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.

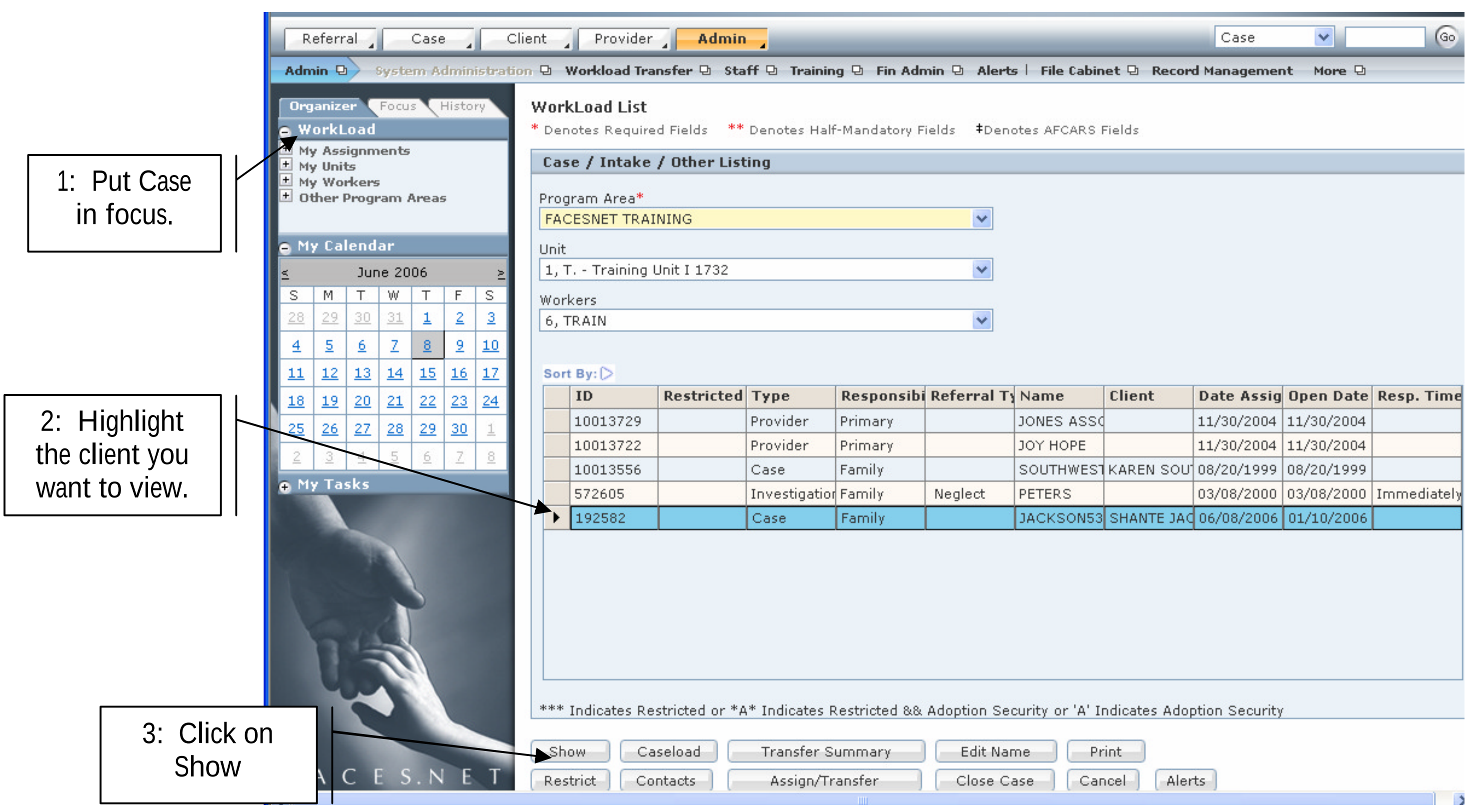

Figure 1

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.

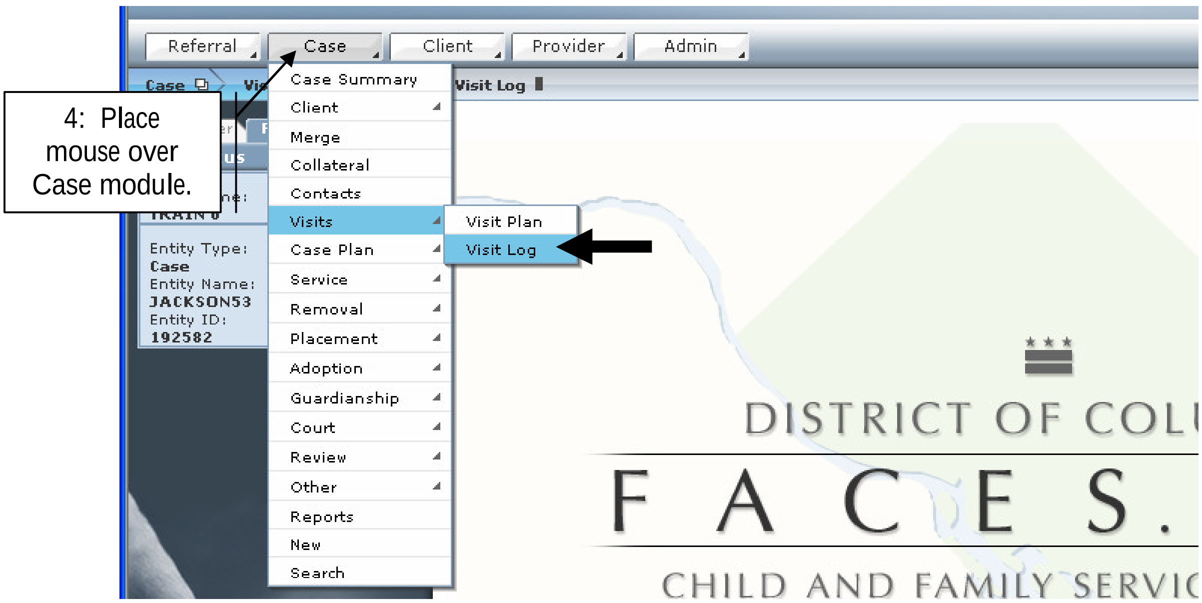

Figure 2

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.

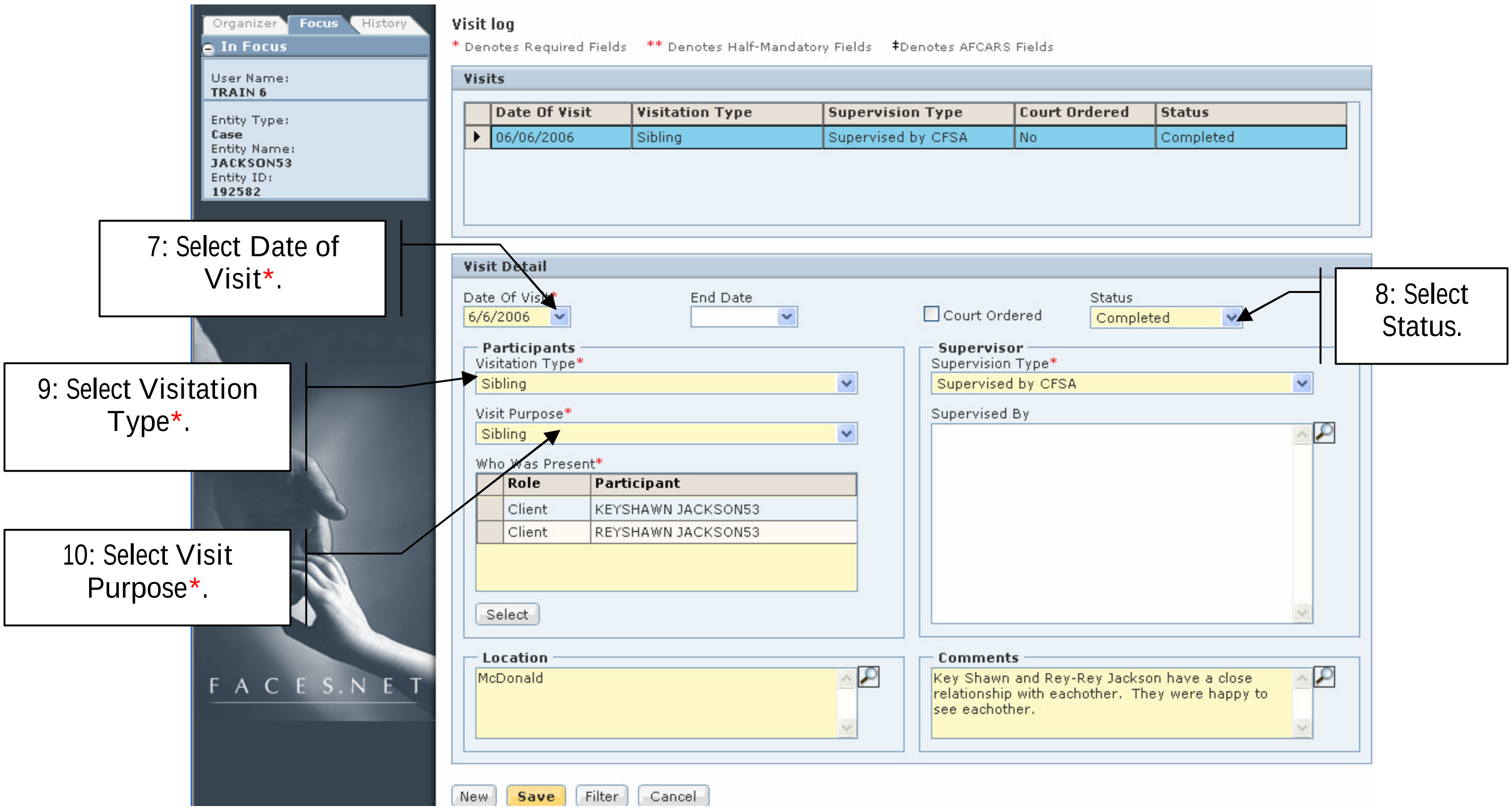

Figure 3

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.

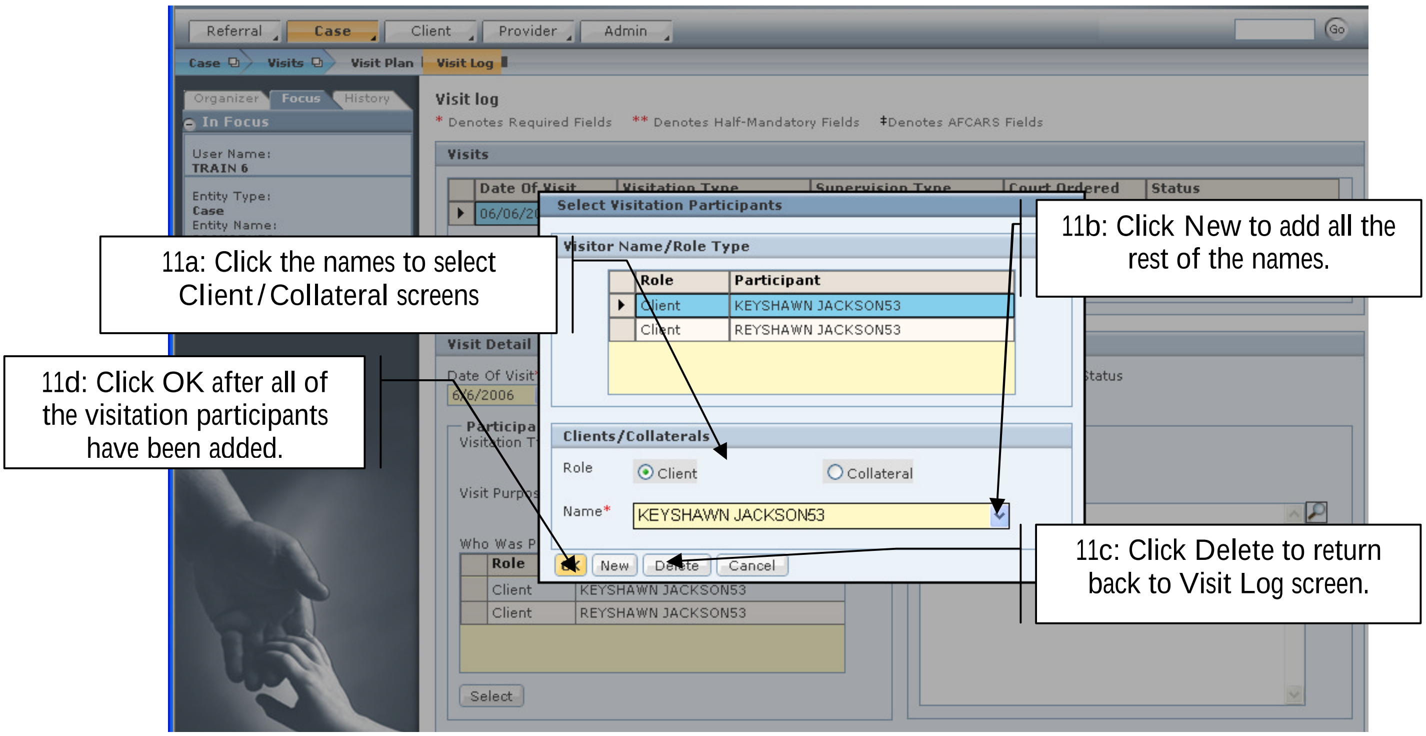

Figure 4

Step 11a: Clients/Collaterals Role if you pick a Client that came into I&R. Collaterals are Doctors, Attorney, and Uncles etc. Than 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.

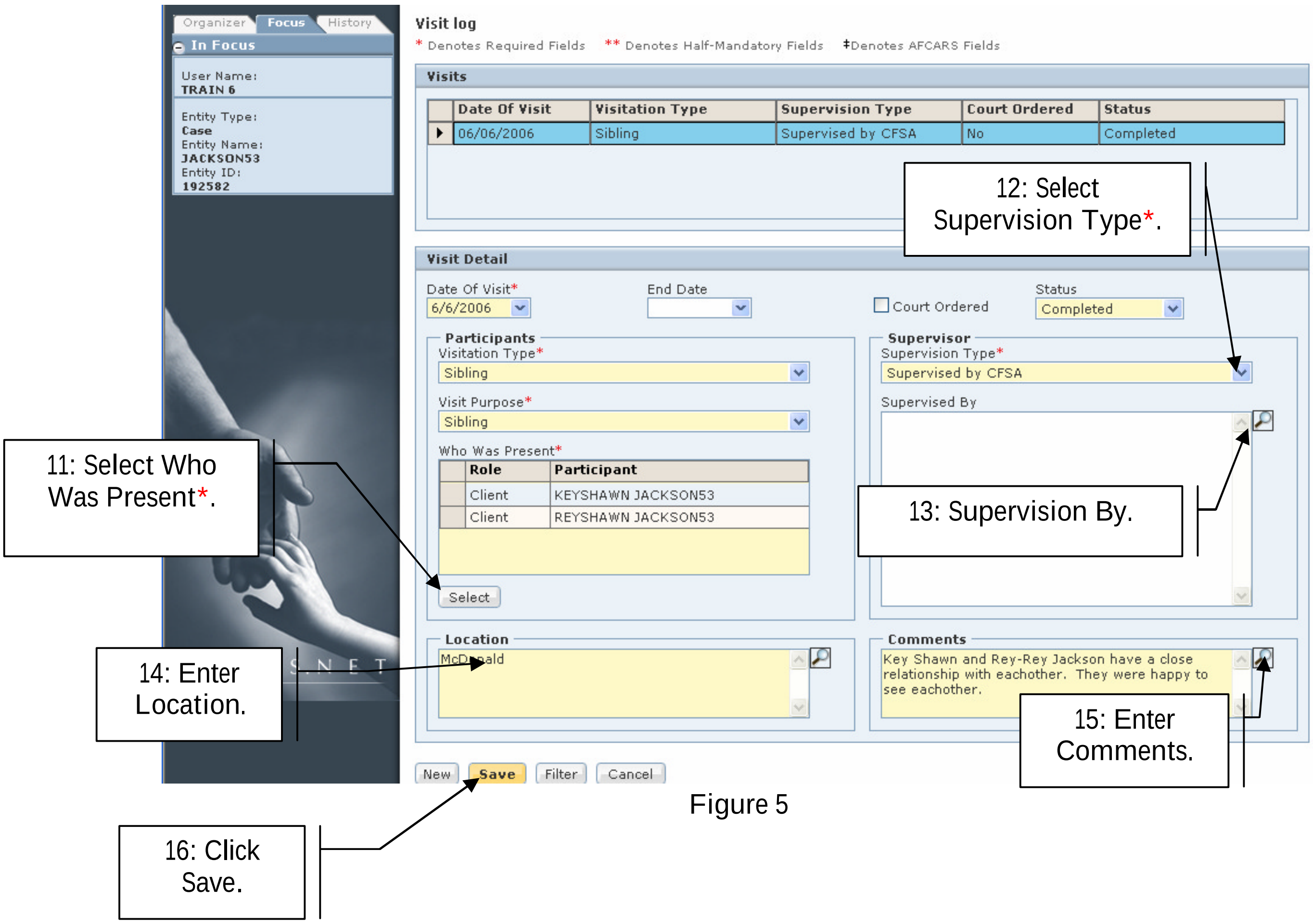

Figure 5

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).

1: Place Case in focus.

2: Hold cursor over Case.

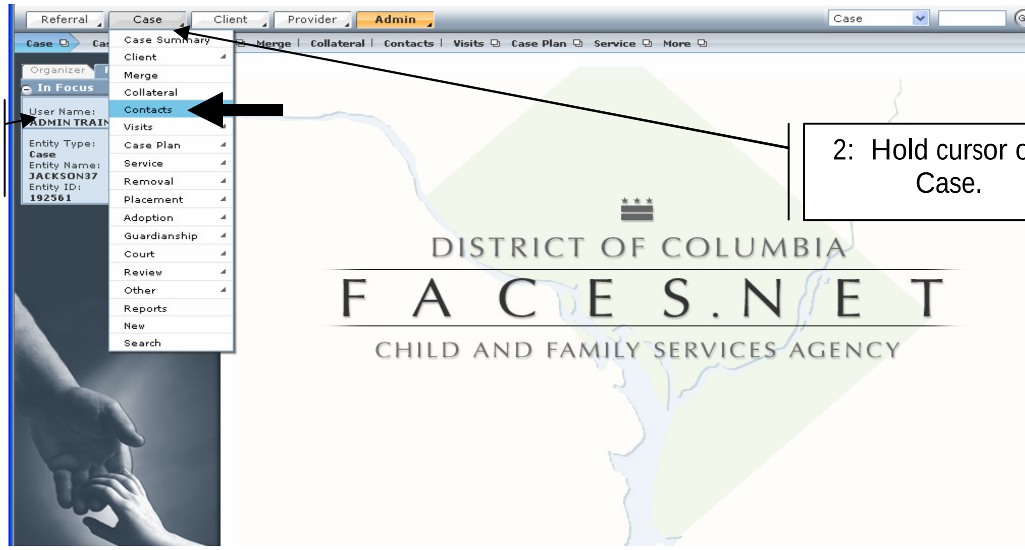

Figure 6

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

4: Click on New.

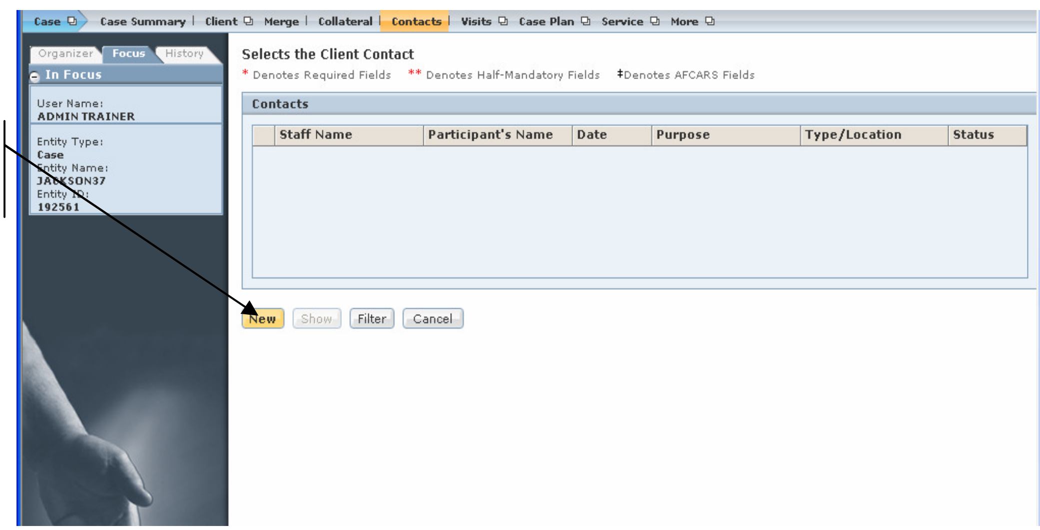

Figure 7

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.

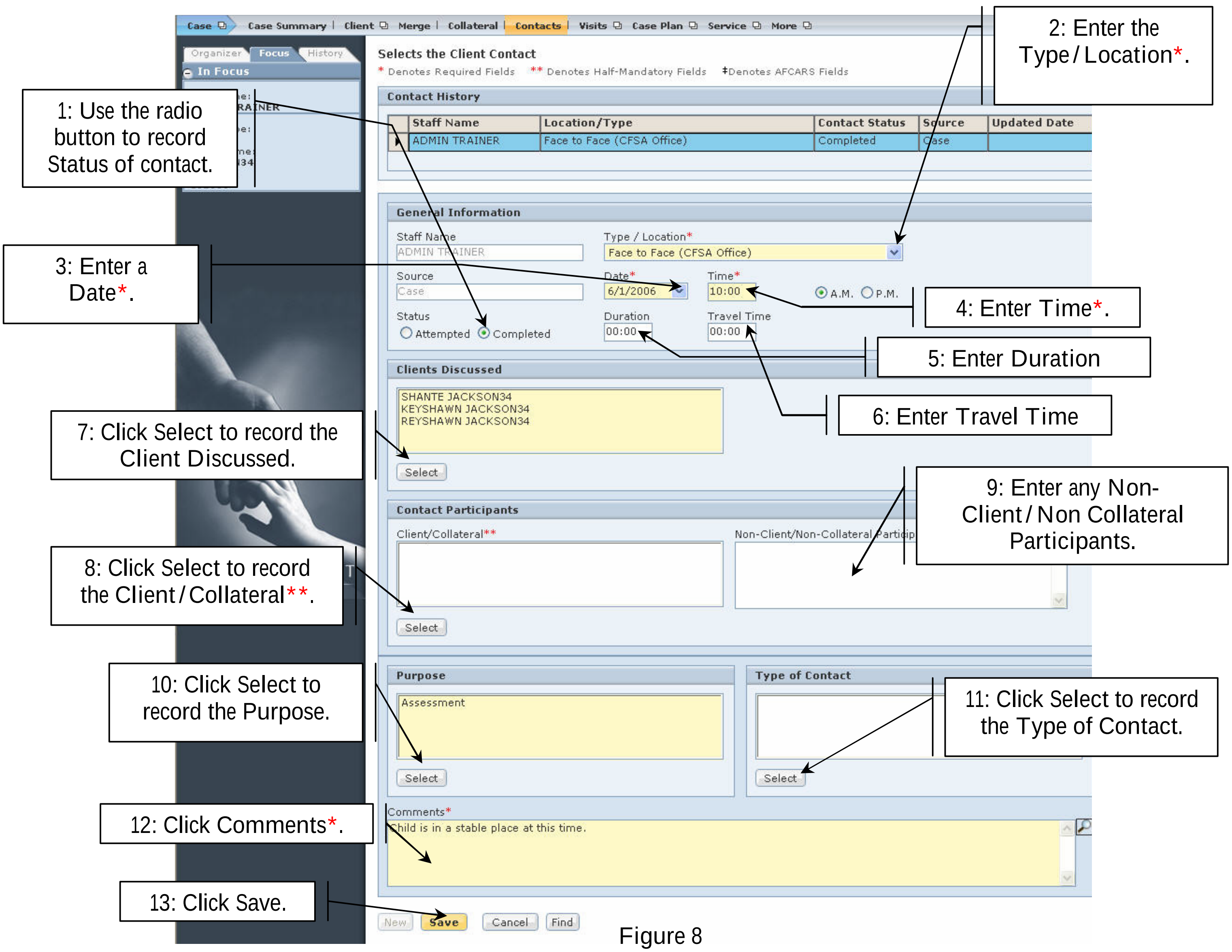

Figure 8

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.

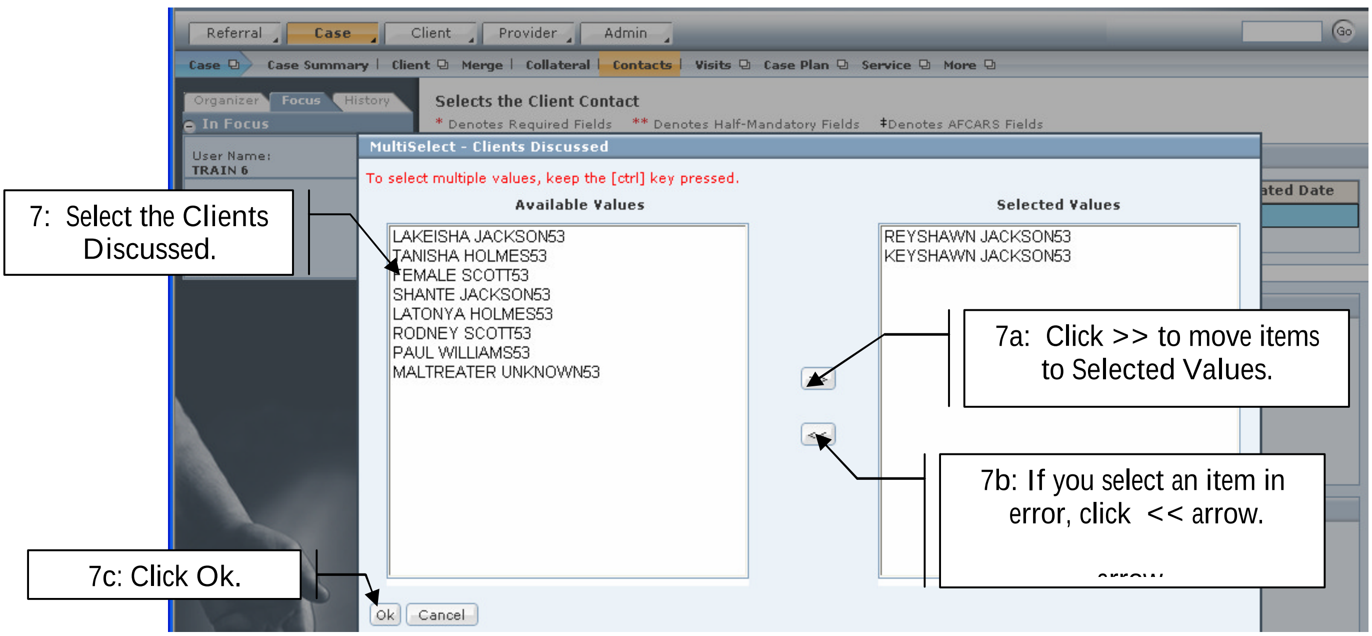

Figure 9

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.

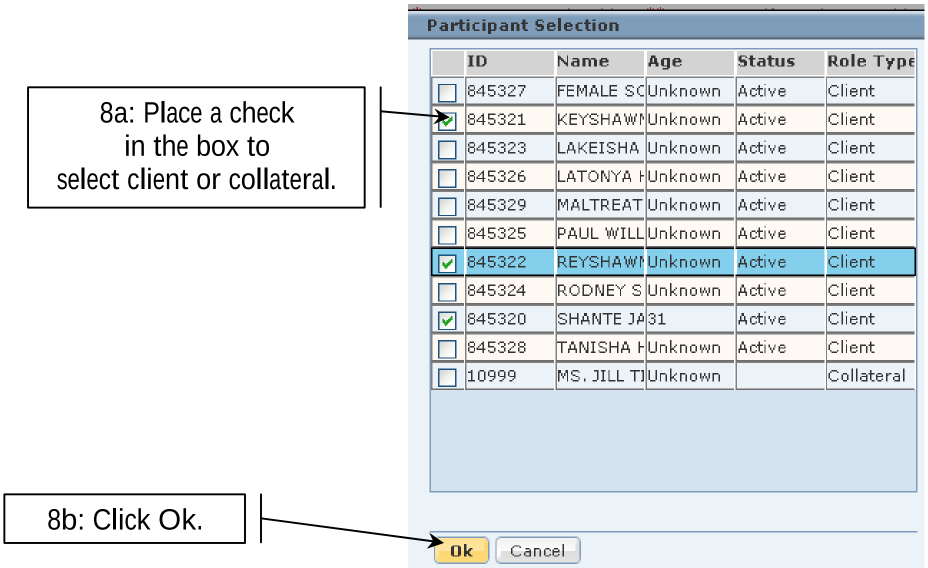

Figure 10

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.

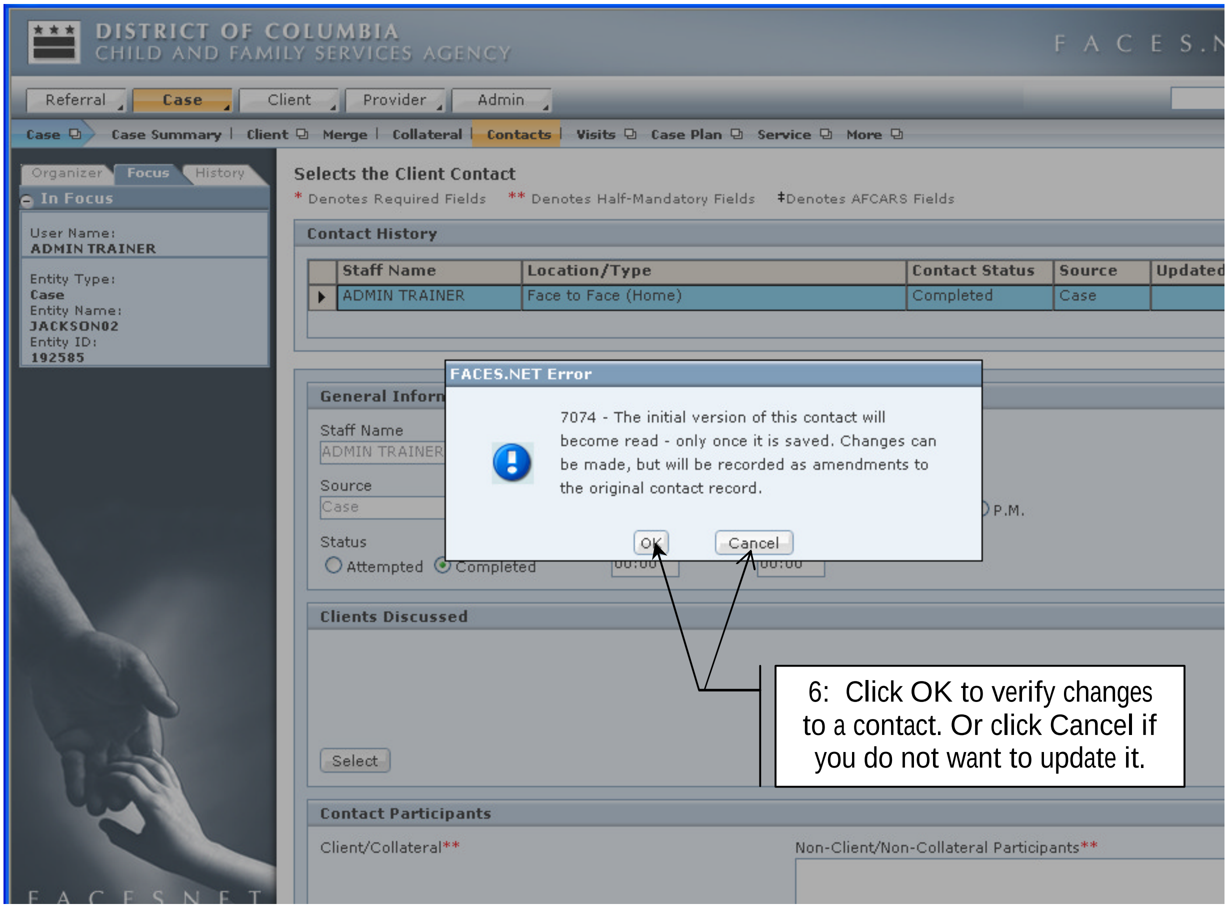

Figure 11

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.

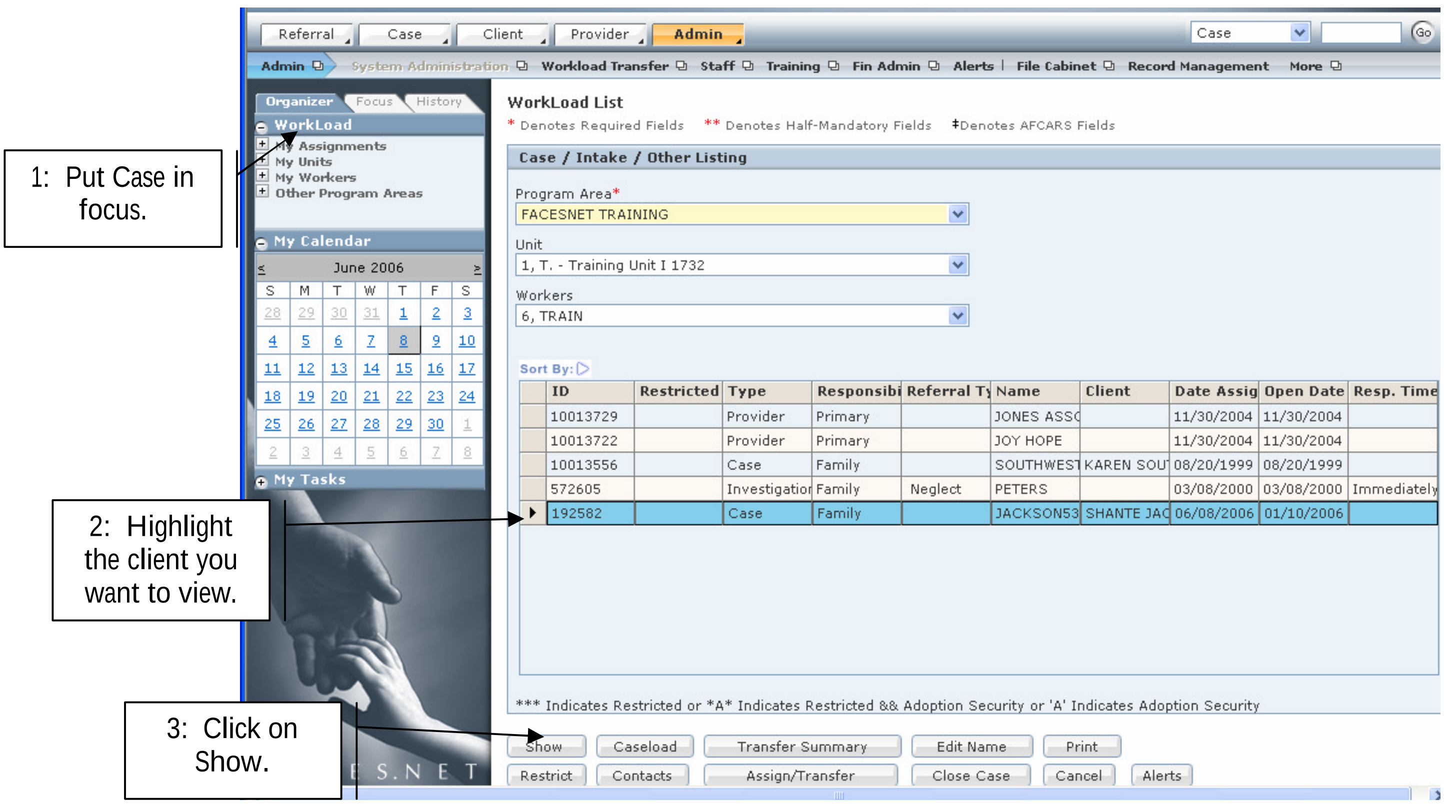

Figure 12

Steps Include:

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

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

Step 3: Click Show.

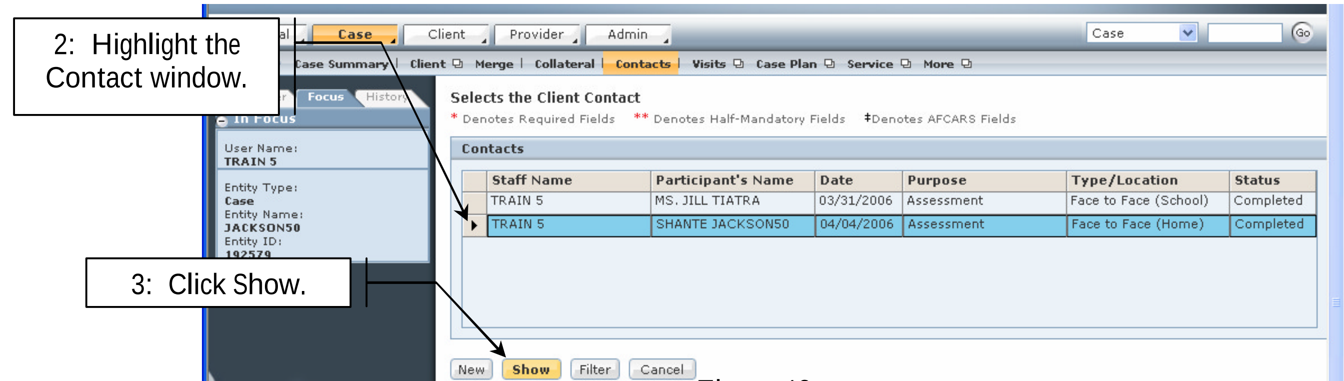

Figure 13

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.

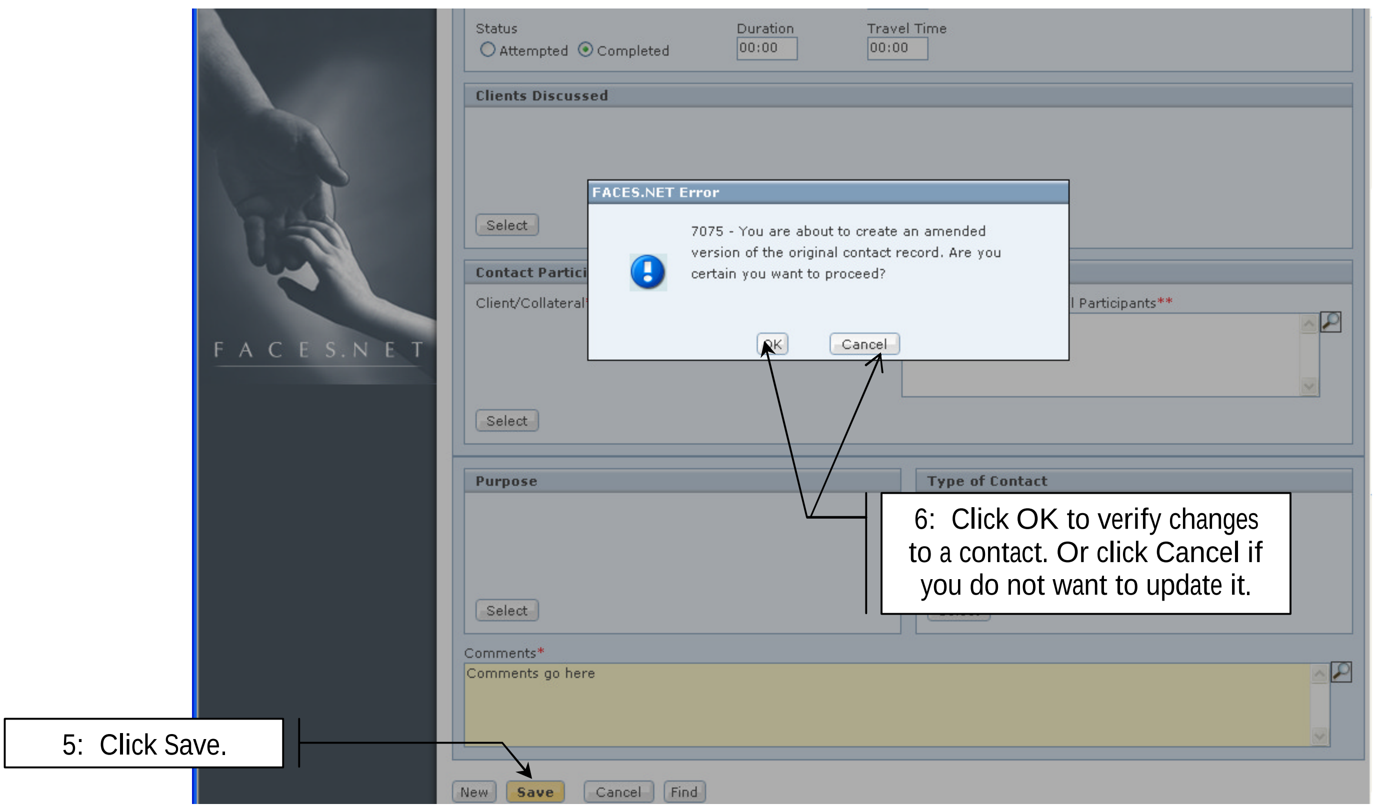

Figure 14

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.