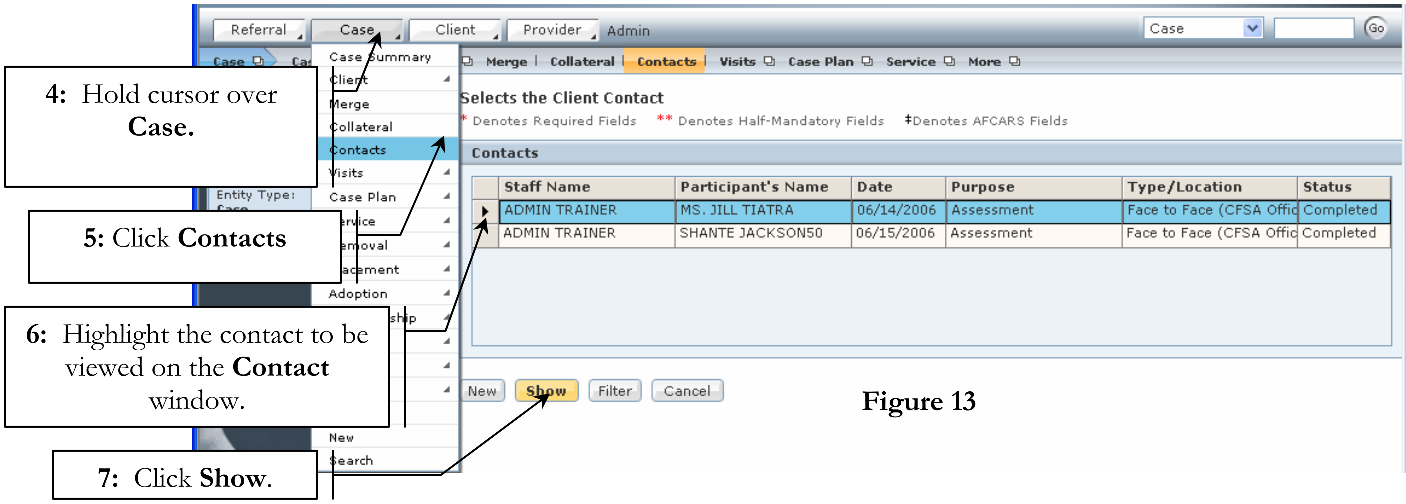

Figure 13

Step 8: View or make any necessary changes on the original contact record.

Step 9: A verification message will appear. Click **OK** to verify the change or click **Cancel** to return to the screen.

Step 10: Click **Save** if changes were made to the screen.

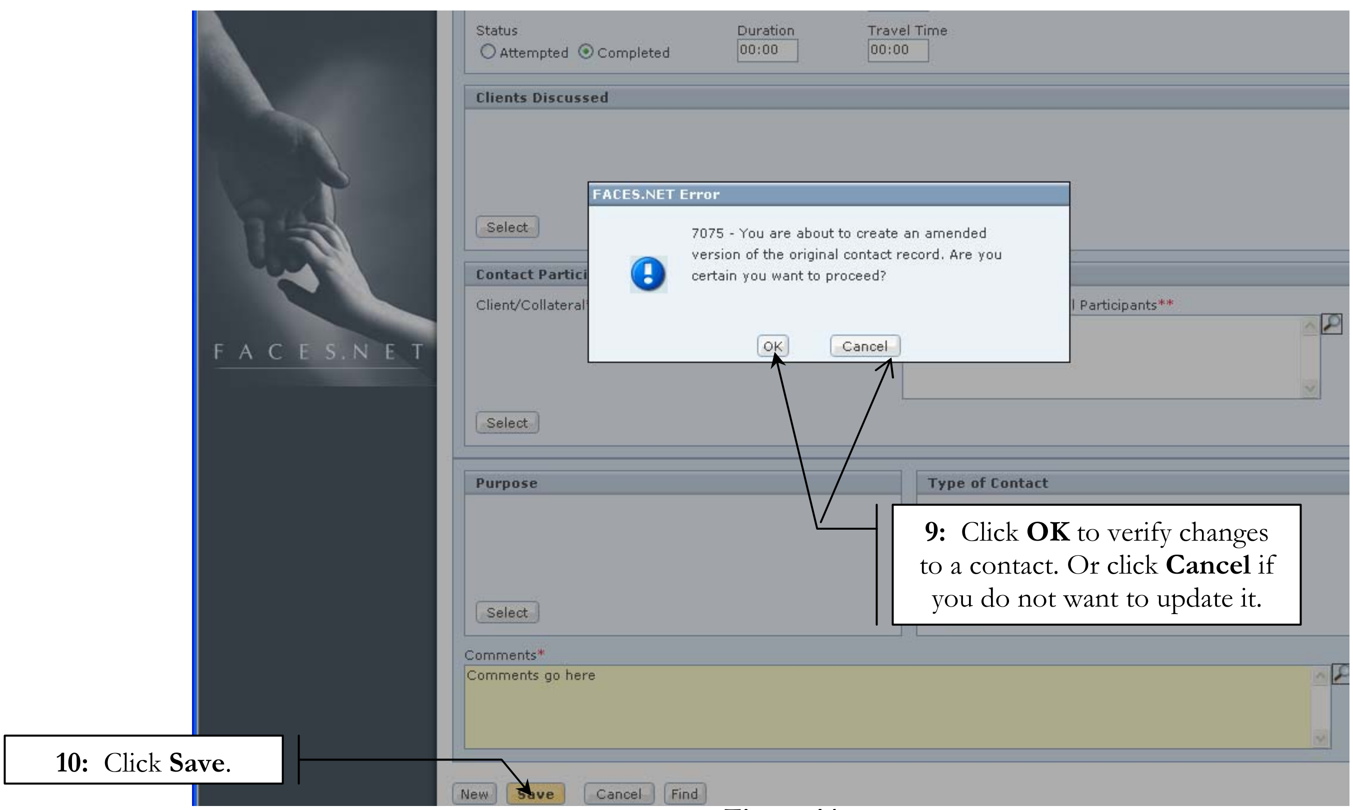

Figure 14

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 # 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.