

 <p>Children's Services Agency</p> <p>Communication Issuance</p> <p>20-045* Revised 6/11/20 Previous version obsolete</p>	Subject/Title	COVID-19 Response-Caseworker Contacts in MiSACWIS UPDATED
	Type	<input checked="" type="checkbox"/> Informational Memorandum <input checked="" type="checkbox"/> Program Instruction <input type="checkbox"/> Policy Guide
	Issuance Date	05/01/20
	Obsolete Date	06/30/20
	Contact Name	Danielle Martin
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	Due Date	N/A
	Due to	N/A
Distribution	<input checked="" type="checkbox"/> CSA Central Office Managers/Staff <input checked="" type="checkbox"/> MDHHS BSC and County Directors <input checked="" type="checkbox"/> MDHHS Juvenile Justice Managers/Staff <input checked="" type="checkbox"/> MDHHS Child Welfare Managers/Staff <input checked="" type="checkbox"/> Native American Tribes <input checked="" type="checkbox"/> Office of Workforce Development and Training <input checked="" type="checkbox"/> Private Agency Child Welfare Managers/Staff <input checked="" type="checkbox"/> Private Residential Abuse/Neglect Managers/Staff <input checked="" type="checkbox"/> Private Residential Juvenile Justice Managers/Staff <input type="checkbox"/> Other:	

This version replaces prior versions of CI 20-045.

This communication provides guidance to caseworkers for accurately documenting contacts in MiSACWIS during the Coronavirus Disease (COVID-19) health crisis. As a result of the public health emergency, caseworkers may use allowable alternatives to face-to-face contact (see Communication Issuance 20-032). If you are utilizing Skype, FaceTime, or any video conferencing alternative to make face-to-face contacts, please select **Video Conference** as the Contact Method as demonstrated in the screenshot below.



The screenshot shows the 'Activity Details' form in MiSACWIS. The 'Contact Method' dropdown menu is set to 'Video Conference'. Other fields include 'Create Date' (03/20/2020), 'Contact Duration', 'Contact Type', 'Scheduled', 'Location', 'Create Time' (12:29 PM), 'Contact Time', 'Contact Occurred', and 'Other Location'.

If you are using phone contact in lieu of a face-to-face or videoconferencing contact, you should select **Phone** as the Contact Method and enter the following statement in your contact narrative so we can identify this information using text mining at a later date: **“due to COVID-19 FF contact not made.”**