

RECORDING SIBLING VISITS IN FACES.NET

CREATION DATE: May 2, 2006

Pointers to Remember:



1. Children placed apart from their siblings will have sibling visits twice per month unless either sibling has the goal of Adoption, Independent Living, or Alternative Planned Living Arrangement.
2. Sibling Visits can be recorded on the Visit Log or the Contacts screen.
3. The Healthy Families/Thriving Communities Collaborative is available to Transport and Supervise visits with siblings and visits with parents.

How to Record Visits on the Visits Log 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.

1: Put Case in focus.

2: Highlight the client you want to view.

3: Click on Show

The screenshot shows the FACES.NET WorkLoad List interface. The left sidebar contains a navigation menu with 'WorkLoad' selected. The main area displays a 'WorkLoad List' with a table of cases. The table has columns: ID, Restricted, Type, Responsibility, Referral Type, Name, Client, Date Assigned, Open Date, and Response Time. The row for ID 192582 is highlighted. Below the table are buttons for 'Show', 'Caseload', 'Transfer Summary', 'Edit Name', 'Print', 'Restrict', 'Contacts', 'Assign/Transfer', 'Close Case', 'Cancel', and 'Alerts'.

ID	Restricted	Type	Responsibility	Referral Type	Name	Client	Date Assigned	Open Date	Response Time
10013729		Provider	Primary		JONES ASSC		11/30/2004	11/30/2004	
10013722		Provider	Primary		JOY HOPE		11/30/2004	11/30/2004	
10013556		Case	Family		SOUTHWEST KAREN SOU		08/20/1999	08/20/1999	
572605		Investigation	Family	Neglect	PETERS		03/08/2000	03/08/2000	Immediately
192582		Case	Family		JACKSON53	SHANTE JAC	06/08/2006	01/10/2006	

Figure 1

Step 4: Place your mouse over the Case module at the top of the screen.

Step 5: Place your mouse over the Visits menu item.

Step 6: Click on Visit Log.

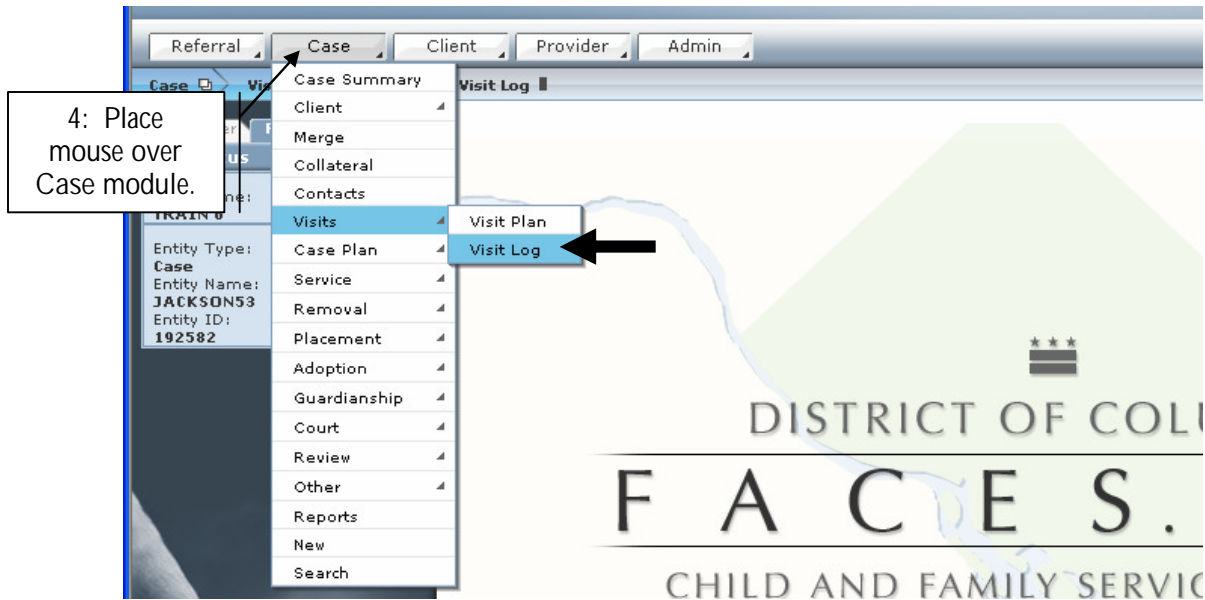


Figure 2

Step 7: Enter the date of visitation in the Date of Visit* field by either typing in the date or using the date calendar by clicking on the upside down arrow.

Step 8: Enter status in the Status field by clicking on the upside down arrow. You will find Cancelled, Completed, and No-Show as options from pick list.

The screenshot displays the FACES.NET interface. On the left, the 'In Focus' sidebar shows user information: User Name: TRAIN 6, Entity Type: Case, Entity Name: JACKSON53, and Entity ID: 192582. The main area is divided into 'Visit log' and 'Visit Detail' sections. The 'Visit log' table contains one entry: Date Of Visit: 06/06/2006, Visitation Type: Sibling, Supervision Type: Supervised by CFSA, Court Ordered: No, Status: Completed. The 'Visit Detail' form is below, with callouts for steps 7, 8, 9, and 10. Step 7 points to the 'Date Of Visit*' dropdown menu. Step 8 points to the 'Status' dropdown menu. Step 9 points to the 'Visitation Type*' dropdown menu. Step 10 points to the 'Visit Purpose*' dropdown menu. The 'Participants' section shows a table with two clients: KEYSHAWN JACKSON53 and REYSHAWN JACKSON53. The 'Supervisor' section shows 'Supervised by CFSA'. The 'Location' field is set to 'McDonald'. The 'Comments' field contains text about the relationship between Key Shawn and Rey-Rey Jackson. The bottom of the form has buttons for 'New', 'Save', 'Filter', and 'Cancel'.

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

Date Of Visit	Visitation Type	Supervision Type	Court Ordered	Status
06/06/2006	Sibling	Supervised by CFSA	No	Completed

Visit Detail

Date Of Visit* 6/6/2006 End Date Court Ordered Status Completed

Participants
Visitation Type* Sibling
Visit Purpose* Sibling
Who Was Present*

Role	Participant
Client	KEYSHAWN JACKSON53
Client	REYSHAWN JACKSON53

Select

Supervisor
Supervision Type* Supervised by CFSA
Supervised By

Location
McDonald

Comments
Key Shawn and Rey-Rey Jackson have a close relationship with eachother. They were happy to see eachother.

New Save Filter Cancel

Figure 3

Step 9: Select sibling in the Visitation Type* the field.

Step 10: Select sibling in the Visit Purpose* from pick list.

Step 11: Select Who Was Present* first by clicking on the select button.

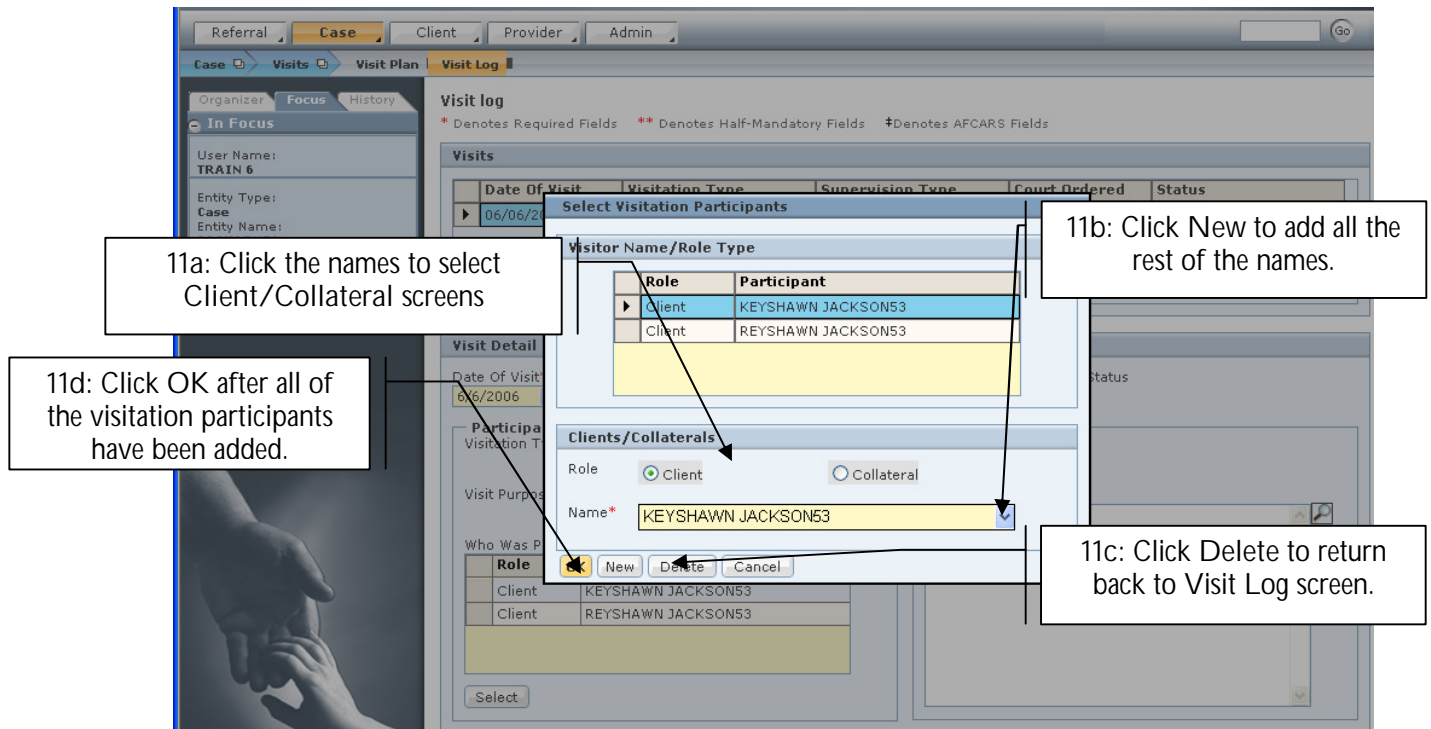


Figure 4

Step 11a: Clients/Collaterals Role if you pick a Client that came into I&R. Collaterals are Doctors, Attorney, and Uncles etc. Then you will click the down button under the Name* column from the picklist.

Step 11b: Click New to add all the rest of the names.

Step 11c: Click Delete to erase a client that was selected in error.

Step 11d: Click OK after all of the visitation participants have been added

Note:



- All siblings that were present during the visit must be added to the Who Was Present.* inset grid by first clicking on the Select button.
- When you click Select the Clients/Collaterals screen will pop up.

Step 12: Select Supervision Type *.

Step 13: Type a Supervised By in a text box.

Step 14: Enter the location of the visit in the Location text box.

Step 15: Enter notes on the Comments text box.

Step 16: Click Save.

The screenshot displays the 'Visit log' application interface. On the left, a sidebar shows the 'In Focus' section with user information: User Name: TRAIN 6, Entity Type: Case, Entity Name: JACKSON53, and Entity ID: 192582. The main area is divided into several sections. At the top, a 'Visits' table lists visit details. Below this, the 'Visit Detail' section contains various input fields and a table for participants. At the bottom, there are fields for 'Location' and 'Comments', and a 'Save' button. Numbered callouts point to specific elements: 11 points to the 'Who Was Present' table; 12 points to the 'Supervision Type' dropdown; 13 points to the 'Supervised By' text box; 14 points to the 'Location' text box; 15 points to the 'Comments' text box; and 16 points to the 'Save' button.

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

Date Of Visit	Visitation Type	Supervision Type	Court Ordered	Status
06/06/2006	Sibling	Supervised by CFSA	No	Completed

Visit Detail

Date Of Visit* 6/6/2006 End Date Court Ordered Status Completed

Participants

Visitation Type* Sibling Visit Purpose* Sibling

Who Was Present*

Role	Participant
Client	KEYSHAWN JACKSON53
Client	REYSHAWN JACKSON53

Select

Supervisor

Supervision Type* Supervised by CFSA

Supervised By

Location

McDonald

Comments

Key Shawn and Rey-Rey Jackson have a close relationship with eachother. They were happy to see eachother.

New Save Filter Cancel

11: Select Who Was Present*.

12: Select Supervision Type*.

13: Supervision By.

14: Enter Location.

15: Enter Comments.

16: Click Save.

Figure 5

How to Record Sibling Visits in the Contacts Screen

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:



4. 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.)
5. 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.
6. Before a "Collateral" is displayed on the Contact pick list, the Collateral must first be entered on the Collateral screen.
7. 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.
8. Contacts appear in both the Investigation side and the Case side of FACES.NET.

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:

Enter a New Sibling 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).

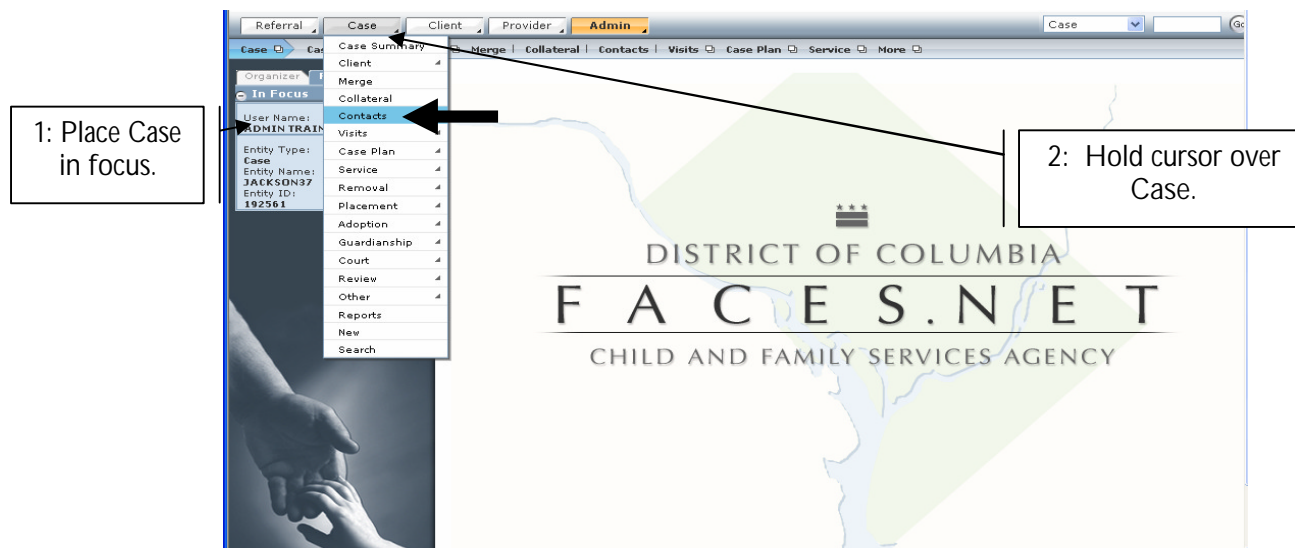


Figure 6

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

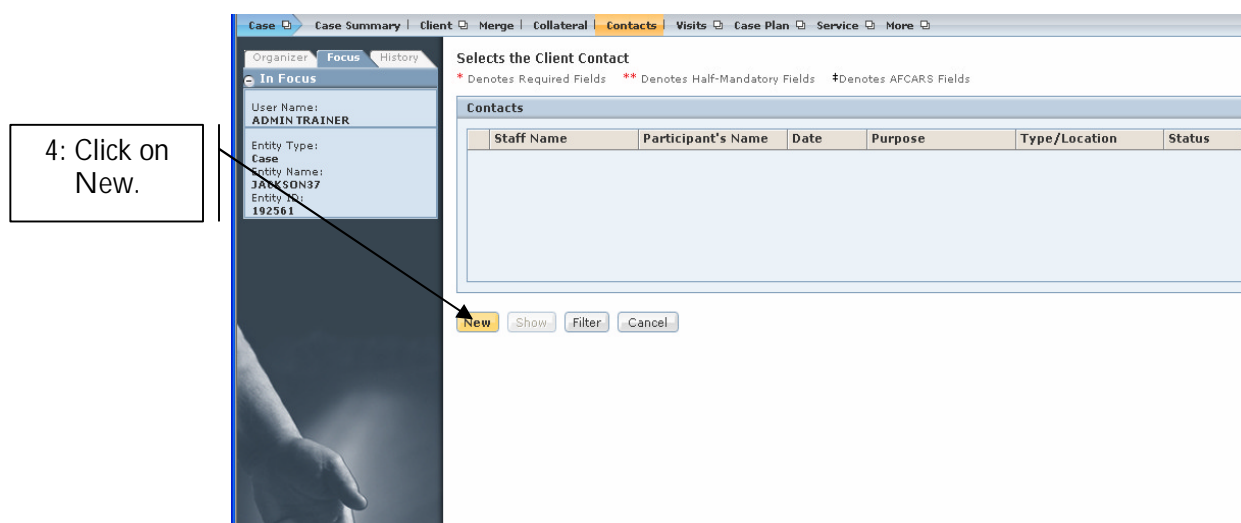


Figure 7

General Information/Contact Participants

Pointers to Remember:



You can view and enter contacts in several modules: Referral, Case, and Provider

Steps Include:

Step 1: Status – Click on the radio button to select Attempted or Completed contacts

Step 2: Type/Location* – Click on the drop down pick list to choose the type of contact (Phone, Letter, Face to Face, etc.)

Step 3: Date* – Enter the date when the contact occurred.

The screenshot shows a software interface for recording contact information. The form is titled 'Selects the Client Contact' and includes a 'Contact History' table at the top. Below the table are various input fields and sections for recording contact details. Numbered callouts (1-13) point to specific fields and buttons:

- 1: Use the radio button to record Status of contact. (Points to the 'Completed' radio button in the 'Status' section.)
- 2: Enter the Type/Location*. (Points to the 'Type / Location*' dropdown menu.)
- 3: Enter a Date*. (Points to the 'Date*' field.)
- 4: Enter Time*. (Points to the 'Time*' field.)
- 5: Enter Duration. (Points to the 'Duration' field.)
- 6: Enter Travel Time. (Points to the 'Travel Time' field.)
- 7: Click Select to record the Client Discussed. (Points to the 'Select' button in the 'Clients Discussed' section.)
- 8: Click Select to record the Client/Collateral**. (Points to the 'Select' button in the 'Contact Participants' section.)
- 9: Enter any Non-Client/Non Collateral Participants. (Points to the 'Non-Client/Non-Collateral Participant' text area.)
- 10: Click Select to record the Purpose. (Points to the 'Select' button in the 'Purpose' section.)
- 11: Click Select to record the Type of Contact. (Points to the 'Select' button in the 'Type of Contact' section.)
- 12: Click Comments*. (Points to the 'Comments*' text area.)
- 13: Click Save. (Points to the 'Save' button at the bottom.)

The 'Contact History' table shows the following data:

Staff Name	Location/Type	Contact Status	Source	Updated Date
ADMIN TRAINER	Face to Face (CFSA Office)	Completed	Case	

The 'General Information' section contains the following fields:

- Staff Name: ADMIN TRAINER
- Type / Location*: Face to Face (CFSA Office)
- Source: Case
- Date*: 6/1/2006
- Time*: 10:00
- Status: ☒ Completed
- Duration: 00:00
- Travel Time: 00:00

The 'Clients Discussed' section lists the following names:

- SHANTE JACKSON34
- KEYSHAWN JACKSON34
- REYSHAWN JACKSON34

The 'Contact Participants' section has two text areas: 'Client/Collateral**' and 'Non-Client/Non-Collateral Participant'.

The 'Purpose' section has a dropdown menu with 'Assessment' selected.

The 'Type of Contact' section has a dropdown menu.

The 'Comments*' section contains the text: 'Child is in a stable place at this time.'

The bottom of the form has buttons for 'New', 'Save', 'Cancel', and 'Find'.

Figure 8

Step 4: Time – Enter the time the contact occurred.

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

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

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 pointing double-arrow

Step 7c: Click Ok.

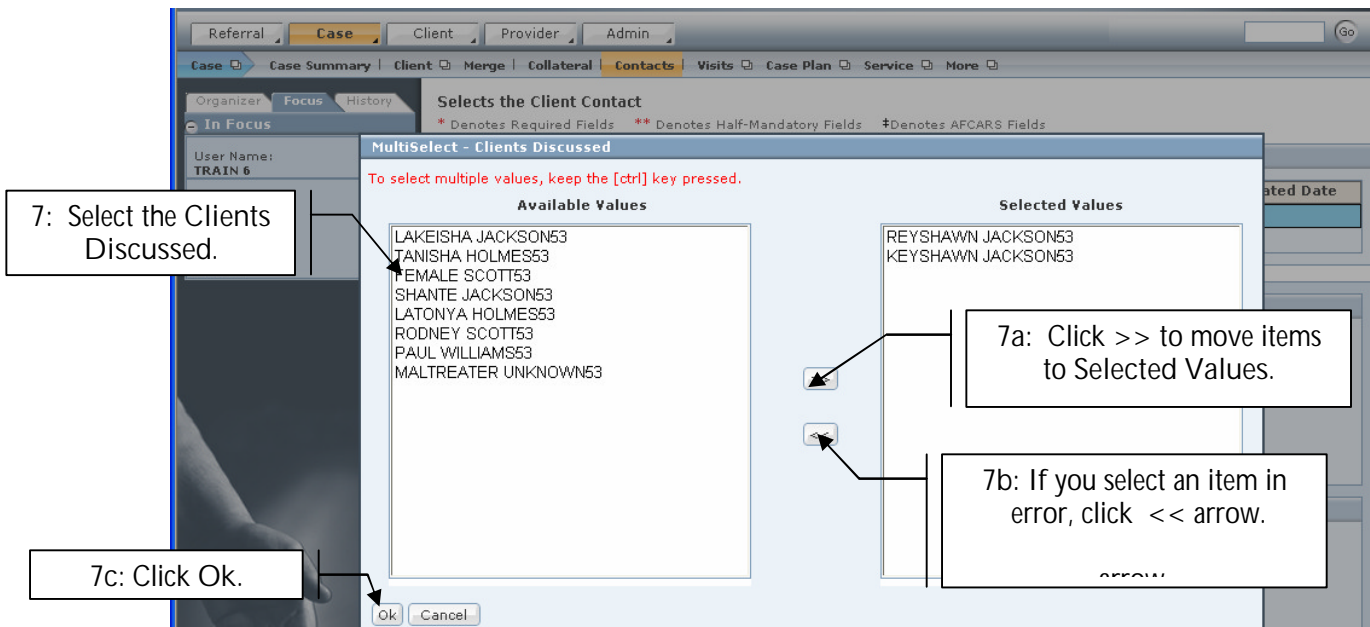


Figure 9

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.

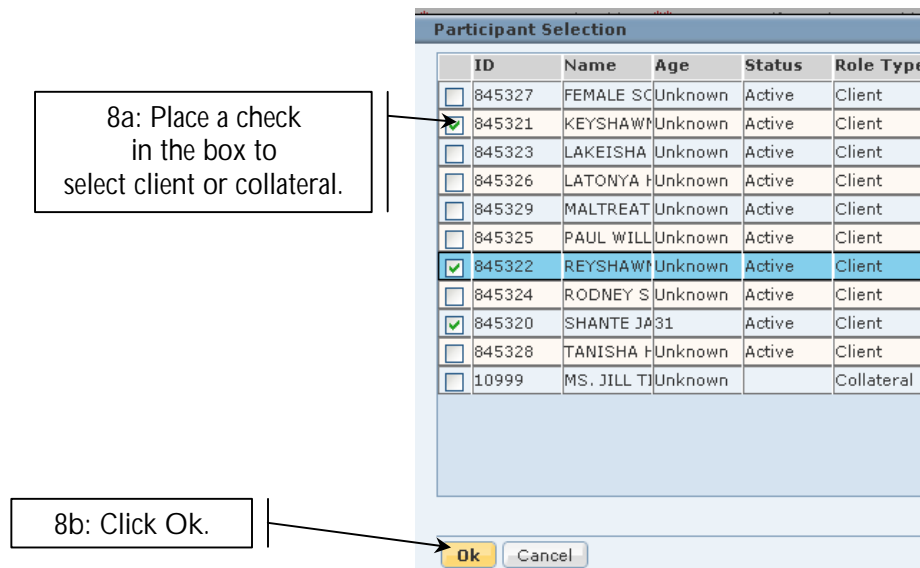


Figure 10

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.

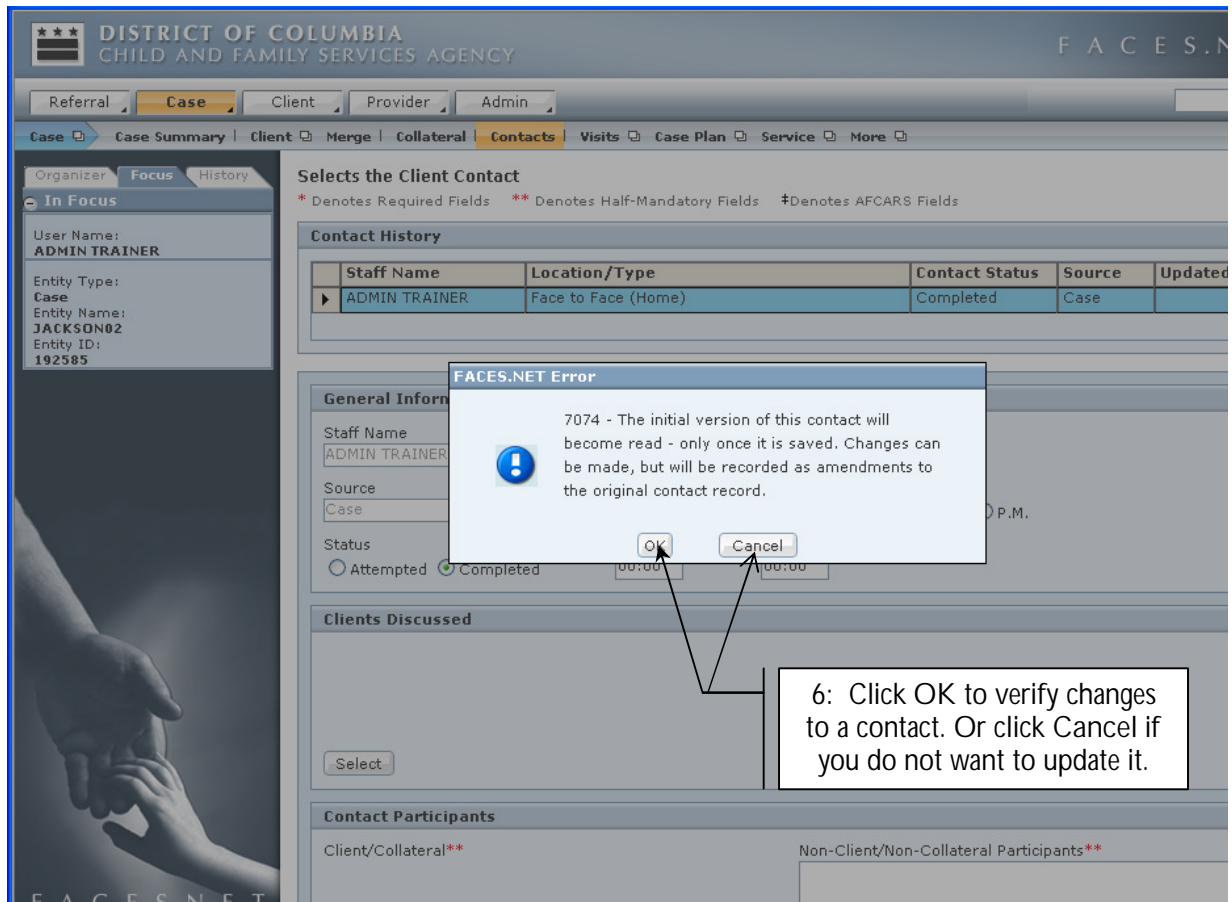


Figure 11



Note:

In order for a social worker's contacts/visits to count, Management Report. 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 of 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.

The screenshot shows the FACES.NET Workload List interface. The top navigation bar includes tabs for Referral, Case, Client, Provider, and Admin. The Admin tab is selected. The left sidebar contains an Organizer with sections for WorkLoad, My Assignments, My Units, My Workers, and Other Program Areas. The main area displays a 'WorkLoad List' with a table of cases. The table has columns: ID, Restricted, Type, Responsibility, Referral Type, Name, Client, Date Assigned, Open Date, and Response Time. The row for ID 192582 is highlighted. Below the table are buttons for Show, Caseload, Transfer Summary, Edit Name, Print, Restrict, Contacts, Assign/Transfer, Close Case, Cancel, and Alerts. Three callouts are present: 1. 'Put Case in focus.' points to the 'Case' tab. 2. 'Highlight the client you want to view.' points to the highlighted row in the table. 3. 'Click on Show.' points to the 'Show' button.

1: Put Case in focus.

2: Highlight the client you want to view.

3: Click on Show.

ID	Restricted	Type	Responsibility	Referral Type	Name	Client	Date Assigned	Open Date	Response Time
10013729		Provider	Primary		JONES ASSC		11/30/2004	11/30/2004	
10013722		Provider	Primary		JOY HOPE		11/30/2004	11/30/2004	
10013556		Case	Family		SOUTHWEST	KAREN SOU	08/20/1999	08/20/1999	
572605		Investigation	Family	Neglect	PETERS		03/08/2000	03/08/2000	Immediately
192582		Case	Family		JACKSON53	SHANTE JAC	06/08/2006	01/10/2006	

*** Indicates Restricted or *A* Indicates Restricted && Adoption Security or 'A' Indicates Adoption Security

Figure 12

Steps Include:

Step 1: Hold cursor over Case, then click Contacts.

Step 2: Highlight the contact to be viewed on the Contact window.

Step 3: Click Show.

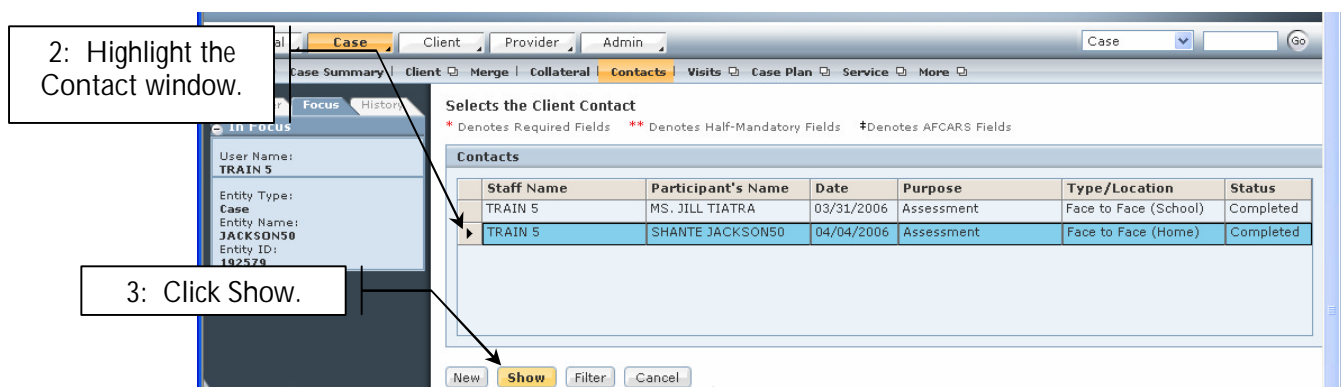


Figure 13

Step 4: View or make any necessary changes on the original contact record.

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.

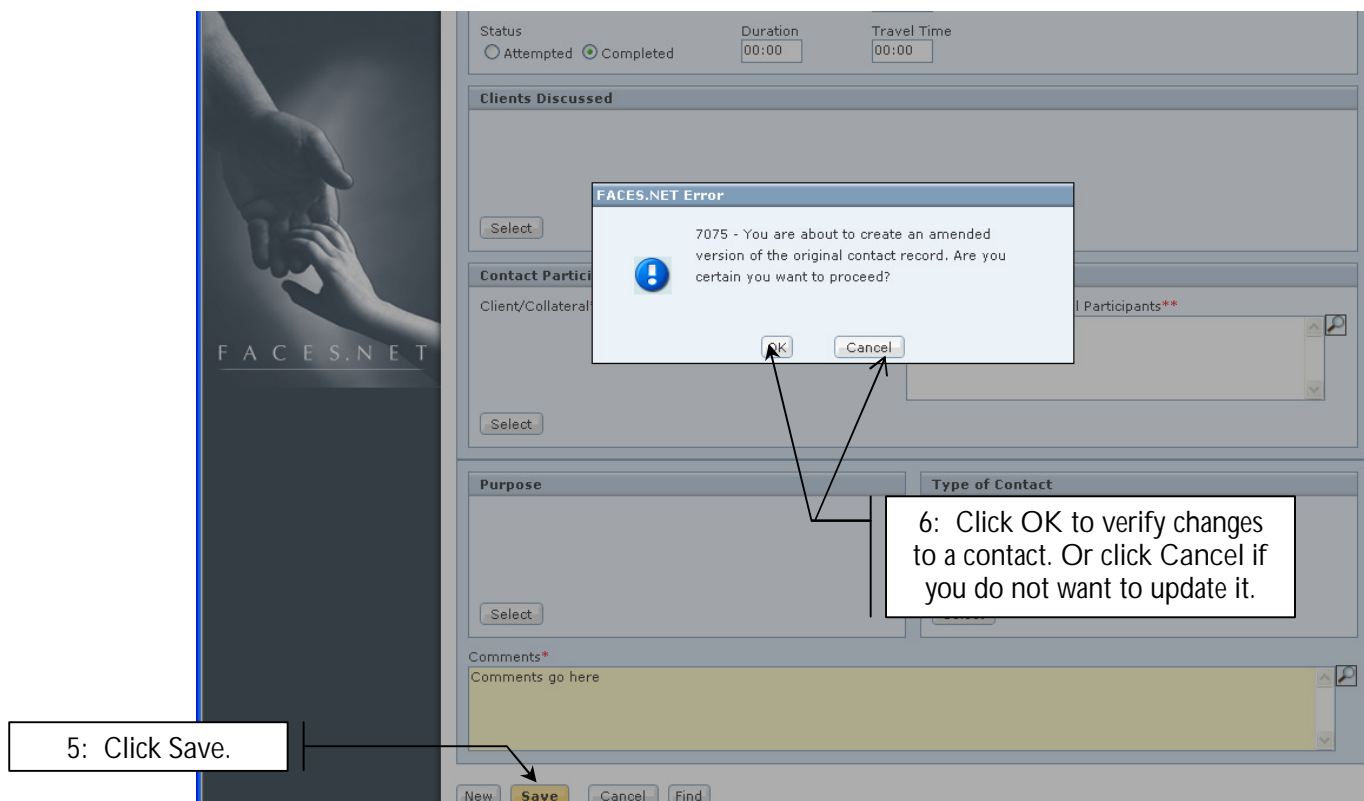


Figure 14



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 will affect statistics recorded for Best Practice # VI.1.d – CMT219MS—Visits Between Children in Separated Sibling Groups

CMT219MS captures the following information:

- This report checks for visits between siblings who are placed apart. A visit is counted as a sibling visit if a) more than one child's name in a sibling group is listed in the 'contact participant' list on the Contact Screen, or b) any visit type is chosen in the Visit Log and the names of the siblings are present in the 'Participants' box.
- The above numbers represent information entered into FACES.NET as of the report run date. The numbers may change as further updates are made in FACES.NET.